



**HOFFMAN ESTATES**

Where Businesses Converge

**Village of Hoffman Estates**

Economic Development Department

# **BUSINESS RESOURCE GUIDE**

Updated April 2024  
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Hoffman Estates Village Hall  
1900 Hassell Rd. Hoffman Estates, IL, 60169  
[www.hoffmanestates.org](http://www.hoffmanestates.org)



# WELCOME FROM THE MAYOR



MAYOR WILLIAM D. MCLEOD

## VILLAGE OFFICIALS

<b>Mayor</b>	William D. McLeod
<b>Trustee</b>	Karen Arnet
<b>Trustee</b>	Patrick Kinnane
<b>Trustee</b>	Gary Stanton
<b>Trustee</b>	Karen Mills
<b>Trustee</b>	Gary Pilafas
<b>Trustee</b>	Anna Newell
<b>Village Clerk</b>	Patty Richter

**Dear Friends,**

Greetings from the Village Board as we extend a warm welcome to the Village of Hoffman Estates. Our location grants easy access to all major attractions in the Chicagoland area and the Midwest. Offering diverse accommodations, a wide array of high-quality dining options, excellent shopping opportunities, and a plethora of attractions – both natural and man-made – Hoffman Estates has emerged as a leading suburban community in Illinois. The Village has made significant progress in business and economic development, fostering inter-agency collaboration, and managing growth effectively. With a growing population, Hoffman Estates is poised for further expansion both commercially and residentially. The Village also provides promising job prospects, top-notch educational facilities, and modern infrastructure. Hoffman Estates exemplifies a community dedicated to enhancing the quality of life for businesses and businesses alike. This guide serves as a resource for the business community and prospective members, offering a range of essential services required for the development process, including site selection, economic development support, business licensing, planning and zoning assistance, promotional activities, advertising, and more.

*Bill McLeod*

William D. McLeod  
Mayor

## ***Find it Here!***

Page 1....Welcome  
Page 2....Community Summary  
Page 3....Opening A Business  
Page 4.....Economic Development  
Page 5....Economic Development  
Continued  
Page 6....Planning and Zoning  
Page 7....Building and Code  
Page 8....General Government  
Page 9....Clerk’s Office  
Page 10....Police and Fire  
Department  
Page 11....Local Resources  
Page 12....State and County  
Contacts

*The first step to opening a business in the Village is to ensure compliance with regulations, permits, and licensing requirements. Use the handbook as a guide, but stay updated on changing requirements by visiting our website.*

*If there's something you think should be in the guide, feel free to email Mary Oshana at [mary.oshana@vohe.org](mailto:mary.oshana@vohe.org).*

# COMMUNITY SUMMARY

TOTAL POPULATION      MEDIAN AGE      BACHELORS DEGREE OR HIGHER

**52,530**

**38**

**48.7%**

MEDIAN INCOME

NO. OF BUSINESSES

**\$107,428**

**900**

10-YEAR POPULATION GROWTH RATE **+6.1%**

20-YEAR POPULATION GROWTH RATE **+1.2%**

The Village of Hoffman Estates, located along I-90, Hoffman Estates is **45 minutes northwest of Downtown Chicago** and **20 minutes from O'Hare International Airport** with a diverse population, a business-friendly climate, a diverse workforce pool and a convenient transportation network. **Over 26,000 people are employed by the more than 900 businesses operating in Hoffman Estates.** The employees are drawn from the pool of almost **3 million workers who reside within a 60-minute commute of the Village**, and being situated in the northwest suburbs of Chicago, the Village has an ample, well-educated talent pool.

• *Attracts over 500K visitors annually*

## WHAT'S IN THE VILLAGE?



**NOW ARENA**



**HIDEAWAY BREW GARDEN**

For information on booking please contact Linda Scheck, **Director of Tourism**, at [Linda.Scheck@vohe.org](mailto:Linda.Scheck@vohe.org)

# 9 STEPS TO OPENING A BUSINESS

## 1 VERIFICATION

All new & relocating businesses in the Village of Hoffman Estates are required to obtain a Certificate of Occupancy prior to occupying a space and receiving a Village of Hoffman Estates Business License. The applicant should **verify if their business requires additional Planning or License approval**. Contact information for the Planning & Transportation Division and the Clerk's office can be found at [www.hoffmanestates.org/occupancy](http://www.hoffmanestates.org/occupancy).

