

**Administration Department (630) 547-5202**

Freedom of Information Act (FOIA) Requests	Requests can be submitted directly online at <a href="http://www.glenellyn.org/590/Freedom-of-Information-Open-Meetings-Act">http://www.glenellyn.org/590/Freedom-of-Information-Open-Meetings-Act</a>
Notary Services	This service has been temporarily suspended.
Permits (Including Block Party, Raffle, Solicitor & Special Events)	Applications and information can be found online at <a href="http://www.glenellyn.org/591/Licenses-Permits">http://www.glenellyn.org/591/Licenses-Permits</a> . Completed applications can be submitted to <a href="mailto:events@glenellyninfo.org">events@glenellyninfo.org</a> .
Room Reservations at Civic Center	All meeting room reservations within the Village's Civic Center, including the gymnasium, are temporarily suspended through the end of April 2020, unless further notified.
Village Board Communication	To contact the Village Board, please fill out the following form <a href="http://www.glenellyn.org/FormCenter/Board-of-Trustees-7/Contact-the-Entire-Village-Board-of-Trus-49">http://www.glenellyn.org/FormCenter/Board-of-Trustees-7/Contact-the-Entire-Village-Board-of-Trus-49</a> .

**Finance Department (630) 469-5000**

Accounts Payable	Questions may be directed to <a href="mailto:finance@glenellyninfo.org">finance@glenellyninfo.org</a> or by phone to (630) 547-5226.
Food and Beverage Tax	The Village will delay Food and Beverage filing and payments by two months. The March 2020 return and payment will be due June 20, 2020. This extension is valid through the return for the filing for June 2020, which would be due August 20, 2020. Returns may be submitted by email to <a href="mailto:finance@glenellyninfo.org">finance@glenellyninfo.org</a> , submitted through mail, or placed in the drop box located in the parking lot behind the Civic Center. Payments can be submitted by mail or placed in the drop box located in the parking lot behind the Civic Center.
Real Estate Transfer Stamps	Please complete the online application at <a href="http://www.glenellyn.org/201/Real-Estate-Transfer-Stamps">http://www.glenellyn.org/201/Real-Estate-Transfer-Stamps</a> . Completed applications may be emailed to <a href="mailto:billing@glenellyninfo.org">billing@glenellyninfo.org</a> , submitted through the mail, or placed in the drop box located in the parking lot behind the Civic Center.
Refuse Stickers	Stickers may be purchased at Jewel Osco Len's Ace Hardware or Pete's Market. Stickers are available through the mail from Groot Industries by calling (888) 485-0900.
Utility Payments	Payments can be made by online at <a href="https://www.glenellyn.org/600/Make-an-Online-Payment">https://www.glenellyn.org/600/Make-an-Online-Payment</a> , through the mail or please utilize the drop box located in the parking lot behind the Civic Center. During this time, the Village will be suspending penalties on our utility bill accounts and will not be shutting off water to our customers.
Vehicle Stickers	Residents now have until June 1, 2020 to display a new Village vehicle sticker. Late fees will not be applied until July 1, 2020. Payments can be made online at <a href="http://www.glenellyn.org/213/Vehicle-Stickers">http://www.glenellyn.org/213/Vehicle-Stickers</a> , through the mail or please utilize the drop box located in the parking lot behind the Civic Center.



## Community Development (630) 547-5250

Building Permits	<p>Building permit applications and plans may be submitted electronically and will be processed in the following way:</p> <ol style="list-style-type: none"><li>Application forms can be found on the Village's website.</li><li>Customers shall submit all required paperwork via mail or email to <a href="mailto:buildingpermits@glenellyn.org">buildingpermits@glenellyn.org</a>. Alternate ways to submit plans are to put them in the drop box behind the Civic Center if they are small, or drop them off in the front vestibule of the Civic Center during normal working hours. The interior doors to the Civic Center will remain closed. Please call to inform the department that your plans were dropped off. If paper plans and documents are submitted, applicants should follow-up with an electronic copy of the documents, if possible.</li><li>All documents must be received in .pdf format to allow viewing by staff.</li><li>Staff will process applications and contact the applicant with any questions or requests for additional information.</li><li>Resubmittals should also be filed electronically.</li><li>For permit fee payment, customers can call the Community Development Department with their credit card information over the phone, place a check in the mail or drop box behind the Civic Center.</li><li>The permit placard and approved documents will be emailed or mailed directly to the customer.</li></ol> <p>While digital plans are accepted for plan review, the submittal of at least 2 paper copies of full size plans for all commercial projects and new single-family homes prior to permit issuance is still required. As usual, both sets of plans will be stamped approved; one copy will be retained for the Village files and one copy will be provided to the applicant. A Village-approved print set must still be maintained at the construction site.</p>
Code Enforcement	Life safety related code enforcement will continue. Non-life-safety code enforcement will continue as time allows and additional time will be given to comply with Village regulations and ordinances.
Contractor Registration	As of March 1, the Village's Contractor Registration regulations have changed. For each building permit, contractors only need to provide a copy of all their licenses and a certificate of insurance listing the Village as an additional insured. More information at <a href="https://www.glenellyn.org/DocumentCenter/View/258/Contractor-Registration-Announcement-March-2020">https://www.glenellyn.org/DocumentCenter/View/258/Contractor-Registration-Announcement-March-2020</a>
Inspections	Outdoor inspections for construction projects such as fences, garages, sheds, driveways, patios, etc. can be scheduled. Indoor inspections may continue following social distancing guidelines and appropriate PPE at the discretion of the inspector. Further residential inspection protocols can be found at <a href="https://www.glenellyn.org/DocumentCenter/View/1666/Residential-Inspection-Protocol-COVID-19">https://www.glenellyn.org/DocumentCenter/View/1666/Residential-Inspection-Protocol-COVID-19</a>
Planning Projects	Planning applications and plan reviews will continue with communications to take place by phone and electronically. Plan submittal and payments will be processed similar to Building Permits (listed above).



**Police Department (630) 469-1187 – Non Emergency Phone Line**

Emergencies	Please continue to call 9-1-1 for all emergencies.
Adjudication Hearings	The March 18, 2020 parking adjudication hearing has been postponed until further notice.
Community Room Rentals	The Police Station Community Room is no longer open for public rentals until the end of April 2020, or until further notice.
Fingerprinting & Background Checks	This service has been temporarily suspended.
Parking Tickets - Contest	Contest a parking ticket by mail. Download and complete the request for Administrative Review Form at <a href="http://www.glenellyn.org/198/Parking">http://www.glenellyn.org/198/Parking</a>
Parking Tickets - Payments	Payments can be made online at <a href="http://www.glenellyn.org/600/Make-an-Online-Payment">http://www.glenellyn.org/600/Make-an-Online-Payment</a> , through the mail or please utilize the drop box located in the parking lot behind the Civic Center.
Peddler's Permit	Application submissions have been temporarily suspended.

**Public Works (630) 469-6756**

All Public Works Related Functions	The public is encouraged to call (630) 469-6756 or use YourGov (online or via the app) to report concerns or ask questions. For more information on YourGov, visit <a href="https://www.glenellyn.org/394/YourGOV-Service-Request-System">https://www.glenellyn.org/394/YourGOV-Service-Request-System</a>
Water Meter Pick-Up	Please call to confirm the meter has been paid for and to schedule delivery to the home.