

COMMUNITY DEVELOPMENT DEPARTMENT MONTHLY REPORT

APRIL 2026



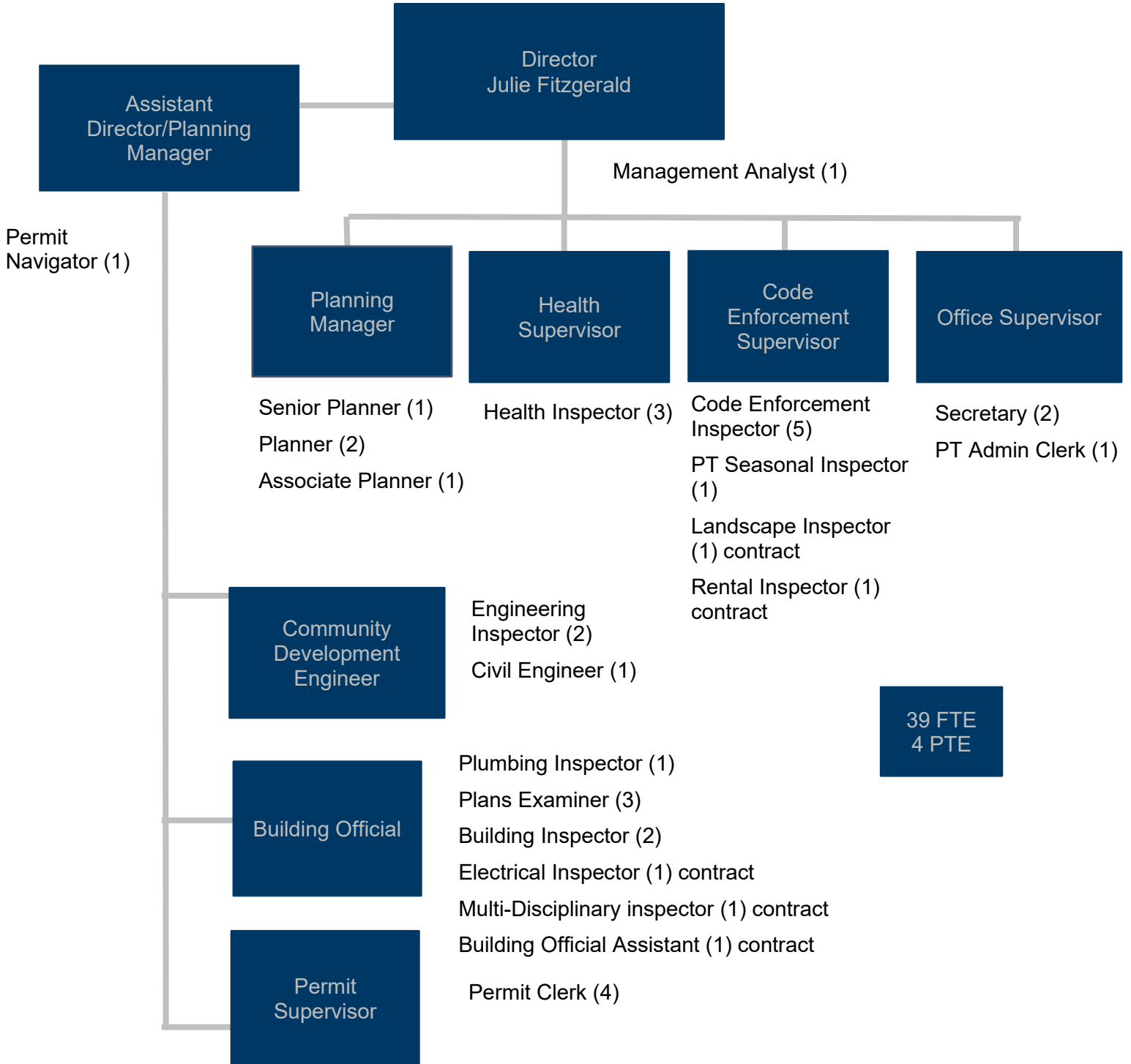
VILLAGE OF SCHAUMBURG
— PROGRESS THROUGH THOUGHTFUL PLANNING —



Contents

Organization Chart	1
Department Overview	2
Key Activities	3
Monthly Performance	4
Environmental Health Division	5
Permit, Building, & Engineering Divisions	6
Permitting Customer Survey Report	7
Response Rate and Demographics	7
Permit Survey Satisfaction Ratings	8
Ratings of Staff Interactions and Communication	9

