



Session VIII

March 23, 2026

Neighborhood Services

Development Services

Course Outline

- Session I – Program Kickoff & Local Government 101
- Session II – Elected Leadership: Village Board of Trustees
- Session III – Village Manager’s Office
- Session IV – Internal Business Services
- Session V– Public Works: Facilities, Infrastructure, & Utilities
- Session VI – Community Health and Safety – Part I
- Session VII – Community Health and Safety – Part II
- Session VIII – Neighborhood & Development Services
- Session IX – Regional Partners, Local Taxing Bodies & Graduation

Session VII Agenda

Neighborhood & Development Services

- Neighborhood Services
 - Neighborhood Programs
 - Code Compliance Services
 - Neighborhood Partnerships
 - Community Services
- Development Services
 - Planning & Urban Design (Planning, Zoning & Historic Preservation)
 - Building & Development (Building Permits & Inspections)
 - Parking & Mobility Services (Permits, Enforcement & Registration)
 - Business Services (One Stop Shop, Business & Liquor Licensing)



Neighborhood Services Department

Neighborhood Services Overview

- Formerly part of Development and Customer Services; became own department in 2024.
- Supports Oak Park's values of equity, inclusion and connection through neighborhood-based problem solving
- Enhances quality of life via housing programs, grants and access to essential services
- Promotes safety, health and well-being through enforcement of property maintenance codes and ordinances



CODE COMPLIANCE



COMMUNITY SERVICES



NEIGHBORHOOD PROGRAMS



NEIGHBORHOOD PARTNERSHIPS

Meet the Team



Jonathan Burch
Director/Assistant Village Manager



Tina Brown
Code Compliance Manager



Paola Garibay
Neighborhood Partnerships Administrator



Vanessa Matheny
Community Services Administrator



Nisha St. Louis
Neighborhood Programs Manager



Mary Naughton
E.C.H.O. Program Manager



CODE COMPLIANCE

- Ensures safe, well-maintained residential properties
- Enforces residential property maintenance codes
- Partners with residents to resolve violations



2026 Neighborhood Walk Areas

Village of Oak Park

Neighborhood Walk - CDBG Area



Keywane
Woolford



Zone 1

Jewel Dillard

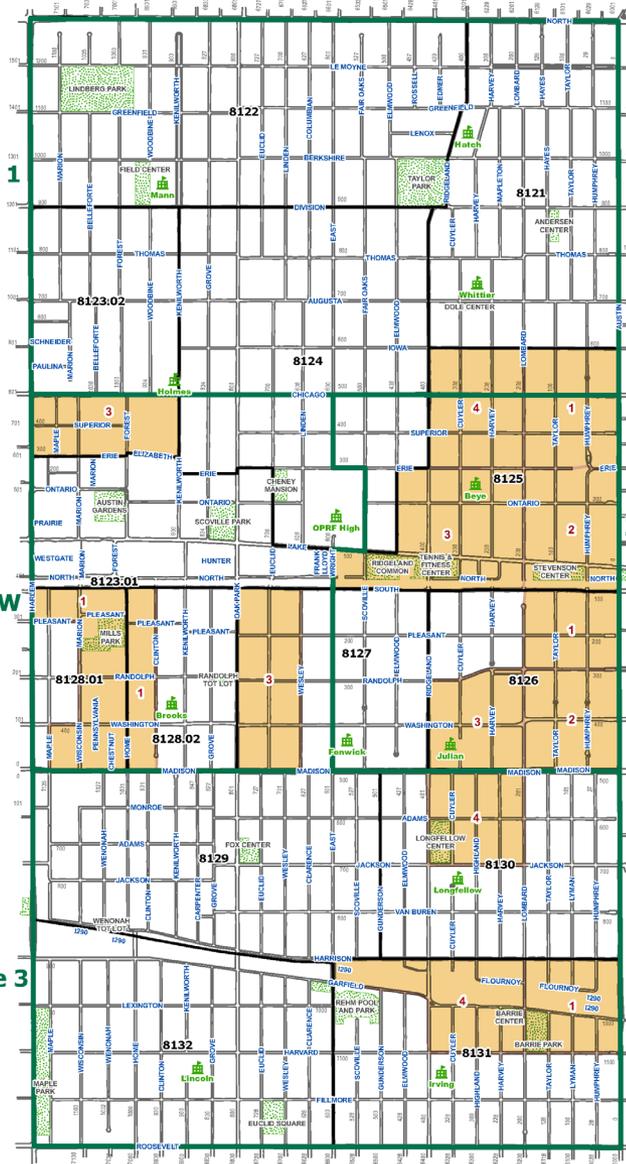


Zone 2W

Stana Ryan



Zone 3

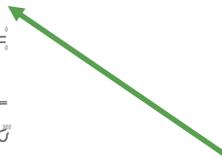


Gabriel Ponce



Zone 2E

Abner Vazquez



Leaf-Blower Regulations

- <https://www.youtube.com/watch?v=6plcaVb0zA4>

**What are the biggest Code Compliance
issues in your area?**



COMMUNITY SERVICES

- Support for the unhoused
- CDBG grants
- E.C.H.O. program

E.C.H.O.

