

## GREETINGS FROM THE MAYOR

On behalf of the Village Board, I would like to welcome you to the Village of Hoffman Estates.

With a population of approximately 52,000, Hoffman Estates is a full-service community. Our location provides excellent access to all major attractions within the Chicagoland area and the Midwest. Accommodations to suit all requirements, a variety of top-quality restaurants, good shopping and many other attractions – both natural and manmade – have resulted in Hoffman Estates becoming one of the premier suburban communities in the state of Illinois.

The Village has made major strides in the areas of business and economic development, interagency cooperation and growth management. With an expanding population base in the region, the Village of Hoffman Estates is poised for future growth, both commercially and residentially. The Village also offers good employment prospects, superior educational amenities and a modern infrastructure.

Ultimately, the Village of Hoffman Estates is a vivid example of a community that works to provide an excellent quality-of-life for all citizens.

I trust that this welcome packet will provide you the information you need to become familiar with our community. I would also encourage you to visit the Village's website for current information at [www.hoffmanestates.org](http://www.hoffmanestates.org). Additionally, the Village has a variety of social media pages including Facebook, Twitter, LinkedIn and YouTube, which share information about Village activities. You are also invited to contact me, the Hoffman Estates Village Board or the Village Manager regarding any matter that you wish to discuss. We can each be reached at **847-882-9100**.

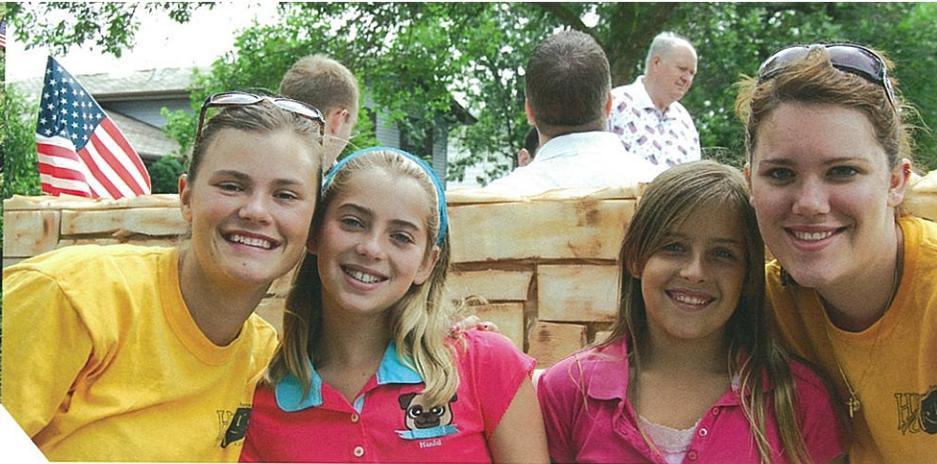
I want to thank you for choosing to join the growing Hoffman Estates family. Welcome!

*Bill McLeod*

William D. McLeod, Mayor



Hoffman Estates is a good place to live  
and work, an ideal place to raise a family,  
and a great place to call home.



## Village Overview

A quiet suburban setting, an abundance of open space and a wide variety of recreational and educational opportunities are a few of the things that make Hoffman Estates a great place to live. Recreational facilities, from racquetball to archery, horseback riding to handball, tennis, golf, boating and fishing are easily accessible.

### CULTURE

Local cultural opportunities include a historical society and a Village Green with an open-air amphitheater within the Prairie Stone Business Park suitable for small events. There are nearly a dozen major shopping areas to serve residents' needs.

### EDUCATIONAL RESOURCES

Twelve elementary schools, three junior high schools, two high schools and two special education schools provide each student with a comprehensive, individualized education.

Harper College, just minutes away, offers everything from degree programs to special interest seminars.

A Northern Illinois University satellite campus located in the Prairie Stone Business Park offers programs in graduate studies.

The local public library facilities are among the best in the state.

### LOCAL GOVERNMENT

The Village is operated under the council-manager form of government, which combines the professional expertise of the Village Manager with the leadership talents of the

elected officials. Village Hall is located at 1900 Hassell Road, and houses most of the municipal operating departments. Numerous boards and commissions, composed of civic-minded residents and business leaders, volunteer their time and expertise to study issues of interest to the Village and make recommendations to the Village Board.

