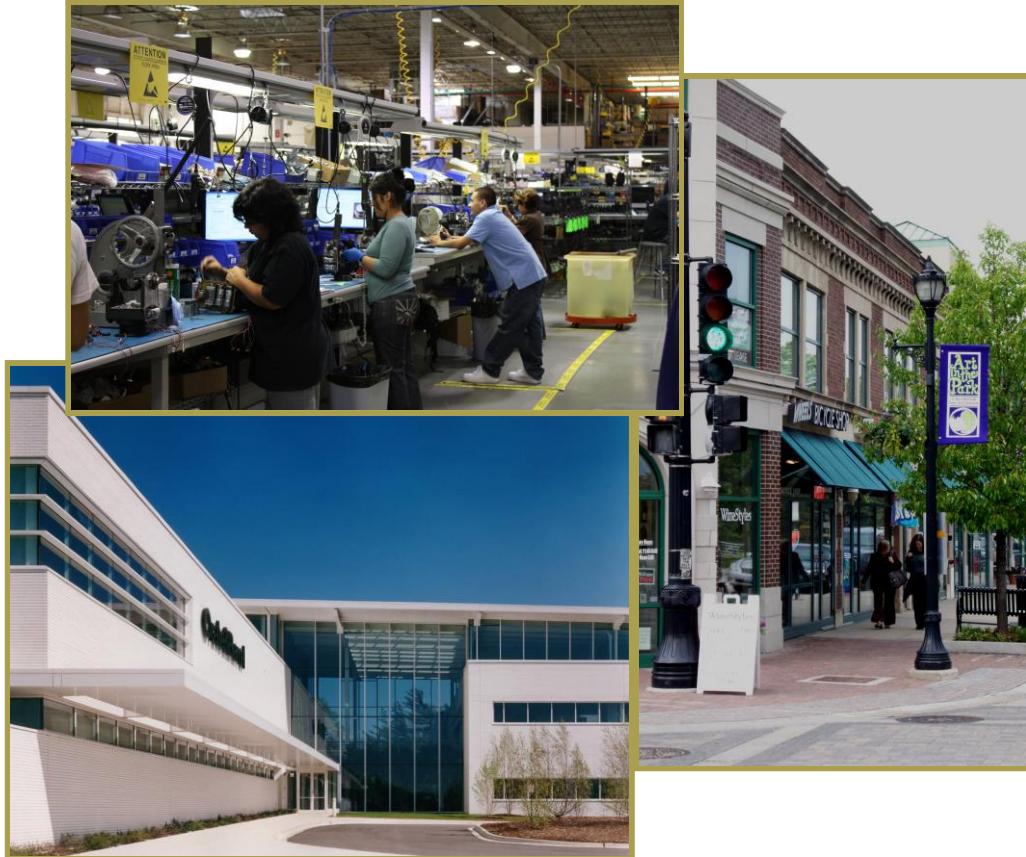


# GUIDE TO OPERATING A BUSINESS IN NORTHBROOK



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## **INTRODUCTION**

Welcome to the Northbrook business community!

The Village of Northbrook welcomes your interest in opening a business in Northbrook. You are joining over 3,000 other businesses in Northbrook that keep the local economy vibrant. Whether it is Underwriters Laboratories employing over 1,400 or a home-based business employing one, all businesses provide residents an opportunity to enhance their economic well-being.

The purpose of this booklet is to provide you with the basic information needed to establish a business in Northbrook. Also explained within this booklet are different requirements for operating a business in Northbrook and resources available to individuals and existing businesses. This booklet is a guide and is provided as a public service. Though it does not include a complete listing of all information relevant to operating a business, it serves as a good starting point.

*Note: Every effort has been made to ensure the accuracy of this information. It should not be construed as a legal document and should not take the place of professional advice. When in doubt, consult a professional regarding the topic in question.*



## **PLACES TO GO FOR ASSISTANCE**

### **DEVELOPMENT & PLANNING SERVICES DEPARTMENT**

Village of Northbrook  
1225 Cedar Lane  
Northbrook, IL 60062  
(847) 664-4050  
[www.northbrook.il.us/dps](http://www.northbrook.il.us/dps)

The Development & Planning Services Department is the municipal office to contact when an individual or business requires assistance from the Village of Northbrook regarding business activities. The Department has access to information and individuals throughout the village organization and will assist those involved in pursuing business endeavors.

In addition to providing access to information through village organization, the Development & Planning Services Department compiles a database of economic and demographic information for the area. The Department can also direct individuals to other sources of information.

Working in cooperation with other village departments, the Department assists developers and prospective companies with specific commercial, office, and industrial development projects. This assistance ranges from helping businesses understand local regulations to determining available local public financial assistance for a specific company. The Development & Planning Services Department acts as a municipal resource for the business community.

