# New Resident Guide

*The mission of the Village is to provide responsive and effective municipal services toward the goal of maintaining a good quality of life for residents and businesses within the community.*

**Inside this packet:**


| | |
|---|---|
| Welcome | 2 |
| Elected Officials | 3 |
| About Our Community | 4 |
| Village Government | 5 |
| Village Departments | 6 |
| Get Involved | 9 |
| Codes and Ordinances | 11 |
| Exterior Property Maintenance Regulations | 12 |
| Refuse Information | 15 |
| Townships, County, Health Services and Schools | 16 |
| Colleges & Libraries | 17 |
| Churches and Medical Centers | 18 |
| Community Organizations | 19 |

Hanover Park

One Village
One Future

# Welcome from Mayor Craig

On behalf of the Village Board and staff, I would like to welcome you to the Village of Hanover Park, a "Kids at Hope" community. We are pleased you have chosen our community to call home. A community of many cultures and backgrounds coming together, meeting new friends of diverse interests and a common goal for family.

Our vision is to be recognized as a community that is a great place to live, work and do business, offers convenience through technologies and is fiscally responsible and transparent. Our mission is to provide responsive and effective municipal services towards the goal of maintaining a good quality of life for you, our residents, and businesses within the community.

I encourage you to visit our website at www.hpil.org to learn more about the Village of Hanover Park. You can also keep up-to-date on Village news and events by joining our eNews and/or eAlerts mailing list, which you can sign up for on our website or at Village Hall.

Please find time to volunteer and give back to our town, at the schools, where you worship, or assisting on the playing field. We are a Village that believes all youth will achieve and have hope for success without exception. Together we are finding ways to believe in our youth, and together we are making a difference in Hanover Park.

## Quick Guide

### Village Hall

2121 Lake Street
Hanover Park, IL 60133-4301
(630) 823-5600
(630) 823-5786 Fax

### Hours of Operation:

Monday - Wednesday and Friday / 8:00 am - 4:30 pm
Thursday / 8:00 am - 7:30 pm

Police and Fire are Open 24 / 7 (Call 9-1-1 for emergencies)

### Village Departments:

| | |
|---|---|
| Clerk's Office | 630-823-5602 |
| Code Enforcement | 630-823-5570 |
| Code Enforcement Hotline | 630-823-5572 |
| Community Development | 630-823-5780 |
| Engineering | 630-823-5700 |
| Finance | 630-823-5790 |
| Fire (non-emergency) | 630-823-5800 |
| Graffiti Hotline | 630-823-5705 |
| Human Resources | 630-823-5660 |
| Information Technology | 630-823-5670 |
| Manager's Office | 630-823-5608 |
| Police (non-emergency) | 630-823-5500 |
| Public Works | 630-823-5700 |
| Water Billing | 630-823-5799 |

### Village Website: www.hpil.org

*Questions about our website? Call 630-823-5609*

*AT&T and Comcast Subscribers.....Tune to **Channel 17** to view our Governmental Access Channel.*

# Elected Officials

## Village President:

Rodney S. Craig 630-823-5900

## Village Clerk:

Eira L. Corral Sepúlveda 630-823-5602

## Village Trustees:

Bill Cannon 630-823-5902

James Kemper 630-823-5904

Jon Kunkel 630-823-5906

Herb Porter 630-823-5905

Rick Roberts 630-823-5901

Sharmin Shahjahan 630-823-5903

**Regular Board Meetings are held the first and third Thursday of each month.**

**Board meetings start promptly at 7:00 pm in Room 214.**

**All meetings are open to the Public.**

## U.S. Senators

Richard J. Durbin
Kluczynski Building 39th Fl.
230 South Dearborn
Chicago, IL 60604
(312) 353-4952

Mark Kirk
230 South Dearborn
Suite 3900
Chicago, IL 60604
(312) 886-3506

## State Senators

Thomas Cullerton
23rd District
338 S. Ardmore
Villa Park, IL 60181
(630) 903-6662

Michael Noland
22nd District
100 E. Chicago St., Ste. 302
Elgin, IL 60120
(847) 214-8864

Laura Murphy
28th District
350 S. Northwest Highway,, Ste. 300
Park Ridge, IL 60068
(847) 656-5414

## U.S. Congressman

Peter Roskam
6th District
150 Bloomingdale Rd.
Bloomingdale, IL 60108
(630) 893-9670

Tammy Duckworth
8th District
1701 E. Woodfield Rd.
Schaumburg, IL 60173
(847) 413-1959

## State Representatives

Deborah Conroy
46th District
28 S. Villa Ave.
Villa Park, IL 60181
(630) 415-3520

Fred Crespo
44th District
1014 E. Schaumburg Rd.
Streamwood, IL 60107
(630) 372-3340

Michelle Mussman
56th District
15 Weathersfield Way
Schaumburg, IL 60193
(847) 923-9104

Christine Winger
45th District
One Tiffany Pointe Ste. G3
Bloomingdale, IL 60108
(630) 252-9311

## About Our Community

### Our History...

Hanover Park's roots as a settlement reach back into the 19th century, but our growth into a community of nearly 12,000 families really started in the 1950s. As scores of new homes rose on former farm sites and prairie 30 miles west of Chicago, our community was incorporated into a village to provide centralized services needed by a burgeoning population.