## 2 APPLICATION

The Occupancy Permit Application and supporting documentation must be submitted digitally on the eTRAKiT portal. More information, including instructions on how to set up an account with eTRAKiT can be found at [www.hoffmanestates.org/permits](http://www.hoffmanestates.org/permits)

## 3 REVIEW OF APPLICATION

Various Divisions and Departments will review the application including Building and Code, Planning & Zoning, Health, Fire, and others when applicable. Reviews and requests for clarification and corrections will be **emailed** to the applicant.

## 4 PERMIT ISSUANCE

The permit will be issued once the application has been approved and the applicant has paid the Certificate of Occupancy fees.

## 5 INSPECTIONS

The Applicant must schedule Occupancy Inspections with all applicable inspectors within 2 weeks of permit issuance. Inspections can be scheduled on the applicant's eTRAKiT portal.

## 6 CERTIFICATE OF OCCUPANCY

Once all inspections have been passed a Certificate of Occupancy will be issued to the business. The business can begin moving in furniture and other items into their space.

## 7 BUSINESS LICENSING

The applicant may then apply for a Village Business License and proceed with other Village Licensing requirements if they have not done so already. The business license process may consist of an additional inspection with the Fire Department. It is the applicants responsibility to schedule all required inspections.

## 8 CONGRATULATIONS

Following official issuance of the Business License, the applicant may begin business operations.

## 9 RIBBON-CUTTING

Please coordinate with our economic development team to schedule a ribbon-cutting ceremony, with support from the Chamber of Commerce and the Mayor's office, to generate buzz and community excitement for your new business opening.



### HELPFUL LINKS

[www.hoffmanestates.org/occupancy](http://www.hoffmanestates.org/occupancy)  
[www.hoffmanestates.org/permits](http://www.hoffmanestates.org/permits)



## AVAILABLE BUILDINGS & SITES

To assist future Hoffman Estates businesses in finding a space that best suits their needs, the Village maintains a listing of Available Commercial Properties online. This database is hosted through Location One Information System (LOIS) and is updated bi-weekly. The list can be viewed online at [www.HoffmanEstatesSites.com](http://www.HoffmanEstatesSites.com). Please contact [mary.oshana@vohe.org](mailto:mary.oshana@vohe.org) if you are looking for a space.

## INCENTIVES

Hoffman Estates fosters a business-friendly environment. Pre-submittal meetings are efficient, approval processes are streamlined, and incentives can be utilized in appropriate circumstances.

## WORKFORCE DEVELOPMENT PROGRAMS & PARTNERSHIPS



GCAMP is a nonprofit organization in Greater Chicago promoting a sustainable manufacturing workforce. It collaborates with manufacturers, educators, and workforce boards to sponsor educational programs and work-based learning, emphasizing advanced manufacturing as a career path. In 2021, GCAMP joined the Valley Industrial Association.



Harper College is prioritizing support for the local business community by providing resources for workforce development and training ranging from job training, job placement services, apprenticeship programs and more.

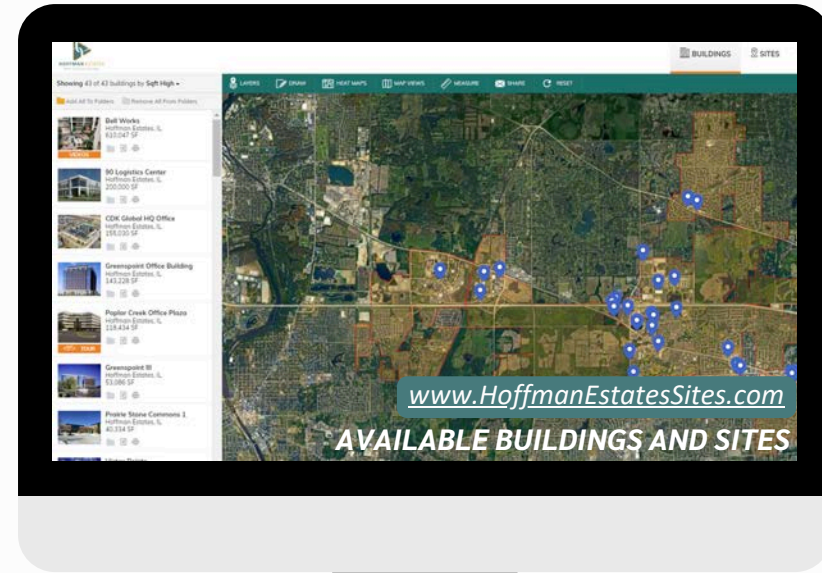


The Chicago Cook Workforce Partnership, established in 2012, oversees the public workforce system in Chicago and Cook County. It administers federal workforce development funding and operates a network of community-based organizations, job centers, and sector-driven centers.