### **NORTHBROOK CHAMBER OF COMMERCE & INDUSTRY**

2002 Walters Ave  
Northbrook, IL 60062-4526  
(847) 498-5555  
[www.northbrookchamber.org](http://www.northbrookchamber.org)

With more than 675 members, the Northbrook Chamber of Commerce has served as an advocate for the business community for more than 50 years. The Chamber is organized to advance the interest and serve as the voice of the commercial, industrial and retail communities of the Village of Northbrook and its trade area.

The organization offers a variety of programs and services ranging from monthly networking programs and advertising opportunities, to professional development and member-to-member discounts. All of these programs provide business with networking, marketing, community outreach and advocacy opportunities.



**ILLINOIS DEPARTMENT OF COMMERCE & ECONOMIC OPPORTUNITY  
(DCEO)**

Springfield Office  
620 East Adams  
Springfield, IL 62701  
Phone: 800-252-2923  
<http://business.illinois.gov/>

The State of Illinois has extensive websites dedicated to each of its departments with many resources to help start a business. Start with the DCEO website at <http://business.illinois.gov/>. An excellent resource for general business information is the DCEO handbook, *Starting a Business in Illinois*, which can be found at the following website, <http://business.illinois.gov/handbook.cfm>. This publication includes a list of resources as well as a feasibility check list and business plan outline.

**CHICAGO'S NORTH SHORE CONVENTION & VISITORS BUREAU**

8001 Lincoln Ave., Suite 715  
Skokie, IL 60077 USA  
Phone: 866-369-0011  
Fax: 847-763-0022  
[www.cnscvb.com](http://www.cnscvb.com)

Chicago's North Shore Convention and Visitors Bureau (CNSCVB) is the state-certified destination marketing organization promoting tourism, meetings and leisure activities on Chicago's North Shore. It markets the region as a whole – as well as member hotels, merchants, events and attractions – to individual business and leisure visitors, tour professionals and meeting planners. The CNSCVB can assist Northbrook meeting and event planners with all of their needs in planning and executing a successful area meeting or event on a complimentary basis. The CNSCVB offers outstanding sales and marketing support to companies including restaurants, retailers and a wide-range of businesses that service meetings and special events. Northbrook businesses may also order free printed collateral in order to provide area information to clients and customers.



**NORTHBROOK PUBLIC LIBRARY**

1201 Cedar Lane  
Northbrook, IL 60062-4513  
(847) 272-6224  
[www.northbrook.info](http://www.northbrook.info)

The Northbrook Public Library provides a variety of resources to begin researching business related topics. Popular resources include business magazines and articles, directories for suppliers, potential customers, competitors, and major area employers are available with your library card. Your library card also gives you access to Internet resources. Whether it is business plans, marketing, insurance, law, finance or management, consider the reference staff your research consultants and let them help you with your business.

**SCORE**

[www.score.org](http://www.score.org)

Northbrook SCORE  
2002 Walters Ave.  
Northbrook, IL 60062  
847 498-5555  
[www.scorechicago.org](http://www.scorechicago.org)

Chicago SCORE  
Citicorp Center, Suite #1250  
500 W. Madison Street  
Chicago, IL 60601  
(312) 353-7724  
[www.scorechicago.org](http://www.scorechicago.org)

SCORE "Counselors to America's Small Business" is a nonprofit association dedicated to educating entrepreneurs and the formation, growth and success of small business nationwide. SCORE is a resource partner with the U.S. Small Business Administration (SBA).

SCORE is headquartered in Herndon, VA and Washington, DC and has 370 chapters throughout the United States and its territories, with 11,200 volunteers nationwide. Both working and retired executives and business owners donate time and expertise as business counselors. SCORE was founded in 1964.

Services include:

- Mentoring advice on-line 24/7.
- In-person mentoring.
- Low-cost workshops.
- "How to" articles" and business templates.
- On-line workshops and learning.



## **ILLINOIS SMALL BUSINESS DEVELOPMENT CENTERS**

Illinois SBDC at Evanston Technology Innovation Center  
820 Davis Street, Suite 137  
Evanston, IL 60201  
(847) 866-1817

Illinois SBDC at North Business & Industrial Council (NORBIC)  
5353 West Armstrong Avenue  
Chicago, IL 60646  
(773) 594-9292, x227  
[www.norbic.org](http://www.norbic.org)

Illinois SBDC at Harper College  
Harper Professional Building  
650 East Higgins Road, Suite 106  
Schaumburg, Illinois 60173  
(847) 925-6520  
[gofoward.harpercollege.edu/page.cfm?p=2543](http://gofoward.harpercollege.edu/page.cfm?p=2543)

For additional SBDC's, visit the website [www.sba.gov/aboutsba/sbaprograms/sbdc/](http://www.sba.gov/aboutsba/sbaprograms/sbdc/)

Small Business Development Centers (SBDC) provide management assistance to current and prospective small business owners. SBDCs offer one-stop assistance to individuals and small businesses by providing a wide variety of information and guidance in central and easily accessible branch locations. The program is a cooperative effort of the private sector, the educational community and federal, state and local governments and is an integral component of Entrepreneurial Development's network of training and counseling services.