### RECREATION AND ENTERTAINMENT

The Hoffman Estates Park District and the Palatine Park District conduct a variety of programs for residents of all ages. Some 35 percent (approximately 4,000 acres) of Hoffman Estates' land is in forest preserves, parks and golf courses, so open spaces abound. The network of major highways provides easy access to surrounding areas. Within the Prairie Stone Business Park lies the Village's emerging Entertainment District, which is anchored by the Sears Centre, an 11,000-seat multipurpose indoor arena.

### PEOPLE

Hoffman Estates' biggest asset, however, is those who live here – warm, friendly, neighborly people. Hoffman Estates is a good place to live and work, an ideal place to raise a family, and a great place to call home.



## Police Services

The Village of Hoffman Estates provides a full-service, 24/7 Police Department staffed by 92 sworn officers, 10 administrative service officers (ASO's), 2 chaplains, 8 secretarial/clerical personnel, 27 school crossing guards and an Explorer Scout post. The Department offers many services, including:

### NEIGHBORHOOD WATCH

This program is designed to reduce the possibility of crime occurring in our community by educating area residents about the principles of crime prevention. Neighborhood Watch teaches residents to be aware of activity in their neighborhood, and to call the police when they observe any suspicious activity or criminal behavior.

### D.A.R.E.

D.A.R.E., an acronym for Drug Abuse Resistance Education, is a program taught in all sixth grade classes in Hoffman Estates schools. The program is instructed by specially trained police officers who educate students about the dangers of drug use.

### SECURITY AWARENESS PROGRAM

The Security Awareness Program is designed to reduce the incidence of crime by having a police officer assist the homeowner, apartment dweller or local businessperson locate security weaknesses, and by offering practical suggestions for correcting them.

### SPEAKER'S BUREAU

As a means of providing professional guidance in a wide variety of areas relating to law enforcement, the Police Department provides speakers, free-of-charge, to civic groups and other community organizations.

### BICYCLE REGISTRATION

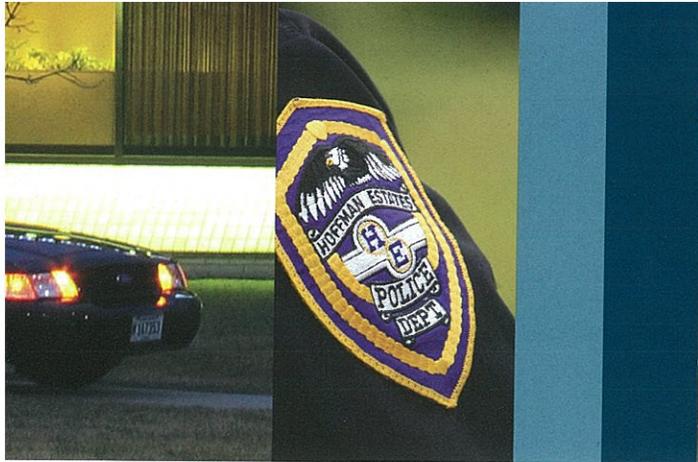
Bikes may be registered free-of-charge at the Police Department, by patrol officers on the street and during summer months at any Village fire station. Bikes that have been registered are tagged with a numbered registration sticker, giving notice to potential thieves that the bike can be easily traced to its rightful owner.

### CHILD CAR SEAT PROGRAM

The Traffic Section provides free child car seat inspections. Feel free to contact the Traffic Section at 847-781-2845 at any time to schedule an officer to check your child car seat to ensure that it is properly installed, that it is safe and that it has not been recalled.

### CITIZEN RIDE-ALONG PROGRAM

Interested residents are invited to ride along with a police officer on a regular shift. This program gives you the opportunity to gain insight into how the Police Department handles the problems and situations it faces every day, and why certain routines and procedures are followed. For more information, contact the Police Department during regular business hours at the non-emergency phone number: 847-781-2800.



### **CITIZEN POLICE ACADEMY**

The Police Department hosts a 13-week academy for residents and business owners of the Village. This academy meets one night a week for three hours. The academy is designed to provide citizens with a unique insight into the workings of the Police Department, as well as the day-to-day job of a police officer. The Academy is hosted twice a year, beginning in the spring and fall. For more information, contact the Police Department at 847-781-2866.

