

**\*\* NEW TRANSFER STAMP PROCEDURE \*\***  
**EFFECTIVE FEBRUARY 1, 2014**

For many years the Village of Hoffman Estates has processed real estate transfer stamps for walk in customers while they wait. The Hoffman Estates Municipal Code requires staff to process transfers within 48 hours, but normally they are handled while customers wait. Due to the many foreclosures and distressed properties, the Village began checking for fees owed to the Village several years ago. This process requires 30 minutes for a simple transfer, and an hour or more for more complex transfers. During busy times, the transfer stamp customer, as well as other customers with simple transactions, are required to wait while research on past due amounts is being conducted.

Effective February 1, 2014, the Village will begin a new procedure related to processing real estate transfers requiring the applicant to submit the application in advance. Village staff will have a goal of completing the transaction within 24 hours. Repeat customers (such as local real estate agents, attorneys, banks and title companies) know our process and currently will either call in or fax/mail the info to the Village a couple days in advance of a real estate closing so we can do the research and have a final dollar amount due before they come to the Village Hall. This saves time on their part and is more efficient on the Village's part.

We believe that these new procedures will allow the Village to better provide service to all their customers and we appreciate your cooperation with the above.

To further assist customers, a dedicated email address has been established for this purpose. Real Estate Transfer Stamp applications or questions can be submitted via email to [transferstamps@hoffmanestates.org](mailto:transferstamps@hoffmanestates.org). If you wish to have unpaid balances checked prior to submitting an application, please email the above address, or call the Village at (847) 882-9100.