Services include:

- One-on-one business counseling and management assistance.
- Assistance with the development of business plans.
- Help accessing marketing information and the development of business plans.
- Business Financing Programs.
- Assistance with financial analysis and planning.
- Access to business education and training opportunities



## **VILLAGE LICENSES AND PERMITS**

### **BUSINESS LICENSE**

The Village of Northbrook requires a general business license of only specific businesses. Contact the Village Clerk to find out which businesses are required to obtain a license. Also, the State of Illinois requires certain types of businesses to obtain a license or permit to operate.

**Contact:** Village Clerk's Office, (847) 664-4013

### **COMMERCIAL SOLICITATION PERMIT**

Any business that wishes to go door to door, whether to a business or residence, may only do so after securing a permit for commercial solicitation.

**Contact:** Police Department, (847) 564-2060

### **COMMERCIAL VEHICLE OVERNIGHT PARKING REGULATIONS**

It is unlawful to park any business vehicle within a residential neighborhood for a period that is longer than necessary for the loading or unloading of such vehicle or the completion of authorized business. Also, one cannot park any business vehicle or trailer on any public street within the Village between the hours of 2:00 AM and 6:00 AM for a period longer than necessary for the loading and unloading of said vehicle, except as authorized by the Village Manager for unique and specific circumstances.

**Contact:** Police Department, (847) 564-2060

Village Manager's Office, (847) 664-4019

### **CONSTRUCTION TRADE**

In the Village of Northbrook, plumbing, electrical, concrete, and general construction work must be performed under the direct supervision of contractors licensed by the Village of Northbrook for that particular trade. Licenses are issued through the Development & Planning Services Department. An application, an application fee, and a yearly renewal fee are required for all of the above licenses.

**Contact:** Development & Planning Services Department, (847) 664-4050

### **HOME OCCUPATION**

Home occupations in Northbrook are regulated to allow only those businesses or uses that are limited in extent, do not detract from the residential character of the neighborhood and are clearly subordinate to the residential use. There are limitations regarding (1) the number of employees and customers that can be on site, (2) structural changes that can be made to the home, (3) how the business operates, and (4) the type of impact it can have on the neighborhood.

**Contact:** Development & Planning Services Department (847) 664-4050



**LIQUOR LICENSES**

Businesses involved in the sale of alcoholic beverages must secure a liquor license. Prior to the issuance of a license, specific requirements must be met. A checklist of village requirements specific to liquor licenses can be obtained from the Village Clerk.

**Contact:** Village Clerk's Office, (847) 664-4013

**OUTDOOR SEATING AREA LICENSE**

An annual license is required to operate any outdoor seating area accessory to a restaurant.

**Contact:** Village Clerk's Office, (847) 664-4013

**RESTAURANT, FOOD, OR VENDING MACHINE**

A permit is required for any kind of food-related business, including grocery stores, restaurants, food carts, food trucks, catering, certain home-based products, and vending machines. The Village Clerk's Office processes the permits for food carts, food trucks, catering, and vending machines, while the Development & Planning Services Department processes all other food-related business permits. Building and equipment plans must be received and approved by the Development & Planning Services Department before construction or remodeling occurs. Food operation licenses are nontransferable; therefore, a new permit must be obtained if there is a change in ownership and/or change of location. After a permit has been issued, the Development & Planning Services Department conducts semi-annual inspections. An annual license renewal fee is required.

**Contact:** Development & Planning Services Department, (847) 664-4050  
Village Clerk's Office (847) 664-4013

**SPECIAL EVENT PERMITS**

A Special Event Permit is required for all unique events for a period of time not to exceed 14 days. Anyone seeking permission to organize a Special Event shall write a letter to the Village Manager describing the event, its likely effect on traffic, safety precautions, liability provisions and, if applicable, the community benefits to be obtained from the authorization of such event.

Contact: General Government, (847) 664-4019

**TOBACCO LICENSE**

A cigarette permit is required to sell cigarettes. The application is available online or at the Village Clerk's Office.