### Our Residents...

Today, Hanover Park boasts the youngest residents of any Chicago northwest suburb, with a median resident age of 32.2. The spirit and energy of youth is visible throughout the community. Hanover Park is a family-oriented community with plenty of neighborhood sports teams and activities available for young families. Hanover Park neighborhoods are filled with children.

### Our Location...

Hanover Park is conveniently located 17 miles from O'Hare International Airport and is 45 minutes from downtown Chicago via the Metra West Line. Hundreds of commuters board Metra commuter trains each weekday at the bustling Hanover Park commuter station, which has seen the fastest growth of any West Line station.

### Our Amenities...

Golf courses, country clubs, recreational complexes, theaters, and semi-professional sports are abound in neighboring communities. Entertainment opportunities in the Chicago metro area include professional sports, museums, opera, art exhibits, symphony, and theatre.

### Our Commitment...

The Village of Hanover Park is committed to serving residents and creating a safe, attractive, well-developed, and financially stable community.

***You, as residents, come first!***

So relax and enjoy your new "hometown"... Hanover Park!

## Village Government

Hanover Park has the Council-Manager form of government. The Village President, Board of Trustees, Village Clerk, and Village Manager work together with Village departments to address the needs of all residents.

*Residents and Community Organizations are active participants at Village Board meetings.*

### The President and Board of Trustees...

The Village is governed by a President and six Trustees who are elected at large. The functions of these officials are to formulate policies, to review and enact ordinances, and to guide the orderly development and administration of the Village.

### The Village Manager...

The Village Manager is appointed by the President and the Board to oversee the day-to-day operations of the Village and to supervise the work of employees. The Village Manager evaluates municipal services, prepares the annual budget, responds to resident inquiries, and acts as liaison between special interest groups or other governmental entities and the elected officials of the Village.

The Village Manager appoints the Deputy Village Manager, who also serves as the Village's Public Information Officer.

### The Village Clerk...

The Village Clerk, an elected official, is the keeper of the official records of the municipality and maintains accurate records of the proceedings of the President and Board of Trustees. The Village Clerk maintains a file of ordinances, resolutions, bonds, contracts, and agreements which are a part of the official records of the Village. Legal publications for the Village such as public hearings, notices of annexation, etc., are published by the Village Clerk. The Village Clerk is the local election official. The Village Clerk is responsible for issuance of solicitors' permits, special event permits, raffle licenses, taxi licenses, business licenses and liquor licenses. The Clerk also serves as Secretary to the Liquor Commission, recording the proceedings of the commission and issuing all licenses as directed by the commission. In addition, the Clerk maintains an up-to-date municipal code and prepares the monthly calendar of meetings.

Voter registration is conducted Monday-Friday from 8:00 am - 4:30 pm in the Village Clerk's office. In order to register, you must be at least 18 years of age, a citizen of the United States, and have lived in the state and precinct for 30 days prior to an election. As required by state law, two forms of identification, both of which must show your legal name and at least one of which must show your Hanover Park address, are required to register. A driver's license, union or employee identification card, or utility bills, are acceptable forms of identification.

# Village Departments

## Community Development...

The Community Development Department administers the planning, zoning, and economic development activities for the Village.

The Department encourages economic growth by attracting new businesses and developments to the Village, as well as retaining and expanding existing businesses and developments. It is also responsible for administering and implementing the long-range land use planning goals and zoning regulations for the Village of Hanover Park.

## Finance...

The Finance Department coordinates the financial administration of the Village including overall accounting, budgeting, treasury, data processing, water billing and collection functions. The Finance Department has a reputation for excellent budget preparation and implementation, and has received the Government Finance Officer's Association's (GFOA) Award for Distinguished Budget Presentation and the Certificate of Achievement for Excellence in Financial Reporting (CAFR) every year since 1991.

## Human Resources...

The Human Resources Department handles all recruitment and employee programs. The Human Resources Department administers a centralized human resource system for all Village operations. The department conducts selection and promotion processes and maintains the Village's classification and compensation systems. Other areas of responsibility include training, labor relations, benefits administration, performance appraisal, and personnel policy administration.

## Fire Department...

The Fire Department provides fire, rescue, and Advanced Life Support emergency medical services to the residents and visitors of the Village of Hanover Park and some adjoining unincorporated areas. The Fire Department's two stations are staffed by dedicated professionals available to respond to calls for service 24/7.

The Public Education Division of the Fire Department is committed to educating our residents with up-to-date information regarding fire and life safety, in an effort to reduce the incidence and severity of fire or medical related accidents, injuries or loss of life within our community. The Public Education Division offers several educational programs and activities designed for all ages and ethnic groups within our community; classes include First Aid, CPR, and Fire Extinguisher Training, as well as Child Safety Seat installation. If you are interested in any programs offered by the Public Education Division, call 630-823-5800 to schedule an appointment.

