

# APPLICATION

## ZONING BOARD OF APPEALS OF ARLINGTON HEIGHTS



VILLAGE OF ARLINGTON HEIGHTS - 33 SOUTH ARLINGTON HEIGHTS ROAD  
DEPARTMENT OF PLANNING & COMMUNITY DEVELOPMENT  
ARLINGTON HEIGHTS, ILLINOIS 60005  
Phone: (847) 368-5200  
Fax: (847) 368-5988

Revised 5/1/24

## TYPICAL ZONING BOARD OF APPEALS PROCESS

1. Prior to submitting an application, the project applicant (petitioner) must discuss or meet with the Zoning Board of Appeals Staff Liaison regarding the proposal. A conceptual plan consisting of scaled sketches, existing and proposed site data and preferably a site photograph should be provided.
2. Some projects will require Design Commission (DC) review. **Projects requiring Design Commission review must have completed that process prior to appearing before the Zoning Board of Appeals.**
3. The petitioner shall submit a complete a digital application (please see the Petitioner's Checklist of required submission items later in this document) no less than 30 days prior to the meeting, to the Department of Planning & Community Development.
4. In order to submit a digital application, all petitioners must register for an Energov account through the Citizens Self Service (CSS) Portal. The link to register and access the Citizens Self Service is available at [www.vah.com/myportal](http://www.vah.com/myportal) . A tutorial on how to register for an Energov account can be found here: <https://youtu.be/8pGXJxNPbPk> . Once an applicant is registered and logged in to the Citizens Self Service Portal you will choose **Apply** from the main menu and search **Zoning Board Appeal Application** on the Application Assistant page.

### Application Submission Recommendations

- **Please ensure that you review this application guide in its entirety in order to have all the required submission materials prepared before you begin the application process.**
  - **Please name each digital file a unique name as the system will not allow files with the same name to be uploaded in the same application.**
  - **Use an edit, or submission date to differentiate files that may asked to be resubmitted (such as plans and plats) in order to avoid redundant file names.**
  - **For additional guidance on navigating the Citizens Self Service (CSS) application, refer to the CSS user guide at the end of this document.**
5. Once a complete application has been received, and based on agenda availability, Staff will inform the petitioner of a hearing date and notification deadlines through their Dashboard on the Citizens Self Service Portal.
  6. All public notice requirements must be fulfilled by the petitioner in accordance with Village requirements. Please refer to page 6 of the application packet for notification requirements. If the public hearing notification has not be completed or is not acceptable, a new hearing date will be scheduled. All required documentation must be provided through the Citizens Self Service Portal as instructed by staff.
  7. The Zoning Board of Appeals holds a public hearing to review the proposal. At the hearing, the petitioner or a designated representative makes a formal presentation to the Board and answers any questions posed by the Board or the public concerning the proposal. Please refer to the attached Section 12 of the Zoning Ordinance for more information on the Zoning Board of Appeal's requirements and the criteria by which the Zoning Board will make a determination on requested variations.
  8. The Zoning Board of Appeals has final authority on variations. If the petition is approved, the petitioner may move through the permit process. Approval shall be deemed valid for only a period of one year, unless a building permit is obtained and construction has commenced in accordance with the terms of said permit.

*If you have any questions about the Zoning Board of Appeals process, please contact the Department of Planning & Community Development at (847) 368-5200.*

## **Arlington Heights Zoning Regulations**

### **CHAPTER 28, SECTION 12 - ZONING BOARD OF APPEALS**

**Please read Section 12.1c of the Zoning Regulations, which explain the criteria by which the Zoning Board of Appeals will make a determination on the requested variations:**

The Zoning Board of Appeals shall have the following powers and it shall be its duty to:

Authorize upon appeal, whenever a property owner can show that a strict application of the terms of this ordinance relating to the use, construction or alteration of building or structures or the use of land will impose upon him unusual practical difficulties or particular hardship, such variation of the strict application of the terms of this ordinance as are in harmony with its general purposes and intent, but only when the Board is satisfied that a granting of such variation will not merely serve as a convenience to the applicant, but will alleviate some demonstrable and unusual hardship or difficulty so great as to warrant a variation from the comprehensive plan as established by this ordinance, and at the same time the surrounding property will be protected.

In its consideration of the standards of practical difficulties or particular hardships, the Board of Appeals shall require evidence that (1) the proposed use will not alter the essential character of the locality and will be compatible with existing uses and zoning of nearby property if the variation(s) (2) the plight of the owner is due to unique circumstances, which may include the length of time the subject property has been vacant as zoned (3) the proposed variation is in harmony with the spirit and intent of Chapter 28 (4) the variance requested is the minimum variance necessary to allow reasonable use of the property. A variation shall be permitted only if the evidence, in the judgment of the Board of Appeals, sustains each of the four conditions enumerated.