**Contact:** Village Clerk's Office, (847) 664-4013



### **TAXICAB & LIMOUSINE SERVICE**

A taxicab vehicle license is required to operate a motorized passenger vehicle within the jurisdiction of Northbrook. This passenger vehicle operator is required to have a current Chauffeur license. In order to dispatch within the Northbrook boundaries, taxicab and limousines firms are required to have a dispatch license. Taxicab operators and vehicle are processed through the Northbrook Police Department. Limousine drivers are regulated by the Secretary of State.

**Contact:** Police Department (847) 564-2060

### **VEHICLE LICENSE FOR BUSINESS-OWNED VEHICLES**

All motorized vehicles owned by a business having its principal place of business in Northbrook must annually apply for a vehicle license for each motorized vehicle.

**Contact:** Finance Department, (847) 664-4171



## **UTILITIES**

### **WATER/SANITARY SEWER**

The Village of Northbrook supplies water and sanitary sewer service to businesses within the village limits. To order new service for an existing line, contact the Finance Department. A registration card and commercial deposit are required before service can begin.

When new water lines and sewer lines are involved, the contractor obtains a plumbing permit and sets up a billing account for water and sewer service. Applications are required for water and sewer connections through the Development & Planning Services Department.

Water leaks and sanitary sewer backups should be reported to the Public Works Department. Department personnel will determine the location of the leak or obstruction. The property owner is responsible for the repair costs of service line leaks from the water main/sanitary sewer line connection to and within the property and structure. For questions concerning excessive water usage and billing, contact the Finance Department

**Contacts:** Public Works Department, (847) 272-4711  
Finance Department, (847) 664-4171  
Development & Planning Services Department, (847) 664-4050

### **SANITATION/RECYCLING**

Sanitation and recycling collection for businesses located in Northbrook is provided by a competitive bid process under which up to six firms are granted business licenses to solicit and perform scavenger services for Northbrook businesses. The business licenses are reviewed annually.

**Contact:** General Government, (847) 664-4019

### **NATURAL GAS**

Nicor Gas provides natural gas service to businesses in Northbrook. Contact them regarding hook-up for either a new building or existing address.

**Contact:** [Nicor Gas](#)  
Emergency: (888) 642-6748  
New Construction: (800) 427-6228

### **ELECTRICITY**

Commonwealth Edison provides electricity to businesses in Northbrook. Contact them regarding hook-up for either a new building or an existing address.

**Contact:** [Commonwealth Edison](#):  
Emergency: (800) 334-7661  
Business Customers: (877)426-6331



## **TELEPHONE**

A number of companies can provide land line telephone services to business in Northbrook; they include but are not limited to the following:

**Contact:** AT&T, General Service – (800) 331-0500, [www.att.com](http://www.att.com)  
24-hour Repair - (800) 727-2273  
Comcast, (800) 266-2278, [www.comcast.com](http://www.comcast.com)

## **INTERNET SERVICE**

A number of companies provide internet services to businesses in Northbrook; they include but are not limited to the following:

**Contact:** AT&T, General Service – (800) 661-2705, [www.att.com](http://www.att.com)  
24-hour Repair – (800) 727-2273  
Comcast, (800) 266-2278, [www.comcast.com](http://www.comcast.com)

## **CABLE SERVICE**

The following two companies provide cable/digital TV services to most business areas in Northbrook:

**Contact:** AT&T, General Service – (800) 661-2705, [www.att.com](http://www.att.com)  
24-hour Repair – (800) 727-2273  
Comcast - (800) 266-2278, [www.comcast.com](http://www.comcast.com)



## **BUILDING & DEVELOPMENT PROCESSES AND PERMITS - VILLAGE**

### **ZONING**

The Village of Northbrook has designated various areas throughout the Village as appropriate for industrial and commercial uses. When looking for a business location, it is suggested that these areas be considered first. The Development & Planning Services Department supplies general information on zoning and allowable land uses in various zoning categories. Most information is available over the phone or in person free of charge.

**Contact:** Development & Planning Services Department, (847) 664-4055

### **REZONING**

In the event a business location is desired on property that is not suitably zoned, the Village may, in some cases, grant a rezoning. The Village's decision to grant a rezoning will be based on the comprehensive plan, compatibility of the proposed zone with nearby zones; the adequacy of the Village infrastructure and services in the area; and public input. The rezoning process takes a minimum of approximately 12 weeks and involves review by the Plan Commission and approval by the Board of Trustees.

**Contact:** Development & Planning Services Department (847) 664-4057.

### **SPECIAL PERMIT USE**

Each zoning district contains a list of permitted and conditional land uses that may be established on a property if the zoning requirements, such as building height and parking spaces, are adhered to. Each zoning district also contains a list of special permit uses. Special permit uses are not permitted by right in a zone, but after review by the Plan Commission and Board of Trustees, they may be allowed if there are no negative impacts on nearby properties or if any negative impacts may be ameliorated. If a special permit is needed, the Development & Planning Services Department should be contacted for a consultation. The process requires a public hearing before the Plan Commission and can take several weeks to months.

