



**PROCEDURE FOR OPENING A  
NEW BUSINESS  
COMMERCIAL - OFFICE - INDUSTRIAL**

**CONTENTS:**

- STEP 1. Zoning Approval
- STEP 2. Occupancy Permit
- STEP 3. Business License(s)
- STEP 4. Building Permits
- STEP 5. Inspections
- STEP 6. Sign Permits
- STEP 7. Burglar Alarm Systems
- STEP 8. Water and Sewer Billing Account
- STEP 9. Waste Disposal
- STEP 10. Welcome to the Community

**VILLAGE OF GLENDALE HEIGHTS  
GENERAL INFORMATION**

**NEW BUSINESS**

Your plans to open a new business in the Village of Glendale Heights is important to both you and the Village. The information attached is intended to explain the local regulations and required permits and fees that affect the opening of your business. It is recommended that you review the information and schedule a meeting with the staff of the Community Development Department to discuss the procedures in further detail. Please direct your questions to the Department of Community Development at (630)260-6030.

<b><u>Address:</u></b>	Glendale Heights Civic Center 300 Civic Center Plaza Glendale Heights, Illinois 60139 Community Development Department	<b><u>Telephone Number</u></b> (630) 260-6000 <b><u>Fax Number</u></b> (630) 260-1317
------------------------	---	--

**Regular Business Hours:** Monday through Friday 8:00 A.M. - 4:30 P.M.  
Thursday until 7:00 P.M.

<b><u>The Elected Officials</u></b>		<b><u>Telephone Extension</u></b>
Linda Jackson	Village President	5302
Ed Pope	District 1	5307
Sharon Fonte	District 2	5306
Jim Fiore	District 3	5308
Pat Maritato	District 4	5309
Chester Pojack	District 5	5310
Mary Schroeder	District 6	5311
Donna Becerra, Village Administrator		5331
JoAnn Borysiewicz, Village Clerk/Collector		5333
Roger Mabbitt, Assistant Village Administrator		5314

<b><u>Community Development Department</u></b>	<b><u>Telephone Extension</u></b>
J. Martin Olsen, Director	5334
Marge Linnane, Assistant Zoning Administrator	5330
John Caraher, Deputy Building Code Official	5328
Bob Ganassin, Plumbing Inspector	5322
General Department Information	260-6030

**STEP I  
ZONING APPROVAL**

**BEFORE YOU SIGN A LEASE OR PURCHASE A BUILDING, FIND OUT IF YOUR BUSINESS IS A PERMITTED USE AT THAT LOCATION. PLEASE, DO NOT ASSUME THAT BECAUSE A SIMILAR BUSINESS WAS LOCATED THERE BEFORE THAT THE USE IS PERMITTED.**

All land and buildings within the Village are classified into one of the following business Districts.

- C-1 Neighborhood Commercial
- C-2 Community Commercial
- C-3 General Commercial
- C-4 Regional Commercial
- O-1 Local Office
- O-2 Office Park
- BP Business Park
- I Industrial

Each district permits a variety of business uses. Some uses may be prohibited in certain districts, other uses may require a Conditional Use Permit.

