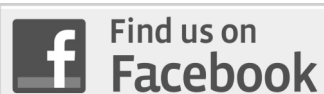


VILLAGE OF GLENCOE

675 Village Court
Glencoe, Illinois 60022

(847) 835-4111

www.villageofglencoe.org



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Welcome to Glencoe

NEW RESIDENT GUIDEBOOK



www.villageofglencoe.org

To Our New Neighbors,

On behalf of the Village of Glencoe and its officials and staff, welcome to Glencoe! We are pleased that you have chosen our community as your new home, and hope that you will share our pride in Glencoe as a wonderful place to live.

Please visit our Village Hall (in the middle of "downtown Glencoe") at your earliest convenience. The Public Works Department and Village Hall Resident Services Desk, Manager's office and Finance Department are open from 8:00 a.m. to 4:30 p.m., Monday through Friday. Our helpful Village Hall staff will provide you with a variety of information on the Village government and all of the Village's services. The Public Safety Department is, of course, open 24 hours a day.

Among the best ways to learn about the Village is to navigate around our Village website. You will find current information about Village events (such as our seasonal Farmer's Market and the Memorial Day and Fourth of July festivities) as well as helpful general information and links to other useful sites. Also, watch the mail for The Glencoe Memo, our bimonthly Village publication, which contains helpful information about Village events and activities.

One of the most important factors making Glencoe such a great community is the participation by its citizens in community affairs. Glencoe provides numerous opportunities for everyone to make a contribution - whether through the Village government, our School, Park and Library Boards, or other community activities. We depend heavily on that participation, and I hope that you will become involved in whatever area is of most interest to you.

Again, a hearty welcome to our Village! I hope to have the opportunity to meet you in the near future.

Sincerely,



Scott M. Feldman
Village President

Commonly Requested Phone Numbers

Comcast Cable Services	(866) 594-1234
Chicago Botanic Gardens	(847) 835-5440
Chamber of Commerce	(847) 835-3333
Commonwealth Edison	(800) 334-7661
Cook County Clerk's Office	(312) 603-1880
Glencoe Family Services	(847) 835-5111
Glencoe Golf Club	(847) 835-0250
Glencoe Park District	(847) 835-3030
Glencoe Public Library	(847) 835-5056
Glencoe Youth Services	(847) 835-3121
New Trier Township Tax Assessor	(847) 446-8200
North Shore Gas	(866) 556-6004
U.S. Post Office - Glencoe	(847) 835-0899

ADMINISTRATION.....(847) 835-4114
 Village Manager: Paul Harlow (847) 835-1785 fax

Manager’s Office	Glencoe Memo
Board Meeting Questions	Village Website
Business Licenses	Special Events
Liquor Licenses	Village Code Questions
Cable TV	Voting Questions
Council Member Questions	

FINANCE.....(847) 835-4113
 Finance Director: David Clark (847) 835-9880 fax

Accounts Payable Inquiries	General Liability Claims
Animal License Questions	Insurance Questions
Billing Questions	Pension Checks
Final Water Readings	Vehicle Sticker Questions
Garbage Start-up Service	Water Bill Inquiries

PUBLIC WORKS.....(847) 835-4111
 Public Works Director: David Mau (847) 835-4234 fax

Building and Zoning	Streets
Community Development	Sewers
Engineering	Sidewalks
Forestry	Tree Program
Garbage/Recycling/Yard Waste	Water Distribution
Handyman Program	Water Production

PUBLIC SAFETY (Fire & Police Department).....(847) 835-4112
 Public Safety Chief: Michael Volling (847) 835-9249 fax

Alarms	House watch
Ambulance Reports	Parking Regulations
Animal Control	Parking Ticket Information
B-D-H Parking Permits	Police Reports
Fire Reports	Solicitors

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Contacting the Village

In addition to calling the Village Hall, (847) 835-4111, any time between 8 a.m. - 4:30 p.m., Monday through Friday, residents have other options for sharing their comments, questions, or concerns related to the Village:

- **Email:** The Village’s general email is: info@villageofglencoe.org.
- **Website:** Visit our website at www.villageofglencoe.org to learn more about the Village.

Annual Vehicle Stickers

Vehicle stickers must be purchased by April 15th. The stickers are valid for one year.

A resident may qualify for three different vehicle sticker discounts:

- Early payment discount, if the license application is received and purchased by April 15th, the rate will be reduced from \$75 per sticker to \$50
- Hybrid vehicles are entitled to a 50% discount.
- Senior residents are entitled to a 50% discount.

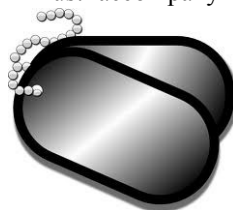
Animal Tags

Animal tags must be purchased by April 15th. Tags for new pets are available at the Village Hall Resident Services window during normal business hours or at the Public Safety window 24 hours a day.

Rates for Animal Tags:

- Non-Neutered/Sprayed \$10.00
- Neutered /Sprayed \$5.00

Proof of a current rabies vaccination must accompany the fee.



The Village Board

The President and Board of Trustees are the governing body of the Village of Glencoe and, as your elected representatives, they welcome your comments and concerns.

