

Welcome to Riverside!

Reference Guide for Renters

Riverside Village Office
27 Riverside Road
Riverside, IL 60546
Phone: 708-447-2700
Website: www.riverside.il.us

Welcome to Riverside! Riverside is an oasis of tranquility only 12 miles from downtown Chicago's loop. Riverside residents enjoy more public land per capita than any other community in the U.S. It is a treasure we take seriously and one that makes this community very special. You're encouraged to take time to explore and enjoy the natural splendor of your new neighborhood.

Your Community Team:

Board of Trustees:

Village President Douglas Pollock
Trustee Megan Claunchery
Trustee Cristin Evans
Trustee Alex Gallegos
Trustee Aberdeen Marsh-Ozga
Trustee Jill Mateo
Trustee _currently vacant

Village Manager— Jessica Frances
Asst. Village Manager— Ashley Monroe
Finance Director— Karin Johns
Village Planner— Anne Cyran
Village Clerk— Ethan Sowl
Director Public Works — Dan Tabb
Director Public Safety — Matt Buckley
Director Parks & Recreation—Ron Malchiodi

Police Dept: 9-1-1 (Emergencies)
Police Dept: 708-447-2127 (non-emergency)
Fire Dept: 708-447-2123
Public Works: 708-442-3590
Parks and Recreation: 708-442-7025
Riverside Township: 708-442-4400
Riverside Public Library: 708-442-6366



Use this handy move-in checklist to help you get settled.

- Test smoke detectors and carbon monoxide detectors in your new home
- Transfer mail (with USPS) to your new address
- Check out the Village website for Riverside information (www.riverside.il.us)
- Order vehicle stickers online for any vehicles stored or registered in Riverside
- Visit Riverside website to choose preferred utility payment method
- Purchase Village parking spots (for 24-hour spot or commuter space), if needed
- Purchase pet tags for dogs/cats on Village website, if applicable
- Follow the Village of Riverside on Facebook
- Sign up online for Riverside community e-flash alerts (click "Notify Me" on website)
- Register for daycare and/or local school district (D-96 or D-208)
- Visit Riverside Public Library to request a library card
- Notify banks, credit cards, utilities and friends of new address
- Update driver's license with new address and register your car with DMV
- Update your address on your home and vehicle insurance
- Update voter registration
- Update your new address on medical records
- Visit Village website for additional resources regarding renting in Riverside
- Take a walk, bike ride or drive through Riverside to get familiar with the streets

We're glad you're here!





Reference Guide for Renters



What are responsibilities of the tenant?

A rental tenant is required to fulfill any obligations in the lease. The tenant is also responsible for permitting inspections to take place, keeping the unit in a clean and sanitary condition and taking responsibility for their actions and the actions of any guest. If concerns are identified during unit inspections, the tenant should cooperate with the landlord to ensure work to improve or repair the unit can be performed and make it comply with code standards.

What are responsibilities of the landlord?

The Village of Riverside's Municipal Code requires a certain level of tenant service, including but not limited to, providing adequate heat, maintaining the property and paying applicable water service charges. Owners of all rental properties must furnish heat from September 15th of each year to June 1st of the succeeding year. The required minimum temperatures must be able to maintain 65 degrees by 7:30 a.m., 68 degrees between 8:30 a.m. to 10:30 p.m.; 63 degrees between 10:30 p.m. and 7:30 a.m.

Read and Sign Your New Lease

If you read the lease and feel uncomfortable or unsure about a certain part of the lease, ask the landlord for clarification or seek assistance from a third party. Until you have read and understood the lease, you should not sign any lease. Here are some common questions that should be answered with the content in the lease agreement:

How and when is rent paid?

Which utilities are included with rent?

Is the rental unit furnished?

How are maintenance requests submitted?

Are you able to make alterations or paint?

Is a parking space included or does it cost an additional fee?

Are other fees or deposits required? Listed below are common deposits and fees, which may be included in your lease:

Application/screening fee

Cleaning deposit and/or fee

Security deposit (not to exceed 2 months rent)

Parking fee

Pet Deposit and/or fees

Utilities security deposit

Trash collection fee

Damage/repair fees

Utilities (the landlord may or may not cover any/all utilities)

Protections for Cook County Residents

Many issues are private property issues that should be resolved between the tenant and landlord but sometimes help is needed. Cook County's recent adoption of the Residential Tenant Landlord Ordinance provides renters' rights and landlord protections to Cook County suburban residents. You can download a summary of the ordinance and support resources on the Cook County website <https://www.cookcountyil.gov/rtlo>.

Tenant Protections under the Rental Registration Program

The Multi-Family Residential Rental Registry Ordinance helps protect residents and property owners from undesirable and adverse effects from the presence of substandard, unsafe and/or non-code compliant rental housing properties. The program also helps the Village, property owners and managers, and tenants effectively and efficiently communicate important or urgent information. Learn more about the Rental Registration Program on the Village website: <https://www.riverside.il.us/521/Rental-Registration-Program>

Submit a Complaint

If you are experiencing a property maintenance concern inside your unit or at the building, contact your landlord first. If they are not responsive, please use the "Riverside Responds" app or visit <https://www.riverside.il.us/415/Report-a-Concern> to ask the Village to take action.

Parking Information

Riverside requires all vehicles that are housed or registered to a Riverside address have a current vehicle sticker displayed in the front windshield. View more information about vehicle stickers <https://www.riverside.il.us/350/Vehicle-Stickers>.

Overnight Parking

Overnight (2 a.m. to 6 a.m.) parking is prohibited on any Village street or public property.

Guest overnight parking is allowed in Village Parking Lot Number 1 which is located on the north side of the intersection of Barrypoint Road and Bloomingbank Road. Lot Number 1 is directly west of the Riverside Train Station. Parking in the **brown** numbered spaces is prohibited. **Blue** numbered parking spaces are available to the public. The hourly fee for parking in the **blue** numbered spaces is \$0.25 for every hour.

To pay for parking online, visit the Passport Parking website (<https://www.passportparking.com/>). You may also pay by phone at 708-716-0716. Riverside is **Zone 60546**. To register your vehicle for an online overnight parking pass, visit the Frontline PSS portal (www.frontlinepss.com/riverside)

For more information on resident, commuter, and visitor parking in Riverside, visit <https://www.riverside.il.us/370/Parking-in-Riverside>.