**CALL THE DEPARTMENT OF COMMUNITY DEVELOPMENT AND REQUEST TO SPEAK WITH THE ZONING ADMINISTRATOR.**

**STEP 2  
OCCUPANCY PERMIT**

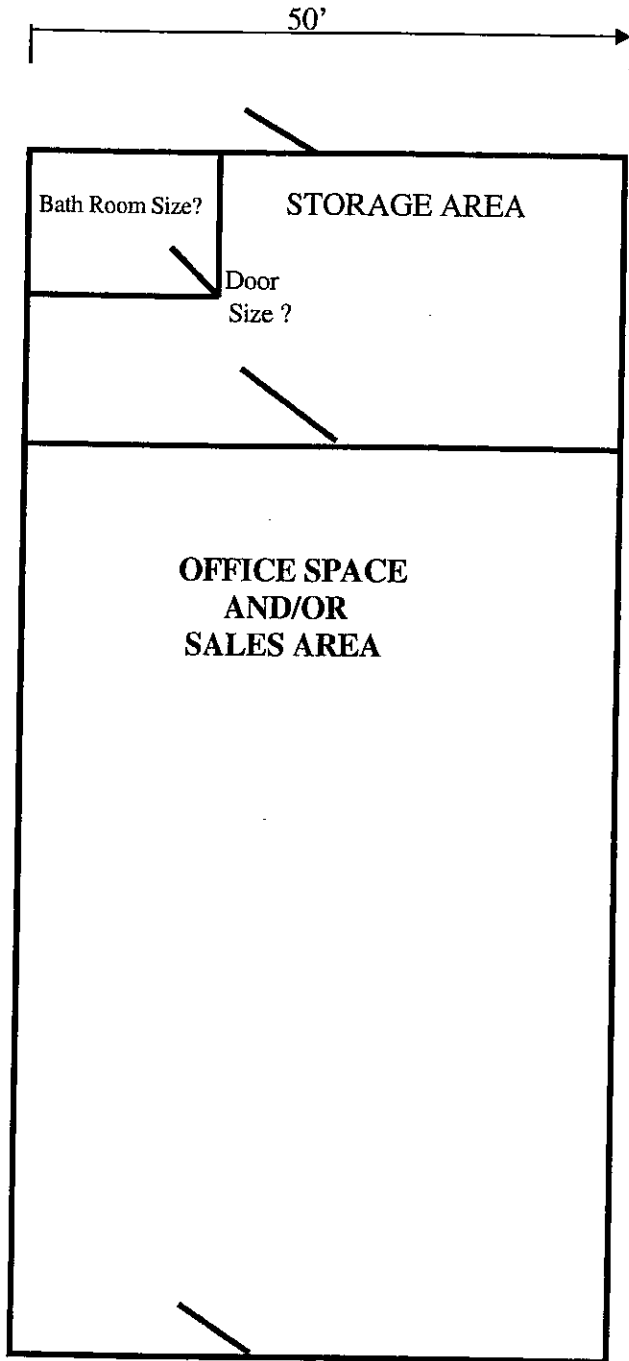
Complete and submit the **APPLICATION FOR A ZONING COMPLIANCE** together with two (2) copies of a drawing of the existing floor plan of the building or tenant space. This plan must show the space size, space use, ie. showroom, office, and storage, existing doorways, exit and emergency lights, toilet rooms, and any other existing conditions. (Refer to Attached Example)

**PLEASE ALLOW A MINIMUM OF 5 WORKING DAYS FOR PERMIT APPROVAL. The permit fee is \$50.00 (plus \$10.00 for each floor, basement or mezzanine) and is payable at the time the permit is issued.**

**IMPORTANT NOTE FOR INDUSTRIAL USERS:**

An application for a Zoning Compliance **must** include a certification by a licensed engineer or architect stating that the proposed use is able to meet all applicable Performance Standards setforth in Section 5.4, H of the Zoning Ordinance, ie. maximum sound levels, vibration, smoke emissions, odor, fire and explosion. Please request a copy of this section of the ordinance for further information.

# SAMPLE ONLY



## Floor Plan Must Show:

1. Dimensions of all areas of the tenant space and planned use of each area.
2. Existing interior walls & doorways.
3. All exit doorways to outside.
4. Exit and Emergency lighting.
5. Toilet room and size and door size.
6. Any other existing conditions

**STEP 3  
BUSINESS LICENSE**

- A. A Business License must be obtained from the Village Clerk for all businesses, occupations, activity and establishments except for certain professional offices such as Architects and Engineers, Attorneys at Law, Insurance Brokers, Real Estate Brokers, Physicians and Dentists.

