



# New Resident Information

The following list contains information that is frequently requested. If you have other questions, or wish to view the entire Village Municipal Code, call the Village office at 815-678-4040 or visit [www.richmond-il.com](http://www.richmond-il.com).

*Animals:* Animal licenses are issued by McHenry County Animal Control, 815-334-4470. All dogs must be leashed when not on the owner's property and must be under direct control of the owner. Dog litter must be removed from public places.

*Brush Pick Up:* The Village provides brush pick up on the 3<sup>rd</sup> Thursday of every month April through November weather permitting. Branches 6 inches in diameter or smaller and no more than 6 feet in length stacked with the cut ends towards the street by 7am will be picked up. This collection does not include stumps or other yard waste (leaves, grass). No Lumber (boards, planks, decking, etc) will be accepted. This pick up is not for brush or trees taken down by a contractor. If you use a tree service they must dispose of all that they take down.

*Building Permits:* If you are considering any additions or improvements to your home please contact the Village prior to beginning work to see if a permit is required. Decks, roofs, siding, fences, pools, accessory structures are some of the projects requiring a permit Adopted Village building codes can be viewed on our website here: <https://richmond-il.com/building-department/>. Most building permits can be submitted via the online portal right from your home.

*Direct Pay:* Direct Pay makes it more convenient for you to make your water payments to the Village of Richmond. Payments will be automatically deducted from your checking or savings account and credited to your water account on the bill's **due date**. To enroll in **Direct Pay**, please complete application found on our website and return **with a voided check or letter from your bank** in person or mailed to Village Hall, via the front office drop-box or by e-mail to [financeclerk@richmond-il.com](mailto:financeclerk@richmond-il.com).

*Drop Box:* Located at the main entrance of the Village Hall (south side), in the wall immediately left of the front door. This is secure and may be used for the deposit of utility payments or other correspondence.

*E-Billing:* Visit our website to sign up for e-Billing and see how to view & pay your bill online! Go Paperless! You'll be able to view bill and read quarterly newsletter.

*E- News Blast:* The Village office sends out important Village news and events by E- News Blast. If you'd like to subscribe to our E-News Blast please visit our website homepage and use the contact form on the left side to sign up.

*Flushing:* Water hydrants are flushed periodically from spring through fall, usually during the night. Neighborhoods are posted prior to flushing. During flushing, iron is occasionally dislodged causing rusty water. Allowing the water in your house to run for a few minutes usually clears the problem.

*Leaf Vacuuming:* This service is provided by your waste hauler as contracted by the Village of Richmond. Usually there are several dates where this service occurs. Signing up for our E-Blast is the easiest way to receive these important dates- or keep an eye on the website!

*Garbage Collection:* The Village of Richmond contracted Prairieland Disposal (GFL Environmental) for garbage and recyclables collection every Thursday. Should you have any problems, please contact Prairieland Disposal directly at 1-847-381-9300.

*Nixle Alerts:* Nixle is a FREE notification service that allows the police department and Village to alert residents of emergency weather events, road closings, public safety crime advisories, natural and manmade disasters, and general Village information. To sign up visit:  
<https://local.nixle.com/accounts/login/>

*Recreation:* The Richmond/Spring Grove recreation program offers many year-round activities for children of all ages. Brochure can be found on Village of Richmond website or Village of Spring Grove website.

*Senior Services:* Richmond Township provides activities for local seniors. Call to get the latest information and have your name put on their mailing list. 815-678-0077

*Utility Bills:* Please call the Village Hall to have the bill put into your name. Water and sewer bills are sent out quarterly and the net amount is due 21 days after billing. You may pay on-line with E-pay, or use your credit card either in person or by phone. If you have questions on your bill or are experiencing problems with your water please call the Village Hall.

*Voter Registration:* The Voter Registrar (Village Clerk) is available Monday through Friday from 8-4, call for details at 678-4161. Additionally there are voter registrars available at the Nippersink Library. Call 815-678-4014 for details.

## SOME USEFUL PHONE NUMBERS

Charter Spectrum (Cable and Internet)	888-438-2427
Commonwealth Edison	800-334-7661
Frontier Telephone Services	855-668-5955
Julie (dig)	800-892-0123
McHenry County Animal Control	815-459-6222
McHenry County College	815-455-3700
McHenry County Conservation District	815-338-6223
McHenry County Government Center	815-334-4000
McHenry Senior Services	815-344-3555
Nicor Gas	888-642-6748
Nippersink Library	815-678-4014
Nippersink Middle School	815-678-7129
Prairieland Disposal	847-381-9300
Richmond Code Enforcement	815-262-9956
Richmond Food Pantry	224-444-0117
Richmond Grade School	815-678-4717
Richmond Police (non-emergency)	815-678-4163
Richmond Post Office	815-678-3951
Richmond Public Works (On-call employee)	815-298-1934
Richmond Township Fire Dist. (non-emergency)	815-678-3672
Richmond Township Highway Dept.	815-678-4144
Richmond Township Offices	815-678-0077
Richmond Township Tax Assessor	815-678-2014
Richmond Village Hall	815-678-4040
Richmond/Burton Transportation(school buses)	815-678-2232
Richmond-Burton Community High School	815-678-4525
Secretary of State Driver's License Services	312-793-1010
Utility Assistance Program	815-338-7752