



# Greetings

## FROM THE MAYOR

Hoffman Estates is a full-service community with a population of approximately 53,000. The Village offers beautiful neighborhoods and parks, excellent employment prospects, superior educational amenities and modern infrastructure. Our location near a number of major highways provides easy access to the City of Chicago and major attractions in the Chicagoland area. With a variety of top-quality restaurants, good shopping and many other attractions – both natural and manmade – Hoffman Estates is a great place to call home.

Hoffman Estates works to provide an exceptional quality of life for our residents and the businesses who grow and thrive here. 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 continued commercial and residential growth.

This welcome packet will provide you with the information you need to become familiar with our community. I would also encourage you to visit the Village website at [hoffmanestates.org](http://hoffmanestates.org) and follow the Village on social media. We use Facebook, Twitter, LinkedIn, Instagram and YouTube to share information about Village activities and programs. You are also



welcome to contact me, the Hoffman Estates Village Board or the Village Manager at 847-882-9100 regarding any matter that you wish to discuss.

On behalf of the Village Board and the Village staff, I want to thank you for joining 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. Hoffman Estates' 22 square miles includes over 4,000 acres of Cook County forest preserves and trails, and local park districts offer neighborhood parks and a wide variety of outstanding facilities for residents. With a top-notch educational system and easy access to libraries, cultural activities and more, Hoffman Estates is an ideal place to call home.

## CULTURE

Hoffman Estates values its history, while looking toward the future. The local historical society offers events and programs for residents, who can visit the 1856 Sunderlage House and the Greve Cemetery, established in 1846. Today, the heart of Hoffman Estates is the Virginia Mary Hayter Village Green, with its open-air amphitheater and park-like setting. The Village and its volunteer commissions sponsor many events at the Village Green, including a summer concert series, the Northwest Fourth Fest in July and the Platzkonzert Germanfest in September. There are also many smaller Village events and cultural festivals throughout the year, such as the popular Martin Luther King breakfast, the annual Hispanic Heritage Fiesta, monthly senior luncheons, art events, and so much more. With nearly a dozen major shopping areas to serve residents' needs, Hoffman Estates residents have easy access to everything they need close to home.

## EDUCATIONAL RESOURCES

Hoffman Estates residents have many outstanding educational opportunities. Twelve elementary schools, three junior high schools, three high schools and two special education schools provide each student with a comprehensive, individualized education. You can visit our website at [hoffmanestates.org/gis](http://hoffmanestates.org/gis) for a map showing the school districts that serve your new home. Harper College and Elgin Community College are both just minutes away and offer everything from degree programs to special interest seminars, and local public library facilities are among the best in the state.

## LOCAL GOVERNMENT

The Village operates under the council-manager form of government, which combines the leadership talents of the elected officials with the professional expertise of the Village Manager and Village staff. Village Hall is located at 1900 Hassell Road and houses most 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, make recommendations to the Village Board, and plan and sponsor local events. Village commissions are always looking for new members! Visit the Village website for information or to apply.

## RECREATION AND ENTERTAINMENT

The Hoffman Estates Park District and the Palatine Park District conduct a variety of programs for residents of all ages. Residents enjoy access to a variety of local parks, community centers, public golf courses, state-of-the-art fitness centers, ice arenas, pools and aquatic centers. Some 35 percent of Hoffman Estates' land is in forest preserves, parks and golf courses, so open spaces abound. The network of nearby major highways also provides easy access to Chicago and everything the city and suburbs have to offer.

Within the Prairie Stone Business Park lies the Village's emerging 59-90 Entertainment District, anchored by the NOW Arena, an 11,000-seat multipurpose indoor entertainment venue that hosts a variety of affordable, family-friendly events throughout the year. The NOW Arena is also home to the Windy City Bulls, the NBA G-League affiliate of the Chicago Bulls basketball franchise. No matter what type of entertainment you enjoy, you can find it in or near Hoffman Estates.

## 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 Hoffman Estates Police Department offers 24/7 public safety services to the community. Call or text 9-1-1 to contact the Police Department, or visit [hoffmanestates.org/police](http://hoffmanestates.org/police) for information. Hoffman Estates residents and businesses benefit from the department's many programs, 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 if they observe suspicious activity or criminal behavior.

## D.A.R.E.

D.A.R.E., or Drug Abuse Resistance Education, is a program taught in all sixth-grade classes in participating Hoffman Estates schools. Specially trained police officers educate students about the dangers of drug use. New curriculum also educates students about social media and bullying. The program has received praise from teachers, students and parents for the relevance of this material for students in today's social media environment.