In consideration of all appeals and all proposed variations to the ordinance the Board shall, before making any variation from the ordinance in a special case, first determine that the proposed variation will not impair an adequate supply of light and air to adjacent property, or unreasonably increase the congestion in public streets, or increase the danger of fire or endanger the public safety or unreasonably diminish or impair established property values within the surrounding area, or in any other respect impair the public health, safety, comfort, morals or general welfare of the inhabitants of the Village of Arlington Heights. The concurring vote of four members of the Board is necessary to reverse any order, requirement, decision or determination of the Administrative Officer, or to decide in favor of the applicant any manner upon which it is required to pass under this ordinance or to effect any variation in this ordinance. Every variation shall be accompanied by findings of fact specifying the reason or reasons for making the variation.

# PETITIONER'S CHECKLIST

**Electronic (pdf) files of items 1 – 9 all must be submitted through the Citizens Self-Service (CSS) portal at time of application. Public hearing documentation listed under item 9 will be submitted as requested by Planning & Community staff through the same portal.**

1. Application – The application process is submitted through the CSS Portal with the following documents provided as pdf attachments.
2. Petition - Detailing the nature of the variation being requested, and responding to the hardship criteria enumerated in Section 12.1c of the Zoning Ordinance.
3. Application Fee – Fees will be invoiced through the CSS Portal.
  - a. Single Family ..... \$200.00
  - b. Multi Family..... \$350.00
  - c. Commercial..... \$500.00
  - d. Institutional..... \$330.00
4. Proof of Ownership: - This can be in one of the following forms:
  - a. Warranty Deed,
  - b. Trust, or
  - c. Title Policy
5. Site Visit Authorization – Refer to page 8 of the application packet.
6. Current Plat of Survey.
7. Detailed Plans of the variation requested; elevation drawings and floor plans showing proposed and existing layout, photos, etc., are required. If the variation is for a fence, the proposed placement, height, and type of fence must be shown on the Plat of Survey.
8. Single Family Zoning Worksheet - See pages 6 & 7 of this application packet. This applies to petitions involving principal and accessory buildings such as new houses, house additions accessory structures (detached garages, sheds etc.) and driveway expansions.
9. Example of Public Hearing Sign and Letter – Refer to pages 10 & 11 of this application packet.

Public Hearing documentation shall be **SUBMITTED NO LATER THAN 15 DAYS PRIOR TO THE HEARING** and includes the following:

- a. Notification Affidavit.
- b. List of property owners within 250-feet, excluding street right-of-ways, of subject property. List name, address and tax number.
- c. Sample Notification letter that was mailed.
- d. Photo(s) of sign(s) on property.

**INCOMPLETE APPLICATIONS CANNOT BE ACCEPTED**

# PETITION

The following petition form shall be used when submitting a petition for a variation from Chapter 28 of the Arlington Heights Municipal Code. This must be submitted with a fully executed application to the Zoning Board of Appeals. Please refer to Section 12 of Chapter 28 of the Arlington Heights Municipal Code for information regarding the criteria by which the Zoning Board of Appeals will evaluate variation requests. (Attached to this application packet.)

## PETITION

NOW COMES the Petitioner \_\_\_\_\_  
being the owner of the property commonly know as: \_\_\_\_\_  
and appeals to the Zoning Board of Appeals of the Village of Arlington Heights for a  
Variation from Section \_\_\_\_\_  
Chapter 28, of the Arlington Heights Municipal Code, in order to: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*I hereby state that the proposed use will not alter the essential character of the locality and will be compatible with existing uses and zoning of nearby property if the variation(s) were granted (please explain):* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*I hereby state that the plight of the owner is due to unique circumstances, which may include the length of time the subject property has been vacant as zoned (please explain):* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*I hereby state that the proposed variation is in harmony with the spirit and intent of this Chapter (please explain):* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*I hereby state that the variance requested is the minimum variance necessary to allow reasonable use of the property (please explain):* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

*Petitioner*



**Village of Arlington Heights  
Department of Planning and Community Development  
Single Family Zoning Worksheet**



**APPLICANT AND SUBJECT PROPERTY INFORMATION**

Contact Name: \_\_\_\_\_  
 Contact Address: \_\_\_\_\_  
 Phone #: \_\_\_\_\_  
 Subject Property Address: \_\_\_\_\_  
 PIN #: \_\_\_\_\_ Zoning District: \_\_\_\_\_  
 Lot Dimensions: \_\_\_\_\_ Lot Area: \_\_\_\_\_

**PRINCIPAL STRUCTURE FLOOR AREA CALCULATIONS**

*Please refer to Section 5 of the Zoning Ordinance for more information*

**Total Allowed** \_\_\_\_\_ **Square Feet**

**Proposed (including Existing)**

First Floor Area: \_\_\_\_\_ Square Feet  
 Second Floor Area: + \_\_\_\_\_ Square Feet  
 Basement Floor Area: + \_\_\_\_\_ Square Feet  
 Attic or Volume Area: + \_\_\_\_\_ Square Feet  
 Garage Area (over 400 SF): + \_\_\_\_\_ Square Feet  
**Total Proposed:** = \_\_\_\_\_ **Square Feet**