- <https://www.youtube.com/watch?v=0sfRJMqYxRQ>



NEIGHBORHOOD PROGRAMS

- Supports affordable housing and tenant protection
- Connects residents to rental, repair and emergency assistance
- Promotes stable, inclusive and safe neighborhoods

Sewer Backup
Protection Grant

Residential
Rehabilitation
Program

Emergency
Rehabilitation
Program

Senior Home
Repair Assistance

Climate Ready
Energy Grants
and Loans

Small Rental
Property
Rehabilitation
Program

Downpayment
Assistance

Illinois Assist



NEIGHBORHOOD PARTNERSHIPS

- Builds collaboration between residents and Village staff
- Facilitates special event permitting process, resident engagement programs, and resource sharing
- Strengthens communication and neighborhood identity



Neighborhood Registry Overview

Purpose

- Strengthen neighborhood connections
- Improve communication with the Village
- Support resident-led initiatives and events

Tiered Structure



Acorn – Emerging neighborhoods



Sapling – Active neighborhoods groups



Mighty Oak – Established neighborhoods groups

Benefits

- Eligibility for neighborhood grants
- Village coordination and support
- Training and networking opportunities

Learn More: [Neighborhood Partnerships](#) | NeighborConnect@oak-park.us

What would help welcome you to the Village?

Scenario

- Resident experiencing a strong smell from an adjacent business.
 - Only one resident complaining. No complaints from other neighbors.
 - Business complaining of harassing behavior from neighbor over the issue.

How would/should the Village respond to this issue?

- What departments would be involved?
- What would be their roles?

Questions?



Development Services Department

Show of Hands:

- Anyone park on the street overnight or use our garages?
- Anyone sought zoning relief for their property?
- Anyone live in one of our historic districts?
- Anyone shop locally?
- Anyone obtain a building permit?

Divisions and Core Services

- Business Services – licensing, process support and enforcement
- Parking & Mobility Services – management and enforcement
- Permits & Development – plan reviews and inspections
- Planning & Urban Design – planning document creation, development entitlement, historic preservation and zoning

Department Goals and Objectives

- Coordinates parking, permitting, planning, historic preservation, zoning and business licensing
- Ensures all services provided align with the Village Board's and community's objectives
- Our goal is to provide professional and comprehensible processes that support residents and businesses

Business Services

- Serves as the “one-stop-shop” for new and existing businesses
- Helps new and existing businesses navigate Village processes
- Facilitates new-business walk through site visits
- Oversees all licensing, renewal, and compliance for local businesses
- Administers the Village’s business assistance grant programs
- Provides customer service and guidance to encourage investment and growth

Noemy Diaz
Business Services
Manager &
Administrative Officer



Scan or click
for more info!



Parking & Mobility Services



- Manages on-street parking, municipal garages, and more than 100 off-street parking lots throughout Oak Park.
- Issues residential, business, and visitor parking permits along with Village vehicle licenses.
- Develops parking policies that balance resident needs, business access, safety, and neighborhood livability.
- Uses modern tools and operational strategies to maintain fair parking access and compliance.
- Helps residents, visitors, and businesses access Oak Park's neighborhoods, commercial districts, and community destinations.



Marlin Jackson
Parking & Mobility
Services Manager

[Scan or click
for more
info!](#)



Planning & Urban Design



Michael Bruce
Planning & Urban Design
Manager / Village Planner

- **Strategic Planning:** Create long-range, comprehensive plans to guide future growth. Preserves community character while planning for equitable, sustainable growth.
- **Land Use and Zoning:** Evaluate, create, and enforce ordinances, land-use regulations to ensure neighborhood compatibility.
- **Public Engagement & Reporting:** Meet with developers and the public to discuss plans, business district plans and strategic redevelopment projects; prepare reports for the Plan Commission and Village Board.
- **Urban Design:** Evaluate proposed construction, demolition, or rehabilitation projects to ensure they do not harm significant historic structures.

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for more info!](#)



Permits & Development

- One point of contact for all permit requests; Construction, Dumpsters, Fire Sprinklers and Alarms, Public Works, Water, Special Events
- Responsible for ensuring that all permitted work is built to code minimums via Plan Reviews and Field Inspections
- Oversee Elevator Safety, Registration, and Testing program
- Maintain and ensure all contractors registered in the village are licensed and insured

[Scan or click
for more info!](#)



Thank You!



Craig Failor
Director



Noemy Diaz
Business Services
Manager/Administrative
Officer



Marlin Jackson
Parking and Mobility Services
Manager



Sean Lintow Sr.
Permits & Development
Manager/Chief Building
Official



Michael Bruce
Planning and Urban Design
Manager /Village Planner

Questions?



Trivia

NS vs. DS

Which department would you contact first about ongoing residential property maintenance issues?

- A) Police
- B) Neighborhood Services
- C) Development Services
- D) Public Works

True or False:

About half of all code compliance inspections start because of a complaint or concern that's reported.

Which of these typically requires a Village permit?

- A) Painting an interior wall
- B) Replacing a fence
- C) Planting flowers
- D) Rearranging furniture

Who helps ensure rental properties meet health and safety standards?

- A) Development Services
- B) Neighborhood Services
- C) Public Works
- D) Public Health

True or False:

Planning and zoning help guide how land is used and developed in the Village.

Which is a shared goal of both Neighborhood Services and Development Services?

- A) Issuing citations
- B) Supporting safe, livable neighborhoods
- C) Approving every request
- D) Limiting development

Looking Ahead

- Session IX– Regional Partners, Local Taxing Bodies & Graduation (April 6)



Good night!