## 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 to locate security weaknesses and offer 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 can also be registered at any time through the Village website. Bikes 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 **847-882-1818** at any time to schedule an officer to check your child car seat to ensure that it is properly installed, safe and 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 Citizen Police Academy brings residents inside the world of police work. Learn how to investigate crimes, collect evidence, and ride along with police officers. Students are placed into realistic training scenarios where split-second decisions must be made. This program helps the community understand the role of a police officer. Applicants must be at least 18 years old and must live, work or attend school in Hoffman Estates. Sessions will meet on Tuesdays from 6:30 pm-9:30 pm. Class size is limited to 25 students. Please contact the Police Department at **847-781-2866** for more information.

### JUNIOR POLICE ACADEMY CAMP (JPAC)

Calling all kids! The five-day Junior Police Academy Camp is for children entering fifth and sixth grades. The JPAC is a fun twist on what it's like to be a police officer in a safe and kid-friendly environment. Campers learn to use police radar equipment, investigate a mock crime and try on SWAT gear. There are outdoor team activities as well, including a bicycle obstacle course and a police training course. The camp usually takes place in late June or early July. Space is limited to 25-30 children on a first-come, first-serve basis. Please contact at **847-781-2873** for more information.

### EXPLORER PROGRAM

The Police Department offers a robust Explorer program for young adults ages 14 to 21. In this highly structured, weekly program, participants learn from police officers about police work and community service. Explorers gain valuable skills while serving their community. The program has been the stepping stone for many who choose law enforcement as a career path.

### 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.

### 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**.

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



# FIRE SERVICES

The Village of Hoffman Estates maintains a full-time professional Fire Department. All firefighters are state-certified paramedics. Call or text 9-1-1 for Fire services, or visit [hoffmanestates.org/fire](http://hoffmanestates.org/fire) for information. 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 ask questions, learn about the cause of the fire and discuss preventative measures. 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 staffed with paramedics and advanced life support equipment.

All firefighters are also certified paramedics. Staff is 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 AMITA Health 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 system. In the event of a fire, police or medical emergency, call or text 9-1-1. All emergencies are routed to the same Emergency Communications Center, so it is important to let the dispatcher know what type of emergency you are calling about. The dispatching of police and fire service is handled by Northwest Central Dispatch in nearby Arlington Heights. 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 devices 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 misdialed. 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 will be broadcast through the Everbridge Mass Emergency Notification System available through Northwest Central Dispatch
- Local radio and television stations will be notified, and emergency information will be posted to the Village website, social media and HETV Channel 6/99

## 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 seek protective shelter and tune in to local radio or television stations or to HETV Channel 6/99 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. Tune in to local radio or television stations or to HETV Channel 6/99 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 is helpful 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 visiting [hoffmanestates.org/fire](http://hoffmanestates.org/fire). 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.

# 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 a 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. 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.

## SNOW PARKING

There is no parking allowed on Village streets for eight hours after a two-inch snowfall, or until the street has been cleared. 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. Do not shovel snow into the street or onto fire hydrants, and please remind children building snow forts to stay away from the street. For more information, call Public Works at 847-490-6800.

## 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 regrading 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. Outside water use is permitted at even numbered addresses only on even numbered days and at odd numbered addresses only on odd numbered days. 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

Every person who wants to engage in soliciting is required to apply for a solicitors license with the Village Clerk's office. Solicitors may not disturb any household displaying a "No Solicitors" sign. Permitted hours are 10 a.m. to 8 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.

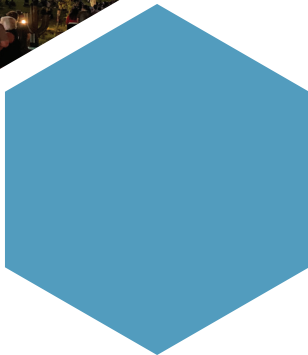
### BUILDING PERMITS

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 [hoffmanestates.org/permits](http://hoffmanestates.org/permits) or at the Village Hall.

Only completed applications (and required supporting documentation) are accepted. Completed applications (and any required plans or plats of survey) should be returned to the Code Enforcement Division for processing or submitted via the Village website. Contact Code at **847-781-2631** or via email at [buildingpermits@hoffmanestates.org](mailto:buildingpermits@hoffmanestates.org) with any permit questions.

### GARAGE SALES

A no-fee garage sale permit is required. Hours are from 8 a.m. to 6 p.m. There is a limit of three garage sales per residence per year. Additional information and application can be found at [hoffmanestates.org/garagesales](http://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 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 business licenses are required for any business activity conducted within the premises or carried on by the inhabitants.