### **JUNIOR POLICE ACADEMY**

Designed after the successful Citizen Police Academy for adults, the Junior Police Academy is designed for those children entering the 5th and 6th grades. The academy runs for one week, Monday through Friday for 4 hours each, during the summer. Some of the topics covered are Evidence Collection, Mock Traffic Stops, Juvenile Law, Internet Safety and specialty units within the Police Department. Contact the Community Relations Department at 847-781-2873 for more information.

### **POLICE REPORTS AND RECORDS**

The Hoffman Estates Police Department Records Section is responsible for all police reports, crash reports and citations. The section also keeps crime data and call history. The Police Department complies with the Freedom of Information Act (FOIA). If you would like to request information, or have questions regarding police reporting or data, call 847-781-2811.

### **AUTOMATED CALL ALERTS**

Utilized in emergency situations only, the automated call alerts system allows the Village to contact affected residents quickly, by telephone, to alert them and to provide instructions.

### **POLICE DEPARTMENT WEBSITE**

The Police Department has a very extensive and informative website available at [www.hoffmanestates.org/police](http://www.hoffmanestates.org/police). The website contains information on traffic safety, special events, reporting crimes, lost and found property, as well as how to contact police representatives via e-mail.

### **CITIZEN GUN LOCK PROGRAM**

Available to any Hoffman Estates resident with a valid firearm owner's identification (FOID) card, the Police Department will supply, at no cost, a cable-style gun lock suitable for handguns. The lock is not designed to prevent theft, but merely to prevent an accidental discharge. For more information, contact the Police Department at 847-781-2881.



## Fire Services

The Village of Hoffman Estates maintains a full-time professional Fire Department. The staff includes 93 sworn personnel and 2 civilian employees. All firefighters are state-certified, and 87 are certified paramedics. The Hoffman Estates Fire Department offers many programs that are free-of-charge and available to all Village residents.

### PUBLIC EDUCATION

The Fire Department offers a wide variety of public education programs designed not only to educate people about the dangers of fire, but to promote all aspects of life safety. A comprehensive program from preschool through sixth grade is offered, as well as station tours, visits to block parties and assistance to local businesses on tornado safety, education and emergency evacuation plans.

### SMOKE DETECTOR PROGRAM

A call to the Smoke Detector Hotline, 847-843-4825, will bring Fire Department personnel to your door with a brand name smoke detector at a nominal cost. When they deliver your smoke detector, firefighters will, upon request, install the detector.

### FREE HOME SAFETY CHECKS

Residents may request a free home fire safety check by calling 847-843-4825. The firefighter who comes to your home will point out any potential fire hazards and suggest ways to eliminate them during a 15-minute examination of key fire safety elements.

### BLOOD PRESSURE TESTING PROGRAM

All four fire stations offer free blood pressure testing to any citizen seven days a week. Just walk in and have your blood pressure taken by one of the paramedics on duty.

### CODE 3 PROGRAM

On selected fires, neighbors are given the opportunity to come to an informational meeting to learn about the cause of the fire and possible preventive measures and to have questions answered. Neighboring homes and apartments receive a special notice with the time, date and location of the Code 3 presentation.

### AMBULANCE SERVICES

The Fire Department operates four Mobile Intensive Care Units (MICU) that are staffed 24/7 by state-certified paramedics. Additionally, paramedic service is enhanced through four engine companies and one rescue squad, each of which are staffed with paramedics and advanced life support equipment.

All paramedics are required to attend ongoing classes to continually upgrade their knowledge and expertise, which provides residents with the highest quality emergency care. The MICUs have direct radio communication with St. Alexius Medical Center located at 1555 Barrington Road in Hoffman Estates, along with other surrounding hospitals.

### EMERGENCY COMMUNICATIONS CENTER

The Village of Hoffman Estates is served by an enhanced 9-1-1 emergency telephone system. In the event of a fire, police or medical emergency, dial 9-1-1 on your phone. Since all emergencies are answered in the same Emergency Communications Center, it is important to let the dispatcher know what type of emergency you are calling about. The address that you are calling from will automatically appear on a screen in the Emergency Communications Center and will be verified by the dispatcher if time permits. The dispatching of police and fire service is handled by Northwest Central Dispatch in Arlington Heights, Ill. For any and all police service – emergency or non-emergency – you must dial 9-1-1. This enhanced system is also capable of receiving calls from telecommunications device for the deaf (TDD)-equipped phones for the hearing-impaired. If you accidentally dial 9-1-1, do not hang up until a dispatcher has spoken with you. Simply explain to the dispatcher that you misdialled. This will eliminate the need for the dispatcher to call you back or to send a police car to your location.



