

**PROPERTY ENHANCEMENT COMMITTEE  
LANDLORD/MANAGERS MEETING  
MEETING MINUTES  
October 23, 2024**

Present: Chairman Bill Schmidt, Jim Hilborn, Gyanila Naqvi

Also Present: *Staff liaison:* Lead Code Enforcement Officer Rachel Fabiani, Operations Supervisor Tom Bialas, Trustee Chester Pojack, Mayor Chodri Ma Khokhar

Absent: Paul Gasiiecki, Jim Sullivan, Michael Ontiveroz, Trustee Mohammad Siddiqi

Chairman Bill Schmidt called the meeting to order at 6:33 PM.

**Minutes**

No September 25, 2024 meeting minutes due meeting cancelation.

The August 28, 2024 meeting minutes were approved.

**Discussion Items:**

2025 Rental Licensing Renewal and Online Submission. Operations Supervisor Tom Bialas and Lead Code Enforcement Officer Rachel Fabiani presented information regarding the new online rental licensing program being implemented for the 2025 renewals. Discussions included introduction to the Cloudpermit online licensing software and the steps ownership, and their management companies, will need to use for future new and renewed rental licenses.

- The 2025 Single Family Rental License Renewal notices will be mailed in early November with information about Cloudpermit and the requirement to use the online system to renew.
  - Cloudpermit will allow applicants to apply, view, update, renew, pay and communicate with Community Development online regarding their individual rental properties.
  - The system will eliminate the annual mailing of notices, while improving reminder notification of a pending renewal period by sending automated notices.
- Applicants will create a Cloudpermit account at the login/create account page to start.
  - The system browser address will be provided in the renewal notification mailing, as well as available on the Community Development Rental Licensing webpage once the 2025 renewal mailing is sent and the system goes live.
  - Applicants will follow the prompts in the Create Account steps.
    - A step-by-step tutorial presentation will be available to help complete the sign in.
  - The user account will be the base account for Cloudpermit activities.
- Step one is to apply per rental property.
  - Once an account is established, follow the prompts to “Create Your First Application”.
    - Select the State (Illinois) and City (Glendale Heights).
    - Choose a Category or type of rental (Single Family/Single Family Condo).
    - Choose a Worktime (New or Renewal) - 2025 Renewal customers will select Renewal.
    - Choose a Work Target or specific fillable application type (Single Family Rental).
  - Enter the property address to be licensed / renewed.
  - Enter required applicant and owner information
  - Complete the Application Form (A fillable form formatted based on the traditional renewal form.)
  - Attach any needed information based on New or Renewed submission.
    - Attachment files are easily dropped into a property record while using Cloudpermit.
  - Follow the prompts to sign and submit an application for the first step in the licensing process.
- Step two is the Staff Review of applications.
  - The application will be sent to Community Development for staff to review for completeness.

- Once approved, notification and invoice will be sent that license fee can be paid.
- Unapproved applications will result in email notification that the submittal must be updated, attachments may be required and resubmitted via Cloudpermit.
- Step three is payment and issuance of the 2025 license.
  - Online payment will be available in Cloudpermit through a link to the authorized payment processing service.
    - Applicants will be redirected to the online payment service website to pay and then returned to Cloudpermit.
    - As was the case with our prior online payment service, there is a 3% service charge.
  - Upon online payment, notification that the Rental License is issued will be emailed from Cloudpermit with a copy of the 2025 Rental License.
    - Online payment receipt and delivery of the license take place promptly.
    - Using the online method, once the application has been approved in the review step, will speed up completion of the renewal process resulting in applicants getting quick access to their license.
  - Non-online payments can be accomplished; however:
    - A Cloudpermit account and license application must be established in Cloudpermit by applicants to take payment.
      - Payments/Checks must include the rental property address and license application number designated in Cloudpermit for submitted applications.
      - Community Development staff will provide assistance as needed.
  - Step four relates to scheduling inspections during the rental year.
    - If your property has not scheduled an inspection in the prior year, you need to call the Community Development office to speak with your inspector.
    - If you have passed the prior year's inspection and received authorization from your inspector you should follow the specifications set forth in your inspection notes.
  - Additional modules of Cloudpermit related to permitting, contractor licensing, code enforcement and zoning are currently in development from implementation.

**Topic of Discussion – Miscellaneous Discussion by Committee**

- Chairman Schmidt commented that the presentation and information about the transition to the Cloudpermit Licensing should be made available on the Village Website. O.S. Bialas confirmed there will be information available on the Community Development webpage.
- Mayor Khokhar inquired about the rental license fees. He would like to see what comparison there is with other towns. Community Development will look into the fees. O.S. Bialas explained the fees are based on the ordinance approved by the board.
- Mayor Khokhar inquired about permits and deposits posted by contractors. He also inquired if there was a list of projects that require permits available to the public. O.S. Bialas advised that deposits are posted for certain activities and a contractor would take care of any deposit when the permit is issued. O.S. could not advise what other communities have similar practices. O.S. Bialas did advise that the Village Website Community Development webpage does provide a list regarding projects needing permits. Additionally, the public can call the office to speak with staff about any planned project.
- Mayor Khokhar stated that a resident who rents had an unusual exchange with the landlord regarding signing a petition. O.S. Bialas advised that the matter was not within the authority of the Code Enforcement Officers and would advise the mayor to refer the resident to the Police to inquire on the situation.

**Next Meeting:**

- The next Property Enhancement Committee Meeting and Landlord/Managers Meeting is scheduled for January 22, 2025 at 6:30 pm in the Council Chamber, 2nd Floor of the Village Hall.

**Adjourn:** Chairman Schmidt adjourned the meeting at 7:33 PM.