To: Plan Commission

From: Atefa Ghaznawi, AICP, LEED AP, City Planner
Daniel Ritter, AICP, Community Development Director

Date: November 12, 2026

Re: 16151 S Weber Road, Unit LL50, Special Use Application for a Massage Establishment known as Thrive Therapeutic Massage PLLC (Case # SU-26-11-11-1)

Project Details

Project:	Special Use for a Massage Establishment known as Thrive Therapeutic Massage PLLC
Applicant:	Ruth Carroll
Requests:	Special Use for a Massage Establishment
Location:	16151 S Weber Road, Unit LL50 (the "Subject Property")

Site Details

Lot Size:	Approximately 2 acres
Existing Zoning:	B-3 Business Service District
Existing Improvements:	Approx. 26,000 SF existing commercial office building, existing parking lot and driveways

Surrounding Zoning and Land Use Summary

	Land Use	Comp Plan	Zoning
Subject Parcel	Commercial Office Building	Local Commercial	B-3
North	Commercial Office Building	Local Commercial	B-3
South	Detention Pond	Detention	R-3
East	Single-Family Attached Residence	Single-Family Attached	R-3
West	Single-Family Detached Residence	Single-Family Detached	Unincorporated Will County

Exhibits

Application documents submitted by Applicant include:

1. Exhibit B – Application for Development 2026-10-01
2. Exhibit C – Legal Description 2026-10-12
3. Exhibit D – Property Owner's Letter of Authorization 2026-10-12
4. Exhibit E – Proposed Floor Plan 2026-10-12
5. Exhibit F – Project Narrative and Business History 2026-10-12
6. Exhibit G – Plat of Survey 2026-10-12

Application Background and Project Summary

Ruth Carroll is an experienced licensed massage therapist and the owner of Thrive Therapeutic Massage PLLC. Thrive Therapeutic Massage PLLC is an established, single practitioner massage therapy business and provides a variety of customized therapeutic massage services for clients experiencing anxiety and chronic stress, and seeking support with discomfort and pain, muscle tension, range of motion and ease of movement, sleep, and improving overall quality of life. The business was formerly located at the inside the Discover Wellness Suite located in The Ovation Center, Romeoville.

Thrive Therapeutic Massage PLLC is looking to expand its business in the City of Crest Hill, and is seeking approval of a Special Use Permit to operate a therapeutic massage practice in one private office inside Suite LL50 at Crestlake Professional Center located at 16151 S Weber Road. The remaining two offices in suite LL50 will contain independently operated businesses consisting of a chiropractic practice (Bolton Family Wellness) and a mental health therapy practice (Peace of Mind). Please see Exhibit E for the suite's proposed floor plan. The proposed hours of operation by appointment only will be Monday through Saturday, 8 a.m. – 8 p.m.

Figure 1: Location Map of 16151 S Weber Road (the Subject Property)



Summary of Requested Petition

Thrive Therapeutic Massage PLLC is requesting approval of a Special Use permit for a Massage Establishment to operate its business at the Subject Property. No variations have been requested as part of this application, and no exterior site improvements have been proposed.

Staff Analysis

Overall, the proposed Massage Establishment is a low-intensity, service-oriented business that generates minimal traffic, noise, and environmental impacts compared to many other permitted commercial uses in the B-3 Zoning District. Operations will occur entirely within an enclosed building, with no outdoor activities, amplified sound, or exterior storage. The business will comply with all applicable building, fire, health, and zoning codes, including occupancy limits, licensing requirements, and regular inspections. Adequate on-site parking is available to prevent overflow into residential streets, and hours of operation will be by appointment only, and limited to reasonable daytime and evening hours to ensure compatibility with nearby residences and commercial uses.

The business will occupy 104 SF of an existing 663 SF tenant space without requiring substantial structural alterations, expansion, or site modifications that constrain adjacent properties. Because the proposed Special Use is compatible with the B-3 Zoning District's intended small and medium-scale commercial activities, it will support continued economic vitality without creating conditions that hinder the development, improvement, or reasonable use of surrounding properties in accordance with the Crest Hill Zoning Ordinance.

