



## NEIGHBORHOOD SERVICES DIVISION

200 EAST WOOD STREET • PALATINE, IL 60067-5339

Telephone (847) 359-9042 • Fax (847) 776-4733

[www.palatine.il.us](http://www.palatine.il.us)

### RENTAL LICENSE RENEWAL AND GENERAL INFORMATION

- To avoid missing email notifications, we suggest that you add the following email address to your contacts: [donotreply@palatine.il.us](mailto:donotreply@palatine.il.us)
- All rental licenses are renewed annually by email.
- The renewal and license fee notification will be emailed approximately 30 days prior to the expiration date of the rental license.
- The license expiration date does not change, it advances yearly after issuance.
- The license fee must be paid prior to scheduling the inspection.
- The renewal notification will indicate if an inspection is required.
- Rental inspections are every other year, or at the inspector's discretion.
- The owner or designated agent listed on the rental property profile is responsible for contacting our staff directly at 847-359-9042 to schedule the rental inspection. Online scheduling through your portal is not available.
- Rental 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 agent listed on the rental property profile is required to attend the rental inspection with our Village inspector.
- Village inspection staff can only meet with the owner or an agent listed on the rental property profile.
- If you or your previously designated agent cannot attend the scheduled inspection, you must designate a new agent prior to the inspection. If there are any changes to the owner or agent information, or if you need to add or remove an agent at any time, you are required to complete the 'Contact Change Form' available on the Village of Palatine website. Download and complete the form, then email it to: [neighborhoodservices@palatine.il.us](mailto:neighborhoodservices@palatine.il.us)
- Dogs must be outside or kennelled during the inspection.
- When an owner or agent fails to obtain a Rental Dwelling License after the first thirty (30) days and before sixty (60) days of the expiration of said license, a late charge fee of one hundred (\$100) dollars shall be assessed.
- After sixty (60) days from the expiration of the license, the property will be considered to be unlicensed, in addition to the late charge fee of one hundred (\$100) dollars previously assessed, an additional two hundred fifty dollars (\$250) late fee shall be assessed and be subject to penalties. No Rental Dwelling License shall be issued unless such fees are paid in full.
- 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 you will be required to pay the assessed cancellation fee.
- In the third rental licensing year, you will be required to complete an online Crime Free Refresher Course. Contact the Crime Free Coordinator via email at their website [www.palatine.il.us/cfmh](http://www.palatine.il.us/cfmh)