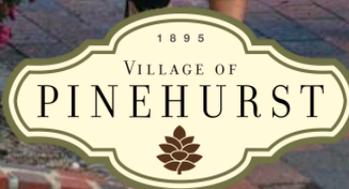


GUIDE TO DOING BUSINESS IN PINEHURST



History, Charm, and Southern Hospitality

GUIDE TO DOING BUSINESS IN PINEHURST



GETTING STARTED

The Village of Pinehurst has created this Guide for Doing Business in Pinehurst that can be distributed to small businesses to help them navigate the municipal process – including permitting, licensing, and zoning.

The target audience for this Guide is Pinehurst’s small business community, which is the heart and soul of the Village. Most of these small businesses have few employees and navigate the permitting and licensing process on their own.

The goal of this Guide is to provide a user-friendly print guide that enables small businesses to better understand the processes of the Village and to therefore save them time and money.

INTRODUCTION

This Guide is a tool for the small business community as part of an overall effort to continue to attract and support new businesses to the Village Center and outlying business districts.

Licenses and permits are required by the Village and other agencies to ensure the health, safety, and welfare of its residents. However, Village staff will provide assistance and guidance to you throughout the process to help you open your business in Pinehurst as quickly as possible!

PLACES TO START

As you prepare to open your business, there are two places you should visit in Village Hall at 395 Magnolia Road: the Planning & Inspections Department and the Assistant Village Manager’s Office.

Natalie Dean

Assistant Village Manager/
Downtown Manager
(910) 295-8643
ndean@vopnc.org

Bruce Gould

Senior Planner
(910) 295-8659
bgould@vopnc.org

Chad Hall

Senior Planner
(910) 295-8664
chall@vopnc.org

Dallas Morgan

Building Official
(910) 295-8663
dmorgan@vopnc.org

**GUIDE TO DOING
BUSINESS IN
PINEHURST**

PEOPLE TO KNOW IN PINEHURST

KEY CONTACTS

<p>PLANNING DEPARTMENT Bruce Gould Senior Planner <i>Zoning Use Applications & Portable Signage</i> 395 Magnolia Road Pinehurst, NC 28374 (910) 295-8659 bgould@vopnc.org</p>	<p>INSPECTIONS DEPARTMENT Dallas Morgan Building Official <i>Building Permits & Building Inspections</i> 395 Magnolia Road Pinehurst, NC 28374 (910) 295-8663 dmorgan@vopnc.org</p>	<p>PLANNING DEPARTMENT Chad Hall Senior Planner <i>Business Signage & Historic District</i> 395 Magnolia Road Pinehurst, NC 28374 (910) 295-8643 ndean@vopnc.org</p>
<p>CODE ENFORCEMENT Angel Smith Code Enforcement Officer <i>Code Violations</i> 395 Magnolia Road Pinehurst, NC 28374 (910) 295-8665 asmith@vopnc.org</p>	<p>FIRE DEPARTMENT Carlton Cole Fire Chief <i>Fire Code & Inspections</i> 405 Magnolia Road Pinehurst, NC 28374 (910) 295-5575 jcole@vopnc.org</p>	<p>POLICE DEPARTMENT Earl Phipps Police Chief <i>Business District Patrols & Emergency Response</i> 400 Magnolia Road Pinehurst, NC 28374 (910) 295-3781 ephipps@vopnc.org</p>

OFFICE HOURS

Village Hall

Monday – Friday: 8:30 am – 5:00 pm (See www.vopnc.org for holiday closings)

Building Inspectors' Office Hours

Monday – Friday: 8:30 am – 10:00 am and 4:00 pm – 5:00 pm

DEVELOPMENT PERMIT

WHAT IS A DEVELOPMENT PERMIT?

A Development Permit is issued to businesses that complete and meet the requirements of the Application for Zoning Use. This application and the associated Development Permit signify the proposed use of a piece of property is in compliance with the Village's Zoning Use requirements, as outlined in our Pinehurst Development Ordinance.

DO I NEED TO GET A DEVELOPMENT PERMIT?

Any business operating in the Village of Pinehurst corporate limits is required to obtain a Development Permit.

HOW DO I FILE FOR A DEVELOPMENT PERMIT?

An Application for Zoning Use may be obtained from the Village's website at www.vopnc.org under Applications and Forms in the Document Library under the "Residents" tab. In addition, an application may be obtained at Village Hall on 395 Magnolia Road. There is no fee associated with the Development Permit for Zoning Use and completed Applications for Zoning Use should be submitted to:

Village of Pinehurst
Attn: Bruce Gould, Senior Planner
Planning & Inspections Department – Village Hall
395 Magnolia Road,
Pinehurst, NC 28374

DOES A DEVELOPMENT PERMIT EXPIRE?