### RESIDENTIAL RENTAL LICENSES

The Village has adopted an ordinance requiring all residential rental units to be licensed and inspected annually to 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 International Property Maintenance Code (IPMC), with local amendments. Licenses must be obtained before January 1 of each year and expire on December 31. 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	▶	For building permits or home improvement regulations
PUBLIC WORKS	▶	847-490-6800	▶	For general landscaping regulations
VILLAGE CLERK	▶	847-781-2625	▶	For questions regarding business licenses

# COMMUNICATIONS

The Village of Hoffman Estates is focused on providing proactive, helpful information to our residents and business community. 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. Village Hall is located at 1900 Hassell Road, Hoffman Estates, IL 60169.

## VILLAGE NEWSLETTER







The Citizen newsletter is sent to every Village residence and business and posted on our website at [hoffmanestates.org](http://hoffmanestates.org). The Citizen contains announcements of upcoming Village 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.

## ONLINE SERVICES

Visit the Village online at [hoffmanestates.org](http://hoffmanestates.org). The site is a useful informational tool for residents, visitors and businesses. Many Village services can be accessed online – pay your water bill, apply for jobs, submit permit applications and more!

## SOCIAL MEDIA

The Village is online where you want to be! Interact with us on social media:

-  Facebook @HoffmanEstatesIL
-  Twitter @HoffmanTweets
-  LinkedIn @VillageofHoffmanEstates
-  YouTube @HoffmanEstatesIL
-  Instagram @villageofhoffmanestates
-  Nextdoor @VillageofHoffmanEstates

Visit us online!  
[hoffmanestates.org](http://hoffmanestates.org)

## NEWS VIA EMAIL

The Village of Hoffman Estates offers an eNews blast with current events and information. Visit [hoffmanestates.org](http://hoffmanestates.org) to sign up!

## CABLE CHANNEL

The Village operates a 24-hour cable TV station known as HETV Channel 6 (Comcast) / Channel 99 (AT&T UVerse). The channel broadcasts Village meetings and features on Village activities – covering everything from special events to municipal services. Check the station regularly for important local information.



# WASTE COLLECTION

The Village contracts with a private hauler, Groot Industries, Inc., for garbage, recycling and yard waste pickup. Residents are billed monthly for solid waste and recycling service, which is provided at a flat rate per month and included on a single bill with water and sewer service. Optional yard waste pickup service is also available.

## TOTER SERVICE OPTION

Residents may lease a 65-gallon or 95-gallon solid waste toter for a \$1 per month service charge. This service is for solid waste only; there are no yard waste receptacles, and all residences receive a recycling toter. Residents who choose the solid waste toter option should contact Groot to schedule delivery of their toter. Please note that outdoor storage of toters is prohibited by Village code.

## YARD WASTE

Curbside yard waste pickup for grass clippings, leaves and branches is available April through November. Materials must be placed only in brown “Kraft” paper bags, which must include a yard waste sticker. Yard waste stickers are available at local retail establishments, through Groot, at Village Hall, and via the Village’s website at [hoffmanestates.org](http://hoffmanestates.org).

An unlimited yard waste subscription is also available. To establish yard waste subscription service, contact Groot customer service at **800-244-1977**.

## RECYCLING

Curbside recycling of an extensive range of materials, including paper, glass, plastic and metal, is provided to all residences as part of Groot’s flat-rate program. Residents can also recycle electronic items, such as televisions and computers, through Groot free of charge. There is a two-item limit for electronics per week. Residents must contact Groot at **800-244-1977** to schedule electronics pickup.

The Village is a member of the Solid Waste Association of Northern Cook County (SWANCC). SWANCC offers a free, seasonal drop-off program for large electronics at Hoffman Estates Village Hall, 1900 Hassell Road, on Mondays from 10 a.m. to noon. The program is available April through November. Visit [swancc.org](http://swancc.org) for a full list of acceptable items and additional options for electronics recycling.

### General waste and recycling guidelines:

- Only toters, plastic bags 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. on your pickup day. Toters and containers 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 day. 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 Addams Memorial Tollway (I-90) receive pickup on Mondays. Residences SOUTH of the Jane Addams Memorial Tollway (I-90), including residences west of Bartlett Road, receive pickup on Wednesdays. Garbage, recycling and yard waste are all picked up once a week on the same day in each service area. Certain holidays may delay pickup; visit the Village’s website for details.

