

DESIGN COMMISSION

APPLICATION AND ADMINISTRATIVE REVIEW PROCEDURES DOWNTOWN SIGNAGE



VILLAGE OF ARLINGTON HEIGHTS

ARLINGTON HEIGHTS, ILLINOIS

DEPARTMENT OF PLANNING AND COMMUNITY DEVELOPMENT
33 SOUTH ARLINGTON HEIGHTS ROAD ARLINGTON HEIGHTS, IL 60005

PHONE: (847) 368-5200

EFFECTIVE MAY 1, 2006
(revised DECEMBER 2023)

Downtown Signage Application and Procedures

Village of Arlington Heights

33 S. Arlington Heights Road

Arlington Heights, IL 60005

1. The petitioner shall submit a complete a digital application through the Customer Self Service (CSS) Portal. Completion of a digital application and submission of a digital signature, hereby authorizes the Village of Arlington Heights, their agents and members of the Design Commission, permission to enter the property indicated below to visually inspect the site.
2. 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 CSS is available at 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 **Design Commission 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 are asked to be resubmitted (such as plans and elevations) in order to avoid redundant file names.
- For additional guidance on navigating the CSS application, refer to the CSS user guide at the end of this document.

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The following documents are required to be submitted through the digital Customer Self Service (CSS) Portal for Administrative Downtown Signage Review:

- A. Fully dimensioned and scaled elevations of proposed signage and/or awning. Must be architectural scale, i.e., 1/4-inch equals 1-foot or 1/8-inch equals 1-foot.
- B. Fully dimensioned site plan indicating storefront and location of proposed sign and/or awning.
- C. Super-imposed color renderings of proposed signage on building facades. Color renderings are required to indicate proposed signage and/or awnings.
- D. Photographs of surrounding properties to the left, right, across the street, and subject property.
- E. Landscape plan for GROUND SIGNS ONLY. Plan must indicate location of landscaping to be located 2-feet out from ground sign. Plan must be to scale and list size and species of proposed plant material.
- F. Electronic sample board with images of all major materials including colors, textures, and finishes being proposed, or a digital photo of an actual material sample board. Please note that if a formal Design Commission meeting is required, then actual samples will be required to be brought to the meeting for review.
- G. Written list of all sign materials. (See attached SAMPLE on Page 4)
- H. Completed digital application through the CSS Portal, including digital signature. A \$300 application fee will be invoiced through the CSS Portal.

NOTE: The Certificate of Appropriateness shall be effective for no more than 12 months from the date it is issued. Unless a building permit has been issued and construction commenced within this time period, the Certificate of Appropriateness shall be void. An extension of up to 12 months can be obtained by submitting a detailed request to the Planning and Community Development Department.

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SAMPLE MATERIAL LIST*

1. Petitioner Name:
2. Date:
3. Project:
4. Location:

Retail/Condominium Building:

| | |
|-----------------|--|
| Storefront: | "Hemlock Green" aluminum |
| Fabric Awnings: | Light green, Sunbrella fabric |
| Signage: | Plexi-glass internally illuminated, channel sign |