ORGANIZATION CHART





DEPARTMENT OVERVIEW

The department's major functions include planning and zoning, building, and engineering permit issuance, property maintenance enforcement, and health and sanitation inspections. Oversight and administration of planning functions for the village are accomplished by reviewing new development and redevelopment proposals, administrating the comprehensive plan, and preparing long range plans.

The department's property maintenance programs include health inspections of all food licensed businesses, day cares, and body care establishments. Other inspection programs include privately owned storm water management facilities and landscaping. Additionally, the department is responsible for inspections and enforcement of general property maintenance codes for commercial and residential properties.

Special projects include providing staff to the Schweikher House Trust, oversight for sustainability planning and implementation, and management of the farmer's market. Important funding sources include Village of Schaumburg General Fund, North Schaumburg Tax Increment Financing District, and Community Development Block Grant funds.

Department staff, through the various functions and programs, serves as liaison to several boards, commissions, and committees. These include the Zoning Board of Appeals (ZBA), Plan Commission (PC), Electrical Commission, Environmental Committee, Board of Health, and 1% for the Arts Committee.



KEY ACTIVITIES

90 North Updates

7 of the 11 buildings at the Dr Horton townhome project have been issued permits, with 2 of the buildings approved for occupancy. Progress continues at this most recently approved residential development.

The Fresh Market Grocery store is nearing completion of the “shell” permit with the project planned to be turned over to the tenant to complete the interior build out in June. An opening date is expected in early 2027.



The Village Board approved a retail signage plan for The District at Veridian. This mixed use/main street portion of the Veridian Development will include a mix of residential, retail, and restaurant uses. The sign package allows for street level signage that allows for creativity in façade design. Precast and parapet framework continued at Block 1 of The District in April.

Development Updates

Interior tenant build out of several of the spaces at the Crossroads (Golf and Meacham Roads) are underway. Piccolo Buco, Cava, Dave’s Hot Chicken have all begun work inside the spaces.

The Zoning Board of Appeals held a public hearing and recommended approval of N. Family Daycare to be located north of Hillcrest and Roselle Roads, just north of the Lurie Children’s Healthcare facility. The 13,500 square foot daycare will include a 5,000 square foot outdoor play area. The project will include adjustments to the existing parking area that serves the adjacent Holiday Inn hotel.

Single Family Inspection Program

Code Enforcement Inspectors completed the 2nd phase of the systematic exterior residential inspection program. This program includes an exterior maintenance inspection for all single-family detached homes in the village over a four-year period, with approximately 3,000 homes inspected each year. Phase 2 included 2,966 initial inspections with 746 recheck inspections. Inspections are performed from the sidewalk in front of homes and homeowners are mailed an inspection report noting any issues requiring correction. If the home is compliant with all exterior maintenance requirements, then a Thank-you letter is mailed. Phase 3 will begin in the fall.

OpenGov Software Update

The village continued its phased implementation of this new software with the addition of demo permits in March and new rental licenses in April. Code Enforcement also continued to help with the business license renewal enforcement, assisting with over 500 notices to businesses.