**Contact:** Development & Planning Services Department, (847) 664-4057.

### **VARIATIONS**

Each zoning district contains a set of maximum limitations (e.g. fence height, allowable functional signs, etc.) and minimum requirements (e.g. number of parking spaces, yards, building setbacks, etc.) The Zoning Code allows an applicant to request a variation of certain of these requirements. If requesting only a variation, the request is presented before the Zoning Board of Appeals and this process can take a couple of months. If requesting a variation in addition to a



rezoning or special permit, those variation requests are presented to the Plan Commission and Board of Trustees (see rezoning and special permit).

**Contact:** Development & Planning Services Department, (847) 664-4055

### **DESIGN REVIEW**

Most alterations to the exterior of structures or to site improvements in the downtown area (Village Green Overlay District) require review by the Architectural Control Commission and approval by the Board of Trustees. Depending upon the size or complexity of the proposed changes this process can take from one to several months.

**Contact:** Development & Planning Services Department, (847) 664-4057.

### **BUILDING PERMIT**

Most physical changes to commercial and industrial buildings require a building permit. A building permit is required for any new construction, addition, remodeling, any change in use, signage, etc. A demolition permit is required for the demolition of part or all of a structure. At the issuance of the permit, a permit fee will be collected.

**Contact:** Development & Planning Services Department (847) 664-4050.

### **PLUMBING, ELECTRICAL, OR HEATING PERMITS**

Most plumbing, electrical, and mechanical changes to a building require a permit. A permit fee is collected when the permit is issued.

**Contact:** Development & Planning Services Department, (847) 664-4050.

### **FIRE ALARM & FIRE SPRINKLER PERMITS**

All sprinkler and fire alarm installation or modification/addition to existing systems require a permit. Many times when a building permit is applied for sprinkler and/or fire alarm permits will also be warranted. The comment section in the approval letter for the building permit will confirm if these permits will be required. These permit applications take 10 business days per review.

**Contact:** Fire Department, (847) 664-4501

### **LAWN SPRINKLER PERMITS**

Prior to installing a lawn sprinkler system on your property, you must first obtain a permit from the Development & Planning Services Department. An RPZ-type backflow preventer is required. Once installed, the RPZ device requires an annual inspection by a licensed backflow prevention contractor. A copy of this annual inspection report is required to be submitted to the Village Public Works Department for their records. A permit fee is collected when the permit is issued.

**Contact:** Development & Planning Services Department, (847) 664-4050.  
Public Works Department, (847) 272-4711

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**PARKING LOT IMPROVEMENT PERMITS**

Whether you are just re-stripping/re-surfacing your lot, or planning other improvements to your parking areas, the Village and State of Illinois have governing regulations that you need to be aware of and permits need to be obtained prior to the work taking place. A permit fee is collected when the permit is issued.

**Contact:** Development & Planning Services Department, (847) 664-4050.

**TREE REMOVAL PERMIT**

Prior to removing a tree 6-inches or larger in diameter at 4.5 feet off the ground, one must submit a tree removal permit application for approval.

**Contact:** Development & Planning Services Department, (847) 664-4050

**SIGN**

Most commercial and industrial signs visible to the public from a street or public right-of-way require a sign permit. A sign permit is required for any new signs or any change in the face or structure of an existing sign. A few types of signs do not require a permit, although the size and placement of the sign may be regulated.

Temporary signs and banners for special events also require a sign permit. Certain types of signs, such as roof signs and swinging signs, are prohibited. At the issuance of the permit, a permit fee will be collected.

**Contact:** Development & Planning Services Department (847) 664-4055

**CERTIFICATE OF OCCUPANCY**

A Certificate of Occupancy is required for any new structure, addition, or for any change in use. The Certificate of Occupancy certifies that at the time of issuance, the structure was in compliance with various ordinances regulating building construction or use and the Village Zoning Ordinance. The Certificate of Occupancy is the conclusion of the building permit process, but it is also still necessary even if no building permit has been required or if a change of use occurred. The Building Official can issue a Temporary Certificate of Occupancy for an additional fee and for a limited time period under certain circumstances.

**Contact:** Development & Planning Services Department, (847) 664-4050.

**CONSTRUCTION EQUIPMENT & DUMPSTERS IN THE RIGHT-OF-WAY**

Any construction activity that requires construction equipment or dumpsters to occupy the right-of-way should be coordinated with the Public Works Department.