Given the limited operational impacts, compliance with applicable City regulations and standards, and the nature of the use, the proposed special use is not expected to interfere with the reasonable use and enjoyment of nearby properties or adversely affect the character or orderly appearance of the neighborhood.

Staff feedback on specific aspects of the requested approval

Staff reviewed the proposed Massage Establishment with respect to the applicable City regulations. The Crest Hill Zoning Ordinance classifies Massage Establishments as Special Use in the B-3 Business Service District. No variation has been requested as part of this application.

Special Use Approval Standards and Findings

Section 12.7-6 of the Zoning Ordinance states the Plan Commission shall recommend, and the City Council shall grant a Special Use only when it shall have been determined, and recorded in writing, that all of the following standards are complied with. Staff has drafted the following findings of fact identified in bold italic font. These drafted findings can be modified or changed as the Plan Commission deems fit and based on the specific findings from the public hearing.

1. That the establishment, maintenance, or operation of the special use will not be detrimental to or endanger the public health, safety, or general welfare.
   The establishment, maintenance, and operation of the proposed massage establishment will not be detrimental to or endanger the public health, safety, or general welfare. The use is a low-intensity, service-oriented business that generates minimal traffic, noise, and environmental impacts compared to many other permitted commercial uses in B-3 Zoning District. Operations will occur entirely within an enclosed building, with no outdoor activities, amplified sound, or exterior storage. The business will comply with all applicable building, fire, health, and zoning codes, including occupancy limits, licensing requirements, and regular inspections. Adequate

on-site parking is available to prevent overflow into residential streets, and hours of operation will be by appointment only, and limited to reasonable daytime and evening hours to ensure compatibility with nearby residences.

Security measures, including proper lighting, clear visibility at entrances, and adherence to all state and local regulations governing massage establishments, will further promote a safe environment for clients, employees, and surrounding property owners. As a professional wellness service, the use is consistent with other small-scale commercial activities in the neighborhood and will not create conditions that threaten public health, safety, or the general welfare of the community.

2. That the special use will not be injurious to the use and enjoyment of other property in the immediate vicinity for the purposes already permitted, nor substantially diminish and impair property values within the neighborhood.
The proposed massage establishment will not be injurious to the use and enjoyment of other properties in the immediate vicinity for the purposes already permitted, nor will it substantially diminish or impair property values within the neighborhood. The use is a low-impact, service-oriented business that operates entirely within an enclosed building and does not involve outdoor activities, noise generation, odors, hazardous materials, or late-night operations. Client visits are typically scheduled and staggered, resulting in minimal traffic and parking demand compared to many other permitted commercial uses in the B-3 Zoning District.

The character of a professional massage establishment is consistent with other personal service and small-scale commercial uses commonly found in the neighborhood. With appropriate signage, lighting, and code compliance, the business will maintain a quiet, orderly, and well-maintained appearance that is compatible with surrounding properties. As such, the proposed special use will not interfere with neighboring properties' lawful use and enjoyment and is not expected to have any measurable adverse impact on property values within the neighborhood.

3. That the establishment of the special use will not impede the normal and orderly development and improvement of surrounding property for uses permitted in the district.
The establishment of the proposed massage establishment will not impede the normal and orderly development or improvement of surrounding properties for uses permitted within B-3 Zoning District. The use is a low-intensity, indoor personal service that is consistent with the residential and commercial character of the neighborhood and comparable in scale and impact to other permitted commercial and office uses in B-3 Zoning District.

The business will occupy an existing tenant space without requiring substantial structural alterations, expansion, or site modifications that constrain adjacent properties. It will not introduce excessive traffic, noise, lighting, or environmental impacts that discourage reinvestment or redevelopment of nearby parcels. Parking will be accommodated on-site, and operations will be conducted during reasonable business hours to maintain compatibility with nearby residential and commercial uses.

Because the proposed Special Use is compatible with B-3 Zoning District's intended small and medium-scale commercial activities, it will support continued economic vitality without creating conditions that hinder the development, improvement, or

reasonable use of surrounding properties in accordance with the Crest Hill Zoning Ordinance.

