Agenda Memo

Crest Hill, IL

Meeting Date:	November 9, 2026
Submitter:	Blaine Wing, City Administrator
Department:	Administration
Agenda Item:	Two (2) Denied Rebate Requests – Council Direction Requested

Summary: Two (2) residents have contacted the City regarding past rebate checks that were denied. Staff at various levels have thoroughly reviewed both situations and are mixed on how to handle them. The two resolutions that pertain to rebates (2011 and 2019) do not grant any staff position the authority to make decisions on these matters. Because of this, both items are being forwarded to City Council for direction.

The long-term solution is to either update the resolutions and/or adopt a policy to address these kind of situations going forward. In the meantime, at least one of these residents is seeking resolution of the outstanding issue before he can apply for the next rebate; otherwise, he will be denied again.

Resident #1: 1914 Wildrose Drive. Brief summary, the resident received 4 weed/lawn liens (See summary), which have all now been paid. In 2022, the City received on 11/30/22 her rebate application. However, due to the unpaid lien, the $85.97 rebate was not paid to the resident in March of 2023. The resident has questioned the City's use of certified/return mail, as the green cards were either illegibly signed or not signed. As all of the liens have now been paid, she is eligible for the current rebate but still needs to submit the application before the December 4, 2026, deadline.

Resident #2: 16437 Newbury Court. A brief summary is that in 2021, the resident had electric work that failed and then passed. Per the City's code, there is a $100 re-inspection fee. The City does not have a record of payment, although the re-inspection occurred. Additionally, the resident advises that for several years he received the rebate and then in 2025 he did not. (See summary).

Recommended Council Action: Due to the various issues involved and the low dollar amounts, I recommend that the City issue payment for both rebates. For resident #1 that would be $85.97. For Resident #2, the rebate of $155.60 was denied because City records show a $100 re-inspection fee has not been paid. If City Council feels the possible outstanding re-inspection fee should be subtracted from the rebate, I recommend that the remaining $55.60 be issued.

Attachments: 2011 and 2019 Resolutions
1914 Wildrose Drive Summary
16437 Newbury Court Summary