## IMPORTANT NUMBERS

WASTE COLLECTION	▶	847-781-2600	▶	For general waste collection questions
GROOT INDUSTRIES	▶	800-244-1977	▶	To contact Groot Industries directly pertaining to garbage, recycling and yard waste pickup





# WATER AND SEWER SERVICE



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

## 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.

## 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.
- Drop box #4 is located just outside the front entrance of fire station 24, 5775 Beacon Pointe Drive.

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 [hoffmanestates.org](http://hoffmanestates.org), and select the “Online Payments” tab.

## SEWER SYSTEM

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

## 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

The Health and Human Services Department offers many free-of-charge or low-cost programs to Village residents. Department staff strongly believes that individuals must be in good condition both physically and mentally for complete health. Please take advantage of their wide range of services to improve and restore your physical and mental well-being.

## HEALTH FOR THE MIND AND BODY!

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

### PHYSICAL HEALTH SERVICES

Children's Immunization Clinics: HHS offers several immunization clinics each month at the Village Hall. Immunizations are for eligible children 2 months to 18 years. Appointments are necessary. All communities are welcome.

These affordable clinics are intended for children who are uninsured, underinsured or who qualify for Medicaid Title 19. The cost for each vaccine is \$15 for residents of Hoffman Estates, Schaumburg and Arlington Heights and \$20 for all other communities (credit, debit, or Medicaid Title 19 accepted).

Please visit the website to schedule an appointment or call 847-781-4850 for more information.

Adult Health Services: Registered nurses provide TB tests, adult immunizations, cholesterol, hemoglobin (anemia), glucose, and Hemoglobin A1C screenings at Village Hall by appointment. There is a fee for these services.

Adult Health Clinics: Several clinics are held throughout Hoffman Estates each month. Registered nurses provide free blood pressure and pulse checks, as well as nutrition and medication counseling. Cholesterol, hemoglobin (anemia), and glucose screenings are 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. There is a minimal fee required for all equipment loans.

## COUNSELING SERVICES

The Health and Human Services Department has a staff of professionally trained psychologists and therapists who provide counseling services 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 physical 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, groups, and educational series throughout the year to enhance awareness on a variety of mental health topics, including grief, healthy parenting and communication. Visit the Village website or look for information about these events in the Citizen newsletter.



# LICENSES AND REGISTRATION

Residents may contact the Village Clerk's Office to obtain pet licenses and register to vote. Please contact the Clerk's office at 847-781-2625 or visit [hoffmanestates.org/clerk](http://hoffmanestates.org/clerk) for more information.

## 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 1 of each year and expire on October 31 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. 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 the second Saturday of the month at the Village Hall. Early voting is conducted by the Village Clerk's office preceding every election.

# IMPORTANT NUMBERS

## VILLAGE OFFICE NUMBERS

Village Hall  
847-882-9100

Village Manager's Office  
847-781-2600

Village Clerk  
847-781-2625

Fire Prevention Bureau  
847-843-4825

Police Administration  
847-781-2800

Public Works Department  
847-490-6800

## TOWNSHIP OFFICES

Schaumburg Township  
847-884-0030

Palatine Township  
847-358-6700

Barrington Township  
847-381-5632

Hanover Township  
630-837-0301

## PARK DISTRICTS

Hoffman Estates Park District  
847-885-7500

Palatine Park District  
847-991-0333

The Village complies with the Americans with Disabilities Act (ADA). For handicapped assistance, call 847-882-9100.

## EDUCATIONAL OFFICES

Community Consolidated School District 15  
847-963-3000

Illinois School District U-46  
847-888-5000

Community Consolidated School District 54  
847-357-5000

Township High School District 211  
847-755-6600

Barrington Community Unit School District 220  
847-381-6300

Community Unit School District 300  
847-551-8300

Harper College  
847-925-6000

## LIBRARIES

Schaumburg Township District Library – Central Library  
847-985-4000

Schaumburg Township District Library – Hoffman Estates Branch  
847-885-3511

Palatine Public Library District – Main Library  
847-907-3600

Palatine Public Library District – Willow Creek Recreation Branch  
847-934-0220

Barrington Area Library  
847-382-1300

Gail Borden Public Library District  
847-742-2411

## WINTER ROAD CONDITION INFORMATION

Hoffman Estates Snow Command (To report a plowing problem)  
847-490-6800

Illinois Department of Transportation (IDOT)  
(For information on Higgins, Golf, Algonquin, Sutton, Barrington and Palatine Roads)  
312-368-4636

Cook County Highway Department  
(For information on Central, Roselle, Bartlett, Ela, Schaumburg, Plum Grove, Bradwell, Bode – west of Braintree Drive to Barrington Road – and Shoe Factory Roads)  
847-397-4145

Illinois Tollway Information Line  
800-865-5394

