



VOHE Contact Information

all area codes are 847 unless otherwise noted

<p><u>Municipal Facilities</u> Village Hall - 1900 Hassell Rd. Police Department - 411 W. Higgins Rd. Public Works - 2305 Pembroke Ave.</p> <p><u>Fire Stations</u> #21 - 225 Flagstaff Ln. #22 - 1700 Moon Lake Blvd. #23 - 1300 Westbury Dr. #24 - 5775 Beacon Point Dr.</p> <p><u>Mayor</u> McLeod, Bill, Mayor</p> <p><u>Board of Trustees</u> Gaeta, Mike Mills, Karen Newell, Anna Pilafas, Gary Stanton, Gary Arnet, Karen</p> <p><u>Village Clerk</u> Bev Romanoff</p> <p><u>Village Manager</u> Eric Palm 781-2601</p>	<p><u>Department Phone Numbers</u> VOHE MAIN# 882-9100 Clerk's Office 781-2625 Code Enforcement 781-2631 Event Hotline 252-5443 Finance 843-4800 Fire Administration 843-4825 General Government 781-2600 Health & Human Svcs 781-4850 Human Resources Mgmt 781-2690 Information Technology 882-9100 x2500 Planning 781-2660 Police (front desk) 882-1818 Public Works 490-6800 Rental Housing 781-2650 Transportation/Engineering 252-5800 Village Manager's Office 781-2601 Water Billing 843-4824</p>	<p><u>Department FAX Numbers</u> Clerk's Office 781-2627 Code Enforcement 781-2658 Development Svcs (all) 781-2679 Finance/Mailroom 843-4822 Fire Administration 781-4849 Health & Human Svcs 781-4869 Human Resources Mgmt 781-2699 Information Technology 843-4889 Police 882-8423 Public Works 490-6868 Village Manager's Office 781-2601</p>
<u>Topic</u>	<u>Contact</u>	<u>Phone/Extension</u>
Accident/Injury Complaints	Ken Koop	781-2695
ADA - American Disability Act (complaints, questions)	Dr. Monica Saavedra - ADA Coordinator	781-4866
ADA - American Disability Act (facility issues/questions)	Paul Petrenko or Ray Norton	781-2718 or 781-2638
Administrative Adjudication Court	Kasia Maciorowski	843-4805
Ambulance Bills	Kasia Maciorowski	843-4805
Ambulance Reports	Jill Wegehaupt-Fire Dept	843-4832
Animal Complaints (feral cats, vicious dogs, etc.)	Community Service Officers	781-2933 or Omar Velasquez
Animal/Wildlife Control-(deceased) parkway/Village streets	Public Works	X4120/Enrique cervantes X4196 490-6800
Animal/Wildlife Control-private property	Animal Trackers Wildlife Co. (<i>Village competitive bid secured this rate; any company may be used</i>)	884-1057
Auction (publicsurplus.com)	Suzanne Ostrovsky	781-2609
Benefits/Insurance	Human Resources	781-2690
Bids/Bid Packets	Clerk's Office	781-2625
Birth/Death/Marriage Certificates (vital records)	<i>for Cook County 312-603-7790; if outside Cook-they should call their county or state of birth</i>	
Block Party Requests	Sue Lessen	781-2606
Branch/Brush Pickup (Fall, Spring) Drop-off	Public Works	490-6800
Business Licensing (excluding contractors); Liquor Lic.	Clerk's Office	781-2625
Cable	Ric Signorella	781-2608
Car Wash	Debbie Schoop	781-2611
Cellular Towers	Planning	781-2668
Certificates of Insurance-Contractor	Code Enforcement	781-2631
Chamber of Commerce (HE)	Tricia O'Brien-President	781-9100
Child Safety Seat - Inspect/Install/Loan	Police Department	882-1818
Citations/Tickets (including parking & online issues)	Kasia Maciorowski	843-4805
Citizen Newsletter	Suzanne Ostrovsky	781-2609
Citizen's Fire Academy	Fire Department	843-4825
Citizen's Police Academy	Police Department	781-2866
Code Enforcement/Property Maintenance Issues	Code Enforcement	781-2631