# Village Departments

## Fire Department Continued….

The Inspectional Services Division of the Fire Department reviews requests for building and occupancy permits and conducts construction and business license inspections. Inspectional Services has printed materials to explain plan submittal and permit requirements for a number of common projects. Stop by or call the department at 630-823-5860 for a copy. The Village requires all contractors to register with the Inspectional Services Division before a permit can be issued.

Contact Inspectional Services at 630-823-5860 to discuss your plans. The staff will be happy to advise you about permit requirements. Make sure to call in the early planning stages to avoid any unnecessary delays.

## Police Department…

The Hanover Park Police Department is one of the most progressive and professional in the Chicagoland area. The department has received reaccreditation through CALEA (Commission for Accreditation of Law Enforcement Agencies), joining less than 4% of law enforcement agencies nationwide to achieve accreditation.

The Police Department also has a Code Enforcement Unit that supplements the department by ensuring that our residents comply with the International Code Council's (ICC), as well as Village, ordinances. The Code Enforcement Unit inspects all residential housing as part of its annual Curb Appeal program to ensure that housing in the Village meets the requirements of the ICC. Code Enforcement also inspects single (SURRI) and multi-family (MURRI) rental residential units to ensure that these buildings also meet the ICC requirements.

The Police Department has 99-employees dedicated to serving the residents of the Village. There are 61 sworn law enforcement officers and 38 civilian members. The department provides a social worker to meet the needs of the Village. Questions for Social Services should be directed to the Police Department's administrative office.

Questions regarding animal complaints, court services and police reports should be directed to the Police Department located at 2011 Lake Street (630-823-5500).

If an emergency does arise, call 9-1-1, which will connect you with DuComm, the dispatch center for Hanover Park. A police officer will be sent to your location. **If you want to report a non-emergency such as traffic accidents, parking violations, stray dogs, or a bicycle theft, also call 9-1-1.**

## Public Works / Engineering Department…

The Engineering Department is combined with our Public Works Department. The Engineering side oversees the planning, engineering, construction, inspection and acceptance of public improvements including streets, sanitary sewer, storm sewer, and water facilities. The department also maintains plans, plats, and specifications dealing with public and private land improvements for subdivisions and commercial developments within the Village.

# Village Departments

## Public Works / Engineering Department…

The Public Works Department is comprised of nine divisions including: Administration; Streets; Engineering; Forestry; Public Buildings; Water Treatment; Water and Sewer Maintenance; Wastewater Treatment; and Fleet Services.

The Administrative Division evaluates operations, sets goals and objectives, formulates budgets, and administers policy.

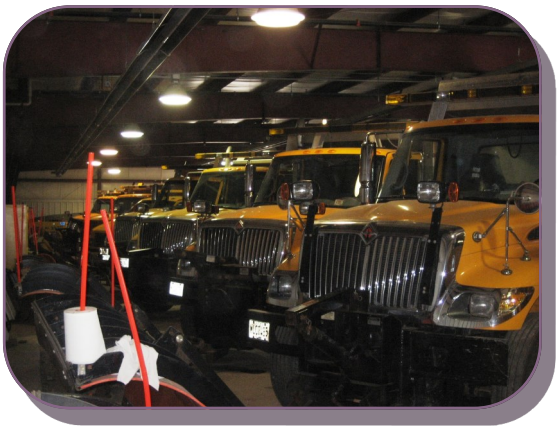
The Streets Division is responsible for maintaining over 98 miles of Village streets. This includes sweeping, striping, snow removal, patching, signage, sidewalk repairs, and storm sewer maintenance.

Over 126 acres of public lands are maintained by the Forestry Division. This includes grass cutting, trimming and care of over 10,000 trees, as well as tree removal, weed cutting, and brush pickup.

The Public Buildings Division maintains all public buildings including Village Hall, the Public Works Building, the Police Headquarters and two Fire Department buildings.

The Water Treatment Division is responsible for delivering and treating 3 million gallons of Lake Michigan water daily for the Village.

The Water and Sewer Maintenance Divisions are responsible for maintaining approximately 86 miles of sanitary sewer and over 100 miles of water mains. This includes maintaining all Village water meters, rebuilding deteriorated manholes, televising the lines, and flushing. Crews also check lines for proper flow and advise residents on proper maintenance methods.



The Wastewater Treatment Division operates a water treatment facility that processes over 1.5 million gallons of wastewater daily.

Fleet Services maintains all Village equipment, police squad cars, snow plows, and the street sweepers.

### *Flooding or Water Concerns*

In the event of flooding or a problem with water or sewer service, contact the Public Works Department Monday-Friday, between 8:00 am and 4:30 pm or the Police Department after 4:30 pm or on weekends. An emergency crew will be sent to identify the source of trouble and assist in correcting the problem.