4. That adequate utilities, access roads, drainage, and/or other necessary facilities have been or are being provided.
   The proposed massage establishment will not require additional utilities, access roads, or drainage. The existing utilities, access roads, drainage, and/or other necessary infrastructure can adequately serve the proposed massage establishment.

5. That adequate measures have been or will be taken to provide ingress and egress so designed as to minimize traffic congestion in the public streets.
   Adequate measures have been taken to ensure that ingress and egress to the proposed massage establishment minimize traffic congestion on adjacent public streets. The business will operate within an existing building served by established driveways and access points that meet applicable City regulations and standards. No new curb cuts, access drives, or changes to traffic flow are proposed.

   The nature of the use is low-intensity and appointment-based, resulting in staggered client arrivals and departures rather than concentrated peak-hour traffic. Trip generation is expected to be modest and comparable to, or less than, other permitted personal service or office uses within the B-3 Zoning District.

   On-site parking is available in accordance with zoning requirements to prevent overflow parking onto nearby residential streets. Internal circulation patterns allow for safe vehicle maneuvering without backing into the public right-of-way. As a result, the proposed special use will not create undue traffic congestion and will maintain safe and efficient movement of vehicles to and from the site.

6. That special use shall in all other respects conform to the applicable regulations of this Ordinance and other applicable City regulations, except as such regulations may in each instance be modified by the City Council pursuant to the recommendation of the Plan Commission.
   The proposed massage establishment will, in all respects, conform to the applicable regulations of the Crest Hill Zoning Ordinance and all other relevant City codes and requirements. The business will obtain and maintain all required licenses and permits, including any local and state approvals specific to massage establishments, and will operate in compliance with established operational standards.

   The subject property will comply prior to issuance of a certificate of occupancy with applicable zoning requirements, including but not limited to parking, signage, lighting, and accessibility. The building will meet all building, fire, health, and life-safety codes, and inspections will be completed as required by the City.

   No variations from the Crest Hill Zoning Ordinance and Code of Ordinances are requested other than the Special Use approval itself. Accordingly, the proposed Special Use will remain fully consistent with the intent and requirements of the Crest Hill Zoning Ordinance and all other applicable City regulations governing properties within B-3 Zoning District.

Condition of Approval

The proposed Massage Establishment shall be in substantial compliance with the application documents approved by the City Council and identified below:

1. Prior to adding any additional licensed massage therapists to the Massage Establishment, the applicant shall notify the City and shall obtain required licenses and approvals.
2. The proposed Massage Establishment business shall be subject to a background check and approval for the business, massage therapist, and proposed location by the Crest Hill Police Department.

Staff Recommendation

Based on the drafted findings reflected in this staff report, Staff recommend the following motion to provide a recommendation to the City Council. This motion may be amended by any Plan Commission member making the motion based upon the findings of the public hearing. Staff recommend any motion be made in the positive form to correspond with the applicant's request to avoid confusion.

The Plan Commission recommends City Council conditional approval of a Special Use permit for a Massage Establishment known as Thrive Therapeutic Massage PLLC, subject to conformance with the conditions for approval and application documents referenced in the November 12, 2026, Plan Commission Staff Report for Case # SU-26-11-11-1.

EXHIBIT A

Supplemental Special Use Approval Facts to Consider Per Zoning Ordinance Section 12.7-6

1. *That the establishment, maintenance, or operation of the special use will not be detrimental to or endanger the public health, safety, or general welfare.*

2. *That the special use will not be injurious to the use and enjoyment of other property in the immediate vicinity for the purposes already permitted, nor substantially diminish and impair property values within the neighborhood.*

3. *That the establishment of the special use will not impede the normal and orderly development and improvement of surrounding property for uses permitted in the district.*

4. *That adequate utilities, access roads, drainage, and/or other necessary facilities have been or are being provided.*

5. *That adequate measures have been or will be taken to provide ingress and egress so designed as to minimize traffic congestion in the public streets.*

6. *That special use shall in all other respects conform to the applicable regulations of this Ordinance and other applicable City regulations, except as such regulations may in each instance be modified by the City Council pursuant to the recommendation of the Plan Commission.*