### EMERGENCY SERVICES DISASTER AGENCY (ESDA)

In the event of a natural disaster, chemical spill or other general emergency situation, the Village's disaster plan will be put into effect. The main goals of this plan are to:

- Alert residents to the danger
- Evacuate people when necessary
- Provide emergency food and shelter
- Restore the area to a safe condition as quickly as possible

In the event of a general emergency, the following steps will be undertaken:

- Public safety vehicles will be dispatched to the area to warn residents of the danger
- Warning sirens will be sounded
- Notification alerts broadcast through the Everbridge Mass Emergency Notification System available through our dispatch center
- Local radio and television stations will be notified, and emergency information will run on HETV Channel 6

### NATURAL DISASTER WARNINGS

The Emergency Communications Center is also responsible for issuing warnings of impending natural or manmade disasters. These include tornado warnings or nuclear disasters. Such warnings and alerts are given by the Village Alert Siren System. When the siren is activated, you should be prepared to seek protective shelter and tune to radio stations on a portable radio, a television station or HETV Channel 6 for further information. The siren for tornadoes or severe

weather warnings is a constant pitched tone. The siren for an attack alert is a wailing sound that alternates every six seconds between high and pitched tones.

“All clear” announcements are not given over the Alert Siren System. It is necessary to listen to public radio and television stations or to HETV Channel 6 for “all clear” information. The Alert Siren System is tested on the first Tuesday of each month (beginning in March and ending in November) at approximately 10 a.m.

### EMERGENCY COMMUNICATIONS FOR PERSONS WITH DISABILITIES

The Emergency Communications Center is equipped with a computer aided dispatch (CAD) system. The CAD system is able to automatically display information about people with disabilities or other medical problems who live at the address from which a 9-1-1 call is coming, or to which emergency equipment is being dispatched. This will aid in cases where disabled residents may be in need of emergency assistance.

In order for such information to be entered into the CAD system, an “Emergency Information Questionnaire for Citizens with Disabilities” needs to be filled out. A copy of this form can be obtained by calling the Fire Department at 847-843-4825, or by locating it on the Village's website under the Fire Department or Residents pages. Once the form is filled out, it should be sent to the Fire Department at 1900 Hassell Road, Hoffman Estates, IL 60169. The information will then be forwarded to the Emergency Communications Center for entry into the CAD system.

### EMERGENCY AND NON-EMERGENCY NUMBERS

|                   |   |              |
|-------------------|---|--------------|
| POLICE DEPARTMENT | ▶ | DIAL 9-1-1   |
| FIRE DEPARTMENT   | ▶ | DIAL 9-1-1   |
| PARAMEDICS        | ▶ | DIAL 9-1-1   |
| NON-EMERGENCY     | ▶ | 847-882-1818 |

## Communications

The Village of Hoffman Estates strives to make information accessible to its residents. While the media used by the Village are effective, we always welcome your comments and suggestions. To that end, feel free to contact the Village Manager's office at the Village Hall if you have a question, comment or concern. Call us at 847-781-2600 between 8:30 a.m. and 5 p.m., Monday through Friday. The address for the Village Hall is 1900 Hassell Road, Hoffman Estates, IL 60169.

### VILLAGE NEWSLETTER

The Citizen is mailed to every business and residence 12 times a year and is posted on the Village website at [www.hoffmanestates.org](http://www.hoffmanestates.org). It contains announcements of upcoming Village sponsored events and activities, information about Village services, code restrictions and requirements, and informative news articles and feature stories. Call 847-781-2600 if you are not currently receiving this publication.

### ELECTRONIC COMMUNITY

The Hoffman Estates website can be found at [www.hoffmanestates.org](http://www.hoffmanestates.org). The Village was one of the first municipalities to go online when it launched the site in 1995. Since that time, the Village has continually updated the site to make it a useful informational tool to residents, visitors and businesses. In order to reach a wide audience in a variety of settings, the Village operates Facebook, Twitter, LinkedIn, and YouTube accounts, all accessible from the Village website.

### VILLAGE OF HOFFMAN ESTATES NEWS

The Village of Hoffman Estates offers an e-mail news service through the Village's website. To join the e-mail news service, log on to [www.hoffmanestates.org](http://www.hoffmanestates.org).