The Development Permit expires 365 days after the date of issuance if you do not establish your business. However, if any local, state, or federal regulation has been changed within 365 days of approval that affect the application, you must re-apply.

WHAT IF MY INTENDED USE DOES NOT COMPLY WITH THE CURRENT ZONING?

If the business use you desire does not comply with the Village's current zoning, you should speak to the Senior Planner in the Planning and Inspections Department.

BUILDING PERMIT

WHAT IS A BUILDING PERMIT?

A building permit is issued to licensed contractors and owners to allow for construction work where the NC Building Code requires one and is issued only after a Development Permit has been obtained. Building permit fees are based on the type of work, the amount of work, and number of inspections needed.

WHEN DO I NEED TO GET A BUILDING PERMIT?

Building permits are required to construct, reconstruct, alter, repair, remove or demolish the interior or exterior of a building or structure. General interior work such as painting, wallpapering, tiling, or carpeting does not require a building permit. The most common building permits issued to small businesses occupying an existing commercial space are issued after receiving a completed Application for Permit of Changeout, Upfit or Single Trade or an Application for Non-Residential Building.

Please consult with the Planning and Inspections Department if you are considering any interior or exterior modifications, as that impacts the type of application required.

WHERE DO I GET A BUILDING PERMIT?

The Planning and Inspections Department issues building permits at Village Hall at 395 Magnolia Road.

HOW DO I GET MY BUILDING PERMIT SO I CAN OCCUPY MY BUSINESS SPACE?

1. **Application and Permit Issuance:** After consulting with the Planning & Inspections Department, submit the proper completed application for a building permit. Your application will be reviewed and upon approval, a building permit will be issued.
2. **Work is Completed and Inspected:** As the work outlined in the building permit is completed, the building inspectors will inspect the work after notification that step of construction has been completed to ensure it is in compliance with legal requirements and the building permit issued.
3. **Certificate of Occupancy:** After your building permit work is completed to the satisfaction of the building inspector, the project will receive a Certificate of Occupancy from the Inspections Department, which is required before you can occupy the building space.

If there are any doubts as to whether a permit is required or any questions regarding obtaining a permit, please call the Planning and Inspections Department at 910-295-2581.

**GUIDE TO DOING
BUSINESS IN
PINEHURST**

CERTIFICATE OF COMPLIANCE/OCCUPANCY

WHAT IS A CERTIFICATE OF COMPLIANCE/OCCUPANCY?

A Certificate of Compliance/Occupancy indicates that your commercial space is suitable for occupancy, in accordance with the NC Building Code.

WHEN DO I GET MY CERTIFICATE OF COMPLIANCE/OCCUPANCY?

The Inspections Department will issue a Certificate of Compliance/Occupancy at the conclusion of all work done under a building permit once the building inspectors make their final inspections and determine the completed work complies with all applicable laws and permits issued.

CAN I GET A TEMPORARY CERTIFICATE OF COMPLIANCE/OCCUPANCY?

The Inspections Department may issue a Temporary Certificate of Compliance/Occupancy that is only valid for the period of time indicated on the certificate. The Temporary Certificate of Compliance/Occupancy may apply to specified portions of the building and may contain conditions. If the conditions stated on the certificate are not met within the stated time frame, the Temporary Certificate of Compliance/Occupancy will expire and the space should be vacated.



HISTORIC DISTRICT

WHAT IS THE HISTORIC DISTRICT?

The Pinehurst Local Historic District is comprised of those properties located in the Village Center and the immediately surrounding areas as identified on the Local Historic District Map.

ARE THERE SPECIAL REQUIREMENTS FOR BUSINESSES IN THE HISTORIC DISTRICT?

If a business is located in the local historic district, the Village's Historic District Standards and Guidelines are applicable. These standards and guidelines govern exterior changes to properties, including but not limited to renovation, new construction, signage, and landscaping.

WHAT ADDITIONAL APPROVALS ARE REQUIRED IN THE HISTORIC DISTRICT?

If your business will be located in the local historic district, an Application for the Local Historic District may be required, depending on the type and extent of exterior changes to a commercial property. Any business signage in the local historic district requires an application to be submitted. In some cases your application may be approved by the Village Planning staff or it may need to be reviewed and approved by the Historic Preservation Commission. There is no fee associated with the Application for the Local Historic District and completed applications should be submitted to:

Village of Pinehurst
Attn: Chad Hall, Senior Planner
Planning & Inspections Department – Village Hall
395 Magnolia Road
Pinehurst, NC 28374

If the Historic Preservation Commission and/or planning staff determines your application to make exterior changes is congruous with the historic character of the Village of Pinehurst Historic District, it will issue a Certificate of Appropriateness.

