

Directory of Citizen Inquiries and Service Requests

Inquiries/Requests	Category	Responsible	Phone Number
Insect and rodent control	Animals	Public Works	(847) 675-0888
Mosquito control	Animals	North Shore Mosquito Abatement District	(847) 446-9434
Dead Animals	Animals	Public Works	(847) 675-0888
Animal control - wildlife, rodents, skunks	Animals	Public Works	(847) 675-0888
Animals - domestic	Animals	Police	(847) 745-4822
Lost and Found animals - dogs, cats	Animals	Police	(847) 745-4822
Rescue Ranger program	Assistance	VMO	(847) 745-4717
Ambulance billing	Billing	Fire	(847) 673-1545
AT&T issues and concerns	Cable/Phone	Asst. VM	(847) 745-4711
Comcast issues and concerns	Cable/Phone	Asst. VM	(847) 745-4711
Public Access Programming	Cable/Phone	Analyst	(847) 745-4716
Administrative Hearing Information	Citations/Tickets	Finance	(847) 745-4701
Parking complaints	Citations/Tickets	Police	(847) 745-4822
Parking Tickets - Date/Collection	Citations/Tickets	Finance	(847) 745-4701
Red Light Camera	Citations/Tickets	Finance	(847) 745-4701
Industrial noise	Citations/Tickets	CEO	(847) 745-4811
Residential noise	Citations/Tickets	CEO	(847) 745-4811
Vehicle noise	Citations/Tickets	CEO	(847) 745-4811
Odor problems	Citations/Tickets	CEO	(847) 745-4811
Pollution control	Citations/Tickets	CEO	(847) 745-4811
Complaints regarding employees	Complaints	VMO	(847) 745-4717
In progress construction - public	Construction	Public Works	(847) 675-0888
In progress construction - private	Construction	Police	(847) 745-4822
Employment Verification/Reference Checks	Employment	HR	(847) 745-4715
Police Officer Employment Opportunities	Employment	Police	(847) 745-4747
All other employment opportunities	Employment	HR	(847) 745-4715
Village Refuse/Recycling Hauler	Garbage	Public Works	(847) 675-0888
Improper Accumulation/storage of garbage	Garbage	Public Works	(847) 675-0888
Recycling questions	Garbage	CEO	(847) 745-4811
Oil and waste disposal	Garbage	Public Works	(847) 675-0888
Yard waste	Garbage	Public Works	(847) 675-0888
Hazardous household waste disposal	Garbage	Public Works	(847) 675-0888
Replacement garbage totes	Garbage	Public Works	(847) 675-0888
Replacement recycling carts	Garbage	Public Works	(847) 675-0888
Liquid storage tanks (propane, etc.)	Garbage	Public Works	(847) 675-0888
Immunization	Health	Fire	(847) 673-1545
Family services	Health	Police	(847) 745-4822
Blood pressure test	Health	Fire	(847) 673-1545
Blood drive	Health	VMO	(847) 745-4717
Visiting nurse association North	Health	Skokie	(847) 581-1717
Restaurant and food problems	Health	VMO	(847) 745-4717
Emergency ID bracelet program	Health	Police	(847) 745-4822
Home Emergency listing program	Health	Police	(847) 745-4822
Social Services	Health	Social Worker	(847) 745-4755
Directions to Village Hall	Information	Finance	(847) 673-1540