The annual license fee is determined upon the gross square footage area of business including basement, mezzanines, storage areas and accessory buildings. (For more information regarding the calculation of the gross square footage area contact the Village Clerk)

Up to 2,500	\$	53.00
2,501 – 5,000		80.00
5,001 – 7,500		105.00
7,501 – 10,000		130.00
10,001 – 15,000		185.00
15,001 – 20,000		235.00
20,001 – 30,000		290.00
30,001 – 40,000		340.00
40,001 – 50,000		390.00
50,001 – 75,000		445.00
75,001 – 100,000		500.00
Over 100,000		550.00

After March 31                   - 3/4 price  
After June 30                   - 1/2 price  
After September 30           - 1/4 price

**Application should be made at the same time as the Occupancy Permit. Fees are due and payable when the Occupancy Permit is approved.**

**IMPORTANT NOTES:**

1. The license fee will be prorated by quarters, ie. a license applied for after April 1st will be charged 75% of annual fee, after June 1st 50%, and after October 1st 25%.
2. All licenses expire December 31st and must be renewed annually. The license fee is subject to periodic increases.
3. No rebates or refunds shall be given for nonuse of the license or discontinuance of business during the license period.
5. All licenses issued by the Village are subject to suspension or revocation in accordance with the procedures setforth in Section 3-1-14 of the Village Code.

**STEP 3 (Continued)**  
**SPECIAL LICENSES**

- B. Other Village Licenses may be required for particular business operations. Please contact the Village Clerk at (630)260-6000 extension 5333 for additional information if any of the following apply:
1. **BUSINESS VEHICLES:** An annual Village vehicle license is required for each vehicle used for business purposes.
  2. **COIN OPERATED MACHINES:** Coin operated machines which are available for use by the public require an annual Village license. Such machines include amusement devices, games machines, jukeboxes, gum, candy, nut and novelty machines, snack, beverage, hot or cold food machines, cigarette machines, and similar coin or token operated machines.
  3. **ENTERTAINMENT PERMIT:** An entertainment permit must be obtained prior to the use of any land, building or structure to conduct, manage, operate or exhibit any live show, theatrical performance or other form of live entertainment. Business owners should contact the Department of Community Development for more information regarding entertainment permits.
  4. **LIQUOR LICENSE:** A Local Retail Liquor Dealers License is required for any business to sell or offer for sale at retail, or to give away alcoholic liquor within the Village.
  5. **TOBACCO DEALERS:** A separate license must be obtained to sell or offer for sale at retail any tobacco products including cigarettes, cigar, pipe tobacco, snuff, chewing tobacco or dipping tobacco. A tobacco license will only be issued to a business that is located a minimum of 100 feet from any school, child care facility or other building used for education or recreational programs for persons under the age of eighteen years.
  6. **JUNK, SECONDHAND, ANTIQUE, AND TRANSIENT MERCHANTS:** A special license is required by any person to operate, maintain or conduct the business of a junk, secondhand, antique dealer, or transient merchants, or to keep any shop or place for the purchase of or for selling, bartering, or exchanging the same, or temporarily engage in the retail sale of merchandise.
  7. **GAME ROOMS/INDOOR RECREATION CENTERS:** Special licenses are required for business establishments wherein twenty (20) or more amusement devices (as defined) are located on the premises, and indoor recreation activities including bowling alleys, roller and ice skating rinks, tennis and racquetball clubs, pool and billiard rooms. Conditional Use Zoning Permits are also required for such uses.
  8. **VEHICLES FOR HIRE:** Special permits and licenses are required for all persons engaged in the taxicab business in the Village.

**STEP 4  
BUILDING PERMIT**

**IF NO REMODELING WORK IS PLANNED, SKIP TO STEP 5**

If you are planning to do any interior or exterior remodeling of the existing building or tenant space, for example, adding or changing partition walls, changing the location of light fixtures or electric outlets, adding toilet rooms, etc. **A BUILDING PERMIT MUST BE SECURED BEFORE ANY WORK IS STARTED.**

Complete the **APPLICATION FOR A BUILDING PERMIT** and submit it together with two (2) copies of a complete set of building remodeling plans. (Note: Blue line drawings **must** be **folded**) Remodeling work exceeding \$10,000 requires that the plans be signed and sealed by an Illinois registered Architect or Engineer. A Plan Review Fee must be paid at the time the plans are submitted. The fee is calculated at the rate of .0005 x dollar value of work with a minimum fee of \$75.00.