# Get Involved

## Committees and Commissions……

To encourage resident participation in the Village government, the President appoints various voluntary citizen advisory committees comprised of residents with an active interest in the community.

### CONECT (Committee On Networking, Education and Community Teamwork)

Members of the business community join the Village in efforts to attract and retain quality commercial and industrial business in order to increase local sales and real estate revenues, create new employment opportunities, diversify the local economy, and enhance the community's image.

### CULTURAL INCLUSION AND DIVERSITY COMMITTEE

The Cultural Inclusion and Diversity Committee fosters and promotes understanding, mutual respect, cooperation, and positive relations between and among all residents of the Village by creating a sense of shared community among residents and affirming the value of each resident.

### DEVELOPMENT COMMISSION

The Development Commission provides a comprehensive plan for controlled growth and development of the Village and also conducts public hearings on variances, special uses, and Planned Unit Developments for zoning and building.

### ENVIRONMENTAL COMMITTEE

The Environmental Committee consists of members of the community who are focused on promoting information and programs concerning environmental issues that affect the Village, its residents, and businesses.

*Environmental Committee Members Participate in the Annual River Sweep Event*

### SISTER CITIES COMMITTEE

The Sister Cities Committee fosters knowledge and understanding between the people of the Village of Hanover Park and the people of other nations' cities. The Village of Hanover Park's Sister Cities are Cape Coast Ghana, West Africa and Valparaiso, Zacatecas Mexico.

### VETERANS COMMITTEE

The Veterans Committee was formed to promote the values of those who have served their country in the military; to coordinate activities that bring merit to residents who have served their country; and to cooperate with local VFW and other groups who represent the interests of the veterans.

### COMMUNITY EMERGENCY RESPONSE TEAM

CERT, or "Community Emergency Response Team," is an organization of volunteers trained to assist police, fire, and other first responder professionals in locating, treating, and sheltering victims of natural and man-made disasters. The Department of Homeland Security and the Federal Emergency Management Agency (FEMA) have been working with local municipalities by providing training materials and funding assistance. One aspect of CERT is educating the public on how to reduce the risks of personal injury and property damage during times of crisis.

*To become a member of any of the above committees or commissions, please contact the Mayor's Office at 630-823-5609.*

## Be the First to Know

### eNews and eAlerts Electronic Newsletter…

The Village of Hanover Park sends out an electronic "eNews" newsletter which contains information about the Village and upcoming events. Visit our website at www.hpil.org to sign up.

### Facebook and Twitter

The Village has both Facebook and Twitter pages. Find us on Facebook at www.facebook.com/VillageofHanoverPark, and on Twitter at @HanoverParkVlg. Here you will get up-to-date information on the latest news and events taking place within the Village.

### Government Access Channel…

Residents who subscribe to cable television can tune in to the government access channel (channel 17) and receive information about Village events and services, ordinances, committees, employment opportunities and monthly meeting announcements.

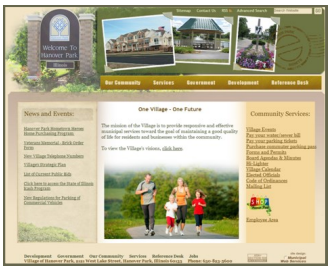
### Hi-Lighter Newsletter…

Watch your mail for our bi-monthly Hi-Lighter newsletter, full of valuable information about what is happening within the Village, including upcoming events and safety tips.

### Jobs…

Visit www.hpiljobs.org to view the latest job openings at the Village of Hanover Park. You can also fill out a job interest card to be notified when a job of interest to you opens up.

### Website…




Visit www.hpil.org to obtain information on elected officials, meetings and events, Village services, building permits, plus much more. You can also pay your water bill, parking tickets or purchase commuter parking lot permits online. Questions regarding our website should be directed to the Manager's Office at 630-823-5609.

## From the Finance Counter

### Auto Pay Service

The Village of Hanover Park offers the convenience of an automatic pay program for your residential water and sewer service. By participating in this program, the Village will automatically deduct the payment for your water and sewer bill from your checking or savings account on or near the due date. This service will save you time and money and is of no cost to you. For further information and to enroll in this service, please go to the Village's website, www.hpil.org or contact the Water Billing at 630-823-5799.

### Attention Commuters!

Did you know you can purchase your Hanover Park commuter parking permits through the mail? Complete an application and mail it or place it in the night drop box with a check for the correct dollar amount. Your parking permit will be mailed to you. Applications are available at the Village Hall and at the Coffee Depot in the Metra station. Please allow enough time for processing and mail delivery. You may also purchase your parking permits online at www.hpil.org. A convenience fee will be charged by the payment processor for the service. Once notification of your payment is received, a parking permit will be mailed to you.

### Good News for Seniors!

The Village of Hanover Park offers residents age 65 or older, or residents enrolled in the Illinois Benefit Access Program, an exemption of the $25.00 bi-monthly service charge and those residents will only be charged for their actual water and sewer usage. Please contact the Water Billing Department at 630-823-5799 for information on how to apply.