DO I NEED ANY APPROVALS TO DO ROUTINE MAINTENANCE IN THE HISTORIC DISTRICT?

Normal maintenance or repair does not require a Certificate of Appropriateness. However, the Village Planner or designee should provide written approval prior to the onset of any maintenance work. In general, routine maintenance should be conducted with the same materials (style, size, color, etc.) that are currently in place. Examples of routine maintenance include painting the existing compliant color; repairs to fences, decks, and driveways; replacement of roof shingles; replacement of in-kind doors and windows, etc.

**GUIDE TO DOING
BUSINESS IN
PINEHURST**

SIGNAGE REGULATIONS

WHAT ARE THE SIGNAGE REGULATIONS IN PINEHURST?

The Village has regulations for both permanent and temporary signage that are detailed specifically in the Pinehurst Development Ordinance. These regulations are intended primarily to encourage the effective use of signs as a means of communication to attract sources of economic development and to maintain and enhance the aesthetic environment.

There are requirements related to the size of the sign face, the location of sign, the colors used in sign, and the types of signs allowed. Please refer to the Pinehurst Development Ordinance for a list and description of permitted signage.

HOW DO I GET MY SIGN APPROVED?

To get your business sign approved, you must first obtain a Development Permit from the Planning and Inspections office and where required, a Building Permit. Sign permits are reviewed and approved by the Village Planner. If your business is located in the Historic District, signage requests are also reviewed and approved by the Historic Preservation Commission. An application fee may be assessed in accordance with the Village's Fee Schedule.

DO ALL SIGNS REQUIRE A PERMIT?

In some cases, you are not required to obtain a permit for signage, but all signage must comply with Village regulations. The most common types of signage not requiring a permit include: window displays denoting hours of operation; non-neon like "Open" signs less than 1 square foot in total; and signs that give the name or address of the business that meet certain requirements. Please refer to the Pinehurst Development Ordinance to determine if your sign requires a permit and what the applicable regulations are.

If you intend to erect any business signage either outside of your place of business or in the store front, please call the Planning and Inspections Department at 910-295-2581 to speak with a Senior Planner to ensure the signage complies with the Village's sign regulations.

COMMUNITY APPEARANCE GRANT

WHAT IS THE COMMUNITY APPEARANCE GRANT?

The Village of Pinehurst has a Community Appearance Grant Program that is intended to help businesses and property owners in commercial areas upgrade and improve the exterior appearance of their property.

Grant rebates of up to \$1,500 or 50% of the exterior/site-up-fit cost (whichever is less) are available for building and site improvements. Review and approval of the proposed improvement projects are based upon design guidelines, community plans and streetscape plans for the area in which the project is located.

HOW DO I APPLY FOR THE COMMUNITY APPEARANCE GRANT?