Applicants are also responsible for submitting remodeling plans to the appropriate **FIRE PROTECTION DISTRICT**. Glendale Heights is divided into two fire districts:

Businesses North of  
the ICC Railroad Tracks

Gary Kostal  
Bloomingdale Fire Protection District  
179 S. Bloomingdale Road  
Bloomingdale, Illinois 60108  
(630)894-9080

Businesses South of  
the ICC Railroad Tracks

Don Markowski  
Glenside Fire Protection District  
1608 Bloomingdale Road  
Glendale Heights, Illinois 60139  
(630)668-5323

Uses that involve food handling must also secure approval from the **DUPAGE COUNTY HEALTH DEPARTMENT**. Contact this agency at (630)682-7979. Also refer to enclosed information sheet for additional information.

Please allow a minimum of 2 weeks for permit approval by the Village. Building permits cannot be issued until approvals from the Fire Protection District and Health Department are secured. Permit fees are based on the extent of work involved and are payable at the time the permit is issued.

**IMPORTANT NOTE ABOUT CONTRACTORS:** All contractors involved with the remodeling must be bonded and licensed before the permit is issued. Please ask the Clerk when submitting your application to check the status of your contractors. **ALL PLUMBING WORK IS REQUIRED TO BE DONE BY AN ILLINOIS STATE LICENSED PLUMBER. ALL ELECTRICAL WORK MUST BE DONE BY A LICENSED ELECTRICIAN.** Read more about contractors bonds and licenses on the attached information sheet.

If the remodeling work involves the expansion of the building, structural changes, parking lot reconstruction or expansion, changes to driveway curb cuts, and similar extensive work, it is recommended that you contact the Director of Community Development and schedule a meeting with appropriate Village staff to discuss your plans in further detail.

**DuPAGE COUNTY HEALTH DEPARTMENT  
ENVIRONMENTAL HEALTH – CHAIN STORE PROGRAM\*  
PLAN REVIEW PROCESS AND REQUIRED INSPECTIONS  
(48 HOUR NOTICE IS REQUIRED FOR ALL INSPECTIONS)  
SARA E. BURTON-ZICK (630)682-7979 EXTENSION 7110**

- Step 1 - Initial Inquiry - Contact DuPage County Health Department for a copy of the Construction Requirements Booklet, plan review form, and sheet outlining the plan review process.
- Step 2 - Submit Plans - One (1) set of building plans must be submitted with a completed plan review form and the plan review fee (250.00 made payable to the DuPage County Health Department).
- Step 3 - Review Process - Correspondence and receipt sent to applicant. Plans are reviewed (approximately 72 hours).
- Step 4 - Approval Process - Plans may need correction or additional information for approval. Correspondence indicating status of project will be sent to the applicant. (Allow time for review of revision.)
- Step 5 - Initiate On-Site Inspection - Upon receipt of all necessary information, a plan approval letter is sent to the applicant. Series of inspections are outlined in letter.
- Step 6 - Inspections - Plumbing Rough-In, Pre-final/Pre-open, Construction Final, Operations Final/Opening

\*Refer to attached Chain Store List.

\*Contact local municipality for any additional building requirements.

## STEP 5 INSPECTIONS

- A. If no remodeling work is being done, schedule an **OCCUPANCY INSPECTION** of the building or store unit **BEFORE ANY MERCHANDISE IS MOVED INTO THE BUILDING.** All storage shelving, equipment and fixtures must be in place for this inspection.

Call the Community Development Department at (630)260-6030 to schedule this inspection **AT LEAST 48 HOURS IN ADVANCE.** The Village will coordinate this inspection with the Fire Protection District.