Topic	Contact	Phone/Extension
ComEd Complaints	Suzanne Ostrovsky	781-2609
Commissions Assistant	Sue Lessen	781-2606
Communications (website, social media, press releases)	Suzanne Ostrovsky	781-2609
Community Development Block Grant	Ryan Johnson	781-2669
Community Dev/Comprehensive Plan	Planning	781-2660
Construction Inspection for Utilities	Engineering	252-5800
Contractors License	Code Enforcement	781-2631
Corporation Counsel/Assistant Corporation Counsel	Art Janura/Patti Cross	781-2603/781-2615
CPR Instruction	Fire Administration	843-4825
Crime Victim Compensation Applications/Information	Health & Human Services	781-4850
Curb Inspections	Engineering	252-5800
Curb Repairs	Public Works	490-6800
D.A.R.E.	Officer Jones	781-2873
Digging/Utilities Location	J.U.L.I.E.	811 or 800-892-0123
Disabled Services	Health & Human Services	781-4850
DMV/Secretary of State	IL Secretary of State	312-793-1010
Drainage/Easement Issues	Engineering	252-5800
Election Information	Cook County Clerk or Clerk's Office	312-603-0906 or 781-2625
Electric Aggregation	Suzanne Ostrovsky	781-2609
Electricity Provider	ComEd	1-800-334-7661 (Residential)
Elevator Inspections	Code Enforcement	781-2631
Emergency Management/Weather	Sarah Marcucci	781-2800
Employee Wellness Program	Health & Human Services	781-4850
Energy Assessment (residential)	Code Enforcement	781-2631
Facilities	Public Works	843-4890
False/Burglar Alarms	Susana Arroyo	781-2636
Fingerprint Services (Visas/Citizenship/Employment, etc.)	Police Department	882-1818
Fingerprinting - Liquor License	Police-Joe Kruschel	781-2880
Fire Extinguishers/Prevention	Fire Administration	843-4825
Fire Hydrants/testing/Gen'l Info	Public Works	490-6800
Flood Control	Public Works	490-6800
Floodplain Information	Engineering	252-5800
Flu/Health Clinic	Health & Human Services	781-4850
Food & Beverage Tax	Debbi Gilles	843-4812
Food Pantry	<i>call your township</i>	see "Township Offices"
Forest Preserves-Cook County	www.fpdcc.com	(800) 870-3666
Forestry/Trees	Public Works	490-6800
4th of July Vendors	Linda Scheck	781-2664
Freedom of Information Requests (FOIA)	<i>contact department directly-see top of page 1</i>	
Freedom of Information-General Info	Debbie Schoop	781-2611
Garage Sale Information & Permits	Code Enforcement	781-2631
Garbage - contract issues/info	Suzanne Ostrovsky	781-2609
Garbage/Recycling-Groot inquiries	Water Billing	843-4824
Garbage/Recycling-Code issues	Code Enforcement	781-2631
Garbage-Court Information	Patti Cross	781-2615
Garbage-Groot Service Complaints	Suzanne Ostrovsky	781-2609
Garbage-late/payments due	Sue Wenderski	843-4817
Garden plots	Public Works	490-6800
GIS (web maps)	General Government/GIS	webmaster@hoffmanestates.org
Grass Complaints - Private Property	Code Enforcement	781-2631
Grass Complaints - Rights of Way	Public Works	490-6800
Handicap Parking Signs	Transportation	252-5800
Handicap Placards/Plates 0-3 months	<i>call your township</i>	see "Township Offices"
Handicap Placards/Plates 3-6 months	DMV	312-793-1010
Handicap Plates-permanent	Secretary of State (Springfield)	217-782-2709