### HELPFUL LINKS

- <https://www.harpercollege.edu/business>
- [www.HoffmanEstatesSites.com](http://www.HoffmanEstatesSites.com)
- <https://chicookworks.org>
- <https://www.gcamp.org>



## ACCELERATE YOUR BUSINESS WITH NEXT LEVEL NORTHWEST

Next Level Northwest (NLNW) is a 501c3 business accelerator for stage two businesses. It functions as a regional collaborative ecosystem that builds economic strength, attracts new business, and retains and grows existing businesses. NLNW is an independent not-for-profit public/private partnership that serves multiple communities.

## BUSINESS RETENTION & EXPANSION PROGRAM (BRE)

Business retention in economic development aims to strengthen the local economy by supporting existing businesses, ensuring their stability, and encouraging their growth. It focuses on identifying and addressing challenges these businesses face, fostering a favorable business environment, and enhancing overall community prosperity. By maintaining and expanding local enterprises, economic developers seek to sustain employment levels, increase investment, and promote long-term economic health.

Any business in Hoffman Estates can serve as a valuable partnership, so please let us know how we can best assist you. **We want you to reach new heights of success**, so please schedule a BRE visit at a time that works best for you.

### To schedule your visit email:

Michael Walker, Community Planner II  
Michael.Walker@vohe.org

## ECONOMIC DEVELOPMENT DIVISION

### Director of Economic Development

Kevin Kramer  
Kevin.Kramer@vohe.org  
(847) 882-9100

### Community Planner

Michael Walker  
Michael.Walker@vohe.org  
(847) 781 - 2669

### Director of Tourism

Linda Scheck  
Linda.Scheck@vohe.org  
(847) 781-2664

### Economic Development Specialist

Mary Oshana  
Mary.Oshana@vohe.org  
(847) 781 - 2663

## TOURISM DIVISION

When you reach out to us at 847-781-2664 or email us at [info@visithoffman.com](mailto:info@visithoffman.com), our friendly team will be ready to assist you in planning your visit to Hoffman Estates. **Whether you need recommendations on the best places to visit, assistance with booking accommodations, or guidance on exciting activities to try out, our Director of Tourism can assist.** Your experience in Hoffman is important to us, and we are dedicated to ensuring that your visit is as memorable and enjoyable as possible. Get in touch today, and let us help you create an unforgettable trip to Hoffman!



Taylor Swift Concert, Now Arena

## ECONOMIC DEVELOPMENT NEWSLETTER

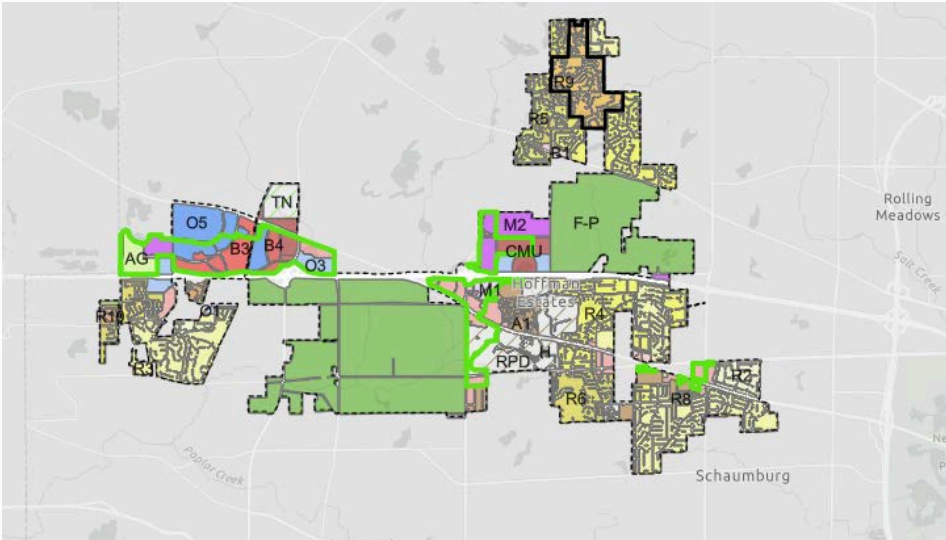
Sign up to receive our quarterly newsletter to stay up to date on all things business-related in the Village of Hoffman Estates.