**List of primary colors, textures and materials to be used.*

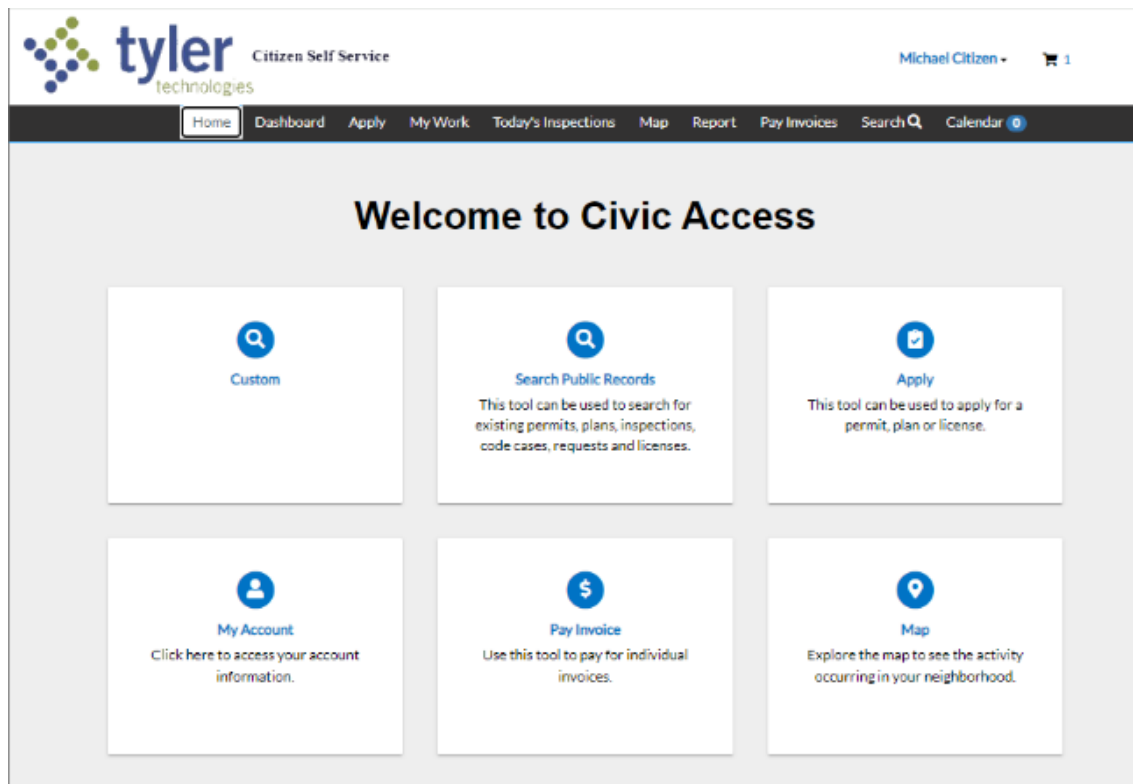
CUSTOMER SELF SERVICE (CSS) USER GUIDE

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.

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.

The image displays two screenshots from the Tyler Technologies Citizen Self Service application. The top screenshot shows the 'Apply for Plan - Plan Commission Application' page. It features a progress bar with steps: 1. Locations, 2. Type, 3. Comments, 4. More Info, 5. Attachments, 6. Signature, and 7. Review and Submit. Below the progress bar, there is a 'LOCATIONS' section with instructions: 'Please enter each parcel individually as it pertains to the application. All parcels associated with this application must be entered into the system. Parcels can be added either through the address or PIN number. When adding a location through mapping tool, please use the drop-down arrow on the left of the search bar to choose between address or parcel. Once you have the parcel/property selected, click Add to make it part of the application. Repeat the process for each parcel/address that applies to the application.' A blue 'Add Location' button with a white plus sign is prominent. At the bottom, there are 'Create Template', 'Save Draft', and 'Next' buttons.

The bottom screenshot shows the 'Add Address As' dropdown menu set to 'Location'. Below it is a search bar with 'SEARCH' and 'ENTER MANUALLY' options. A search for '33 S Arlington' has been performed, resulting in a list of four parcel suggestions:

- 1133 S ARLINGTON HEIGHTS RD, ARLINGTON HEIGHTS, IL 60005
Parcel: 08101040370000
Owner: 1115 39 ARLINGTON LLC
- 33 S ARLINGTON HEIGHTS RD, ARLINGTON HEIGHTS, IL 60005
Parcel: 03293500050000
Owner: Exempt
- 333 S ARLINGTON HEIGHTS RD, ARLINGTON HEIGHTS, IL 60005
Parcel: 03321150080000
Owner: IBRAHIM SAIF & ANNA KH
- 933 S ARLINGTON HEIGHTS RD, ARLINGTON HEIGHTS, IL 60005
Parcel: 03323300110000
Owner: FARIBROZ HAJIZADEH SR

The background of the bottom screenshot is a satellite map showing a residential street grid with green trees and buildings.

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 text "Citizen Self Service" and the user name "Michael Citizen". A navigation bar contains 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. The main area is a map with a search bar and a "SEARCH" button. A blue polygon is drawn on the map, highlighting several parcels. A list of three addresses is displayed on the left side of the map, each with a checkbox and an "Add" button. The addresses are: 1527 N Hickory Ave, Arlington Heights, IL 60004 (Parcel: 03202160010000, Owner: VALDA A GEBHART AS TRU); 1530 N Beverly Ln, Arlington Heights, IL 60004 (Parcel: 03202160040000, Owner: JOAN M HARLICK & APRIL); and 1537 N Hickory Ave, Arlington Heights, IL 60004 (Parcel: 03202160050000, Owner: STEPHEN T STARK). The map shows a grid of streets with parcel numbers and names like E MAUDE AVE, E JENNIFER CT, and E CHARLES ST.