### CABLE CHANNEL

The Village operates a 24-hour cable TV station known as HETV Channel 6. Most of the programming is in the form of informational slides that detail important community events, or original and educational programming. The channel also broadcasts features on Village activities – covering everything from special events to municipal services. Check the station regularly for important local information.

The Hoffman Estates website can be found  
at [www.hoffmanestates.org](http://www.hoffmanestates.org).



## Important Regulations

For the benefit and protection of all residents, certain municipal codes are enforced within the Village. Please make a note of the following items, and feel free to contact the Village Manager's office at 847-781-2600 between 8:30 a.m. and 5 p.m., Monday through Friday, if you have any questions.

### PARKING

Parking on one side of the street only is permitted on Village streets with pavement width of 24 feet or less. This regulation is designed to permit easy access for emergency vehicles on narrower Village streets. Streets affected are posted with appropriate signs. Violators are subject to a citation. Parking on Village streets is prohibited for eight hours following a snowfall of two or more inches. Parked cars prevent snow removal crews from doing a thorough job of clearing the streets. Once the snow has stopped falling and the street has been plowed, parking is again legal. Illegally parked cars may be issued a citation and/or towed at the owner's expense. Individual vehicles may not park on any Village street for more than 72 consecutive hours in the same spot.

### DRAINAGE

Drainage swales must be maintained and kept clear and free of obstructions. These swales are typically located in the rear and side yards. Drainage swales or ditches are usually shared along the property line and allow for surface drainage of rainwater. Maintenance includes periodic adjustments or regarding to reestablish the existing swale. All landscaping features, woodpiles or sheds must be kept away from the drainage swales. Any changes to the elevation of the drainage swale areas or changes to rear yards with respect to grading or drainage must be coordinated with the Engineering Division. Call 847-252-5800 with drainage questions.

### LAWN SPRINKLING

Lawn sprinkling and other recreational outdoor uses of water supplied by the Village are prohibited between 11 a.m. and 5 p.m. from May 15 through Oct. 1. Prohibited water uses include, but are not limited to, watering lawns and shrubbery, washing cars, filling swimming pools, and recreational uses of garden hoses and their attachments. The need for adequate water pressure and water conservation makes this restriction necessary. Violations of this regulation may result in a fine of not less than \$10 or more than \$500 for each hour of the day that a violation occurs.

### SMOKING IN PUBLIC PLACES

Smoking in enclosed and semi-enclosed areas open to the public is prohibited, including places of employment. Smoking is prohibited within 15 feet of a common entryway, and in any outdoor eating areas or facilities. Private residences (unless used for a home daycare or healthcare facility, or other business open to the public) are excluded from the smoking ban. Private residences include private or semi-private living quarters in nursing or long-term care facilities where smoking is permitted. Designated hotel/motel sleeping rooms are also excluded from the smoking ban.

## SOLICITORS

For-profit organizations are required to register with the Police Department, and must purchase a business license from the Village Clerk's office. Non-profit solicitors are required only to register with the Police Department. Solicitors may not disturb any household displaying a "No Solicitors" sign. Permitted hours are 10 a.m. to 9 p.m. Monday to Friday, 10 a.m. to 6 p.m. Saturdays and for non-profit ONLY, Sunday from 10 a.m. to 6 p.m. No soliciting on state or national holidays. Residents should immediately report any potential violation to the Police Department.

## CURFEW

A curfew for residents less than 17 years of age is enforced by the Village. Minors may not be in public assemblies, buildings, streets or highways after curfew unless accompanied by a parent or other responsible adult approved by the parent. An exception is made for minors who are employed during curfew hours. Violators will be arrested and their parents may be fined. The curfew extends from 11:01 p.m. to 6 a.m. Monday through Friday, and 12:01 a.m. to 6 a.m. on Saturday and Sunday.

## PARENTAL RESPONSIBILITY

Weapons, alcohol, drugs, cigarettes, vandalism and curfew are included in the items for which parents may be held responsible when a minor violates a regulation. If a fine, restitution or reparation is imposed on a minor or a parent and the person does not comply, the parent will be summoned to a court appearance and held responsible for compliance.