**Basement**

*The basement is included in the Floor Area Calculation if 50% or more of the basement height is above the established curb level or finished lot grade level.*

**Volume/Attic Space**

*All volume or attic space that has headroom of 7-feet or more is included towards the Floor Area*

**BUILDING LOT COVERAGE CALCULATIONS**

*Please refer to Section 5 of the Zoning Ordinance for more information*

**Total Allowed** \_\_\_\_\_ **Square Feet**

**Proposed (including Existing)**

First Floor Area: \_\_\_\_\_ Square Feet  
 Garage Area: + \_\_\_\_\_ Square Feet  
 Accessory Structures: + \_\_\_\_\_ Square Feet  
**Total Proposed:** = \_\_\_\_\_ **Square Feet**

**BUILDING HEIGHT**

*Please refer to Sections 3 and 5 of the Zoning Ordinance for more information*

**Existing Building Height:** \_\_\_\_\_ **Proposed Building Height:** \_\_\_\_\_

*Building Height is measured per guidelines set forth in Section 3.2-28 of the Zoning Regulations.*

**ACCESSORY BUILDING INFORMATION**

Please refer to Section 6 of the Zoning Ordinance for more information

Garage Type: **Detached**  **Attached**

**If Attached: Total Area:** \_\_\_\_\_ **Square Feet**

**If Detached: Total Area:** \_\_\_\_\_ **Square Feet**

**Garage Height:** \_\_\_\_\_ **Feet**

**Detached Shed Height:** \_\_\_\_\_ **Feet**

**Total Shed Area:** \_\_\_\_\_ **Square Feet**

**Garage Impact on Floor Area**

All garage space in excess of 400 square feet is counted towards the Floor Area of the principal structure. However, if the proposed garage is detached, it may qualify for the **Floor Area Bonus for Detached Garages**. Please refer to Section 6.5-7 of the Zoning Ordinance for more information.

**IMPERVIOUS COVERAGE CALCULATIONS**

Please refer to Section 5 of the Zoning Ordinance for more information

**Total Allowed: Subject Property:** \_ **Square Feet**

**Front Yard Only:**

\_\_\_\_\_ **Square Feet**

**Proposed: Subject Property**

**Proposed: Front Yard Only**

**First Floor Area:** \_ **Square Feet** **Total Proposed: =** \_ **Square Feet**

**Garage Square Footage:** + \_\_\_\_\_ **Square Feet**

**Accessory Structures:** + \_\_\_\_\_ **Square Feet**

**Other Impervious Coverage:** + \_\_\_\_\_ **Square Feet**

**Total Proposed:** = \_\_\_\_\_ **Square Feet**

**PROPOSED SETBACKS AND BUILDING HEIGHT**

Please refer to Section 5 of the Zoning Ordinance for more information

**Front\*:** Required: \_\_\_\_\_ **Feet** Proposed: \_\_\_\_\_ **Feet** Direction: **N S E W**

**Side:** Required: \_\_\_\_\_ **Feet** Proposed: \_\_\_\_\_ **Feet** Direction: **N S E W**

**(Ext.\*) Side:** Required: \_\_\_\_\_ **Feet** Proposed: \_\_\_\_\_ **Feet** Direction: **N S E W**

**Rear:** Required: \_\_\_\_\_ **Feet** Proposed: \_\_\_\_\_ **Feet** Direction: **N S E W**

\* Please refer to the attached form that explains the calculation of the required front yard and exterior side yard setbacks.

**ARCHITECT'S STATEMENT OF ACCURACY**

I, \_\_\_\_\_, hereby certify that the information provided on this form is a correct representation of the proposed modifications to the subject property.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

(Signature)





# **PUBLIC NOTIFICATION REQUIREMENTS**

## **LETTER**

The Petitioner is required to notify, in writing, all taxpayer or property owners of record within 250-feet of the subject property, excluding street right-of-ways. This notification must be completed no more than thirty (30) days and no less than fifteen (15) days prior to the Public Hearing date. Refer to Page 10 of the application packet for a **sample** layout for the letter. **A copy of the letter must be sent to the Village of Arlington Heights Department of Planning & Community Development** when the letters are sent to the taxpayers of record with 250-feet.

## **TAXPAYER/OWNER OF RECORD LIST**

To obtain a list of taxpayers/owners of record within 250-feet of the property, take your plat of survey, along with the subject property PIN, address and letter from the Village of Arlington Heights assigning your hearing date to the following:

**Wheeling Township Tax Assessors Office** (if you live north of Central Road)  
1616 N. Arlington Heights Road  
Arlington Heights, IL 60004 (847) 259-1515

**Elk Grove Township Tax Assessors Office** (if you live south of Central Road)  
2400 S. Arlington Heights Road  
Arlington Heights, IL 60005 (847) 437-0300

## **SIGN**

The Petitioner is also required to post a Public Hearing Notice sign(s) on the subject property as required by the Arlington Heights Zoning Regulations. **If the subject property has multiple street frontages, one sign shall be installed per street frontage.** The posting of the public notice sign must be done no more than thirty (30) and no less than fifteen (15) days prior to the Public Hearing date. Please refer to Page 11 of the application packet for more information.