**SIGN UP**



### HELPFUL LINKS

[www.hoffmanestates.org/ED](http://www.hoffmanestates.org/ED)  
[www.nextlevelnorthwest.org](http://www.nextlevelnorthwest.org)



Zoning information and development project updates can be found on the Village of Hoffman Estate's Public GIS Hub. [www.hoffmanestates.org/gis](http://www.hoffmanestates.org/gis)

## ZONING

The Zoning Code regulates the type, size, setbacks and location of structures that can be built on any property as well as different types of business and land uses permitted in each zoning district.

To review zoning regulations for your property, please visit the Municipal Code Online, Chapter 9: Zoning Code.

Each year, the Village is required to publish an official Zoning Map. To view the current zoning map as well as historical zoning maps, please click here. To search for zoning district by address, please visit our Public GIS Portal.

If you have additional questions regarding zoning requirements for your property, please contact the Planning & Transportation Division.



### HELPFUL LINKS

- [www.hoffmanestates.org/planning](http://www.hoffmanestates.org/planning)
- [www.hoffmanestates.org/gis](http://www.hoffmanestates.org/gis)
- [www.hoffmanestates.org/plans](http://www.hoffmanestates.org/plans)

## RELEVANT PLANS & STUDIES

The Village regularly undertakes planning studies to engage our residents and businesses, refine our vision for how the community will grow and develop, and update relevant socioeconomic data. A full list of all currently adopted plans, from our comprehensive plan to sub-area plans that focus on a specific area of the community, can be found at [www.hoffmanestates.org/areaplans](http://www.hoffmanestates.org/areaplans)



## PERMITTED USES VS SPECIAL USES

The zoning code dictates what business use is considered to be a permitted use by right and a special use, with approval from the Village Board. Permitted Uses may apply for any tenant build out or occupancy permit without having to go through the planning process.

A Special Use is the use of land, buildings, or structures which require additional review by the Planning and Zoning Commission and the Village Board. In each case, careful consideration of the impact of the Special Use on neighboring land must be given, and the appropriateness of the special use location must be determined.

If you have additional questions regarding your business and if the use is permitted, please reach out to Planning at [planning@vohe.org](mailto:planning@vohe.org).

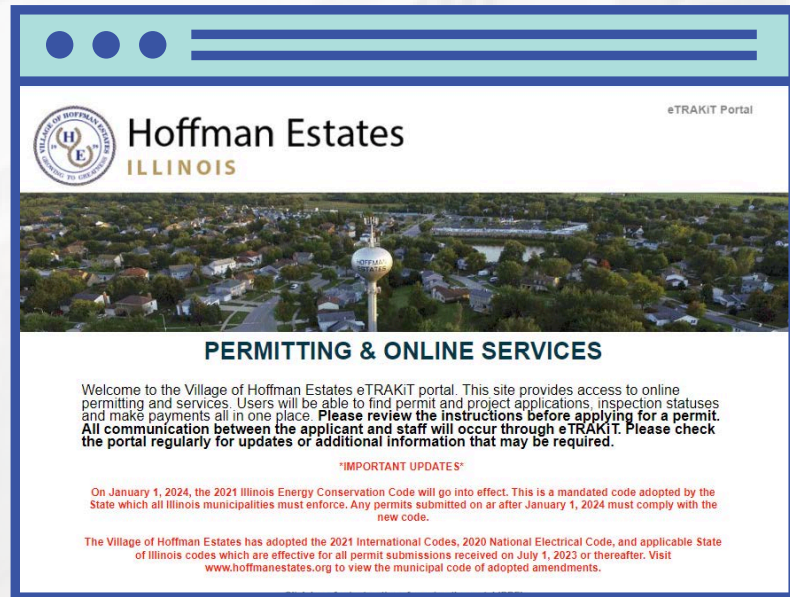
## DIGITAL PERMIT APPLICATIONS

Building permit applications are processed online through Village's eTRAKiT permit portal. Online permit submittals ensure a faster and more streamlined process that makes it easier to obtain permits and correspond digitally with multiple reviewers. The portal can be accessed at [www.hoffmanestates.org/permits](http://www.hoffmanestates.org/permits).