**Contact:** Public Works Department, (847) 272-4711.

**EASEMENT FOR USE OF THE SIDEWALK/PUBLIC RIGHT OF WAY**

In order to better comply with the Americans with Disabilities Act (ADA) and the State of Illinois Accessibility Code, the Village Board may grant an easement for the



use of a sidewalk or public right-of-way to make local businesses accessible to persons with disabilities if physical limitations prevent the necessary accommodations on private property. The Development & Planning Services Department should be contacted about specifications for accessibility. If an easement for the use of the sidewalk or public right-of-way is the preferred option, a written request with construction drawing must be submitted to the Department of Public Works for Village Staff review and Village Board approval.

**Contact:** Development & Planning Services Department, (847) 664-4050; Public Works Department, (847) 272-4711.

## **CURRENT DEVELOPMENT, BUILDING, AND SAFETY CODES**

Village staff reviews development and buildings plans to ensure compliance with the following local, state, and national standards:

- Northbrook Municipal Code
- Northbrook Comprehensive Plan – 2010
- Northbrook Zoning Code – 1988, as amended
- Northbrook Subdivision & Development Code
- Northbrook Standards & Specifications for Public & Private Improvements – 1990, as amended.
- 2006 International Building Code with local amendments
- 2006 International Plumbing Code with local amendments
- 2011 National Electric Code with local amendments
- 2004 State of Illinois Plumbing Code with local amendments
- 2006 International Mechanical Code with local amendments
- 2006 International Fuel Gas Code with local amendments
- 2006 International Property Maintenance Code with local amendments
- 2009 International Energy Conservation Code
- 2006 International Fire Code with local amendments
- 1997 Illinois Accessibility Code



## **LOCAL TAXES**

### **ADMISSIONS & ENTERTAINMENT TAX**

The Village of Northbrook collects an admissions and entertainment tax (\$0.25 per ticket of admission) on any theatrical, dramatic, musical or spectator performance, show, motion picture, flower, art exhibit, animal, circus or similar live recorded entertainment, except athletic events, for which an admission fee is charged and which is exhibited or staged in the village. Collection and reporting of this tax is handled by the Village Finance Department.

**Contact:** Finance Department, (847) 664-4030

### **HOTEL/MOTEL TAX**

In addition to hotel/motel tax collected by the State of Illinois (6%), Northbrook also collects a local hotel/motel tax (5.5% of gross rental receipts). The tax is assessed on renting of sleeping rooms in any hotel, motel, inn, bed and breakfast, or in any place where sleeping accommodations are furnished to transient guests for rent. Collection and reporting of the local portion of the hotel/motel tax is handled by the Village Finance Department.

**Contact:** Finance Department, (847) 664-4030

### **PROPERTY TAX**

In Northbrook, a property tax is levied on all real property. Property taxes are payable in two equal installments, the first due in March, the second in September for taxes assessed the previous year. Several entities receive a portion of the property tax. They include, but are not limited to, the local school districts, park district, library district, county, and village. The Cook County Assessor's Office determines the property assessment for tax purposes, and the Cook County Treasurer collects the property tax.

**Contact:** For property assessment – Cook County Assessor's Office, 312-443-7550

**Contact:** For property tax payments - Cook County Treasurer" Office, (312) 443-5100

### **SALES TAX**

Sales tax (retailers and service occupation taxes) on general merchandise in the Village of Northbrook is 9.75% (the Village's portion is 1.75%). Qualifying food, drugs, and medical are taxed at 2.25% (the Village's portion is 1.00%). Vehicles are taxed at 7.25% (the Village's portion is 1.00%); unless the vehicle bought in Northbrook will be registered in Chicago, than the vehicles are taxed at 8.50%. Collection and reporting of sales tax is handled by the Illinois Department of Revenue.

**Contact:** Illinois Department of Revenue, (800) 732-8866 or (217) 782-3336.



**TELECOMMUNICATION TAX**

The Village collects a telecommunication tax on both telephone land lines and cell service lines. The Village's current tax rate is 6%. In addition to the Village tax rate, the State of Illinois also has a telecommunication tax rate of 7% on gross charges by telecommunication retailers. Collection and reporting of the telecommunication tax is handled by the Illinois Department of Revenue.

**Contact:** Illinois Department of Revenue, 800/732-8866 or 217/782-3336.

**UTILITY TAX**

The Village of Northbrook collects tax on natural gas and electricity. The gas tax is 2% of gross receipts. The electricity tax is based upon the amount of kilowatt hours used or consumed in a month. It ranges from .222 cents per kilowatt hours for the first 2,000 kilowatt hours to .109 cents per kilowatt hours over 20 million kilowatt hours. Your gas provider and electricity provider collect the tax, which is then forwarded to the Village.