### Refuse Discount:

Allied Waste Services offers 50% reduced garbage rates for seniors needing financial assistance. You must meet the specific income and residency criteria and have been approved for the Illinois Benefit Access Program to be eligible. Call 630-823-5700 for more information.

## Village Codes and Ordinances

Access Village codes by visiting: ***www.hpil.org/referencedesk/villagecode***

### Lawn Sprinkling...

Lawn sprinkling is allowed all year on the odd days of the month for odd-numbered houses and on the even days of the month for even-numbered houses. The need for adequate water pressure and water conservation makes this restriction necessary. Violation of this ordinance may result in a fine.

### Parking Regulations...

Parking is NOT permitted:

- on any Village street from 2-6 am, except for designated streets in multi-family neighborhoods;
- on any Village street within 24 hours of a snowfall of two or more inches, except for designated streets in multi-family neighborhoods;
- across sidewalks from 7 am –9 pm (Monday-Friday) and 9 am-9 pm (Saturday & Sunday); or
- of cars for sale in shopping center parking lots.

In instances where a driveway is being repaired or when a garage/driveway will not accommodate guests' vehicles, which will be parked overnight, call the Police Department at 630-823-5500 to request permission for limited, overnight street parking.

### Building Permits...

If you are planning to make additions, improvements, or alterations to your home or property, a permit is required. Working without a permit is illegal and can jeopardize the safety of your family and visitors; it may also create delays in the insuring or selling of your home.

All structural, electrical, and plumbing work on a premise (and some nonstructural work), require a building permit. Permits are required for most home improvements including but not limited to:

- Garages and sheds
- Driveways
- All electrical work
- Decks, Patios, Fences
- Room additions
- Kitchens and bathrooms
- New or replacement furnaces, central air conditioning and water heaters
- Above or below ground swimming pools and hot tubs and some plumbing work

### Animal Licenses...

All dogs and cats must have a Village animal license. Absolutely no tags will be issued without a valid certificate of rabies vaccination from a veterinarian.

### Garage Sales...

Garage sales do not require a permit. Signs may be placed only on private property. Signs are not permitted in the parkway.

## Exterior Property Maintenance Regulations

*Code Enforcement Hotline: 630-823-5572*

The following numbers correspond to those on the violation notice. The numbers in parentheses are code citations.

### Sanitation—Garbage…

- Garbage must be disposed of in an approved covered container. (307.2.1)
- Refrigerators and similar equipment shall not be discarded without first removing the doors. (307.2.2)
- Garbage containers are not allowed in front yards. (50-31[8])
- Garbage containers are not allowed in corner side and side yards, unless screened. (50-31[8])
- Garbage containers cannot be set out earlier than 5:00 PM on the night before collection and must be removed within 24 hours after collection. (50-31[3]) (During a holiday week, the collection day is one day later, after the holiday.)
- No garbage, refuse, landscape waste, rubbish, or building materials are allowed in front, corner side, or side yards. (50-31[9]) Stacked firewood is allowed in corner side and side yards. Necessary building materials pursuant to a valid building permit are allowed in any yard.
- Must have garbage service with a scavenger licensed in Hanover Park (50-32[2])

### Weeds—Tall Grass…

- Grass must be maintained to less than 8 inches in height. (302.4)
- Compost piles (50-32[11]) must:
  - Have no noxious odors;
  - Be less than 5 feet in height and 100 square feet in area; and
  - Be located only in rear yards, except corner lots, then in side yards within 20 feet of the rear yard. Lots, then in side yards within 20 feet of the rear yard.
- Shrubbery on private property shall not obstruct sidewalks or street (86-24[a])
- No bare areas or ruts in grass caused by pedestrians or vehicles (18.92(j)B)

### Accessory Structures…

Must be structurally sound and in good repair (302.7), the proper size and in the proper location. (110.6.6.1)
Examples include:

- Detached garages
- Sheds
- Fences
- Decks-Patios
- Pools (303.1)
- Stairs and handrails (304.10/304.12/306.1)

### Sidewalks and Driveways (parking spaces)…

- Must be properly maintained. (302.3)
- Snow must be removed within 24 hours after a two inch or more snowfall. (86-181)
- Gravel driveways are prohibited. (86-55)

## Motor (and recreational) Vehicles...

- Inoperable vehicles (including unlicensed vehicles) may not be stored except in a garage or no more than one vehicle under a commercially manufactured cover (in good condition). (302.8)
- Vehicle parts or accessories (covered or uncovered) may not be stored on a driveway, in the front, side, or corner side yard, and any off-street parking area. (305.1)
- Detached snow plows may not be stored on driveway surfaces except between November 1 and April 30. (305.1)
- No outside major automotive repair work, such as overhaul or body work, can be performed. (302.8)
- No parking on unpaved surface. (302.10)
- No parking across sidewalk 7:00 am until 9:00 pm (62.11.1303a(1)b)
- No parking of commercial vehicle (other than "A" and "B" plates, as well as "D" in certain circumstances) in residential district. (110.6.2.4.a)
- Improper parking/storage of recreational vehicles. (110.6.2.5.d)
- No more than one recreational vehicle per residential lot (110.6.2.5.e)