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Inquiries/Requests	Category	Responsible	Phone Number
Request for Maps	Information	VMO	(847) 745-4717
Names or terms of Village Officials	Information	VMO	(847) 745-4717
Freedom of Information Requests	Information	VMO	(847) 745-4717
Notary public	Information	Finance	(847) 673-1540
Voter Registration	Information	Village Clerk/VMO	(847) 745-4717
Absentee voting	Information	Village Clerk/VMO	(847) 745-4717
Polling place locations	Information	Village Clerk	(847) 745-4717
Website Inquiries	Information	Analyst	(847) 745-4716
New Resident Packet	Information	VMO	(847) 745-4717
Newsletter	Information	VMO	(847) 745-4715
Parking of commercial vehicles	Parking	Police	(847) 745-4822
Semi-trailer trucks blocking streets/alleys	Parking	Police	(847) 745-4822
Parks and Playground violations	Parks and Rec.	Parks Dept	(847) 677-9740
Ball field permits	Parks and Rec.	Parks Dept	(847) 677-9740
Shelter permits	Parks and Rec.	Parks Dept	(847) 677-9740
Community Center rentals	Parks and Rec.	Parks Dept	(847) 677-9740
Athletic Programs	Parks and Rec.	Parks Dept	(847) 677-9740
Pool-hours of operation	Parks and Rec.	Parks Dept	(847) 677-9740
Tennis lessons	Parks and Rec.	Parks Dept	(847) 677-9740
Swimming lessons	Parks and Rec.	Parks Dept	(847) 677-9740
Complaints re: recreation programs	Parks and Rec.	Parks Dept	(847) 677-9740
Skating rink facilities/conditions	Parks and Rec.	Parks Dept	(847) 677-9740
Senior citizen programs	Parks and Rec.	Parks Dept	(847) 677-9740
Various recreational programs	Parks and Rec.	Parks Dept	(847) 677-9740
Uses/activities at neighborhood parks	Parks and Rec.	Parks Dept	(847) 677-9740
Concerns re: conditions at neighborhood parks	Parks and Rec.	Parks Dept	(847) 677-9740
Camp programs	Parks and Rec.	Parks Dept	(847) 677-9740
Park Guard	Parks and Rec.	Parks Dept	(847) 677-9740
Solicitation Permits	Permits	VMO	(847) 745-4717
Solicitation Complaints	Permits	Police	(847) 745-4822
Garage sale sign complaints	Permits	CEO	(847) 745-4811
Parkway tree planting	Permits	Public Works	(847) 675-0888
Bike Permits	Permits	Police	(847) 745-4822
Building Permits	Permits	Comm Dev	(847) 673-7402
Home occupations	Permits	CEO	(847) 745-4811
Complaints against licensed contractors	Permits	CEO	(847) 745-4811
Complaints against licensed businesses	Permits	CEO	(847) 745-4811
Handicapped Parking Permit Applications	Permits	VMO	(847) 745-4717
Handicap Parking Space Requests	Permits	VMO	(847) 745-4717
Zone 1 parking permit	Permits	Police	(847) 745-4822
Business licenses	Permits	Finance	(847) 745-4702
Liquor licenses	Permits	VMO	(847) 745-4717
Vehicle licenses	Permits	Finance	(847) 673-1540
Garage sale permits	Permits	Finance	(847) 673-1540
Dog licenses	Permits	Finance	(847) 673-1540
Picnic permits	Permits	Parks Dept	(847) 745-4719
Pool rentals	Permits	Parks Dept	(847) 745-4719

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Inquiries/Requests	Category	Responsible	Phone Number
Block Party	Permits	VMO	(847) 745-4717
General Nuisance complaints	Property Maint.	CEO	(847) 745-4811
Maintenance of fences	Property Maint.	CEO	(847) 745-4811
Weeds in vacant lots/yards	Property Maint.	CEO	(847) 745-4811
Overgrown grass (needs mowing)	Property Maint.	CEO	(847) 745-4811
Commercial & industrial open storage	Property Maint.	CEO	(847) 745-4811
Residential open storage	Property Maint.	CEO	(847) 745-4811
Residential – neighborhood yard problems	Property Maint.	CEO	(847) 745-4811
Rubbish refuse on property	Property Maint.	CEO	(847) 745-4811
Unsecured vacant buildings	Property Maint.	CEO	(847) 745-4811
Unsecured dwelling - occupied	Property Maint.	CEO	(847) 745-4811
Wood Piles	Property Maint.	CEO	(847) 745-4811
Handicap Parking Complaints	Public Safety	Police	(847) 745-4822
Crime prevention	Public Safety	Police	(847) 745-4822
Vacation listings	Public Safety	Police	(847) 745-4822
Burglar/fire alarms - installation	Public Safety	Fire	(847) 673-1545
Burglar/fire alarms - complaints	Public Safety	Fire	(847) 673-1545
Smoke/carbon monoxide detectors	Public Safety	Fire	(847) 673-1545
Fire sprinkler systems	Public Safety	Fire	(847) 673-1545
Property Identification Program – Engraver	Public Safety	Fire	(847) 673-1545
Building Codes	Regulations	Comm Dev	(847) 745-4790
Zoning	Regulations	Comm Dev	(847) 745-4790
Problems with building contractors	Regulations	Comm Dev	(847) 745-4790
Business signs	Regulations	Comm Dev	(847) 745-4790
Business site locations	Regulations	Comm Dev	(847) 745-4790
Sidwell maps	Regulations	Comm Dev	(847) 745-4790
Development/redevelopment proposals	Regulations	Comm Dev	(847) 745-4790
Snow removal on public sidewalks	Snow	Public Works	(847) 745-4850
Neighbor pushing/blowing snow into street	Snow	CEO	(847) 745-4811
Snow covered fire hydrants	Snow	Public Works	(847) 675-0888
Ice control	Snow	Public Works	(847) 675-0888
Ice in intersections	Snow	Public Works	(847) 675-0888
Driveways plowed in	Snow	Public Works	(847) 675-0888
Salting intersections	Snow	Public Works	(847) 675-0888
Snow control – parking ban	Snow	Public Works	(847) 675-0888
Public sidewalks - cracked and uneven	Streets	Public Works	(847) 675-0888
Holes, ruts, cracks in streets	Streets	Public Works	(847) 675-0888
Public sidewalk replacement	Streets	Public Works	(847) 675-0888
Public lighting problems	Streets	Public Works	(847) 675-0888
Street lights	Streets	Public Works	(847) 675-0888
Traffic signals	Streets	Public Works	(847) 675-0888
Street excavations	Streets	Public Works	(847) 675-0888
Food and Beverage Tax / Motor Fuel Tax	Tax Information	Finance	(847) 745-4702
Utility tax rebate program	Tax Information	Finance	(847) 745-4702
Homeowner's assistance	Tax Information	Niles Township	(847) 673-9300
Assessment complaints	Tax Information	Niles Township	(847) 673-9300
Property Tax Board of Appeals	Tax Information	Niles Township	(847) 673-9300