MONTHLY PERFORMANCE

Code Enforcement Division Inspections

Adjudication Tickets Issued	Total
CDD Building	3
CDD Code Enforcement & Admin	39
CDD Engineering	1
CDD Health	8
CDD Planning	0
Fire	6
This Month's Total	57

Follow Up Inspections	Total
Business License	6
Commercial Property	9
Landscape Maintenance	27
Rental	16
Residential Property	67
This Month's Total	125

General Program Responsibilities	
CSR	176
Foreclosure/ Notice Received	2
License Closeouts	0
License Needed	0
Monitoring Vacant Business Location	5
Monitoring Vacant Lots	22
Monitoring Vacant SF Homes	30
Notice Served/Unpaid Renewal	144
Nuisance Abatement Locations Cut	2
Village Wide Monitor	10
Tax Stamp Hold Status	5
Vacant Registration Received	1
This Month's Total	397

Inspections Completed	
Commercial Maintenance - Initial	29
Commercial Warnings Issued	0
Garbage Retail Locations Monitored	1
Gas Station Maintenance	1
Home Based Business License	2
Landscape Maintenance - Initial	7
License Approval/Recycling/Sign	4
License Psychic	0
Licenses – Vending Locations	na
Rental Home – Initial	13
Code Staff Self-Generated Violation	19
Residential Maintenance - Initial	610
Tree Removal Permit	6
This Month's Total	692



Environmental Health Division

Health Division Inspections

General Program Responsibilities	
Customer Service Requests	32
Health Onsite Meeting	0
Health Plan Review	14
Outdoor Temp Dining	0
Temporary Event Review	11
This Month's Total	57

Follow Up Inspections	
Body Care Establishments	4
Daycare Establishments	1
Food Service Establishments	55
Home Based Businesses	0
Hotel Housekeeping	0
Massage Establishments	0
This Month's Total	60

Inspections Completed	
Body Care Establishment Final	3
Body Care Establishment Licensing	3
Body Care Establishment Routine	2
Daycare Environmental Survey	13
Food In-service Training	0
Food Service Final	6
Food Service Licensing	6
Food Service Critical Routine	0
Food Service Routine	86
Home Based Business Licensing	0
Home Based Business Routine	3
Hotel Housekeeping Inspection	4
Massage Establishment Final	0
Massage Establishment Licensing	0
Massage Establishment Routine	1
Food Truck Licensing	0
Temporary Event Inspection	0
This Month's Total	127

Community Development Monthly Report – April 2026



Permit, Building, & Engineering Divisions

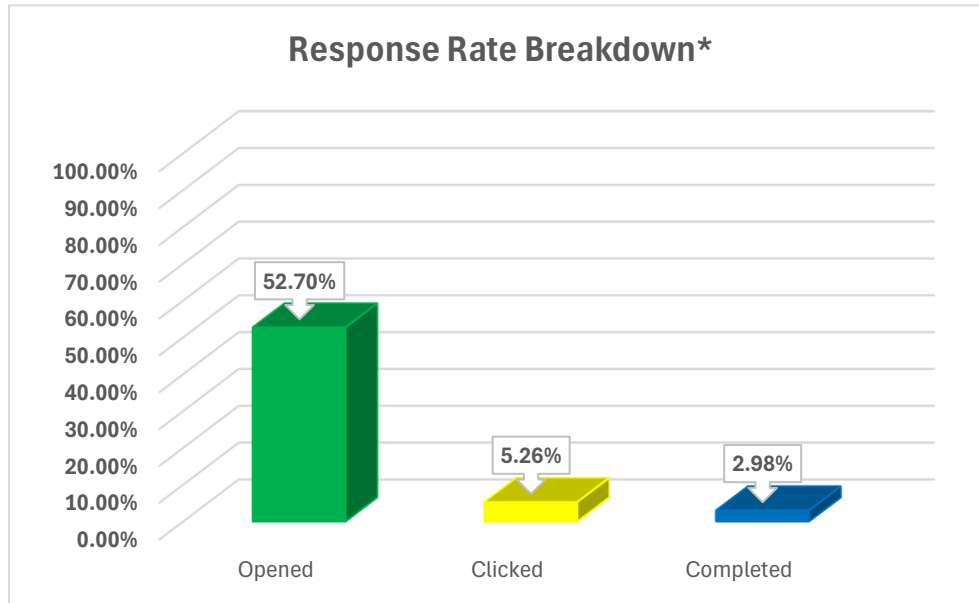
Division	April 2026		FY 25-26 YTD		April 2025		FY 24-25 YTD (through April)	
	Issued	Valuation	Issued	Valuation	Issued	Valuation	Issued	Valuation
Building	390	\$13,487,128	3,536	\$345,610,843	477	\$12,372,840	4,933	\$190,442,210
Engineering	11	\$6,133,286	209	\$89,809,212	21	\$3,322,667	250	\$48,259,982
Fire	41	\$540,504	360	\$12,201,320	36	\$584,562	443	\$10,064,953
Total	442	\$20,160,918	4,105	\$467,782,293	534	\$16,280,069	5,626	\$248,767,145