The eTRAKiT system requires businesses and contractors to create an account online to apply for permits and to schedule associated inspections. Businesses planning to hire a contractor for an upcoming construction project should ensure that the company is aware of this requirement.

**All contractors must contact the Village in order to activate their account for the first time.**

Building & Code Enforcement staff are available to help guide businesses and contractors through the registration and submittal process. For questions, please email Building & Code Enforcement at [buildingpermits@vohe.org](mailto:buildingpermits@vohe.org).



 **HELPFUL LINKS**  
[www.hoffmanestates.org/permits](http://www.hoffmanestates.org/permits)

## PROPERTY MAINTENANCE

All businesses and residents are required to comply with the property maintenance code as adopted by Village Ordinance. Only exteriors of properties are inspected, unless permission is given for the interior. Should you like to report a maintenance issue a request can be made on the Village Q&A System. For more information, contact the property maintenance division at 847-781-2631.

## CONTRACTOR LICENSING & REGISTRATION

All contractors performing work in Hoffman Estates are required to be registered with the Village. Registration is renewed on a yearly basis. More information regarding contractors registration can be found in the Contractors Registration panel at [www.hoffmanestates.org/permits](http://www.hoffmanestates.org/permits).

## ADOPTED BUILDING & SAFETY CODES

- 2021 International Code Council Family of Codes (Building Code, Plumbing Code, Mechanical Code, Fire Code, Property Maintenance Code, Residential Code, Fuel Gas Code, Urban Wildland Interface Code)
- 2021 National Electrical Code
- Illinois Plumbing Code
- Illinois Accessibility Code
- Illinois Food Sanitation Code
- Illinois Elevator Safety and Regulation Act

## PERMITS & LICENSES

For all permit specifications, fees, and related information please visit [www.hoffmanestates.org/permits](http://www.hoffmanestates.org/permits).

## HEALTH SAFETY INSPECTIONS

The Village's Environmental Health Protection Program, led by the Environmental Health Officer, enforces environmental health codes. The EHO conducts inspections, The typical duties of an Environmental Health Officer (EHO) include inspections of food facilities, childcare centers, public pools, tanning and massage facilities, nuisance investigations and unsanitary living conditions

The Building & Code Enforcement Department is responsible for the safety and welfare of residents and businesses through ensuring compliance with building, health, and property maintenance codes. They issue permits and occupancy certificates for all commercial and residential construction in the Village, ensuring that new structures, additions, and remodeling projects are safe.



## REFUSE AND RECYCLING COLLECTION



The Village of Hoffman Estates contracts Groot to collect refuse and recyclables from Village properties. Businesses in the Village are required to independently contract for their own services through Groot. Collection for properties NORTH of I-90 is on Monday. Collection for properties SOUTH of I-90 is on Wednesday.

**Groot Waste Services**  
**Contact Number 847-734-6400**

## Sign Up for ENews!

If you haven't already, sign up for the Village of Hoffman Estates' blast e-mail service on their website to stay updated on the latest news and communications.

## HOSTING SPECIAL EVENTS

All special events that are held on Village property and/or deemed to significantly impact operations, requiring street closures, requiring closure of Village parking lots and/or the use of Village owned-property, or open to the general public require a Special Events Permit. The application for a special event can be found on the Village website. **For more information regarding Special Events, contact Hallie Karle at Hallie.Karle@vohe.org; (847) 781-2606**



## GET INVOLVED IN HOFFMAN ESTATES ANNUAL EVENTS

- **Summer Sounds on the Green** from May to August, offering Thursday night concerts.
- **Hideaway Brew Garden** from May to October, providing food, beverages, and live music.
- **STARS & STRIPES** in June, a USATF-certified running event.
- **Northwest Fourth Fest** in July, featuring fireworks, carnival rides, music, and food vendors.
- **Hope Fore Hoffman** in July, a golf outing supporting the Hoffman Estates Foundation.
- **Shenanigans on the Green** in August, celebrating Celtic culture.
- **Platzkonzert Germanfest** in September, celebrating German culture with food and entertainment.
- **Friendship Tree Lighting** in November, marking the winter season with a tree lighting ceremony and fireworks at Hoffman Estates Village Hall.