Topic	Contact	Phone/Extension
Hazard Assessment	Ken Koop	781-2695
Hazardous Recycling/Materials/Waste	SWANCC	724-9205
Health & Sanitation Inspections	Dave Banaszynski	781-2639
Heat Complaints (no heat)	Code Enforcement	781-2631
Historian-Hoffman Estates	Pat Barch (email only)	eagle2064@comcast.net
Hospital	St. Alexius Medical Center	843-2000
Inspections - Building	Code Enforcement	781-2631
Inspections - Fire Safety	Fire Department	843-4825
Inspections - Health	Dave Banaszynski	781-2639
Inspections - Home Security Survey	Police Department-POP Unit	882-1818
Inspections - Rental Housing	Code Enforcement	781-2650
Inspections - Residential or Multi-Family	Code Enforcement	781-2631
Invoices	Susana Arroyo	781-2636
Janitorial Service	Paul Petrenko	781-2718
JULIE locates	Public Works	490-6800
July 4th Festival Information	Sue Lessen	781-2606
Leaves in Street	Code Enforcement	781-2631
Lending Closet (walkers/wheelchairs)	Health & Human Services	781-4850
Letters of Credit	Alan Wenderski	252-5802
Liability Issues	Ken Koop/Corporation Counsel	781-2695 or 781-2615
Library-Central www.schaumburglibrary.org	130 S. Roselle Rd.	985-4000
Library-Hanover Park Branch	1266 W. Irving Park Rd.	630-372-7800
Library-Hoffman Branch	1550 Hassell Rd.	885-3511
Library-Palatine Township Branch@ Willow Rec Center	3600 Lexington Dr.	934-0220
Mail Box Complaints - Snow Plow	Public Works	490-6800
Mayoral Questions	Jennifer Djordjevic	781-2610
Mosquito Problems	Northwest Mosquito Abatement	537-2306
Neighbor Problems/Watch/ aka "P.O.P."	Officer Kruschel aka "POP" Officer-Problem Oriented Policing	781-2880
Noise Complaints/Information	Sgt. John Bending	781-2866 or 911 to dispatch car
Notary Services (M-F 8:30-5:00):		
	Notary Tricia Jensen	781-2649
	Notary Kala Kuttentberg	781-2648
	Notary Kerin Browne	781-2634
	Notary Sue Wenderski	781-4817
	Notary Clerk's Office	781-2625
	Notary Debbie Schoop	781-2611
NOW Arena	Main Number	649-2222
Ordinances/Resolutions	Clerk's Office	781-2625
Park District Information-General	<i>refer caller to website or see #'s below</i>	www.heparks.org
Park District VOHE- North of Tollway	Willow Recreation Center	285-5440
Park District VOHE-South of Tollway	Triphahn Center (Ice Arena)	885-7500
Parking Complaints	Sgt. Julie Golden	781-2846
Parking Program/Stickers (for Hoffman, Conant & Alcoa residents only)	Clerk's Office	781-2625
Parking Tickets (including online issues)	Kasia Maciorowski	843-4805
Passports	Clerk's Office	781-2625
Permits (all)	Code Enforcement	781-2631
Pet Licenses	Customer Service	882-9100
Picketing/Protest calls	Asst. Chief Greg Poulos	781-2804
Planning & Zoning Commission	Planning	781-2660
Post Office	Hoffman Estates Branch	885-6514
Potholes-private property	Code Enforcement	781-2631
Potholes-public property	Public Works	490-6800
Prairie Stone Development	Planning	781-2660