PERMITTING CUSTOMER SURVEY REPORT

The Community Development Department sends out surveys to permit applicants monthly. These surveys are reviewed and analyzed on a quarterly basis. This quarter's survey results cover permits issued from October 1 to December 31, 2025.

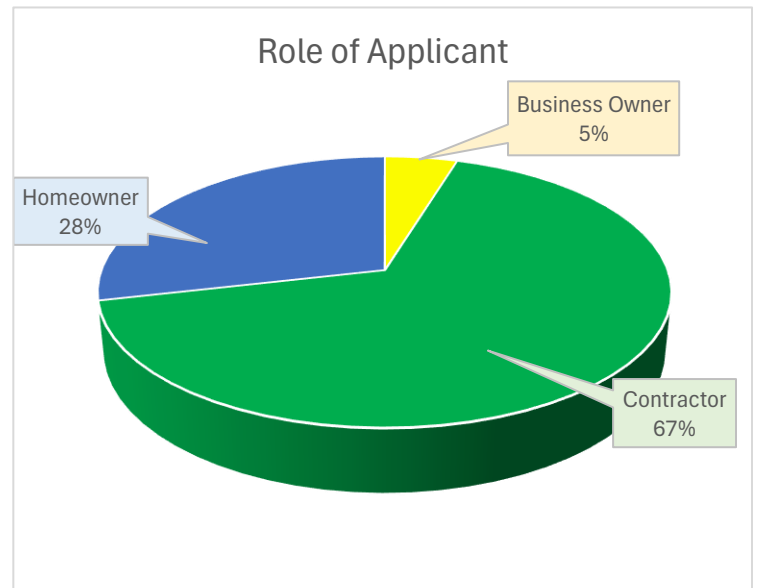
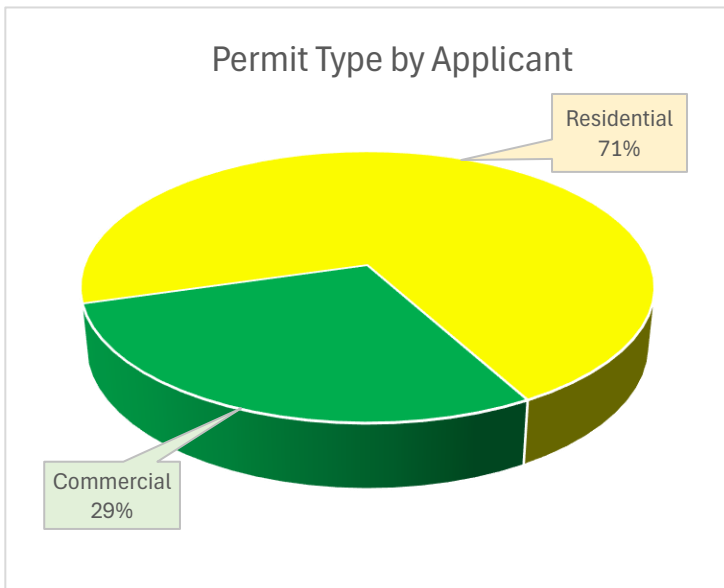
Response Rate and Demographics

The survey was emailed to a total of 704 recipients; 52.70% (371) opened the email, 5.26% (37) clicked on one of the links contained within, 2.98% (21) completed the survey.