## Grading and Drainage...

- Standing or stagnant water is not allowed. (302.2)
- The filling of drainage swales is prohibited. (66-22)

## Exteriors of Buildings...

Must be maintained in good repair without holes, loose or rotting materials, peeling paint, or graffiti. The surface should be intact and properly painted without missing bricks or mortar. (304.2)

This includes:

- Walls (304.6)
- Soffit/Fascia (304.2)

## Roofs (and drainage)...

Roofs must be free of leaks. (304.7)

- Shingles and flashing must be in good repair, not worn or missing. (304.7)
- Gutters and downspouts must be in good repair and free of obstructions. (304.7)

## Windows and Screens...

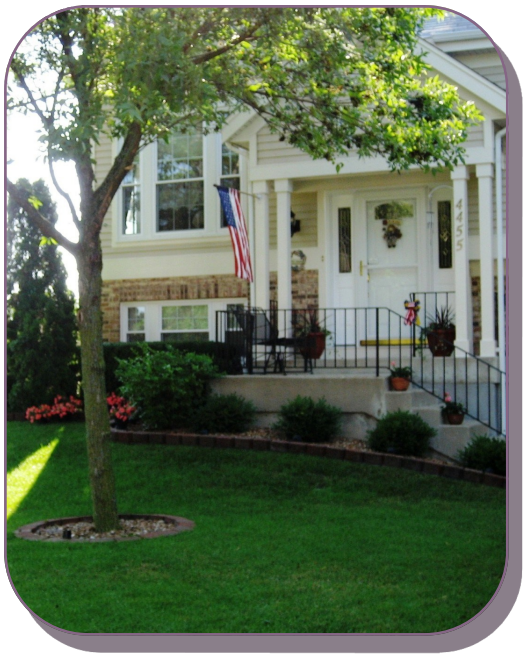
Must be:

- In sound condition, good repair, and weather tight. (304.13)
- Without cracks or holes in glazing materials. (304.13.1)
- Easily opened and held in position by window hardware. (304.13.2)
- Screens are required for open doors or windows used for ventilation. (304.14)

## Doors... (and hardware) (304.15)

- Properly maintained in good repair.
- Locks must secure the door.

# Exterior Property Maintenance Regulations



### House Numbers must be: *(304.3)*

- Not less than four inches high.
- Plainly legible and visible from the street.
- In numerals only.

### Other possible violations:

- Prohibited sign (6-4)
- Illegal home occupation. (110.6.6.5)
- No building permit where required. (116.4B)
- Failure to exterminate. (308.1)
- Graffiti prohibited. (302.9)
- Holiday decorations must be removed within 90 days of the Holiday. (70-174/305-3[b])

### For additional interior regulations see the Property Maintenance Handbook.

This contains a **summary** of regulations. All regulations, or complete descriptions of violations, are not included. For complete definitions, descriptions, or exceptions to the regulations, you may review the actual code at Village Hall in the Village Clerk's Office or on our website at www.hpil.org.

### Remember, many improvements require building permits.

For further information regarding when building permits are needed, how building permits are obtained, or the licensing of contractors, read 'Your Guide to Home Improvements in Hanover Park' available at the Village Hall or call Inspectional Services at (630) 823-5860.

## Utility Services

| | | |
|---|---|---|
| **Electric Company:** | ComEd | 800-334-7661 |
| **Gas Company:** | Nicor Gas | 888-642-6748 |
| **Cable Television & Internet:** | AT&T U-Verse | 800-288-2020 |
| | Comcast | 866-594-1234 |

## Transportation

Metra
Metra Passenger & Information Services
547 West Jackson Blvd.
Chicago, IL 60606
Phone: 312-322-6777

RTA
RTA Travel Information Center
Phone: 312-836-7000

# Refuse Information & Services

Single-family residential pickup is on Fridays. Refuse collection services are contracted by the Village and provided by residential and commercial scavengers. Residential garbage, refuse, recycling and yardwaste collection and disposal service is provided by Allied Waste Services. The residential scavenger bills most residents directly four times a year at a predetermined rate set by the contract and approved by the Village Board. To set-up new service, you can reach Allied Waste Services by calling 847-429-7370.

A high priority of the President and Board of Trustees is community image. The Village requests residents assist in maintaining community appearance by following these basic refuse rules:

1. Do not store garbage containers in the front yard. Containers can be stored in the corner side and side yard only if they are screened from public view.
2. Building and landscape materials can be stored in the front, corner side or side yards only if a building permit has been issued.
3. Do not put garbage, refuse, recyclables or yardwaste out for collection earlier than 5:00 pm preceding your pick up date.
4. Please remove your containers or anything not collected by Allied Waste Services within 24 hours after your pick up day.
5. Load your recycling bin properly so newspaper does not blow out all over the neighborhood on windy days.
6. Do not locate compost piles in front or corner side yards and maintain the compost pile to control odors.