For more details, visit:  
[www.hechamber.com](http://www.hechamber.com)  
[www.dailyherald.com/calendar](http://www.dailyherald.com/calendar)



## BUSINESS & LIQUOR LICENSE

The Village of Hoffman Estates requires all organizations conducting business to have a valid business license. Each license is valid for one year and must be renewed annually. Business license applicants are responsible for reviewing the Commercial Waste & Recycling Information, Occupancy Update Form and the False Alarm Ordinance.

*Liquor License: To sell and/or serve alcohol, businesses must secure liquor licenses from the Village of Hoffman Estates and the State of Illinois, the process begins with a liquor interview.*

## FREEDOM OF INFORMATION ACT (FOIA)

It is the policy of the Village of Hoffman Estates to fill all requests for public documents in as timely a fashion as possible. In order to assist and have a record of your request, we ask that all requestors use the complete a FOIA Request Form by visiting the Village Clerk's tab on the website.

## BUSINESS DIRECTORY

The Village of Hoffman Estates maintains a directory of area visit [www.hoffmanestates.org/businessdirectory](http://www.hoffmanestates.org/businessdirectory). Email the Village Clerk to get your business included in the directory.

### HELPFUL LINKS

- <https://www.hoffmanestates.org/government/village-clerk>
- <https://www.hoffmanestates.org/government/village-clerk/business-licenses>



# POLICE DEPARTMENT RESOURCES

## LIQUOR SERVER TRAINING

All liquor license holders are required to provide state-certified BASSET training for their employees. The purpose of the training is to teach employees how to properly ask for identification, learn the risks and obligations of serving alcohol and techniques for handling intoxicated patrons. The Village requires that each establishment notify the Police Department of the name of each employee within 72 hours of employment and set an appointment for BASSET training, if the employee does not possess a valid certificate. Copies of BASSET certificates should be mailed to the police department as well as kept at the establishment. For further information, contact

Copies of BASSET certificates should be mailed to the police department as well as kept at the establishment. If you have any further questions about where to attend BASSET training or need to notify us of a new server, please contact Karen Cardoza at (847) 781-2815 or by email at [Karen.cardoza@hoffmanestates.org](mailto:Karen.cardoza@hoffmanestates.org).

## FREE COOK COUNTY BASSET CLASSES

To register for a free Cook County BASSET class, visit the Illinois Liquor Control Commission's website at [ILCC.Illinois.gov](http://ILCC.Illinois.gov) and click on the "Calendar" tab. Limit one class per person. All classes are conducted in English, unless otherwise indicated.

### Hoffman Estates Police Department

411 W. Higgins Road  
Hoffman Estates, IL 60169

#### Emergency

9-1-1

#### Non-Emergency

847-781-2800

847-781-2896 Fax

847-781-2897 Records Fax

# FIRE DEPARTMENT RESOURCES

## PUBLIC EDUCATION

The mission of the Fire Prevention Bureau is to create a safe environment for the business community through education, prevention, investigation and enforcement of codes/ordinances to prevent injury and loss of life and property. If your business, club or organization needs a speaker on fire safety or emergency medical services call the Fire Prevention Bureau at 847-843-4835.

## COMMUNITY SERVICES

Members of the Fire Department will train area business employees in the proper techniques and use of portable fire extinguishers. This involves video demonstrations and outside hands-on training with live pan fire extinguishments. In addition, the FD offers CPR/AED training classes to anyone interested. All courses are taught by American Heart Association (AHA) trained and certified instructors. There is a small fee to these classes; registration required.



