



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.

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 **3rd Monday** 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.

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 LRS for garbage and recyclables collection every Thursday. Should you have any problems, please contact LRS 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

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| 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 |