Village President

Scott M. Feldman
scottfeldman@villageofglencoe.org

Trustees

Keki Bhote
kekibhote@villageofglencoe.org

Bruce Cowans
brucecowans@villageofglencoe.org

Andrew Hayek
andrewhayek@villageofglencoe.org

Joseph Keefe
joekeefe@villageofglencoe.org

Larry Levin
larrylevin@villageofglencoe.org

Joel Solomon
joelsolomon@villageofglencoe.org

Village President

The Village President is elected to a four-year term. The President presides at all Village Board meetings and ceremonial occasions.

Board of Trustees

The six Trustees of the Village Board are elected at large to serve four-year overlapping terms. The Board is the legislative body of the Village government and its primary responsibilities include determining matters of Village policy, approving all Village ordinances and resolutions that make up the Village Code, and adopting the annual Village budget.

Village Board Meeting

The Village Board meets on the third Thursday of the month at 7:00 p.m. in the Village Hall Council Chamber. The formal agenda is posted on the Village Hall bulletin board and the Village website on the Friday before the regularly scheduled meeting. Questions regarding the Village Board agendas may be directed to the Village Manager's office by calling (847) 835-4114.

Committees/Commissions

In order to most effectively meet the need of our residents, citizens are encouraged to participate in Committees and Commissions on relevant community issues. If you'd like to serve on one of the Committees or Commissions, please contact the Village Manager's office at (847) 835-4114.

The public is welcome to attend these meetings.

- The **Finance Committee** meets the third Thursday of each month at 6:30 p.m.
- The **Golf Advisory Committee** meets the third Monday of each month at 7:00 p.m.
- The **Historic Preservation Commission** meets the first Tuesday of each month at 7:30 p.m.
- The **Human Relations Forum** meets the third Wednesday of each month at 6:30 p.m.
- The **Plan Commission** meets the fourth Wednesday of each month at 7:30 p.m.
- The **Zoning Board of Appeals** meets the first Monday of each month at 7:30 p.m.

Please check the Village website or call the Village Hall to confirm meeting dates & times..

Annual Alarm Registration

Any home or business in the Village that has an alarm is required to complete a registration and renew the alarm permit with the Village annually. The annual fee is \$50 (\$25 for seniors).

Properties that do not register or renew their alarm permit will be cited for an alarm activation.

Utility Accounts

As a new resident, you are required to establish a utility account. The Village will bill you on a quarterly basis for base services (water, sewer, garbage and recycling) and an additional optional services (twice-a-week pick-up or yard waste collection).

All billing inquiries can be directed to the Finance Department, questions regarding services should be directed to the Public Works Department.

Owner Certification Form

As a new resident, you are required to complete an owner certification form. This form was implemented as part of the Village's identity theft and red flag rules program. This form outlines those that should be allowed access to your utility account based on your authorization as the homeowner and provides the necessary information to village staff enabling them to verify one's identity when receiving inquiries about an account.

Automated Utility Bill Payment

The Village offers automated utility bill payment. The benefits of this program include:

- The elimination of the preparation of a check;
- No need for postage or drop off of payment; and
- Utility bill will be paid on due date, no chance of late charges.

Online Payment

The Village also offers online payment. This site is routinely updated, posting balances due on Village utility billing accounts.

Applications are available for download on the Village website under Finance Department

Garbage Service

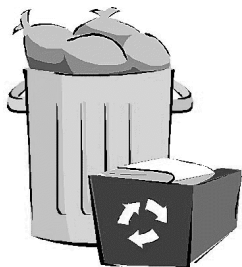
The garbage regulations and holiday schedule is available on the Village's website under the Public Works Department, Refuse Division. The schedule is updated annually to reflect the changes in the refuse pick-up dates.

Below are holidays that will impact the regular schedule of refuse collection.

- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

95-gallon container

To request a 95-gallon container, please contact the Finance Department. The delivery of the container takes approximately 5-10 business days. Homeowners will be billed \$60 per container ordered. Charges will be added to the utility bill accordingly.



Annual Yard Waste Collection Subscription



An alternative to the requirement to use a yard waste sticker for each can, bag or bundle is the annual program.

To subscribe to the annual yard waste collection program, a form must be completed and submitted to the Finance Department. The annual fee is \$120 and is billed at the beginning of the season or when an individual enrolls in the program. Annual billing will automatically renew March 1st, unless a request to discontinue this service is received prior to this date.

To enroll, please visit the Village website and download the annual yard waste collection subscription form.

Permit Requirements

In an effort to avoid misunderstandings in the areas of building and zoning and potential project delays caused by lack of a permit, we are providing this general listing of different improvements that require permits in the Village.

- Tree Removals
- Fences & Posts
- Wood Decks
- Arbor/Pergola
- Storage Sheds
- Play Sets
- Garages
- Room Additions
- Exterior/Interior Alterations
- Exterior Grade Changes
- Air Conditioner/Generator
- Heating Units
- Re-Roofing
- Electrical
- Plumbing
- Satellite Dishes
- Underground Sprinkler Systems
- Underground Sewer and Water Repairs

For more information on all permit requirements contact the Public Services Department at (847) 835-4111 or visit the village website at www.villageofglencoe.org.