Uses that involve food handling must also secure an inspection and approval from the DUPAGE COUNTY HEALTH DEPARTMENT. Contact this agency at (630)682-7979.

The inspectors will be checking for building, health and safety items including, but not limited to the following:

1. The building/unit address must be displayed in 6" high, contrasting numbers near the front entry.
  2. The name of the business and address must be displayed in 3" letters and number on the rear door.
  3. The electric panel must be properly labeled and breaker locks installed on all emergency circuits.
  4. The fire sprinkler system and fire alarm system must be operating and fire extinguishers installed as required.
  5. All exit signs and emergency lights must be operating.
  6. All plumbing fixtures must be in good working order and free of leaks. Backflow preventers must be installed as required, and have current testing certificates.
  7. Thumb latch door locks are required on all exit doors.
- B. If the building or tenant space is being remodeled, additional inspections will be required including rough framing, electric, and plumbing. Further instructions will be provided at the time the permit is issued.

## **STEP 6 SIGN PERMITS**

**SIGN PERMITS MUST BE OBTAINED PRIOR TO THE DISPLAY OF ANY PERMANENT BUSINESS IDENTIFICATION SIGN OR TEMPORARY SIGN. SECURE A PERMIT PRIOR TO ORDERING SIGNS TO MAKE SURE SUCH SIGNS COMPLY WITH LOCAL REGULATIONS.**

**A. Permanent Business Identification Signs:**

Section IX of the Glendale Heights Zoning Ordinance regulates the display of all signs within the Village. A copy of the ordinance may be obtained at the Community Development Department. However, most Shopping Centers, Office Parks and Industrial Parks have adopted very specific, uniform sign criteria which may differ to some extent from the sign ordinance. Please contact the Department of Community Development and request to speak to a Zoning Administrator for information concerning the sign regulations that apply to your particular location.

To apply for a sign permit, complete an application for each proposed sign and submit it to the Department of Community Development together with two (2) copies of a drawing showing all exposed surfaces of the sign and all sign messages. The drawing must also accurately show the shape, size and colors as well as method of construction, support, and electrical components. An application for a free standing pole sign must also include a plat of survey or site plan showing the location of the sign on the lot.

Please allow 5 working days for permit approval. Permit fees are based on the total square footage of the sign at the rate of 25¢ per sq. ft. for non-illuminated signs, minimum \$30.00, and for illuminated signs, \$50.00 minimum each sign. Fees are payable at the time the permit is issued.

## TEMPORARY SIGN PERMITS

Permits must be obtained from the Village prior to the display of any Temporary Sign, except signs exempted by the ordinance. The fee is \$50.00 per permit. A \$200.00 cash escrow deposit is required at the time the permit is issued that will be refunded after the sign has been removed in accordance with the time period specified. Temporary signs shall be removed within 24 hours after the expiration of permit. Citations will be issued for all unlawful signs.

### EXEMPT SIGNS

1. Seasonal Decorations: Decorations clearly incidental, customary, and commonly associated with a national, local, or religious holiday or celebration and not otherwise prohibited by the Village.
2. Temporary Window Signs: One or more temporary window signs that advertise only sales or special events and that, together with all non-exempt permanent window signs, have an aggregate area of not greater than 50% of the total display window area.
3. Election Campaign Signs: One sign permitted per street frontage per lot that is not illuminated and does not exceed 32 sq. ft. in area. Free standing signs shall not exceed 8 feet in height, must be setback at least 1 foot from property lines, and shall not interfere with sight distances at intersections. Election campaign signs shall not be displayed earlier than the second Saturday before the election date nor more than 5 days following the date of the election.