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 on their behalf and provide in the attachments.

Applicant
Michael Citizen (You)
33 S 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 Citizen Self Service technologies

Home Dashboard Apply My Work Today's Inspections Map Report Pay Invoices Search 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 the 'Attachments' section of a web application. At the top, there is a title 'Attachments' and a paragraph of 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.'

Below the text are four blue boxes, each representing a required document type. Each box contains the document name, 'Add Attachment', a plus sign, and supported file formats. A gray bar at the bottom of each box indicates it is 'REQUIRED'. The boxes are:

- PC - Affidavit of Ownership (Supported: .pdf)
- PC - Project Description (Supported: .pdf)
- PC - Site Visit Authorization (Supported: .pdf)
- PC - Legal Description (Supported: .pdf, .doc, .docx)

Below these boxes is a 'Select Type' dropdown menu. The dropdown is currently open, showing a list of supported file formats: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf...

At the bottom of the window are four buttons: 'Back', 'Create Template', 'Save Draft', and 'Next'.

Resubmitting Documents

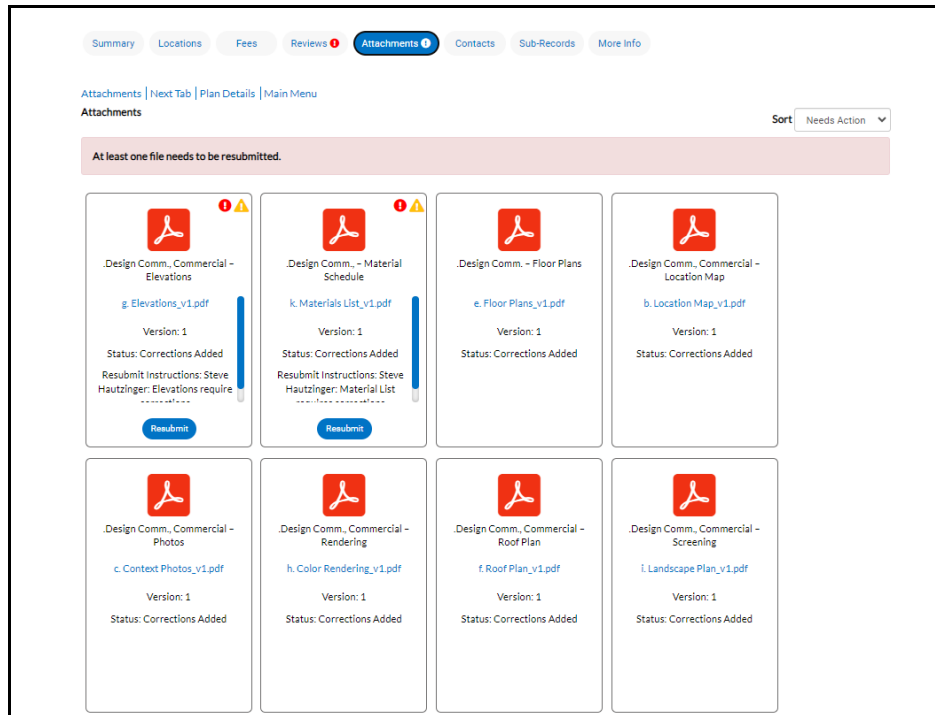
After a petitioner submits an application, Planning & Community Development staff will conduct a Completeness Review and/or begin department review of the documents submitted as part of the application. As part of this review staff may request some documents be resubmitted, additional documents be uploaded, 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. Below this, there are tabs for Plan Details, Tab Elements, and Main Menu. A detailed view of the plan includes fields for Type (Design Commission), 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, and Description (Full Circle - Supportive Low Income Project). A horizontal menu below the details includes Summary, Locations, Fees, Reviews (active), Attachments (highlighted in red), Contacts, Sub-Records, and More Info. The 'Planning Design Review' section shows a table with columns for Submittal Status, Received Date, Due Date, and Completed Date. The table contains one row: 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 the banner, there is a 'Comment' section with the text '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.

