Welcome, Neighbor! Quick Facts for New Residents



To Contact the Village

Village Office: 847-526-8764
Public Works: 847-526-8767
Water Department: 847-526-1954
Police Non-Emergency: 847-526-2100
www.villageofislandlake.com: click on “Contact Us” on the blue toolbar on the left.

Office Hours

Monday – Friday*, 8:00am – 4:30pm; closed daily from 12:30pm – 1:30pm

Water Bills

The Village of Island Lake bills quarterly (Jan., April, July and Oct.) for water service. The current rate is $40* for service fee, plus $10.50 per thousand gallons of water that go through your meter. Visit the Village website www.villageofislandlake.com, under "News you can Use" for the Water billing schedule.

*A senior discount on the service fee portion of the bill is available to residents’ age 65 or better. Contact the Village for more information.

Garbage, Recycling and Yard Waste Service

Pickup is on Monday*. All items must be placed at curbside by 7:00am. **If any of following holidays fall on a Monday, pickup will be on Tuesday: New Years Day, Memorial Day, 4th of July, Labor Day and Christmas.* LRS, our Garbage and Recycling vendor, bills quarterly. The Village cannot accept payment for garbage, and does not have access to vendor billing records. Contact LRS at (847) 381-9300 for pick-up and billing questions or go to: www.lrsrecycles.com.

Sanitary Sewer Service: Northern Moraine Water Reclamation District (NMWRD)

NMWRD, *a separate entity from the Village of Island Lake*, provides sanitary (sewer) service. *Payments for sanitary sewer service must be made to NMWRD; we do not accept each other's payments or have access to each other's records.* **Contact NMWRD, 847-526-3300, or visit www.nmwrd.org** for information about sanitary sewer service and billing.

Boat and Golf cart/ROV (Recreational Off-highway Vehicles) Stickers

Stickers are required for boats and golf carts/ROVs. See Title 7, Chapter 5 BOATING REGULATIONS and Chapter 14 NON-HIGHWAY VEHICLES of the *Village Code*.)
Fees: Resident boat: $20 for first boat; $15 for each additional boat. Senior boat: $6 (65+, must show proof of age). Non-resident boat: $40. Golf cart/ROV: $20.

Parking

Parking is prohibited on the public streets between 2:00 a.m. and 6:00 a.m. daily. For special circumstances, go to https://villageofislandlake.com/over-night-parking/ to arrange it with the Police Department. NOTE: Parking is prohibited during snowfalls (1” of accumulation) or icy conditions. See Title 7, Chapter 7 PARKING SCHEDULES AND REGULATIONS of the *Village Code*.

Newsletter

The *Village Newsletter* is included in your quarterly water bill and is available on our website: www.villageofislandlake.com. In addition, the message board section of your water bill includes news and useful information. A Community Directory with phone #s for government contacts, utility companies and community organizations is also available on the website.

Additional Information

Ways to Pay

- Mail to Village of Island Lake, 3720 Greenleaf Ave., Island Lake, IL 60042
- Place in the secure drop box at the main entrance to the Village Hall
- Online at www.villageofislandlake.com, scroll down to the Online Payments section. *NOTE: Pay special attention to the directions for payments of Compliance Citations.*
- In person at the Village Hall during business hours

Late Fees

Water Bills: A 10% penalty is applied to any unpaid water bill balance. Accounts in serious arrears may receive a shut-off notice and have water service suspended. A reconnection fee must be paid before service is restored. Through an intergovernmental agreement, Northern Moraine Water Reclamation District (NMWRD) may request water shut off for nonpayment of the sanitary/sewer bill.

Returned Check (NSF) Charges

NSF checks returned by the bank are subject to a service charge. The bill and service charge, then, must be paid in cash.

Notification for Moving: Final Water Bill

If you are selling your property or have a tenant moving in or out, call the Village, 847-526-8764, at least 2 weeks in advance of the closing to arrange a final water reading and bill.

Higher than Normal Water Use

If your water use seems higher than normal, a leaky toilet is the usual culprit. An easy way to check is to place coloring in the tank and see if the color goes into the bowl without flushing. *Repair of such problems are the owner's responsibility.* Filling pools and frequent watering lawns/gardens will also result in higher bills.

Registration of Rental Properties

Rental properties must be registered with the Village. The homeowner must pay for and schedule a rental inspection before moving a tenant in. All outstanding balances must be paid in full before a tenant can move in. A $75 refundable deposit will be added to the tenant's first water bill. Please make sure the Village has current contact information for both the owner and tenant.

Building Permits

A building permit is required for all new construction and many remodeling and repair projects. Building Department information is on our website here: Building-Dept-Information-1-2026.pdf (villageofislandlake.com). Permit application and requirements are available on the Forms tab on our website and in Title 8 BUILDING REGULATIONS of the *Village Code*. A permit is also required for placement of a non-construction dumpster. When in doubt, call the Village and ask for the Building Department.



10-2026