### TEMPORARY SIGNS REGULATIONS

1. Design & Maintenance - All temporary signs shall be professionally printed and tasteful in color and design. Temporary signs which become tattered or torn while being displayed shall be immediately replaced or removed.
2. Permit Limitations: No more than four (4) temporary sign permits shall be issued for any one business in any calendar year. Temporary signs are also limited to a maximum of 60 days per calendar year, and a maximum of 30 days per event, with a minimum 30 day break between events. **EXAMPLES:**

#### Seasonal Events

Spring - 15 Days  
Summer - 15 Days  
Fall - 15 Days  
Winter - 15 Days

#### Holiday Events

Labor Day - 20 Days  
Veteran's Day - 20 Days  
Memorial Day - 20 Days

#### Special Events

Anniversary - 30 Days  
Clearance - 30 Days

3. NUMBER: Not more than one non-illuminated temporary sign shall be permitted at one time, except in multi-tenant buildings and shopping centers, a maximum of two temporary signs may be displayed at any one time. (Note: Businessmen located in shopping centers are encouraged to secure permits for planned events as early as possible in the calendar year. The limit of 2 temporary signs per shopping center will be issued on a first come/first serve basis.)
4. GRAND OPENINGS: In addition to the temporary signs permitted during a calendar year, new businesses, or existing businesses closed for remodeling for at least six months, shall be permitted to display pennants and temporary signs for an additional 14 days for a Grand Opening during the first 4 months.
5. BANNERS: A banner shall not exceed 32 sq. ft. in area, and shall not be displayed to cover permanent business signs. A banner that is mounted on a wall or canopy must be secured taut.
6. POLE BANNERS: Temporary banners mounted on light poles or other pole structures shall not exceed 6' in height and 2 1/2' in width, and shall be mounted a maximum of 16' above grade level. Such banners shall maintain a 9' clearance above pedestrian walkways and 12' clearance above parking lots and driveways. No more than two (2) banners per pole is permitted. Pole banners may also be displayed for Shopping Center sidewalk sales and year round at Automobile Sales Dealerships.
7. PORTABLE SIGNS: Portable signs shall not exceed 24 sq ft. in area or 8' in height. Such signs must be setback a minimum of 7' to any property line and must be located outside the vision clearance triangle at street and driveway intersections. (The vision clearance triangle is formed by measuring 30' from the point of intersection of a street(s) and a driveway in both direction, and by a straight line connecting these two points.) **NOTE: PORTABLE SIGNS SHOULD NOT BE CONFUSED WITH "TRAILER MOUNTED SIGNS" WHICH ARE PROHIBITED.**
8. INFLATABLE SIGNS: Inflatable signs, such as balloons, animal figures, and the like, are permitted only on properties zoned C-3 General Business District with a minimum 600' of frontage.

### PROHIBITED SIGNS

The following signs and displays, as defined herein, are prohibited in all zoning districts:

1. Temporary signs and any Attention Getting Device or Activity, except as otherwise permitted or exempted from these regulations.
2. Projecting, roof, festoon, flashing, beacon, vehicle sign, snipe sign, and trailer sign.
3. Inflatable signs, except as otherwise permitted by this ordinance.
4. Murals or signs painted on exterior building walls or fences.
5. Signs on vacant land other than real estate signs, construction signs, or outdoor advertising signs, as defined and regulated herein.
6. Outdoor display of merchandise to attract attention to a business except as permitted by a Temporary Use Permit or a Conditional Use Permit for an Open Sales Lot, and Service Stations as permitted by this ordinance.
7. Signs consisting of a string of hanging lights, except for seasonal decorations, Christmas tree sales, and theater marquees as permitted by this ordinance.
8. Pennants, except as permitted by this ordinance for grand openings.
9. No temporary sign shall contain an advertisement of any business or service not conducted on or in the premises on which such sign is displayed.