*All graphs following this graph are based on a sample size of 21 responses

Of the 21 survey responses, 6 were for commercial projects, and 15 were for residential. Survey respondents are asked to self-identify their role in the project; 1 was a business owner, 14 were contractors, and 6 were homeowners.

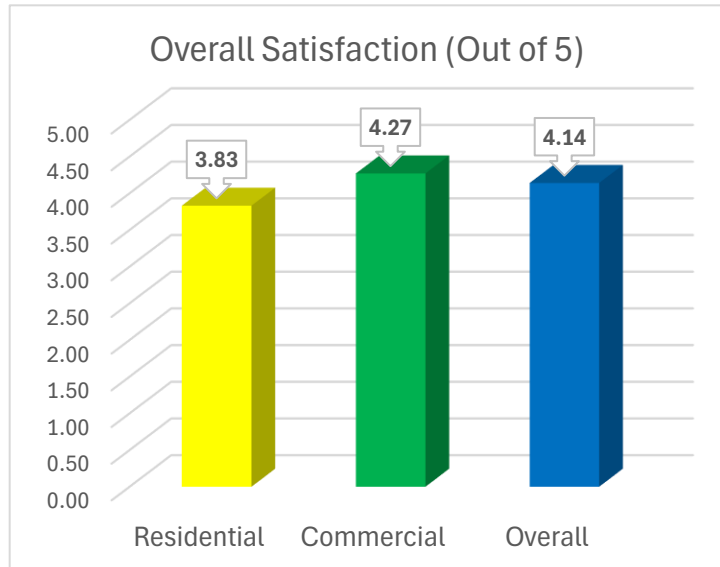




Permit Survey Satisfaction Ratings

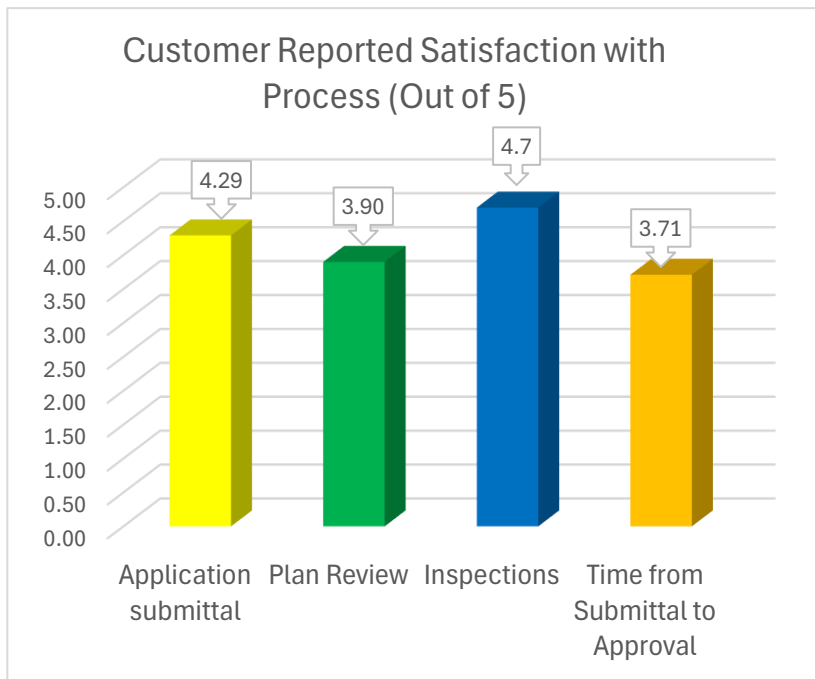
Satisfaction ratings are asked on a 5-point scale, from very satisfied to very dissatisfied. The overall satisfaction rating for Quarter 4 is 4.14. The department's goal is to maintain customer satisfaction ratings of 4 or more.