## **NEWSPAPER**

The Village places a public hearing notice in a local newspaper of general circulation no more than thirty (30) and no less than fifteen (15) days prior to the public hearing date.

## **PROOF OF NOTIFICATION**

The applicant shall submit to the Department of Planning and Community Development, no later than fifteen (15) days prior to the Public Hearing date, the Notification Affidavit, a photocopy of the mailed notice, and a photograph of the public notice sign(s), and a copy of the list of tax payers of record that received the mailed notice.

**FAILURE TO COMPLY WITH THE NOTIFICATION REQUIREMENTS WILL  
CAUSE THE PUBLIC HEARING TO BE POSTPONED.**

**Petitioners may consider speaking with nearby residents affected by their project including properties; next door, across the street and behind the subject property.**

# LETTER

Below is the **sample** letter to be mailed by the petitioner or petitioner representative not more than thirty (30) nor less than fifteen (15) days before the hearing. This notice is to be sent First Class Mail with a proper return address on the envelope.

Date: \_\_\_\_\_

## **NOTICE OF PUBLIC HEARING**

We, \_\_\_\_\_ being the legal owner (s) of  
(Insert Name)

\_\_\_\_\_ are scheduled to appear before the Zoning Board  
(Insert Address)

of Appeals of the Village of Arlington Heights on Monday, \_\_\_\_\_ 2024 at 7:00 P.M. in the Buechner Room, which is located on the 1<sup>st</sup> floor of the Village Hall, 33 S. Arlington Heights Road, Arlington Heights, Illinois. The purpose of this request is for a variance from the Arlington Heights Municipal Code, Chapter 28, (Zoning Regulations), Section \_\_\_\_\_ in order to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Any person who also desires to formally register as an objector, with the right to cross-examine others at the hearing, must complete and file an appearance form with the Village Director of Planning and Community Development, no later than 4:30 pm five days before the date of the hearing. Forms are available by contacting the Department of Planning and Community Development at 847-368-5200 or [planning@vah.com](mailto:planning@vah.com).

At the public hearing, the Zoning Board of Appeals will accept and consider all testimony and evidence pertaining to the application, and will consider any zoning actions or relief that may be necessary or convenient to allow development of the type described in this notice, or development that is less dense than the type described in this notice, including, without limitation, variations or other special approvals.

This hearing is open to the public and comments from the public on the proposal are invited.

\_\_\_\_\_  
Signature

**Please refer to the Zoning Board meeting packet at [www.vah.com](http://www.vah.com) for additional information pertaining to the variance request (click on 'agendas & meeting minutes' and refer to the Zoning Board agenda). The meeting packet is typically available 3 days prior to the meeting date.**

Persons with disabilities requiring auxiliary aids or services, such as an American Sign Language interpreter or written materials in accessible formats, should contact Erin Mercado, at 33 S. Arlington Heights Road, Arlington Heights, IL 60005, [emercado@vah.com](mailto:emercado@vah.com) or (847) 368-5793 (Voice) or 847-368-5980 (Fax).

# SIGN

Size to be approximately 30" high by 48" wide.  
Letters and Spaces must be 1" and 1.5" minimum size.

1.5" in Height	{	<b><u>NOTICE OF PUBLIC HEARING</u></b>	
1" in Height		Hearing for: _____	
1.5" in Height	{	Hearing Location:	Village of Arlington Heights 33 S. Arlington Heights Road
1" in Height		<b>DATE:</b> _____ <b>TIME:</b> _____	
	{	<b><u>PUBLIC ATTENDANCE &amp; COMMENTS INVITED</u></b>	
1" in Height		For details call: _____ (Petitioner's Name & Phone #)	Or: Village of Arlington Heights Department of Planning and Community Development Phone: (847) 368-5200

1. Sign must state current zoning action requested, date, time, and place of hearing.
2. Sign must be posted on private property facing adjacent roadway(s) fifteen (15) days prior to the hearing date, **(i.e. if corner lot, one sign must be provided facing each adjacent roadway)**.
3. Sign must be removed by ten (10) days after the first hearing.
4. Photo must be taken of sign (s).
5. Sign must be on a flat hard surface that is readable.

# NOTIFICATION AFFIDAVIT

I, \_\_\_\_\_ hereby certify as follows:

1. That on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_, affiant caused to be mailed in the Post Office of \_\_\_\_\_, copies of the attached Notice of Public Hearing to all listed taxpayers of real estate within 250 feet, excluding all Public Right-of-Ways of the subject property and to the owners, or representatives, of property listed as exempt.
2. That the parties to whom said notice was mailed are set forth on the attached.
3. That the petitioner stated that the required sign(s) were erected as required by the Village of Arlington Heights.