**Contact:** Finance Department, (847) 664-4030



## STATE AGENCIES

### ILLINOIS DEPARTMENT OF COMMERCE & ECONOMIC OPPORTUNITY (DCEO)

The State of Illinois has extensive websites dedicated to each of its departments with many resources to help start a business. Start with the DCEO website at <http://business.illinois.gov/>. An excellent resource for general business information is the DCEO handbook, *Starting a Business in Illinois*, which can be found at the following website, (<http://business.illinois.gov/handbook.cfm>). This publication includes a list of resources as well as a feasibility check list & business plan outline.

**Contact:** Illinois Department of Commerce & Economic Opportunity, (800) 252-2923

### ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY

The Department of Employment Security is a business' direct link to Illinois workforce services: job placement and referrals, unemployment insurance, employment and training programs, payroll tax filing, and career and labor market information.

**Contact:** Illinois Department of Employment Security  
[www.ides.state.il.us/employer](http://www.ides.state.il.us/employer)

### ILLINOIS DEPARTMENT OF FINANCIAL & PROFESSIONAL REGULATION

One of the missions of the Illinois Department of Financial & Professional Regulation is to serve, safeguard and promote the health, safety and welfare of the public by ensuring that licensure qualifications and standards for professional practice are properly evaluated, applied and enforced. The Department does this by overseeing over one million professionals in nearly 100 industries by licensing everything from barbers to banks. The Department also oversees most of the state's financial institutions. To find out if your occupation or business requires a license from the State of Illinois, contact the Illinois Department of Financial & Professional Regulation.

**Contact:** Illinois Department of Financial & Professional Regulation [www.idfpr.com](http://www.idfpr.com)

- Banking – Chicago Office, (312) 793-3000
- Financial Institutions – Chicago Office, (312) 814-2000
- Professional Regulation – Chicago Office, (312) 814- 4500

### ILLINOIS DEPARTMENT OF REVENUE

The primary responsibility of the Department of Revenue is to serve as the tax collection agency for state government and for local governments. Taxes include, but are not limited, to income tax, sales and uses taxes, and employee withholding tax. The department also regulates the manufacture, distribution and sale of alcoholic beverages. The department also oversees local property tax assessments.

**Contact:** Illinois Department of Revenue, (800) 732-8866 or (217) 782-3336.  
[www.revenue.state.il.us](http://www.revenue.state.il.us)

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## **ILLINOIS DEPARTMENT OF LABOR**

The Illinois Department of Labor promotes and protects the rights, wages, welfare, working conditions, safety and health of Illinois workers through enforcement of the state labor laws, to safeguard the public through regulation of amusement rides, and to ensure compliance with all other labor standards.

**Contact:** Illinois Department of Labor – Chicago Office, (312) 793-2800  
[www.state.il.us/Agency/idol](http://www.state.il.us/Agency/idol)

## **ILLINOIS WORKER'S COMPENSATION COMMISSION**

All employers must provide worker's compensation to cover employee's accident death, injury or occupational diseases arising out of the course of employment. Workers' compensation coverage is most commonly arranged through private firms of agents.

**Contact:** Illinois Industrial Commission – Chicago Office, (312) 814-6611  
[www.iwcc.il.gov](http://www.iwcc.il.gov)

*Note: The above list is not intended to be an exhaustive list of state departments involved with the regulation of businesses in the State of Illinois. To ensure that your business will comply or complies with all state regulations, consult a professional.*



## USEFUL CONTACT INFORMATION

### **Village of Northbrook**

#### **Village Hall**

1225 Cedar Lane  
 Village Manager  
 Village Clerk  
 Development & Planning Services Department  
 Finance Department

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

847.272.5050  
 847.664.4019  
 847.664.4013  
 847.664.4050  
 847.664.4030

#### **Public Works Department**

655 Huehl Road

847.272.4711

#### **Police Department**

1401 Landwehr Road

847.564.2060

#### **Fire Department**

Headquarters - Station #11 - 740 Dundee Road

847.272.2141

### **Other Local Resources**

Northbrook Chamber of Commerce  
 Chicago's North Shore Convention/Visitors Bureau  
 Northbrook Public Library  
 Northbrook Park District  
 Northbrook Post Office  
 Northfield Township

847.498.5555  
 866.369.0011  
 847.272.6224  
 847.291.2960  
 847.272.0174

### **Utilities**

Natural Gas - NICOR ([www.nicor.com](http://www.nicor.com))  
 Electricity - Commonwealth Edison ([www.comed](http://www.comed))  
 Telephone - AT&T ([www.att.com](http://www.att.com))  
 Telephone - Comcast ([www.comcast.com](http://www.comcast.com))  
 J.U.L.I.E. ([www.illinois1call.com](http://www.illinois1call.com))  
 Water Service - Northbrook Public Works

888.642.6748  
 800.334.7661  
 800.661.2705  
 800.266-2278,  
 800.892.0123 or 811  
 847.664.4126