**STEP 7**  
**BURGLAR ALARM SYSTEMS**

**PERMITS ARE REQUIRED PRIOR TO THE INSTALLATION AND OPERATION OF ANY SIGNALING DEVICE INSTALLED TO SUMMON THE POLICE DEPARTMENT THAT IS CONNECTED DIRECTLY OR INDIRECTLY TO THE MONITORING SYSTEM OF THE POLICE DEPARTMENT OF FIRE DEPARTMENT, OR ANY ALARM ANSWERING COMPANY'S RECEIVING LOCATION.**

Applications for Burglar Alarm Systems may be obtained from the Community Development Department. Permits are subject to the approval by both the Community Development Department and Police Department. The permit fee is \$30.00 and is payable at the time the permit is issued. Allow a minimum of 5 working days for permit review.

All signal devices must be installed, maintained and operated in accordance with the Glendale Heights Building Code, the National Electrical Code, and the most current edition of publication No. UL 681 entitled "Installation, Classification and Certification of Burglar Alarm Systems" as published by Underwriters Laboratories, Inc.

The issuance of a permit shall in no way constitute a warranty of the signal device involved, and shall be specifically subject to the Villages disclaimer of liability as set forth in Section 4-9-7 of the Village Code and further detailed in Section 2-2-6 of the Local Government and Government Employee's Tort Immunity Act, Chapter 85, Illinois Revised Statutes, 1981.

All signal devices are subject to false alarm fees and permits are subject to suspension or revocation if any device is defectively operated or maintained, all in accordance with Title 4, Chapter 9 of the Village Code.

For additional information contact the Department of Community Development at (630)260-6030 or the Police Department at (630)260-6070.

**STEP 8**  
**WATER AND SEWER BILLING ACCOUNT**

**IF YOU ARE LOCATING INTO AN INDEPENDENTLY OCCUPIED BUILDING OR A UNIT WITHIN A MULTI-TENANT BUILDING WITH AN INDIVIDUAL WATER METER YOU MUST ESTABLISH A WATER AND SEWER BILLING ACCOUNT WITH THE VILLAGE.**

New accounts can be opened by contacting the Water and Sewer Billing Clerk located in the Finance Department at the Civic Center. A deposit in the amount of \$75.00 must be paid at the time the account is opened.

For additional information concerning new accounts and water and sewer rates please contact the Water and Sewer Billing Clerk at (630)260-6010.

**STEP 9  
WASTE DISPOSAL**

**PLEASE HELP TO KEEP GLENDALE HEIGHTS  
CLEAN AND BEAUTIFUL**

All garbage and waste must be suitably enclosed in covered waste containers to prevent windblown refuse deposits anywhere within the Village.

Every business shall provide for, and at all times maintain in good repair, a sufficient number of waste containers for a weekly accumulation of normal waste. Waste containers must be equipped with close-fitting covers and be rodent proof, nonabsorbent, durable and leakproof.

Commercial and industrial waste containers not mounted on wheels shall be stored on durable racks and be placed on easily cleanable impervious surface. The racks shall raise the waste containers at least 12" off the storage surface. Containers mounted on wheels shall be specifically designed for use with collection vehicles. The wheels must elevate the container at least 6" off the storage surface.

**Trash Enclosures:** All outside trash bins and dumpsters must be enclosed by a fence on all four sides. Said enclosures must be at least six (6) feet in height, have a gate that latches closed, and conceals the trash bins and dumpsters from public view.

For additional information please contact the waste hauler providing service to your building. For names of licensed waste haulers in the Village, contact the Village Clerk at (630)260-6000 extension 5333.

**STEP 10**  
**WELCOME TO THE COMMUNITY**

The Village would like to take this opportunity to welcome your business to the community and extend its best wishes for its success and longevity. You are invited and encouraged to join the Glendale Heights Chamber of Commerce where you can enjoy monthly luncheons and meet fellow businessmen in the community. For more information please contact Ms. Gloria Grimaldi, President of the Chamber of Commerce at (630)858-1148.

To show our support, the Village will feature the name of your business in an upcoming Village Newsletter. Should you have a special business need or concern, please feel free to attend a Redevelopment & Revitalization Meeting. The meetings are held at the Civic Center, on the 3<sup>rd</sup> Tuesday of each month at 7:00 P.M.