\_\_\_\_\_  
Signature

Subscribed and Sworn to before me  
this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
Notary Public

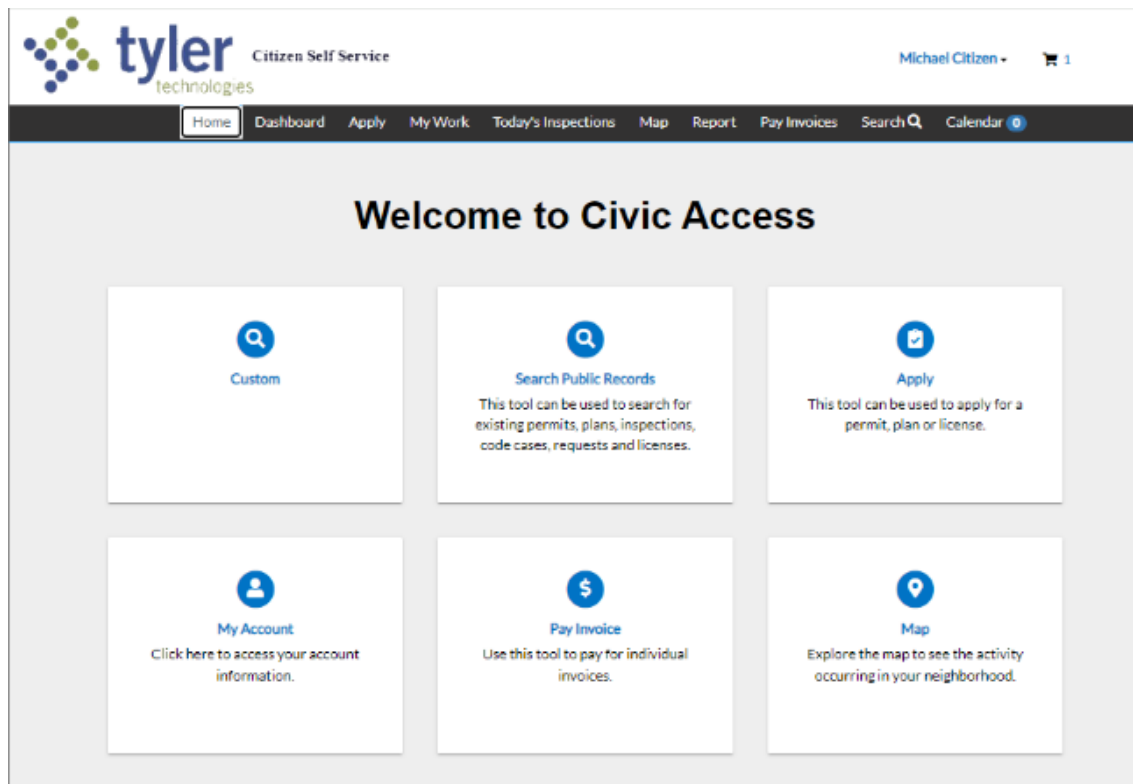
# CUSTOMER SELF SERVICE (CSS) USER GUIDE

## Registering and Applying in the Customer Self Service (CSS) Portal

All applicants must register for an Energov account through the CSS Portal. The link to register and access the CSS is available at [www.vah.com/myportal](http://www.vah.com/myportal).

A tutorial on how to register for an Energov account can be found here: <https://youtu.be/8pGXJxNPbPk>

Once an applicant is registered and logged in to the CSS Portal you will choose Apply from the main menu and search for the application you need on the Application Assistant page as shown below.



## Application Submission Recommendations

- Please ensure that you review this application guide in its entirety in order to have all the required submission materials prepared before you begin the application process.
- Please name each digital file a unique name as the system will not allow files with the same name to be uploaded in the same application.
- Use an edit, or submission date to differentiate files that may be asked to be resubmitted (such as plans and plats) in order to avoid redundant file names.
- For additional guidance on navigating the CSS application environment, refer to page ### of this guide.

