



VILLAGE NEWS

September/October 2019

How to Protect Yourself from Robocalls

Robocalls have become an epidemic. Nearly 48 billion robocalls were placed in 2018 alone! Illegal robocalls include telemarketing spam (automated sales calls from companies you haven't authorized to contact you) and attempts at outright theft. Prerecorded messages dangle goodies like all-expenses paid travel or demand payment for nonexistent debts to get you to send money or give up sensitive personal data. You may not be able to tell right away if an incoming call is spoofed. Be extremely careful about responding to any request for



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Scammers often use caller ID spoofing to mask their true location, making it appear that they're calling from a legitimate or local number to raise the odds that you'll pick up. If you do, the robotic voice on the other end might claim to represent a utility, a name-brand company or a government agency (Social Security and the Internal Revenue Service are popular poses). It might offer you a free cruise, cheap health insurance or a low-interest loan. It might claim you've won a lottery. It might tell you to press a particular key to learn more, or to get off a call list.

- ⇒ **Don't answer calls from unknown numbers. If you answer such a call, hang up immediately!**
- ⇒ If you answer the phone and the caller - or a recording - asks you to hit a button to stop getting the calls, you should just hang up. Scammers often use this trick to identify potential targets.
- ⇒ Do not respond to any questions, especially those that can be answered with "Yes" or "No."
- ⇒ Never give out personal information such as account numbers, social security numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or if you are at all suspicious.
- ⇒ If you get an inquiry from someone who says they represent a company or a government agency, hang up and call the phone number on your account statement, or the number in the phone book, or on the company's or government agency's website to verify the authenticity of the request. You will usually get a written statement in the mail before you get a phone call from a legitimate source, particularly if the caller is asking for a payment.
- ⇒ Use caution if you are being pressured for information immediately.
- ⇒ If you have a voice mail account with your phone service, be sure to set a password for it. Some voicemail services are preset to allow access if you call in from your own phone number. A hacker could spoof your home phone number and gain access to your voice mail if you do not set a password.
- ⇒ Talk to your phone company about call blocking tools and check into apps that you can download to your mobile device. The FCC allows phone companies to block robocalls by default based on reasonable analytics. More information about robocall blocking is available at fcc.gov/robocalls.

Village Announces Suburban Woods Repaving Project

On Monday September 16th, the Village Board of Trustees accepted the bid proposal from Iroquois Paving Corporation for the roadway improvements to the Suburban Woods Subdivision. The improvements to Suburban Woods include a com-

plete re-paving of the roads, adjustment and repair of all structures in the roadway (manholes, valve box's), and re-grading/ restoration of drainage swales as needed.

These improvements are long overdue for

Suburban Woods and will drastically improve the aesthetics and function of the entire subdivision. This project will be completely self-funded by the Village and is scheduled to be completed before the end of 2019.



Residential Branch Pick Up Program

The branch pick up program is for branches cut down by the residents. The program is not for branches removed by a tree service. If a tree service cuts down the tree, the contractor must remove the branches and logs. The Village does not have the resources or equipment to pick up logs, stumps or branches more than 10-inches in diameter.

Once the branches are cut, stack them in front of your property by the street and contact the Public Works Department to schedule a pickup. Weather permitting, the Public Works Department will go out on Fridays to pick up branches on our scheduled list.

Your regular refuse company should pick up all other yard waste, such as weeds, flowers or grass clippings. Please do not mix these with branches or we will not be able to remove it for disposal.

The goal of the Public Works Department is to ensure that the needs of our residents are met. If you have any concerns or questions, please contact the Public Works Department at (708) 503-8200.

It's the Law: Leash and Scoop

The Village stresses owner responsibility regarding pets. Dogs are required to be placed on a leash when taken outside the owner's property; owners must supervise their pet in public places at all times.

Pet owners are prohibited from allowing a dog to defecate or urinate on any property other than that of its owner. Failure to remove the waste is considered a violation of the offense. Pet owners are also not allowed to have excrement accumulate on their property. Fines range from \$50 to \$500 for violating Ordinance 2012-03.

Please contact the police if you encounter any dogs being walked without a leash or pet owners who are not cleaning up after themselves by calling the Police at the non-emergency number at (708) 503-8100.



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