Looking at Overall Satisfaction by demographic group, residential project respondents rated satisfaction lower than commercial project respondents this quarter. Residential Overall satisfaction was below target while commercial and overall were above target.



The survey also measures satisfaction with different parts of the permit process, from permit submittal to inspections. Satisfaction with the performance of inspections was rated the highest of these items with a satisfaction rating of 4.7. The lowest rated process related item was time from submission to permit issuance with a rating of 3.71. Satisfaction with application submittal was rated above target while plan review was rated below target.

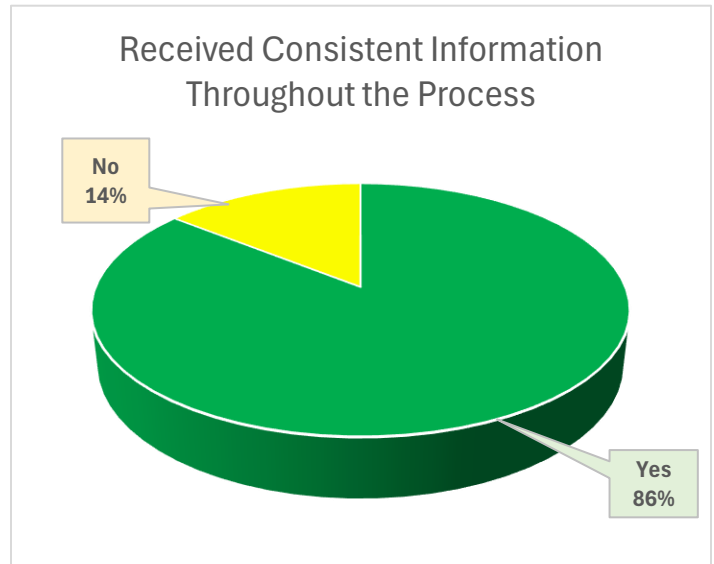
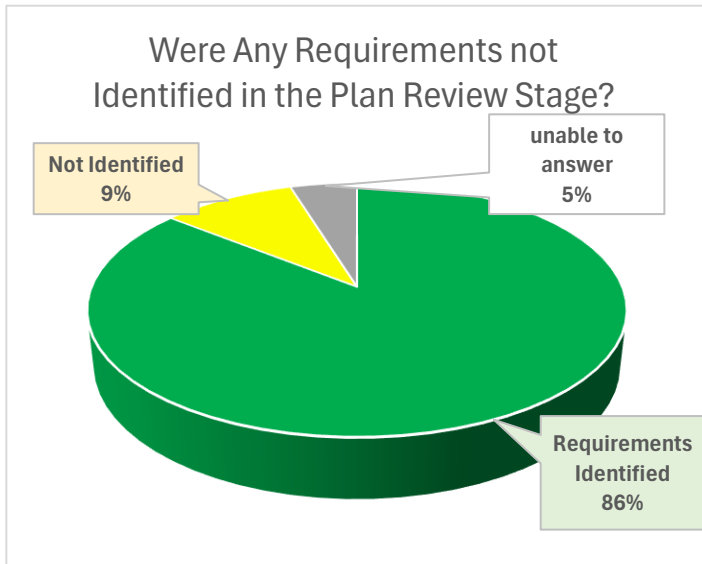
Satisfaction with village provided resources are all rated satisfactorily above 4. Resources include permit guides and website information. This quarter the OpenGov public portal was the highest rated resource with a rating of 4.41.





Ratings of Staff Interactions and Communication

Survey respondents are also asked to rate the interactions they have with staff and communication throughout the permitting process. Specifically, they are asked if items come up during the inspection process that were not identified during plan review, and if they received consistent information throughout the process. For Quarter 4, 2 respondents (9%) said there were requirements not identified in plan review, and 3 (14%) said they received inconsistent information.



Staff interactions are rated on a 5-point scale from very courteous to very discourteous. All staff interactions are consistently rated above 4. This quarter the highest ratings were fire inspections and fire plan review both rated 4.63, and building inspections rated at 4.61.