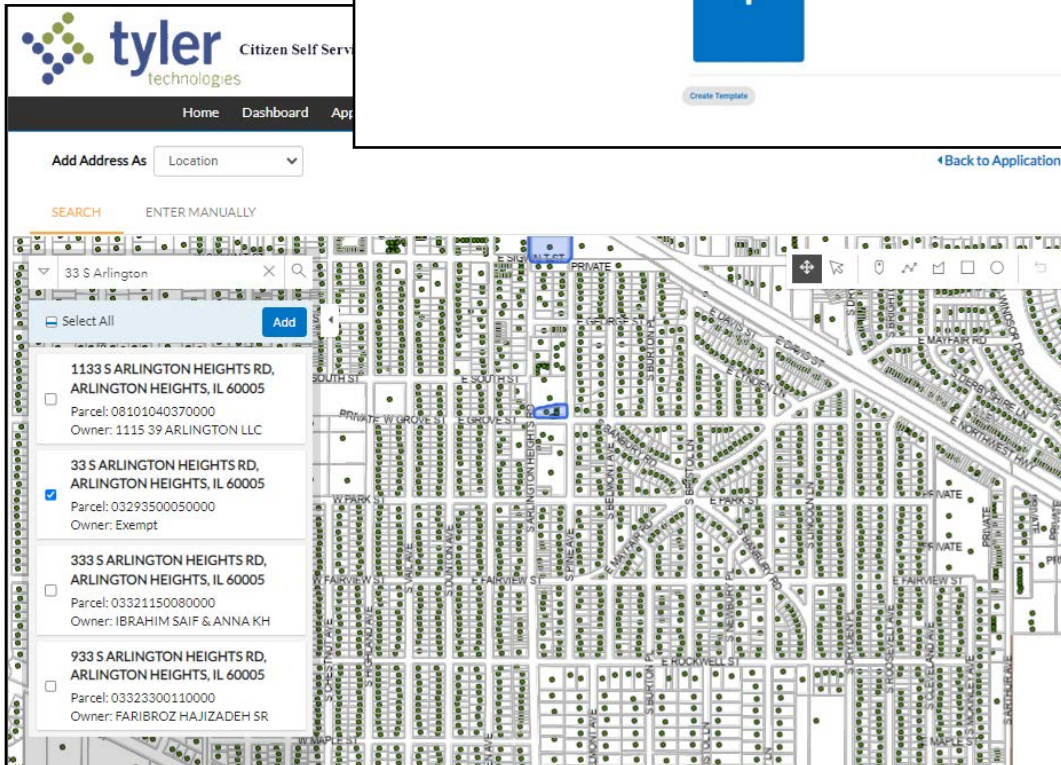
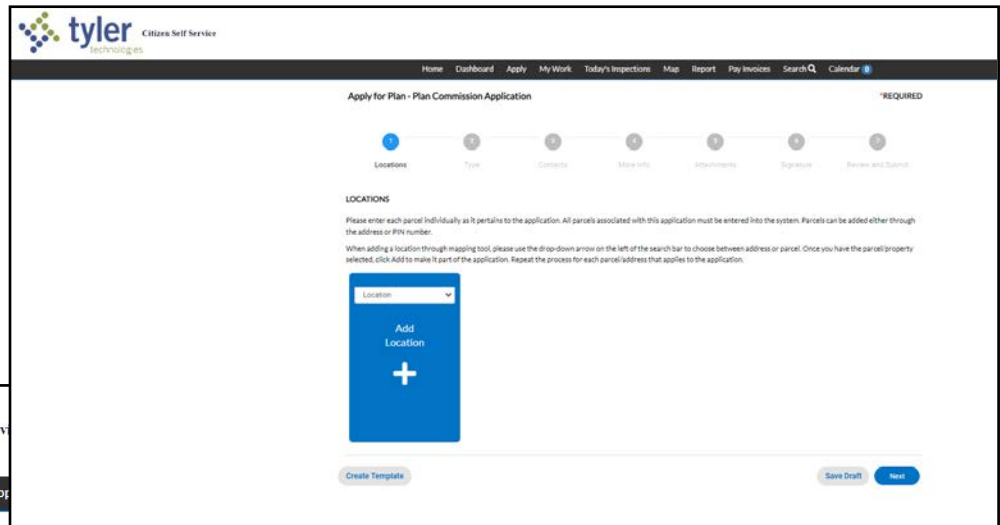
## Adding Locations / Addresses to An Application

All applications must add at least one address or parcel location in order to start the application process. The first page of the application provides a brief description of how to do so with more detail provided below. To begin adding a location click on the “+” sign which will bring you to a live map that will give you the option to add a single address or parcel or multiple addresses and parcel locations.

### Adding Single Locations

- Click the add location button with the “+” sign.
- You can type a portion or whole address you are looking for and the system will return suggestions. Select the location you wish to apply for and click add. You can also select from the points on the map.
- To select a specific parcel, use the down arrow symbol in the top left corner and select parcel. You can either type in the parcel number or select from the map.

Examples of Add Location menu and mapping tool.



## Adding Multiple Locations

- Adding multiple addresses or parcels can be accomplished by using the map tools on the upper right-hand portion of the map. The first two tools allow you to pan and select point on the map. The remaining tools are used to select multiple parcels using different shapes such as a line, polygon, square and circle. Draw with the appropriate shape and the resulting parcels/addresses will be listed. Select the ones you would like to add to the application and click add.