Topic	Contact	Phone/Extension
Proclamations	Jennifer Djordjevic	781-2610
Property Lines/Borders	Planning	781-2660
Property Tax Questions/Appeals	<i>call your township</i>	see "Township Offices"
Railroad Questions	Alan Wenderski	252-5802
Real Estate Transfers/Exemption Stamps	Customer Service	882-9100
Recycling Services throughout the year:		
Fluorescent Bulbs (anytime)	Suzanne Ostrovsky	781-2609
Ink Cartridges (all year)	Suzanne Ostrovsky	781-2609
Large Electronics (seasonal in parking lot)	SWANCC	724-9205
Prescription/sharps (1st Wed. of month 10-2)	HHS	781-4850
Small Electronics (anytime)	Suzanne Ostrovsky	781-2609
Rental Housing Program	Code Enforcement	781-2650
Residency Letters	Clerk's Office	781-2625
Restaurant Complaints	Dave Banaszynski	781-2639
Right-of-Way (ROW) permits/questions	Public Works	490-6800
Road Reconstruction & Resurfacing	Transportation/Engineering	252-5800
Roads-general/snow removal	Public Works	490-6800
Senior Services	<i>call your township</i>	see "Township Offices"
Seniors & Disabled Bus Service	<i>call your township</i>	see "Township Offices"
Sewer/Creek Maintenance	Public Works	490-6800
School Districts:		
Grades K-8 south of tollway	District 54	357-5000
Grades K-8 north of tollway	District 15	963-3000
High Schools	District 211	755-6600
Barrington	District 220	381-6300
Elgin	District 46	888-5000
Shopping Center Profiles	Kevin Kramer	781-2662
Sidewalks	Public Works	490-6800
Signs-down/installation	Public Works	490-6800
Sister Cities Commission	Debbie Schoop	781-2611
Site Plans	Planning	781-2660
Solicitor-Complaints	Traffic Sgt. @ PD or Clerk's Office	781-2846 or 781-2625
Solicitors (door-to-door) Licenses	Clerk's Office	781-2625
Solicitors (intersections)	Chris Kasper	781-2868
Solid Waste Agency of Northern Cook County	SWANCC	724-9205
Special Events	Suzanne Ostrovsky	781-2609
Storm Damage Clean-up	Public Works	490-6800
Street Maps (can be purchased @ VH)	Customer Service	882-9100
Street Renovation	Transportation/Engineering	252-5800
Streets-debris/lights/repair/signs, etc.	Public Works	490-6800
Subdivision Questions	Planning	781-2660
Sustainability / Environmental Initiatives	Suzanne Ostrovsky	781-2609
Sunderlage Farm Inquiries	Sue Lessen	781-2606
Taxes-Entertainment/Amusement	Susana Arroyo	781-2636
Taxes-Food & Beverage (including liquor)	Debbi Gilles	843-4812
Taxes-Hotel	Debbi Gilles	843-4812
Taxes-Municipal Gas Use	Debbi Gilles	843-4812
Taxes-Sales	Anthony Fashoda	843-4807
Taxi Discount/Coupon Program	Marquelle Cnota/Transportation	252-5803 or 252-5800
Taxi/Limousine Licenses	Customer Service	882-9100
Telephone Payments-any	Sue Wenderski	843-4817
Tickets/Citations (including parking & online issues)	Kasia Maciorowski	843-4805
Tourism/Visit Hoffman	Linda Scheck	224-563-7209
Towed Vehicles/Admin Tow Fee Questions	Christine Kasper	781-2868

Topic	Contact	Phone/Extension
Township Offices:	Barrington	381-5632
	Hanover Park	630-837-0301
	Palatine	358-6700
	Schaumburg	884-0030
Traffic Signs Down	Public Works	490-6800
Traffic-Signs/Studies/New	Transportation	252-5800
Trees-private property	<i>owner responsibility</i>	n/a
Trees-public property	Public Works	490-6800
Utility issues - <i>not</i> including power outages (see ComEd)	Public Works	490-6800
Vaccinations (adult & child)	Health & Human Services	781-4850
Veterans Memorial/Commission	Greg Poulos-Staff Liaison	781-2804
Village Green-Event Information	Event Hotline	252-5448
Village Green-General Information	Kathy Redelmann	781-2663
Voter Registration	Clerk's Office	781-2625
Waste Hauler Waivers	Suzanne Ostrovsky	781-2609
Water Billing/Meters	Water Billing	843-4824
Water Towers/Reservoirs	Public Works	490-6800
Website Information	Suzanne Ostrovsky	781-2609 or webmaster@hoffmanestates.org
Welcome Packet	Clerk's Office	781-2625
Yard Waste Stickers \$3.00	Customer Service	882-9100
Zoning Compliance/Map, etc.	Planning	781-2660