Should an emergency occur, Village personnel can notify you in a matter of minutes. The system delivers messages across all communication platforms, including cell and landline phone numbers, e-mail addresses, instant messaging, fax, personal data assistants (PDAs), and pagers listed within the system. If phone lines are busy, the system will redial a predetermined number of times to make contact. I



### HELPFUL LINKS

- <https://www.hoffmanestates.org/government/police>
- <https://www.hoffmanestates.org/government/fire>

# LOCAL RESOURCES

ORGANIZATION	DESCRIPTION
 <p><b>Hoffman Estates Chamber of Commerce</b>            Tricia O'Brien  <i>Executive Director</i>            Tricia@hechamber.com • (847) 781-9100</p>	<p>The Chamber offers numerous networking opportunities monthly throughout the year. Chit N Chat the noon networking program rotates between different Chamber member restaurants each month. Business After Hours, our evening networking program highlights Chamber Members businesses. The Chamber also features multi-chamber progressive lunches, seminars and educational forums. All of these networking opportunities are designed to get you connected with a variety of Chamber members and businesses.</p>
 <p><b>Schaumburg Township District Library</b>            Patricia Smolin  <i>Business Liaison Librarian</i>            psmolin@stdl.org • (847) 923-3334</p>	<p><i>Small Business Resources</i>            Library resources and knowledgeable librarians can help you find information for writing a business plan, analyzing market demographics, building prospect lists, researching stocks and mutual funds, finding grants and more.</p> <p><i>Library Card</i>            With a Library card, many of e-subscriptions are available to you via remote access (Reference Solutions, Business Source Complete, Mergent Intellect).</p>
 <p><b>Illinois SBDC at Harper College</b>            Sarah Cervantes  <i>Manager</i>            cs20267@harpercollege.edu • (847) 925-6570</p>	<p>Illinois Small Business Development Centers (SBDCs) provide start-ups and existing small businesses with no-cost professional business guidance, training, and support. SBDCs are located throughout the state and assist entrepreneurs with planning, financial analysis, capital access, and research.</p>

# STATE & COUNTY RESOURCES

ORGANIZATION	WEBSITE	DESCRIPTION
<b>Illinois Department of Commerce and Economic Opportunity</b>	<a href="http://www.commerce.state.il.us/dceo">www.commerce.state.il.us/dceo</a>	<p>The department’s website offers links to Business Assistance, Workforce Development, and more. An excellent resource is the handbook, Starting a Business in Illinois, which can be found on the DCEO website.</p>
<b>Illinois Department of Employment Security</b>	<a href="http://www.ides.state.il.us">www.ides.state.il.us</a>	<p>The Department of Employment Security helps job seekers find jobs and employers find workers. The department also offers other services such as unemployment insurance, employment and training programs, payroll tax filing, and career and labor market information.</p>
<b>Illinois Department of Revenue</b>	<a href="http://www.revenue.state.il.us">www.revenue.state.il.us</a>	<p>The Department of Revenue serves as the tax collection agency for local governments. The department also administers the state’s lottery and regulates the manufacture, distribution, and sale of alcoholic beverages.</p>
<b>Illinois Department of Labor</b>	<a href="http://www.state.il.us/agency/idol">www.state.il.us/agency/idol</a>	<p>The Labor Department promotes and protects the rights, wages, welfare, working conditions, safety and health of Illinois workers through enforcement of state labor laws.</p>
<b>Cook County Bureau of Economic Development</b>	<a href="http://www.cookcountyil.gov/EconomicDevelopment">www.cookcountyil.gov/Economic Development</a>	<p>The mission of the Bureau of Economic Development for Cook County is to foster economic development and job growth within Cook County; and to strategically leverage resources and provide efficient professional management to bring about the former statement. Recently the county has worked to establish itself as a place to locate and grow a business by offering new and renewed business incentives and loan programs. Programs such as the BUILT 50-40 loan; the BUILT in Cook Loan fund; Class 6b and 7b tax reductions; along with their new 6b SER tax rebates for existing businesses. Taxes in Cook County don’t have to be higher than surrounding counties.</p>
<b>Cook County Assessors Office</b>	<a href="http://www.cookcountyassessor.com/">www.cookcountyassessor.com/</a>	<p>The Assessor's Office is responsible for setting fair and accurate values for all parcels in Cook County. In addition to working with other government agencies to stimulate economic development, job creation and the construction of affordable housing, they also seek to help owners better understand the assessment process and take advantage of money-saving exemptions.</p>