Example of the multiple address/parcel selection tool

The screenshot displays the Tyler Technologies Citizen Self Service interface. At the top, the logo for Tyler Technologies is visible, along with the user name "Michael Citizen" and a notification icon showing "1". A navigation bar includes links for Home, Dashboard, Apply, My Work, Today's Inspections, Map, Report, Pay Invoices, Search, and Calendar. Below the navigation bar, there is a section for "Add Address As" with a dropdown menu set to "Location" and a "Back to Application" link. A search bar is present with the text "example: 001-073-001" and a search icon. Below the search bar, there are two tabs: "SEARCH" (selected) and "ENTER MANUALLY". The main area is a map showing a street grid. A blue polygon is drawn over several parcels, indicating a selection. A list of selected addresses is displayed on the left side of the map:

Address	Parcel ID	Owner
1527 N HICKORY AVE, ARLINGTON HEIGHTS, IL 60004	03202160010000	VALDA A GEBHART AS TRU
1530 N BEVERLY LN, ARLINGTON HEIGHTS, IL 60004	03202160040000	JOAN M HARLICK & APRIL
1537 N HICKORY AVE, ARLINGTON HEIGHTS, IL 60004	03202160050000	STEPHEN T STARK

The map also shows a toolbar with various selection tools (point, line, polygon, square, circle) and a "1 Feature" indicator. The map includes street names such as E MAUDE AVE, E CHARLES ST, and E JENNIFER CT, along with parcel numbers.

## Project Contacts

- Petitioners will be automatically listed as the applicant as they are logged into the Energov CSS system. To add additional contacts, click “+” sign.
- Contacts can be added from users already registered in the Energov system by using the Search tool by using their name, email or company name.
- Users may also be added manually using the Enter Manually button. Please provide as much information as possible if you are adding this information.

Examples of the contact submission window and the Manual Contact window.

Apply for Plan - Plan Commission Application \*REQUIRED

Locations Type Contacts More info Attachments Signature Review and Submit

**CONTACTS**

The Petitioner will be the primary contact for this application.  
If the petitioner is not the record owner, they must have a letter of authority from the owner or owners and provide as part of the documentation in Attachments in order to sign the application. If there is more than one owner, all parties must sign a letter of authority to appear on their behalf and provide in the attachments.

Applicant: Michael Citizen (You)  
333 Arlington Heights Rd., Arlington Heights, IL, 60005

Owner Add Contact (REQUIRED)

Petitioner Add Contact (REQUIRED)

Select Type Add Contact

Back Create Template Save Draft Next

tyler Citizens Self Service

Home Dashboard Apply My Work Today's Inspections Map Report Pay Invoices Search Q Calendar

\*Back to Application

Add Contact

Add Contact As : Owner

Search Enter Manually My Favorites

Enter Manually

Certificates Click here to add certificate

\*First Name

\*Last Name

Company Name

Email

\*Home Phone

\*Mobile Phone

\*Business Phone

Submit

## More Info

Each application will have unique questions and required information that will need to be filled out in the **More Info** window. Please provide as much information as possible and refer to the documents listed in this application guide. All required fields will be marked with a red star. If a field is not required but it does not apply to your application, please type N/A so the reviewer knows you have acknowledged the question.



## Attachments

Each application will have unique set of files that are required in order to be deemed complete. Required documents will be marked with a gray bar on the bottom or the blue box. A petitioner can obtain more information on what is required for each document by clicking on the “i” icon in the top right-hand corner of the blue box. Additional documents that may be required of your specific petition can be accessed through the “Select Type” dropdown menu on the last blue box. A list of permitted document submission will be provided to select from. To upload a document simply click on “+” symbol and navigate to a document on your computer.

Attachment recommendations:

- Please name each digital file a unique name as the system will not allow files with the same name to be uploaded in the same application.
- Use an edit, or submission date to differentiate files that may asked to be resubmitted (such as plans and plats) in order to avoid redundant file names
- Only the required documents are initially listed on the page. To upload a new document type, please click on the Select Type on the last blue box and select the type of document you are trying to provide. Once you have found the appropriate type click on the “+” sign to navigate to your document.

### Example of the Attachment Upload Window

The screenshot displays a web interface titled "Attachments". It contains the following text and elements:

- Header:** "Attachments"
- Instructions:**
  - "The following documents are required of all applications. Specific requirements for the particular application being applied for will be outlined in the Plan Commission Guide available on the Village of Arlington Heights, Permits and Licenses webpage."
  - "For each additional type of document that is required, please use the Select Type dropdown menu to select the type of document and press the Plus Sign to upload."
  - "Please be sure to have a unique file name for each document as redundant file names will prevent the file from being uploaded."
  - "Applications that do not include all necessary attachments will not be accepted."
- Document Cards:** Four blue cards, each with an information icon (i) in the top right corner. Each card contains:
  - Title: "PC - Affidavit of Ownership", "PC - Project Description", "PC - Site Visit Authorization", and "PC - Legal Description".
  - Action: "Add Attachment" with a large white plus sign (+).
  - Supported formats: ".pdf" for the first three, and ".pdf, .doc, .docx" for the last.
  - Bottom label: "REQUIRED" in a gray bar.
- Select Type Dropdown:** A dropdown menu labeled "Select Type" with a downward arrow.
- Additional Card:** A blue card below the dropdown with:
  - Action: "Add Attachment" with a large white plus sign (+).
  - Supported formats: ".pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf...".
- Navigation Buttons:** "Back", "Create Template", "Save Draft", and "Next" buttons at the bottom.