## BUILDING PERMITS

Building permits are required for nearly all types of home improvements. Issuance of a permit assures that the plans have been reviewed, and the work will be inspected by the Code Enforcement Division. The permit fee incorporates the cost of the review, processing and the inspection. Permit guidelines and applications may be obtained online at: [www.hoffmanestates.org/permits](http://www.hoffmanestates.org/permits) or at the Village Hall.

Only completed applications (and all required supporting documentation) are accepted. The completed applications (and any required plans or plats of survey) are returned to the Code Enforcement Division where they are processed as quickly as possible. Please contact the Building Code Official at 847-781-2638 with any technical building permit questions you may have. For permit submittal questions, contact 847-781-2631.

## GARAGE SALES

A no-fee permit is required.  
Hours are from 8 a.m. to 6 p.m.  
There is a limit of 3 per year/per residence.  
Additional information and application can be found at: [www.hoffmanestates.org/garagesales](http://www.hoffmanestates.org/garagesales).





### PARKWAY (RIGHTS-OF-WAY) LANDSCAPING

Contact the Public Works Department at 847-490-6800 prior to installing any landscape improvements (including decorative stone or boulders, and excluding flowers) near a sidewalk or approximately within 15 feet of a public street. For pruning or trimming of parkway trees, contact the Village Forester at the Public Works Department at 847-490-6800.

### OPEN BURNING

Burning of garbage, leaves or other debris is prohibited within the Village limits.

### “FOR SALE” SIGNS ON VEHICLES

“For Sale” signs on cars are limited to one vehicle per residence, parked within 100 feet of that residence. The vehicle being offered for sale must be registered to that residence.

### MAILBOXES

Certain types of mailbox structures are prohibited within the parkways. Specifications for approved installations may be obtained by contacting Public Works at 847-490-6800.

### BUSINESS LICENSES

Business licenses are required for retail, service, industrial and office establishments operating from facilities within Hoffman Estates. Questions regarding business licenses should be directed to the Village Clerk’s office at 847-781-2625. Home Based licenses are required for any business activity conducted within the premises or carried on by the inhabitants.

### RESIDENTIAL RENTAL LICENSE

The Village has adopted an ordinance requiring all residential rental units to be licensed and inspected annually in order to provide contact information and ensure compliance with property maintenance codes. Apartment complexes are not included in this program since they are subject to a separate license process. The Village follows the 2009 International Property Maintenance Code (IPMC), with local amendments. Licenses must be obtained before January 1st of each year and expire on December 31st. If you have any questions regarding this program, please contact us at 847-781-2650 or email [rentalhousing@hoffmanestates.org](mailto:rentalhousing@hoffmanestates.org).

### IMPORTANT NUMBERS

- CODE ENFORCEMENT ▶ 847-781-2631
- PUBLIC WORKS ▶ 847-490-6800
- VILLAGE CLERK ▶ 847-781-2625

- ▶ For building permits or home improvement regulations
- ▶ For general landscaping regulations
- ▶ For questions regarding business licenses



## Waste Collection

The Village contracts with a private hauler, Groot Industries, Inc., for garbage, recycling and yard waste pickup. Residents are billed for solid waste and recycling service on a bi-monthly basis by Groot. Residents are charged a flat-rate per month for solid waste and recycling services. Optional yard waste pickup service is also available.

A senior or hardship rate is available to those residents who qualify. For information related to this discounted rate, contact the Village Manager's office at 847-781-2600.

To call the Village regarding waste collection service, dial 847-781-2600 between 8:30 a.m. and 5 p.m., Monday through Friday. To contact Groot directly, call 800-244-1977 between 7 a.m. and 5 p.m., Monday through Friday.

### TOTER SERVICE OPTION

Residents may lease either a 65-gallon or 95-gallon solid waste toter for an extra dollar per month service charge. Residents who choose this service option should contact Groot to schedule delivery of their toter. Please note that toters can only be stored inside a garage or structure, or in the side yard behind the principal building line.

### YARD WASTE

Yard waste, including grass clippings, leaves and branches, may be disposed of at the curbside from April 1 to Nov. 30 using brown "Kraft" paper bags, which must be stickered. Yard waste stickers are available at local retail establishments, through the hauler, at the Village Hall and via the Village's website at [www.hoffmanestates.org](http://www.hoffmanestates.org).

A yard waste subscription for unlimited pickup by the hauler is also available. To establish yard waste subscription service, contact Groot's customer service number 800-244-1977.

