



NEIGHBORHOOD SERVICES DIVISION

200 EAST WOOD STREET • PALATINE, IL 60067-5339

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www.palatine.il.us

New Rental Property License Process and Requirements

In an effort to maintain the living standards in the Village of Palatine, the Existing Structures Maintenance and Occupancy Code was unanimously adopted by the Village Council. In accordance with this Code, all residential rental properties are required to be licensed. No person shall operate a rental dwelling unless they hold a current unrevoked operating license.

ONLINE APPLICATION PROCESS FOR A NEW RENTAL LICENSE

- Register an account in the Citizen Self Service (CSS) Portal
- Apply for the rental license
- Pay the required license fee
- Schedule, attend, and pass an inspection
- Obtain the Crime Free certification

If you have any questions regarding the applicable fee due for your property, please contact us at 847-359-9042 prior to submitting your application.

All correspondence regarding the rental dwelling license will be sent to all email addresses listed in the license profile.

REGISTER AN ACCOUNT

(If you already have a registered account on the Citizen Self Service (CSS) portal, log in and proceed to the next step to apply)

- The rental property owner is required to register an online account. Create your account through the Citizen Self Service Portal which can be found on the Village of Palatine website or at: <https://citizen.palatine.il.us>
- The 'Step-by-Step CSS Registration Guide' is available on the Village of Palatine website under 'Neighborhood Services'.
- Create an account using your email address. After your emailed is verified, follow the prompts to enter your contact information. **Do not enter the rental property address as your personal residence.**

APPLY FOR THE RENTAL LICENSE

- After creating your account, you will be directed to your dashboard. Click 'Apply' and search for 'Rental License'. Select the appropriate rental type, then follow the steps through the portal to complete the application. Be sure to add your agents in the contact section. See 'Designating an Agent' under quick links for details. Once the application is submitted, you will receive confirmation that your application was successfully submitted. The application will be reviewed for completeness. If approved, you will receive an email notification prompting you to return to your portal to pay the required license fee.
- The 'Step-by-Step CSS Rental Dwelling License Application Guide' is available on the Village of Palatine website under 'Neighborhood Services'.

PAY THE RENTAL LICENSE FEE

Single unit \$93
(Condominium, townhome, single family home)

Multi-dwelling building.....\$27 per unit or \$132 per building, whichever is greater

- Log in to your Customer Self Service (CSS) portal to pay the rental dwelling license fee.

*The Village accepts Visa, MasterCard, Discover and E-Check as payment. Should you wish to mail-a-check, please make checks payable to the "Village of Palatine" and mail to; Village of Palatine, 200 E Wood Street, Palatine, IL 60067. **The check must include the invoice #.** There is no over the phone payment option. All outstanding license fees must be paid prior to scheduling a rental inspection.*

RENTAL INSPECTION

Your rental property must be inspected and found in compliance with Village Code. It is necessary that you make arrangements with your tenant(s) to gain access to the dwelling unit(s) for inspection. Owners should provide tenants with a minimum of 72 hours' notice prior to any scheduled inspection.

To assist you in the inspection process, please visit our website for inspection checklists and common code violations that may require your attention prior to the inspection: <https://www.palatine.il.us/369/Rental-Inspections>

Village staff may communicate and meet only with the owner or the designated agent listed on the rental license profile.

Payment of the license fee and scheduling of the inspection should be completed within 10 days of the application date.

- After the rental license fee has been paid, the owner or designated agent is responsible for contacting our staff at 847-359-9042 to schedule the inspection appointment.

Inspections are conducted Monday through Friday

8:30, 9:15, 10:00, 10:45 AM

1:00, 1:45, 2:30 PM

- **The owner, or their previously designated agent, must be present at the inspection.**

The name of the owner or agent who will be present will be listed in the appointment. Our staff must be notified prior to the inspection if there is a change in attendance.

- You will not receive a reminder call or email regarding your scheduled inspection.
- Dogs must be outside or kenneled during the inspection.
- The inspector will meet the owner or agent at the front entrance, outside the building.
Do not wait in the rental unit for the inspector.
- The owner or agent must have the key or code necessary to gain entrance to the building and rental unit.
Failure to gain access will result in a cancellation of the appointment and a cancellation fee will be assessed.
- At the completion of the inspection, the inspector will email a copy of the inspection report and it will be uploaded to your CSS portal.
- **Fees will apply:**

If the inspection fails, you are required to pay the assessed reinspection fee, correct any code violations noted on the report, and schedule the reinspection of the unit within the allotted time indicated on the report.

If an owner or agent fails to attend a scheduled inspection or reinspection appointment, or fails to cancel a scheduled appointment by 4:00 PM on the previous day of a morning inspection or by 11:00 AM on the day of a scheduled afternoon inspection.

REINSPECTION FEES (per unit):

Reinspection Fee	\$75
Cancellation/absentee Fee	\$90

RENTAL HOUSING TENANT PROTECTION PROGRAM

Village Ordinance requires you to attend and complete an educational seminar. **Note:** You must apply for the rental license and obtain your rental license (RP) number before you can register for a seminar. You are required to provide your RP number at the time of registration. To register for a seminar, contact the Crime Free Coordinator via email at their website www.palatine.il.us/cfmh where you can also download a copy of the Crime Free Addendum or Addendum Acknowledgement Form.

The Crime Free Lease Addendum is not mandatory in Palatine but is highly recommended to protect and assist landlords should violations occur. Due to this, an Addendum Acknowledgement form must be provided to the Crime Free Coordinator or uploaded to your online account as part of the licensing. By signing this document, you are acknowledging that the Village of Palatine has notified you of the Crime Free Lease Addendum.

Please be advised that per Village Code, any person who does not possess a current unrevoked operating license shall be subject to a penalty. Each day's continued violation shall constitute a separate offense.

Your cooperation and assistance are appreciated. If you, your agent, or your tenant(s) have any questions, please contact the Neighborhood Services Division at 847-359-9042.