### **Transportation**

Cook County Highway Department  
 Metra ([www.metrarail.com](http://www.metrarail.com))  
 PACE ([www.pacebus.com](http://www.pacebus.com))

312.603.1601  
 312.322.6900  
 847.364.7223

### **Education**

Elementary School District #27  
 Elementary School District #28  
 Elementary School District #30  
 Elementary School District #31  
 Elementary School District #225  
 Glenbrook High School District #225  
 Country Side Day School  
 The Cove School  
 Solomon Schechter Day School  
 St. Norbert School  
 Oakton Community College

847.498.2610  
 847.498.7900  
 847.498.4190  
 847.272.6880  
 847.998.6100  
 947.498.1105  
 847.562.2100  
 847.498.2100  
 847.272.0051  
 847.635.1600

### **State of Illinois**

Attorney General  
 Commerce Commission  
 Dept. of Agriculture  
 Dept. of Commerce & Econ. Opportunity  
 Dept. of Employment Security  
 Dept. of Labor  
 Dept. of Professional Regulation  
 Dept of Revenue  
 Dept. of Transportation  
 Environmental Protection Agency  
 Industrial Commission  
 Secretary of State  
 State of Illinois

[www.ag.state.il.us](http://www.ag.state.il.us)  
[www.icc.illinois.gov](http://www.icc.illinois.gov)  
[www.agr.state.il.us](http://www.agr.state.il.us)  
[www.commerce.state.il.us](http://www.commerce.state.il.us)  
[www.ides.state.il.us](http://www.ides.state.il.us)  
[www.state.il.us/agency/idol](http://www.state.il.us/agency/idol)  
[www.dpr.state.il.us](http://www.dpr.state.il.us)  
[www.revenue.state.il.us](http://www.revenue.state.il.us)  
[www.dot.state.il.us](http://www.dot.state.il.us)  
[www.epa.state.il.us](http://www.epa.state.il.us)  
[www.state.il.us/agency/iic](http://www.state.il.us/agency/iic)  
[www.sos.state.il.us](http://www.sos.state.il.us)  
[www.illinois.gov](http://www.illinois.gov)

### **Federal Agencies**

Americans with Disabilities Act  
 Census Bureau  
 Consumer Product Safety Commission  
 Dept. of Commerce  
 Dept. of Labor  
 Dept. of State  
 Federal Government directory  
 Economic Development Administration  
 Environmental Protection Agency  
 Internal Revenue Service  
 Occupational Health & Safety Admin.  
 Small Business Administration  
 Stat-USA

[www.ada.gov](http://www.ada.gov)  
[www.census.gov](http://www.census.gov)  
[www.cpsc.gov](http://www.cpsc.gov)  
[www.commerce.gov](http://www.commerce.gov)  
[www.dol.gov](http://www.dol.gov)  
[www.state.gov](http://www.state.gov)  
[www.usa.gov](http://www.usa.gov)  
[www.eda.gov](http://www.eda.gov)  
[www.epa.gov](http://www.epa.gov)  
[www.irs.gov](http://www.irs.gov)  
[www.osha.gov](http://www.osha.gov)  
[www.sba.gov](http://www.sba.gov)  
[www.stat-usa.gov](http://www.stat-usa.gov)

### **Other Resources**

American Management Association  
 American Assoc. of Home Based Businesses  
 Better Business Bureau  
 Center for Women's Business Research  
 Dun & Bradstreet  
 Employee Benefit Research Institute  
 Illinois Chamber of Commerce  
 Illinois Manufacturer's Association  
 Illinois Retail Merchants Association  
 International Council of Shopping Centers  
 National Association for the Self-Employed  
 National Business Association  
 National Federation of Independent Business  
 National Minority Business Council  
 National Restaurant Association  
 Small Office Home Office  
 United States Chamber of Commerce

[www.amanet.org](http://www.amanet.org)  
[www.aaahbb.org](http://www.aaahbb.org)  
[www.bbb.org](http://www.bbb.org)  
[www.nfwbo.org](http://www.nfwbo.org)  
[www.dnb.com](http://www.dnb.com)  
[www.ebri.org](http://www.ebri.org)  
[www.ilchamber.org](http://www.ilchamber.org)  
[www.irma.org](http://www.irma.org)  
[www.irma.org](http://www.irma.org)  
[www.icsc.org](http://www.icsc.org)  
[www.nase.org](http://www.nase.org)  
[www.nationalbusiness.org](http://www.nationalbusiness.org)  
[www.nfib.com](http://www.nfib.com)  
[www.nmhc.org](http://www.nmhc.org)  
[www.restaurant.org](http://www.restaurant.org)  
[www.soho.org](http://www.soho.org)  
[www.uschamber.org](http://www.uschamber.org)