### RECYCLING

Curbside recycling of an extensive range of materials, ranging from newspapers and glass to plastics, metal containers and other paper products, is provided to all residences as part of the flat-rate program.

General guidelines:

- Only plastic bags, toters or other disposable containers may be placed at the curb for pickup.
- Materials cannot be placed at the curb earlier than 6 p.m. on the day preceding collection, and must be out by 7 a.m. of pickup day. Recycling bins cannot be left at the curb past 10 p.m. on the pickup day.
- Discarded furniture, construction items and other bulk items should be set out at the curb on your regularly scheduled pickup days. These items are not subject to additional charges. Items must weigh less than 50 pounds and be smaller than one cubic yard in dimension.
- Appliance pickup is also available at no additional charge, but must be scheduled for a special pickup by contacting Groot at 800-244-1977.
- Pickup days: Residents NORTH of the Jane Adams Memorial Tollway (I-90) receive pickup on Mondays. Residences SOUTH of the Jane Adams Memorial Tollway (I-90) receive pickup on Wednesdays. Garbage, recycling and yard waste are all picked up once a week on the same day in each service area.

### IMPORTANT NUMBERS

WASTE COLLECTION ▶ 847-781-2600  
GROOT INDUSTRIES ▶ 800-244-1977

▶ For general waste collection questions  
▶ To contact Groot Industries directly pertaining to garbage, recycling and yard waste pickup



## Water and Sewer Service

### WATER SYSTEM

The entire Village receives its water from Lake Michigan. Water service may be initiated or terminated by calling the Village Hall at 847-843-4824.

### SEWER SYSTEM

The sewer system in your home and the Village's sewer mains should provide years of carefree service.

### WATER SERVICE OVERVIEW

A monthly bill is sent for both water and sewerage charges. If payment is not received by its due date, a penalty will be added to your account, and a "Shut-Off Notice" will be sent. If payment is not received by the date indicated on the "Shut-Off Notice" (approximately 20 days after the original due date), water service will be discontinued. Payment in-full, plus a \$30 turn-on fee, is required to reinstate service between 8:30 a.m. and 4:30 p.m., Monday through Friday.

After-hours requests for reinstatement may be made by calling 847-882-1818. A \$55 turn-on fee applies to such service. After-hours is defined as operations occurring after 4:30 p.m., Monday through Friday, as well as any weekend day. Holidays are also included in this definition.

### WATER BILL PAYMENTS

Water bills may be paid by mail, in person at the Village Hall, by using one of the Village's drop boxes or online. For your convenience, three drop boxes are available for the payment of water bills, parking tickets or other Village business where payment can be made by check.

Payments may be deposited in the drop boxes 24-hours a day, seven-days a week.

- Drop box #1 is located at the Village Hall, 1900 Hassell Road, at a specially marked area in the parking lot.
- Drop box #2 is located in the reception area of fire station 23, 1300 Westbury Drive, north of the Jane Addams Memorial Tollway (I-90).
- Drop box #3 is at the Police Department, 411 W. Higgins Road, in the parking lot.

Please pay by check or money order when using the drop boxes – do not use cash. All drop boxes are emptied every business day, so if your payment is within a few days of being due, consider putting it in a drop box instead of risking the payment being received late because of slow mail service.

To make a payment online, visit [www.hoffmanestates.org](http://www.hoffmanestates.org), and select the "Online Payments" tab.

### SEWER SYSTEM OVERVIEW

Homeowners are responsible for the proper care and maintenance of their sewer service line from the point where it leaves the house to the point where it connects to the Village sewer main. Should a sewer blockage occur, contact the Public Works Department at 847-490-6800 between 7 a.m. and 5 p.m., Monday through Friday.

For problems after-hours and on weekends, call 847-882-1818. If the Public Works Department finds that the main lines are clear, the homeowner will be advised to call a plumber. All required maintenance, such as rodding, flushing and root removal in the house service line, is the homeowner's responsibility.

If rodding does not restore service and excavation is required, a Village permit must be obtained before house and sewer connections may be replaced. Should a sewer dig-up be necessary, the Public Works Department will provide the homeowner with detailed instructions on the procedure to be followed based on current regulations covered by the Hoffman Estates Municipal Code.

