

# APPLICATION

## HOME OCCUPATIONS APPLICATION GUIDE



Revised 12/12/2023

VILLAGE OF ARLINGTON HEIGHTS - 33 SOUTH ARLINGTON HEIGHTS ROAD  
DEPARTMENT OF PLANNING & COMMUNITY DEVELOPMENT

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## Excerpt from the Arlington Heights Zoning Regulations (Chapter 28 of the Arlington Heights Municipal Code)

### **6.16 Home Occupation.**

(Ord. # 04-059)

**6.16-1 Home Occupation.** An accessory use of a dwelling unit carried on by members of the immediate family residing on the premises. The use is clearly incidental and secondary to the use of the dwelling unit for residential purposes and does not change the character of the residence or adversely affect the residential character of the surrounding neighborhood. An application for a home occupation shall be filed with the Director of Building. For all Home Occupations, the following standards shall apply:

- a. No person other than members of the immediate family residing on the premises shall be involved or employed in the Home Occupation.
- b. There is used no sign other than a nameplate not more than one square foot in area or no display that will indicate from the exterior that the building is being utilized in part for any purpose other than that of a dwelling unit.
- c. No outdoor storage of materials or supplies related to the home occupation shall be permitted.
- d. There shall be no increased noise, vibration, glare, fumes, odors or electrical interference created by the Home Occupation.
- e. No exterior aspect of this residential structure shall allow the home occupation to be reasonably recognized as a non-residential use.

### **6.16-2 Permitted Home Occupations.**

- a. Office facility of a salesman, sales representative or manufacturer's representative provided there is not manufacturing, production or storage on the premises and no more than one client on the premises at a time.
- b. Office facility of an architect, broker, engineer, insurance agent, land surveyor, lawyer, real estate agent, computer programmer, dentist, physician for consultation only and not more than one client on the premises at a time.
- c. Telephone answering service and office service to include typing, bookkeeping, transcribing and data entry.
- d. Instructional services for not more than one pupil at a time.
- e. Painting, sculpturing, writing and home crafts. Retail sale of such items in the home is prohibited.
- f. Home product retail sales where orders are taken at the home of others. Production, manufacturing and assembly of such product in the home are prohibited.

### **6.16-3 Prohibited Home Occupations.**

- a. Catering Services
- b. Barber Shop and Beauty Salon
- c. Motor Vehicle Repair
- d. Restaurants, Tea Rooms
- e. Commercial Stables, Kennels

**6.16-4** Any proposed Home Occupation that is not specifically listed as permitted or prohibited may be considered a Special use Permit subject to review and recommendation by the Plan Commission and approval by the Village Board based upon compliance with the performance standards.

## CUSTOMER SELF SERVICE (CSS) USER GUIDE

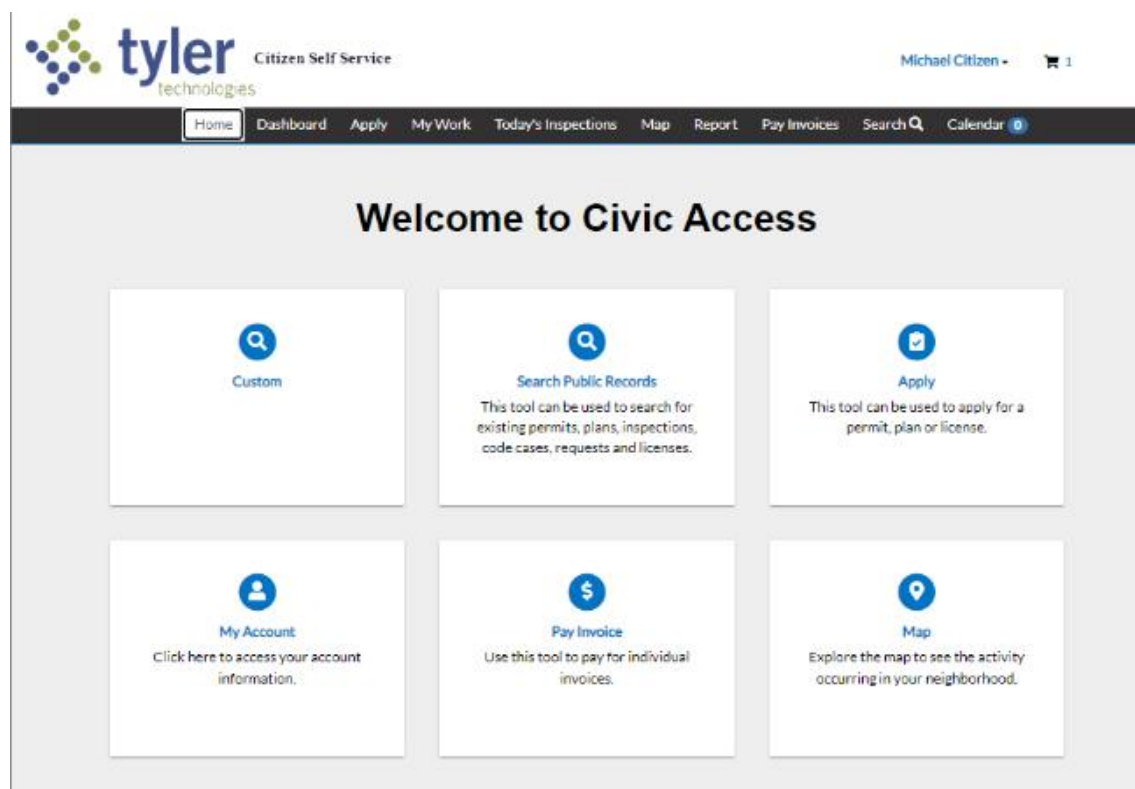
The petitioner shall submit a complete a digital application. Once an applicant is registered and logged in to the CSS Portal you will choose **Apply** from the main menu and search **Home Occupation** on the Application Assistant page.