## Resubmitting Documents

After a petitioner submits an application, Planning & Community Development staff will conduct a Completeness Review and/or begin department review of the documents submitted as part of the application. As part of this review staff may request some documents be resubmitted, additional documents be uploaded, and acknowledgment of comments that need to be addressed.

The Customer Service Portal Dashboard provides real-time access to the status of an application as well as notifications on any documents or acknowledgements needed regarding an application.

The image below is an example of what will appear if an application requires a resubmission as part of a staff review. The Attachments tab is also shown in red as there is an action needed for one of the attachments.

The screenshot displays a web application interface for a plan. At the top, a navigation bar includes links for Home, Dashboard, Apply, My Work, Today's Inspections, Map, Report, Pay Invoices, Search, and Calendar. The main content area shows the Plan Number: DC-000016-2023 and an 'Add to Cart' button. Below this, there are tabs for Plan Details, Tab Elements, and Main Menu. The application details are organized into a grid:

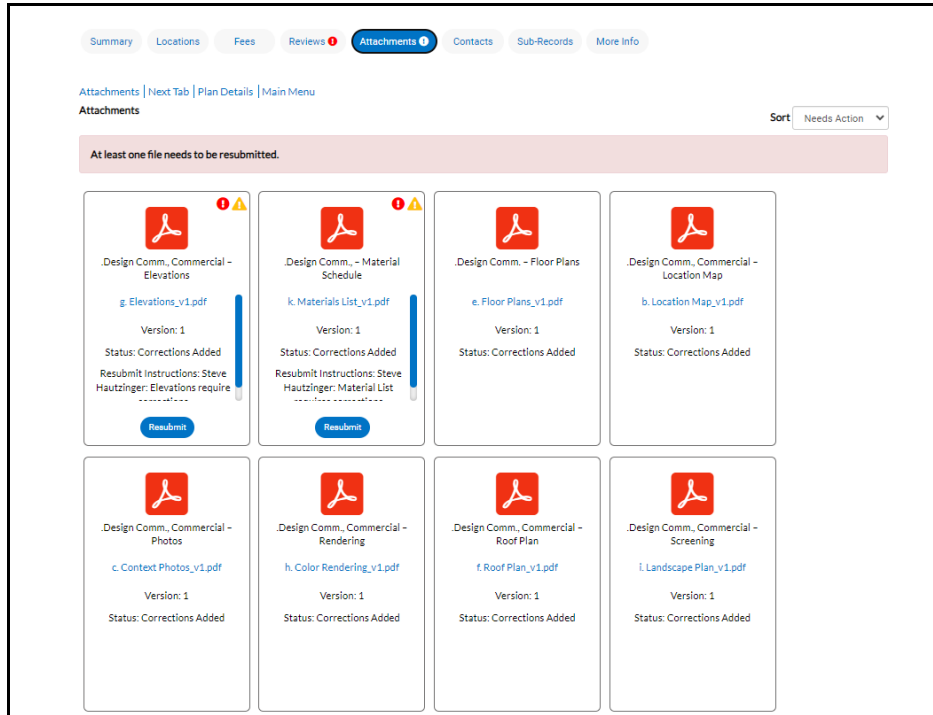
Type:	Design Commission (Non Single-Family Projects)	Status:	Fees Due	Project Name:	
IVR Number:	100049	Applied Date:	12/06/2023	Expiration Date:	12/05/2024
District:	Village of Arlington Heights	Assigned To:	Hautzinger, Steve	Completion Date:	
Description:	Full Circle - Supportive Low Income Project				

Below the details is a horizontal menu with tabs: Summary, Locations, Fees, Reviews (active), Attachments (highlighted in red), Contacts, Sub-Records, and More Info. The 'Reviews' section is expanded, showing a 'Planning Design Review' table:

Submittal Status	Received Date	Due Date	Completed Date
Requires Re-submit	12/06/2023	12/06/2023	12/06/2023

Below the table, a red notification banner reads: 'Planning Design Review • Requires Re-submit • Hautzinger Steve • Completed : 12/06/2023'. Underneath, there is a 'Comment' section with a text area containing 'First Round Comments'.

The screen shot below shows an example of the Attachments tab in the CSS Dashboard that will appear when a new or additional document is needed as part of the review process. A petitioner will be provided a message on what is needed and can resubmit the document by clicking the blue Resubmit button.



A petitioner will also be asked to acknowledge comments or required changes as part of the resubmission process as shown below.