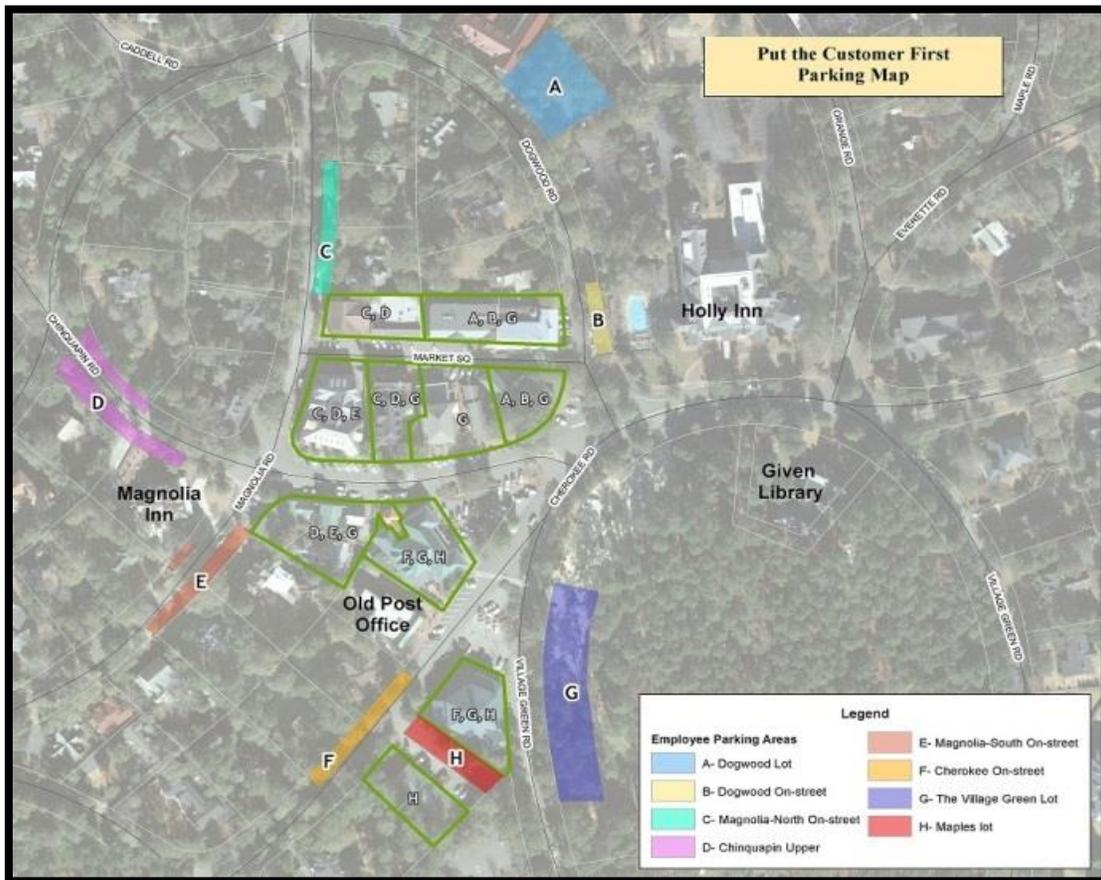
For more information about this program, please contact the Planning & Inspections Department at 910-295-2581 and speak with the Village Planner prior to the start of the project to determine if you are eligible for the grant program. The Village Planner can provide an application that is then submitted to the Community Appearance Commission for review and approval.

Examples of previous projects funded with the Community Appearance Grant include roof replacements, painting, and landscaping.

PARKING

IS THERE A DESIGNATED MERCHANT PARKING AREA?

While there are no formal regulations regarding merchant parking, participating merchants and their employees, in partnership with the Pinehurst Business Guild and the Village, have agreed to park in areas designated for their businesses in order to allow adequate on street parking for customers. This campaign is known as “Put the Customer First”.



WHAT ARE THE REGULATIONS ON LOADING ZONES?

Pursuant to Section 72.08 of the Municipal Code, parking in a loading zone is prohibited between the hours of 11:00 a.m. and 2:00 p.m. except for individuals in the process of actively loading or unloading cargo. Parking in a loading/unloading zone is limited to 30 minutes and the vehicle may not be left idling for more than five minutes in the same location.

OTHER LICENSES AND REGISTRATIONS

WHAT OTHER LICENSES AND REGISTRATIONS AM I REQUIRED TO OBTAIN?

The name of your business must be registered with the Moore County Register of Deeds Office. Please contact their office at 910-947-6370.

The Village of Pinehurst does not issue business or privilege licenses. However, in some cases you may be required to obtain a privilege license from Moore County or the State of North Carolina. The cost of the license varies based on the type of business. Please contact the Moore County Tax Office at 910-947-2255 and the NC Department of Revenue at 1-877-252-3052 to determine if you are required to obtain a privilege license.

If your business will sell, store, distribute, serve, or deliver alcohol, you must have an alcoholic beverage license. Please consult with the Moore County Alcohol Beverage Control Board at 910-692-8578 to determine the type of application and permit needed.

If your business prepares food, you are required to obtain appropriate permits from the Moore County Health Department. Please contact the department at 910-947-3330 to determine what permits are required.

You are also required to list any tangible, income-producing personal property with the Moore County Tax Office, which can be reached at 910-947-2255.

ANNUAL FIRE INSPECTIONS

IS MY BUSINESS SUBJECT TO AN ANNUAL FIRE INSPECTION?

Once a year, a member of the Pinehurst Fire Department will conduct an annual fire inspection of all commercial business space to help protect both your life and property through fire prevention. Home based businesses are not subject to an annual fire inspection.

WHAT ARE THE REQUIREMENTS AND REGULATIONS?

The NC Fire Prevention Code outlines the requirements and regulations required for businesses. To ensure workplace fire safety, make sure:

- Exit doors are not blocked or locked and can be opened easily,
- Fire alarms and sprinklers are properly maintained,
- Extension cords are not used in place of permanent wiring,
- Exit routes are clear and free of obstructions and properly marked with signs, and
- You have the proper type of fire extinguisher required for the fire hazards present and it is properly maintained and inspected.

There are many other requirements of the NC Fire Prevention Code. To see a list of the violations most commonly noted, please go to www.vopnc.org/fire. The Pinehurst Fire Department can help you ensure workplace fire safety and can be reached at 910-295-5575.