The Village has a curbside recycling program which includes 31 recyclable materials from the residential scavenger. Recycling bins are available through Allied Waste Services.

It is illegal to dispose of yardwaste (grass clippings, leaves and branches) in landfills and/or to burn leaves/ brush. Alternatives include the Village's brush pick up program, a user pay system, or a backyard composting area. Visit our website for additional details about this program.

"White goods", appliances and tires are not accepted in landfills. This includes: window and central air conditioners, dehumidifiers, freezers, refrigerators, dishwashers, dryers, furnaces, garbage disposals, hot water heaters, humidifiers, microwaves, stoves, trash compactors, washers and water softeners. A separate charge applies for disposal of the above appliances. Arrangements must be made in advance for collection of appliances and tires.

If your association is Hanover Square, Mayfair Station Condominium Association, Pine Tree, Sierra Blanca or The Glens, garbage, refuse and recycling services are provided by a commercial scavenger. Contact your association to obtain further details regarding your solid waste program.

If you reside in an apartment complex, garbage and refuse collection and disposal is provided by a commercial scavenger. If you have questions about this service, contact your apartment owner or property manager.

## Township Services

Hanover Park is divided between four Townships. The Townships offer emergency food and housing assistance, provide services to senior citizens and the disabled, and help counsel youth. They also issue hunting and fishing licenses (Hanover and Schaumburg Townships) and offer notary services. (The Village Clerk's Office also offers free notary services). For further information about these and other services, contact the township in which you reside.

**Bloomingdale Township**
123 North Rosedale Road
Bloomingdale, IL 60108
Phone: 630-529-7715

**Hanover Township**
8N180 Route 59
Bartlett, IL 60103
Phone: 630-837-0301

**Schaumburg Township**
One Illinois Boulevard
Hoffman Estates, IL 60169
Phone: 847-884-0030

**Wayne Township**
27W031 North Avenue
West Chicago, IL 60185
Phone: 630-231-7140

## County Services

**DuPage County Offices**
Administration Offices
421 North County Farm Road
Wheaton, IL 60187
Phone: 630-407-6500

**Cook County Offices**
Administration Offices
118 N. Clark Street
Chicago, IL 60602
Phone: 312-443-5500

## Health Services

Immunization clinics, flu vaccines, well-child care:

**DuPage County Health Department**
111 N. County Farm Rd., Wheaton
Phone: 630-682-7400

**Cook County Health Department**
2121 Euclid Ave., Rolling Meadows
Phone: 847-818-2860

## State Services

**Driver's License Testing**
Elgin Department of Motor Vehicles
595 South State Street
Elgin, IL 60120
Phone: 847-697-2100

Schaumburg Department of Motor Vehicles
1227 East Golf Road
Schaumburg, IL 60195
Phone: 312-793-1010

**License Plates**
Greenbrook Currency Exchange
1110 East Lake Street
Hanover Park, IL 60133
Phone: 630-482-2308

## School Districts

**Community Consolidated School District 54**
524 E. Schaumburg Road
Schaumburg, IL 60194
Phone: 847-357-5000
www.sd54.org

**Community Consolidated School District 93**
230 Covington Drive
Bloomingdale, IL 60108
Phone: 630-893-9393
www.ccsd93.com

**Keeneyville Elementary School District 20**
5540 Arlington Drive East
Hanover Park, IL 60133
Phone: 630-894-2250
www.esd20.org

**Lake Park High School District 108**
450 Spring Court
Roselle, IL 60172
Phone: 630-529-4500
www.lphs.org

**Township High School District 211**
1750 South Roselle Road
Palatine, IL 60067
Phone: 847-755-6600
www.d211.org

**School District 87**
596 Crescent Blvd.
Glen Ellyn, IL 60137
Phone: 630-469-9100
www.glenbard87.org

**School District U-46**
355 East Chicago Street
Elgin, IL 60120
Phone: 847-888-5000
www.u-46.org

## Community Colleges

**College of DuPage**
425 Fawell Blvd.
Glen Ellyn, IL 60137
Phone: 630-942-2800

**Elgin Community College**
1700 Spartan Drive
Elgin, IL 60123
Phone: 847-697-1000

**Harper Community College**
1200 W. Algonquin Road
Palatine, IL 60067
Phone: 847-925-6000

## Libraries

Hanover Park is served by two Library Districts, which provide two nearby branch libraries to choose from:

**Poplar Creek Library District**
1405 South Park Blvd.
Streamwood, IL 60107
Phone: 630-837-6800

**Schaumburg Township District Library**
130 South Roselle Road
Schaumburg, IL 60193
Phone: 847-985-4000

**Hanover Park Branch**
Sonya A. Crawshaw Branch Library
4300 Audrey Lane
Hanover Park, IL 60133
Phone: 630-372-0052

**Hanover Park Branch**
1570 Irving Park Road
Hanover Park, IL 60133
Phone: 630-372-7800

## Churches

**Christ Presbyterian Church**
6900 Barrington Road
Hanover Park, IL 60133
Phone: 630-289-5411

**The Church of St. Columba**
1800 W. Irving Park Road
Hanover Park, IL 60133
Phone: 847-289-1574

**Evangel Assembly of God**
5700 Bartels Road
Hanover Park, IL 60133
Phone: 630-671-1570

**Firm Foundation Church**
6900 Barrington Road
Hanover Park, IL 60133

**Grace Orthodox Presbyterian**
1510 Greenbrook Boulevard
Hanover Park, IL 60133
Phone: 630-837-1699

**Iglesia del Pacto Avangelico Renancer**
6800 Pine Street
Hanover Park, IL 60133
Phone: 630-736-7510

**Living Christ Lutheran Church**
1402 Arlington Drive
Hanover Park, IL 60133
Phone: 630-837-2100

**St. Ansgar Roman Catholic Church**
2040 Laurel Avenue
Hanover Park, IL 60133
Phone: 630-837-5553

**Smyrna Church of God**
7N728 Church Road
Hanover Park, IL 60133
Phone: 630-289-2965

**Tabernacle Baptist Church**
7020 Barrington Road
Hanover Park, IL 60133
Phone: 630-289-4110

## Medical Centers

**Alexian Brothers 24 Hour Care Center**
1515 Lake Street
Hanover Park, IL 60133
Phone: 630-981-5562

**Central DuPage Hospital**
25 Winfield Road
Winfield, IL 60190
Phone: 630-682-1600

**Provena St. Joseph Hospital**
77 North Airlite Street
Elgin, IL 60123
Phone: 847-695-3200

**Alexian Brothers Medical Center**
800 W. Biesterfield Road
Elk Grove Village, IL 60007
Phone: 847-437-5500

**St. Alexius Medical Center**
1555 North Barrington Road
Hoffman Estates, IL 60194
Phone: 847-843-2000

**Sherman Hospital**
1425 North Randall Road
Elgin, IL 60123
Phone: 847-742-9800

# Community Organizations

**Boy Scouts/Three Fires Council**
415 North Second Street
St. Charles, IL 60174
Phone: 630-584-9250
www.threefirescouncil.org

**Boy Scouts/Northwest Suburban Council**
600 North Wheeling Road
Mt. Prospect, IL 60056
Phone: 847-824-6880
www.nwsc.org

**Centro de Informacion**
28 N. Grove Ave., Ste. 200
Elgin, IL 60120
Phone: 630-550-5131
www.centrodeinformacion.org

**Chamber of Commerce**
1981 E. Devon Ave.
Hanover Park, IL 60133
Phone: 630-372-2009
www.hanoverparkchamber.com

**Girls Scout Council/DuPage County**
2400 Ogden Avenue, Ste. 400
Lisle, IL 60532-3933
Phone: 630-544-5900
www.girlscoutsofdupage.org

**Girl Scout Council/Sybaquay**
12N124 Coombs Road
Elgin, IL 60123
Phone: 847-741-5521
www.gs-sybaquay.org

**Girl Scout of Northern Illinois**
12N124 Coombs Road
Elgin, IL 60124
Phone: 847-741-5521
www.girlscoutsni.org

**Football Association/Hanover Park Hurricanes**
P.O. Box 396
Hanover Park, IL 60133
Phone: 630-830-3186
www.hpcanes.com

**Community Resource Coalition**
www.livingchrist.typepad.com/hpcrc

**Hanover Park Little League**
P.O. Box 8280
Hanover Park, IL 60133-8280
Phone: 630-830-4951
www.hanoverparklittleleague.com

**Hanover Park Park District Soccer/Basketball**
1919 Walnut Avenue
Hanover Park, IL 60133
Phone: 630-837-2468
www.hpparks.org

**Kiwanis**
451 Littleton
Elgin, IL 60120
Phone: 847-888-0780
www.elgin.kiwanisone.org

**Lions Club**
1551 Maplewood Avenue
Hanover Park, IL 60133
Phone: 630-837-7537
www.hanoverparklions.org

**Tri-Village United Way**
P.O. Box 220
Streamwood, IL 60107
Phone: 630-289-8011
www.unitedway.org

**VFW Post 5151**
341 South Bartlett Road
Streamwood, IL 60107
Phone: 630-483-0055
www.vfw5151.org

## Park Districts

| | |
|---|---|
| **Bartlett Park District**<br>www.bartlettparks.org | 696 W. Stearns, Bartlett<br>630-540-4800 |
| **Carol Stream Park District**<br>www.csparks.org | 849 W. Lies, Carol Stream<br>630-784-6100 |
| **Hanover Park Park District**<br>www.hpparks.org | 1919 Walnut, Hanover Park<br>630-837-2468 |
| **Schaumburg Park District**<br>www.parkfun.org | 235 E. Beech, Schaumburg<br>847-985-2115 |

Hanover Park

One Village
One Future

Village of Hanover Park
2121 Lake Street
Hanover Park, IL  60133
630-823-5600
www.hpil.org