



Community Development Department  
Building Services Division  
4900 Village Commons  
Matteson, IL 60443  
(708) 481-8313

## PROPERTY MAINTENANCE FREQUENTLY ASKED QUESTIONS (FAQs)

The Village of Matteson requires that all property owners maintain their property in a neat and attractive manner to ensure the quality of property throughout the community. The Building Services Division Property Maintenance/Code Enforcement Officer regularly inspects the exterior of all residential properties for compliance with local codes.

### FAQs

**Q: What is the maximum allowable height for grass?**

A: Six (6) inches.

**Q: What is the earliest I can put garbage out for pick-up?**

A: 8 p.m. of the night prior to the scheduled pick-up day.

**Q: If garbage is placed at the curb too early who should be contacted?**

A: Community Services Officer from the Police Department should be notified at (708) 748-1564.

**Q: Who should be contacted if a neighbor is collecting garbage on his/her property?**

A: Property Maintenance/Zoning Compliance Inspector should be contacted at (708) 481-8313.

**Q: Who should be notified if someone is constructing an addition or making an alteration without evidence of a building permit?**

A: Building Services Staff are available during the normal business hours of 8:00 a.m. to 4:30 p.m., Monday through Friday. A voice mail message can be left at any time.

**Q: My neighbor's tree limbs/branches overhang my property line. Who is responsible for the limbs/branches?**

A: This is a legal question as defined under civil statutes. The Village cannot advise or require any action be taken unless conditions represent a public safety hazard.

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**Q: Who should be contacted if a home in the neighborhood appears vacant/is vacant?**

A: First contact the real estate agent if a sign is present and an agent is identified. If there is no real estate sign, then contact the Building Services Division for any information that might be available. If there are concerns with property maintenance/zoning code violations, contact Property Maintenance/Zoning Compliance Inspector at (708) 481-8313. If conditions of the property pose a threat, contact the Matteson Police Department non-emergency number at (708) 748-1564.

**Q: If there is a complaint about a neighbor regarding property maintenance issues will the source of the complaint be reported/identified to the offender?**

A: Complaints of this nature are handled by the Building Services Division with discretion and anonymously.

**Q: What does the Village require for me to rent or sell my home?**

A: An Existing Structure Inspection (ESI) is required in either situation. This inspection assures that minimum health and safety standards are met. Information regarding an ESI can be found on the Village's website ([www.villageofmatteson.org](http://www.villageofmatteson.org)) or by contacting the Building Services Division at (708) 481-8313.

**Q: How many vehicles can be kept on my property?**

A: One (1) trailer or recreational vehicle is allowed provided it is located behind the front building line and parked on a properly installed concrete or asphalt base. Motor vehicles stored on property cannot be in disrepair/inoperable (i.e. flat tires, broken windows, etc.), and cannot be parked with a "For Sale" sign. All vehicles must display a current license plate and Village sticker.