### 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 asked to be resubmitted (such as plans and plats) in order to avoid redundant file names.

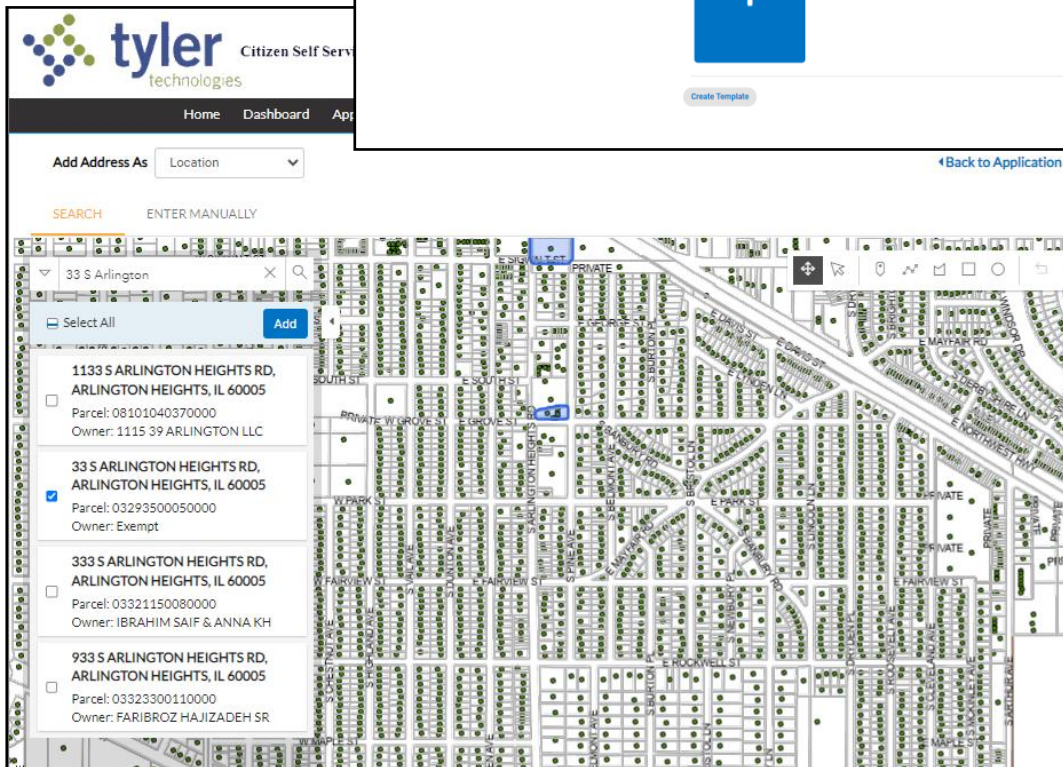
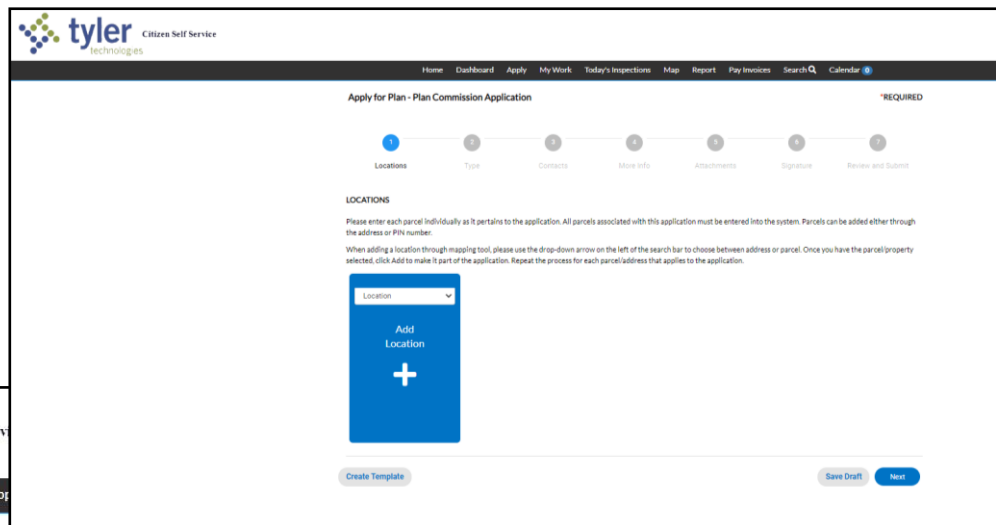
## Adding Locations / Addresses to An Application