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Homeowner's exemption	Tax Information	Niles Township	(847) 673-9300
Senior Citizen Exemption	Tax Information	Niles Township	(847) 673-9300
Senior Citizen's "Circuit Breaker"	Tax Information	IL Dept of Aging	(800) 252-8966
Tax bill information	Tax Information	Niles Township	(847) 673-9300
Delinquent taxes	Tax Information	Niles Township	(847) 673-9300
Diseased/dead trees	Trees	Public Works	(847) 745-4850
Overhanging trees, shrubs, branches	Trees	Public Works	(847) 745-4850
Tree replacement program (50/50)	Trees	Public Works	(847) 745-4850
Removal of trees on private property	Trees	Comm Dev	(847) 673-7402
ComED issues and concerns	Utilities	Asst. VM	(847) 745-4711
Nicor issues and concerns	Utilities	Asst. VM	(847) 745-4711
Restricted watering hours	Water and Sewer	Public Works	(847) 675-0888
Retaining wall questions	Water and Sewer	Public Works	(847) 675-0888
Meter replacement	Water and Sewer	Public Works	(847) 675-0888
Location of water valves	Water and Sewer	Public Works	(847) 675-0888
Location of water shut-off valves	Water and Sewer	Public Works	(847) 675-0888
Meter readings	Water and Sewer	Finance	(847) 745-4700
Water rates	Water and Sewer	Finance	(847) 745-4700
Water run-off onto neighbor's property	Water and Sewer	Public Works	(847) 675-0888
Surface water problems on private property	Water and Sewer	Public Works	(847) 675-0888
Sewer backups	Water and Sewer	Public Works	(847) 675-0888
Plugged sewers	Water and Sewer	Public Works	(847) 675-0888
Sewer connections-locations	Water and Sewer	Public Works	(847) 675-0888
Raw sewage in street/alley	Water and Sewer	Public Works	(847) 675-0888
Water pipe thawing questions	Water and Sewer	Public Works	(847) 675-0888
Storm water run-off issues	Water and Sewer	Public Works	(847) 675-0888
Water breaks	Water and Sewer	Public Works	(847) 675-0888
Water quality – water tests	Water and Sewer	Public Works	(847) 675-0888
Utility billing questions	Water and Sewer	Finance	(847) 745-4700
Final meter read re-read	Water and Sewer	Finance	(847) 745-4700
Construction site water	Water and Sewer	Public Works	(847) 675-0888
"Snowbird" – water billing	Water and Sewer	Finance	(847) 745-4700
Brown water from faucet	Water and Sewer	Public Works	(847) 675-0888
Smell/taste of water	Water and Sewer	Public Works	(847) 675-0888
Hydrant flow information	Water and Sewer	Public Works	(847) 675-0888
Cross Connection Control	Water and Sewer	Public Works	(847) 675-0888
Water pressure	Water and Sewer	Public Works	(847) 675-0888
Open Hydrant	Water and Sewer	Public Works	(847) 675-0888
Water/Sewer main location	Water and Sewer	Public Works	(847) 675-0888
Water shut-off	Water and Sewer	Finance	(847) 745-4700
<i>VMO = Village Manager's Office; CEO = Code Enforcement Officer</i>			