

# Welcome, Neighbor! Quick Facts for New Residents

## To Contact the Village

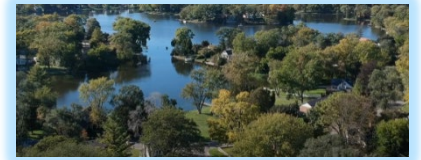
Village Office: 847-526-8764

Public Works: 847-526-8767

Water Department: 847-526-1954

Police Non-Emergency: 847-526-2100

[www.villageofislandlake.com](http://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 \$9.00 per thousand gallons of water that go through your meter. Visit the Village website [www.villageofislandlake.com](http://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, 4<sup>th</sup> 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](http://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.nmwr.org](http://www.nmwr.org) for information about sanitary sewer service and billing.

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

Effective 1/1/2024, stickers are required only 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](http://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](http://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-2-2022.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.