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 shows the Tyler Citizen Self Service web application interface. At the top, the Tyler Technologies logo and "Citizen Self Service" are visible, along with the user name "Michael Citizen" and a shopping cart icon. 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 search section with "Add Address As" set to "Location" and a "Back to Application" link. The main area is a map with a search bar containing "example: 001-073-001". A polygon selection tool is active on the map, highlighting a parcel at 1527 N Hickory Ave. A list of selected addresses is shown on the left side of the map:

- Select All Add
- 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
- 1537 N HICKORY AVE, ARLINGTON HEIGHTS, IL 60004  
Parcel: 03202160050000  
Owner: STEPHEN T STARK

The map also shows a toolbar with various selection tools (point, line, polygon, square, circle) and a "1 Feature" indicator.

## 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)  
335 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

[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". At the top, there is 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." Below this, it states: "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." and "Please be sure to have a unique file name for each document as redundant file names will prevent the file from being uploaded." A final note says: "Applications that do not include all necessary attachments will not be accepted."

The main content area features four blue rectangular buttons, each representing a required document type. Each button has a white plus sign in the center and a small "i" icon in the top right corner. The buttons are labeled as follows:

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

Each of these four buttons has a gray bar at the bottom with the word "REQUIRED" in white capital letters.

Below these buttons is a larger blue button labeled "Add Attachment" with a white plus sign. Above this button is a dropdown menu labeled "Select Type". Below the plus sign, it lists supported file formats: ".pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf...".

At the bottom of the interface, there are five buttons: "Back" (blue), "Create Template" (gray), "Save Draft" (gray), and "Next" (blue).

## 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.

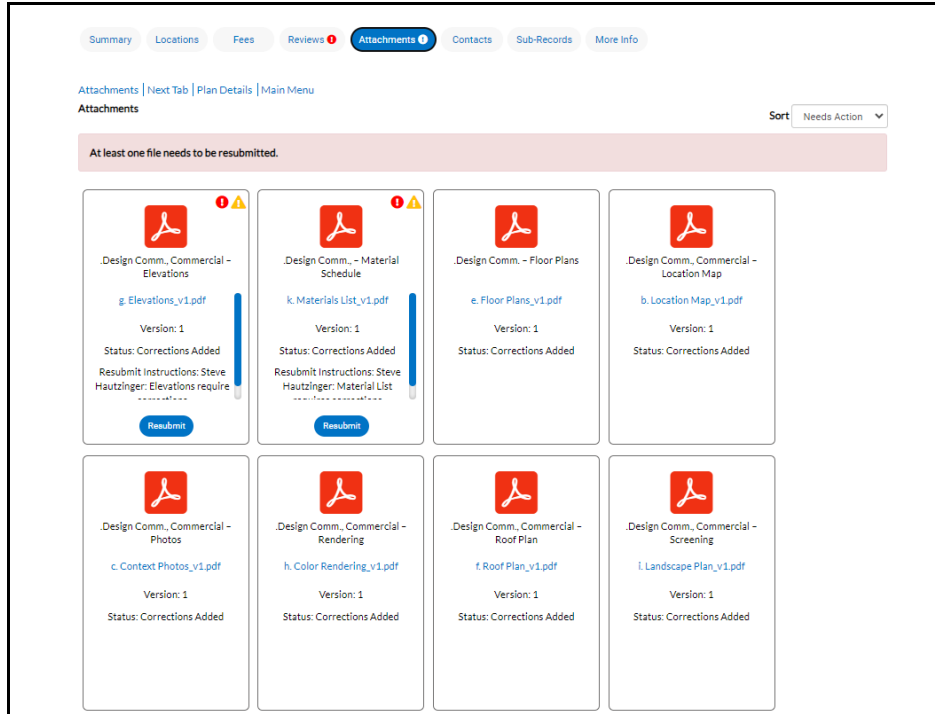
The Customer Service Portal Dashboard provides real-time access to the status of an application as well as notifications on any documents or acknowledgements needed regarding an application.

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 planning application. 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, a 'Plan Details' section provides information about the application: 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), and Completion Date. A 'Description' field contains 'Full Circle - Supportive Low Income Project'. A horizontal menu below the details includes tabs for Summary, Locations, Fees, Reviews (highlighted in blue), 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' with Received Date 12/06/2023, Due Date 12/08/2023, and Completed Date 12/06/2023. Below the table, a red notification banner reads: 'Planning Design Review • Requires Re-submit • Hautzinger Steve • Completed : 12/06/2023'. A 'Comment' section below the banner contains 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.

