

**PROPERTY ENHANCEMENT COMMITTEE
LANDLORD/MANAGERS MEETING
MEETING MINUTES
August 27th, 2025**

Present: Chairman Bill Schmidt, Gyanila Naqvi, Jim Hilborn, Paul Gasiecki, Trustee Mohammed Siddiqi

Absent: Jim Sullivan

Also Present: *Staff liaison*: Lead Code Enforcement Officer Rachel Fabiani, Deputy Director Tom Bialas

Chairman Schmidt called the meeting to order at 6:34 PM.

Minutes

The June 25th, 2025 minutes were approved.

Discussion Items:

Code Enforcement- Property Maintenance Complaint Handling in Cloud Permit. Lead Code Enforcement Officer (LCEO) Rachel Fabiani presented information regarding, how to file a complaint, input process into Cloud Permit, field investigation and court proceedings.

Discussions included:

- Types of Complaints:
Code Enforcement VS. Non-Code Enforcement
 1. Code Enforcement Complaints
 - Permits/licensing
 - Rental Properties
 - Overcrowding
 - Sanitation
 - Tall grass/trees
 - Grading/drainage
 - Inoperable vehicles (private property)
 2. Non-Code Enforcement Complaints
 - Stray dogs (CSO)
 - Parking on public roadway (P.D./CSO)
 - Harassment/Assault (P.D.)
 - Graffiti (P.D.)
 - Eviction of tenants (circuit court)
 - Neighbor Disputes (Civil/P.D.)
- How to make a property maintenance complaint

Complaints can be made on the village website by clicking “Report a concern”, follow the steps and choose Community Development to send the email to in the drop box. Complaints can also made by calling (630-260-6030) or in person at the Community Development counter.

Staff will request the nature of the complaint to ensure we can address the matter, if not the complainant will be advised of the proper department to contact.

Complainant has the option to share their contact information or remain anonymous. Staff will note all information received along with photos if available.

- Creating the Complaint in Cloud Permit

Once all information is collected staff will create a complaint in Cloud Permit.
Lead CEO will review the complaint, create a case and dispatch a CEO to begin field investigation.

- CEO Field Investigation

Depending on the type of complaint, the CEO will be able to observe/confirm the violation from the street.

Should the complaint require access to the property, the CEO will make contact with the owner of the property to gain access or contact the complainant (if their information was provided) to access their property in order to observe/confirm the violation.

If the CEO is unable to make contact with anyone, a courtesy notice may be left regarding the possible violation or a follow-up may be scheduled in an attempt to make contact with the property owner at a later date.

After confirmation of the violation, a violation notice is posted on the door/garage detailing the violation, proper measures required in order to achieve compliance along with a designated timeframe.

If the property is a rental, the owner/property manager will be notified to ensure compliance is met.

After posting and contacting involved parties (if any), notes are inputted into Cloudpermit along with photos taken of the violation.

A follow-up inspection is created after the allotted time given has passed to ensure compliance.

When follow-up inspection is conducted resulting in violation remedied, the CEO will complete the case in Cloudpermit with notes indicating compliance has been met.

If follow-up inspection is conducted but violation remains, a final violation notice is posted.

A citation is issued after allotted time given on final notice has passed and violation remains.

- Citation Procedure

1-4A-8: COMPLAINTS AND NOTICES OF HEARINGS:

A. Filing Of Complaint: A proceeding before an administrative hearing officer shall be instituted upon the filing of a written sworn pleading or complaint by any authorized official of the village, including police officers, community service officers, code enforcement officers, and such other employees as authorized.

B. Service Of Process: Respondents shall be served with a copy of the written sworn pleading or complaint along with a notice of adjudicatory hearing in any manner reasonably calculated to give them actual notice of the proceeding instituted against them including:

1. Personal service upon a party or its employees or agents; or
2. Service by certified mail, return receipt requested at the party's address; or
3. Service by first class mail postage prepaid at the party's address; or
4. Service by posting a copy of the sworn pleading or complaint upon the property where the violation is found when the respondent is the owner or manager of the property.

C. Notices Of Hearing: Notices of the adjudicatory hearing shall include:

1. The type and nature of the ordinance violation to be adjudicated;
2. The date and location of the adjudicatory hearing;
3. The legal authority and jurisdiction under which the hearing is to be held; and

4. The penalties for failure to appear at the hearing.

D. Option to Avoid an Appearance at An Administrative Hearing: Persons charged with a violation under this article shall have the option of avoiding an appearance at an administrative hearing by paying a mandatory fine of one hundred dollars (\$100.00) prior to the start of the assigned administrative hearing. (Ord. 2014-74, 12-11-2014)

1-4A-11: JUDICIAL REVIEW:

Any final decision by an administrative hearing officer that a code violation does or does not exist shall constitute a final determination for purposes of judicial review and shall be subject to review under the Illinois administrative review law 1. (Ord. 2014-74, 12-11-2014)

Topic of Discussion – Miscellaneous Discussion by Committee

- Committee Member Trustee Mohammed Siddiqi inquired about adding specific verbiage to village website ensuring complaints can be made anonymously. Deputy Director Bialas advised he would look into the matter further.
- Committee Member Trustee Mohammed Siddiqi inquired on whether an email is required while making a complaint online. Deputy Director Bialas confirmed it is a required field.
- Inquiry was made regarding overcrowding in unit #204 South Waters Edge, further claiming there is a mattress on the floor in the living room and multiple vehicles. LCEO advised she would have a CEO look into the matter further.
- Inquiry was made on whether CEOs advise owners of violations regarding rental properties. LCEO Fabiani advised once notice is posted, CEOs will advise owner via phone/email of the posted violation.
- Property owners Vicky Callas and Ankit Mahajan suggested the village regulate property management companies. Deputy Director Bialas advised he would bring the matter to the village administration, but issues between HOA's and property management companies are a civil matter.

Next Meeting:

- The next Property Enhancement Committee Meeting and Landlord/Managers Meeting is scheduled for October 22nd, 2025 at 6:30 pm in the Council Chamber, 2nd Floor of the Village Hall.
- The next Property Enhancement Committee Meeting is September 24th, 2025 at 6:30 in the Floyd Brown room on the 1st Floor of the Village Hall.

Adjourn: Chairman Schmidt adjourned the meeting at 7:56 PM.