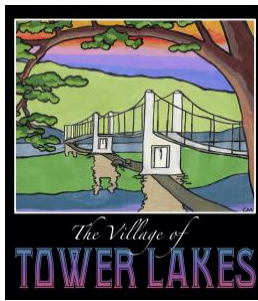


President
David R. Parro

Trustees
Rick Steffen
David Burnidge
Andy Hay
Caroline Milne
Randy Spiess
Pat McKillen

Chief of Police
Samuel P. Sinacore



Village Treasurer
Sharon Wiorek

Village Clerk
Chris Burgoon

Deputy Clerk
Debra K. Baggett

Officer Manager
Debra K. Baggett

Dear New Tower Lakes Resident,

Welcome to Tower Lakes IL, the best small town in the Midwest! Depending on where you live in the Village, you are likely a member of one of three homeowner associations:

- The Tower Lakes Improvement Association (TLIA), which owns, and is responsible for the maintenance of, the lakes, islands, beach and boat landings as well as the soccer field, tennis courts, parks & playgrounds. They provide residents with social events and activities throughout the year including the not-to-be-missed July 4 festival. Their website is www.tlia.org and they publish a monthly newsletter. TLIA sells an annual pass that allows access to their lakes and parks for non-members who live in the other parts of town.
- Country Club Estates Homeowner's Association for Country Club Estates residents.
- Fenview Estates Property Owner's Association for Fenview Estates residents.

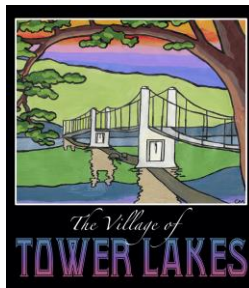
The Village government of Tower Lakes manages infrastructure not handled by the homeowner associations including the water system, roads and drainage, writes and enforces local laws and provides municipal services including police, snow plowing, garbage collection, building inspection, zoning and planning. Contact information for the following services are listed in the Tower Lakes Phone Directory, the TL phone app and on our website www.towerlakes-il.gov.

- The Tower Lakes Water Company is operated for us on contract by Robinson Engineering. They supervise maintenance of the water infrastructure including repairs and improvements, as well as meter reading and quarterly billing. You can pay your water bill on the website via credit card or bank transfer. If your home is one of the 10% with its own well, you should have your water tested annually. The Village offers a discounted test kit every fall.
- PrairieLand Disposal is your garbage and recycling collection service and collection day is Thursday (Friday after major holidays). The Village pays PrairieLand for the garbage and recycling collection. However, for optional yard waste collection, you will need to call PrairieLand to purchase either seasonal unlimited yard waste pick-up or yard waste stickers for use on paper bags. You may also purchase stickers at local retailers – call PrairieLand for a list. As an environmentally conscious partner, PrairieLand offers a wide array of special recycling services. Contact them directly at www.prairielanddisposal.com or 847-381-9300 for all service-related issues and questions. Open burning of leaves is allowed during limited periods in the spring and fall.
- As a proud Tree City USA we actively promote our urban forest. You must obtain a permit (free) before cutting down any type of tree greater than 4" in diameter, even on your private property. Our arborist will advise the options for required replacement if it is on the protected species list. Call the Village Hall before trimming any trees near the street, as they are likely on public property and we may be able to do it for you. We typically provide a free brush and branch pick-up twice a year in May and October following the spring and fall clean-up day events. We fund a fall 50/50 cost-sharing program for homeowners wishing to plant trees.
- The Village contracts with Cuba Township Road District to handle our road maintenance, snow plowing and drainage improvement projects. Roberts Rd and Kelsey Rd are maintained by the Lake County Hwy Dept., and IL Rt. 59 is maintained by the State of IL DOT. Questions about snowplow service or damage should be directed to CTRD at 847-381-7793 or use the forms at www.cubaroads.com.
- All vehicles require an annual vehicle sticker displayed and renewed each July 1. Proceeds are dedicated to road maintenance. Senior discounts are available.

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- Most remodeling projects require a building permit. This includes reroofing, decks, new driveways, structural or drainage alterations, and projects involving carpentry, concrete, plumbing or electrical work. Building permit applications can be picked up at the Village Hall or on-line at www.towerlakes-il.gov/info/building-information. Each project requires review and approval by the Building Inspector and cost varies according to scope. Setback and lot coverage restrictions apply to any footprint expansion.
- Nearly all homes in the Village use on-site septic sanitation systems. In order to protect our water resources and property values, each home is required to have a pump out and inspection of the system by a licensed company and pay a \$25 validation permit every 5 years. Notification letters are sent 90 days before the due date, which varies by street. The Village works with stakeholders on a variety of other initiatives to protect and enhance our lakes, including a watershed study group to identify issues and promote best management practices, public education about the dangers of using fertilizers containing phosphate or coal-tar based driveway sealants and participation in regional multi-government planning for protection of the larger watersheds and our groundwater aquifers.
- We have our own highly trained local Police force, which affords us a much higher level of service and response at a much lower cost than the County, although the Sheriff's police do deliver back-up service when our force is off duty, and we have mutual aid agreements for major incidents or investigations. You are encouraged to take advantage of our popular vacation house watch program by signing up on-line. Officers will check the perimeter of your residence daily whenever you are gone. Just let them know. Please get to know our officers. They are friendly, knowledgeable and helpful. Call 911 for emergencies. Call 847-526-3800 for non-emergencies, both 24x7. Note that dogs must be leashed and picked up after when off property.
- If you are considering renting out your property in Tower Lakes, we have a strict 90-day minimum rental period. Seasonal occupants should contact the Village office about regulations for house-sitters.
- The Village Board is comprised of seven elected, unpaid members: 6 Trustees and the Village President. Board meetings are at 7:30 on the 3rd Monday each month. Agendas are posted at the Village Hall door and meeting minutes and other relevant information can be found on our website, www.towerlakes-il.gov, including an interesting photo-rich section on our history. There are two advisory boards, staffed by appointed volunteers; the Plan Commission, which meets monthly, and the Zoning Board of Appeals, which meets as needed.
- The Village Hall office is staffed by part-time employees: Village Clerk Chris Burgoon, Office Manager and Deputy Village Clerk Debbie Baggett, and Assistant Office Manager Laurie Burge. Office hours are: Monday, Wednesday and Thursday 8:30 am – 12:30 pm, Tuesdays 10:00 am – 6:00 pm. The office is closed Fridays, weekends and holidays. Be sure to call or sign up on-line for our automated notification system, whereby police or Village staff can send voice and text alerts to your phones or e-mails. You can maximize the usefulness of this service by keeping us up to date on your e-mails and cell numbers where you'd like to receive important announcements plus the Village newsletter. Call 847-526-0488, e-mail village@towerlakes-il.gov or better yet, stop by the Village Hall and introduce yourselves! Everyone is glad to help you settle into your new home in this great community. And, don't forget to go to the app store on your phone and download the free Tower Lakes Directory app, which has plenty of useful contacts and a searchable Village phone book including emails and cell phones.

We hope you love living here as much as we do!

Sincerely,

David R. Parro, Village President