The Village performs 100 percent of the parkway and street restoration following a sewer dig-up, including sod replacement at the curb, gutter and sidewalk.



## Health and Human Services



### HEALTH FOR THE MIND AND BODY!

The Health and Human Services Department provides professional and affordable health and mental health services in Hoffman Estates. Call the Department at 847-781-4850, or visit the website at [www.hoffmanestates.org/hhs](http://www.hoffmanestates.org/hhs) for more information about the following services:

### PHYSICAL HEALTH SERVICES

**Children's immunization clinics:** There are two children's immunization clinics offered by the Health and Human Services Department: the Children's Clinic and Hoffman Baby Clinic. The Children's Clinic is held most months at the Village Hall, and all communities are welcome. This clinic serves children ages two months to 18 years. The Hoffman Baby Clinic serves children ages two months to kindergarten who are Hoffman Estates residents. The Hoffman Baby Clinic is by appointment only. Both clinics serve families with no insurance or who are underinsured. Children's shot records are required to receive immunizations. There is a minimal fee per shot. Cash, check and AllKids are accepted (no credit cards, please).

**Adult health services:** Professional nurses provide tuberculosis (TB) tests, adult immunizations (limited) and complete lipid profiles by appointment at the Village Hall. There is a minimal fee for these services.

**Adult health clinics:** Monthly clinics throughout Hoffman Estates provide free blood pressure, diabetes, pulse and hemoglobin screenings. Total cholesterol screenings are also offered for a minimal fee.

**Lending closet:** The Health and Human Services Department provides wheelchairs, walkers, crutches and canes to Hoffman Estates residents on a temporary basis. Residents can borrow the equipment for up to eight weeks. A deposit is required for wheelchairs (cash or check only, please). The deposit is given back when the wheelchair is returned.

### COUNSELING SERVICES

The Health and Human Services Department has a staff of professionally trained therapists who provide individual, couples, family and child counseling for Hoffman Estates residents. These services help individuals, couples and families improve coping skills, communication and relational skills with peers, coworkers, family, partners and friends. Counseling services can also help to decrease relational conflict, stress and anxiety. Counseling services are provided on a sliding scale based on income. There is no fee for the initial consultation. Psychological and vocational testing is also available at significantly reduced rates.

### INFORMATION AND REFERRAL

The Health and Human Services Department maintains a comprehensive community resource directory that contains a listing of social services, legal services, shelter, healthcare and educational services in the northwest suburbs. This information is available by calling 847-781-4850.

### COMMUNITY PREVENTION AND EDUCATION PROGRAMS

Workshops, presentations and programs on current health and mental health topics are available to the general public, schools, community groups and businesses through the Health and Human Services Department. Professionally trained health and mental health staff offer programs on various topics including nutrition, parenting, divorce, stress management and communication skills to all age groups. These programs can be held at the Village Hall or throughout the community. Call 847-781-4850 for more information and to schedule a program.

The Department of Health and Human Services provides community workshops, group, and educational series to enhance awareness on a variety of mental health topics including grief, healthy parenting and communication throughout the year. Visit the website, or look for announcements in the Citizen newsletter for information on these events.



## Licenses and Registration

### PET LICENSES

New residents must obtain pet licenses immediately for all dogs and cats six months of age and older. Licenses must be obtained before November 1st of each year and expire on October 31st of the following year. Proof of a current rabies inoculation is required before a pet license will be issued. Those with unlicensed pets are subject to a citation.

Residents are reminded that it is unlawful to keep more than five dogs or five cats – or a combination thereof – within the Village. The exception to this rule, which includes a litter of puppies, a litter of kittens or a portion of a litter, may be kept for a period of time not exceeding six months from birth.

Pet owners are also reminded that it is unlawful for dogs and cats to run at-large. Unrestrained pets may be impounded, and a penalty may be imposed upon the owner or keeper. Hoffman Estates requires that owners clean up after their pets when they relieve themselves on other people's property. Failure to do so may result in a citation.

### VOTER REGISTRATION

Voter registration is conducted daily in the Village Clerk's office. In order to register, you must be at least 18 years old on the date of the general election and a citizen of the United States. Two forms of identification, both of which show your current address, are required

Voter registration hours are from 8:30 a.m. until 5 p.m. Monday through Friday, and from 9 a.m. until noon on Saturdays at the Village Hall. Early voting is conducted by the Village Clerk's office preceding every election.