WHEN WILL MY BUSINESS BE INSPECTED?

Fire inspections typically occur unannounced. Your business location is inspected on an annual basis in a given month and each year thereafter about the same time of the year.



**GUIDE TO DOING
BUSINESS IN
PINEHURST**

HOME BASED BUSINESSES

AM I ALLOWED TO RUN MY BUSINESS OUT OF MY HOME?

The Village does allow home-based businesses, subject to certain limitations.

WHAT RESTRICTIONS ARE THERE TO RUNNING A HOME-BASED BUSINESS?

There are several requirements for home occupations listed in the Pinehurst Development Ordinance. Some of the more note-worthy restrictions include:

- The principal person running the business must live in the home,
- The area of the home used for the business cannot exceed 30% of the combined floor area,
- Wholesale or retail sale of goods cannot occur in the home,
- The business can only employ those who reside in the home and one additional employee who does not reside on the premises,
- No additional traffic or parking congestion, noise, or odor can be detected by normal senses off the property,
- Advertising signs for a home based business are not displayed at your home,
- Goods associated with the business are not stored outdoors, and
- Any vehicle used in conjunction with the home occupation are of a size, and located on the premises in such a manner, so as to not disrupt the quiet nature and visual quality of the neighborhood.

ARE THERE ANY APPROVALS REQUIRED FOR A HOME BASED BUSINESS?

An application for Home Occupation may be obtained from the Village's website at www.vopnc.org under Applications and Forms in the Document Library under the "Residents" tab. In addition, an application may be obtained at Village Hall on 395 Magnolia Road. There is a fee associated with the Development Permit and completed applications should be submitted to:

Village of Pinehurst
Attn: Bruce Gould, Senior Planner
Planning & Inspections Department – Village Hall
395 Magnolia Road
Pinehurst, NC 28374



**GUIDE TO DOING
BUSINESS IN
PINEHURST**

TAXES

WHAT TAXES WILL I BE RESPONSIBLE FOR?

The types of taxes your business is required to pay will vary based on the type of ownership, use of employees, and the types of products or services provided. In addition to federal income taxes, state income taxes, and employment taxes, Pinehurst for-profit businesses may be responsible for personal and property taxes. If you own a commercial building, you are subject to real property taxes levied by Moore County and the Village of Pinehurst. If you use personal property in conjunction with a business, your business is subject to personal property taxes.

In addition, motor vehicle taxes are levied by the NC Department of Motor Vehicles with the invitation to renew vehicle registrations and are collected by the department at the same time of the annual vehicle registration.

WHEN ARE MY LOCAL PROPERTY TAXES DUE?

Real property taxes are levied each year and are due on January 6 of the year following the levy. Moore County bills and collects real property taxes for both the county and the Village of Pinehurst on the same tax bill.

HOW MUCH SHOULD I EXPECT TO PAY IN PROPERTY TAXES?

Moore County and the Village of Pinehurst establish the ad valorem tax rate with the adoption of the annual budget each year. The current tax rates can be obtained by calling the Moore County Tax Department at 910-947-2255 and the Village of Pinehurst Finance Department at 910-295-1900.

UTILITIES AND SERVICES

WATER AND SEWER

Moore County Public Utilities

1-910-947-6315

www.moorecountync.gov/public-utilities

ELECTRICITY

Duke Progress Energy

1-800-653-5307

www.duke-energy.com

NATURAL GAS

Piedmont Natural Gas

1-800-752-7504

www.piedmontng.com

CABLE/PHONE/BROADBAND

Time Warner Cable

1-910-692-6684

www.timewarnercable.com

Century Link

1-800-362-2772

www.centurylink.com

Charter Cable

1-888-898-5134

www.buycharter.com

POST OFFICE

US Postal Service

1-910-295-1231

www.usps.com

GARBAGE COLLECTION

(Note: the Village does not collect commercial garbage)

American Waste

1-910-235-0300

www.awsinc.net

Carolina Waste Service, Inc.

1-910-673-4285

Waste Management

1-910-281-4727

www.wm.com

SMALL BUSINESS RESOURCES

LOCAL

Village of Pinehurst

(910) 295-1900

www.vopnc.org

Small Business Center at Sandhills Community College

(910) 695-3938

www.sandhills.edu/coned/small-business-center

Moore County Partners in Progress

(910) 246-0311

www.econdev@moorebusiness.org

STATE

Business Link North Carolina – NC Dept of Commerce

(800) 228-8443

www.blnc.gov

NC Small Business and Technology Development Center

(800) 258-0862

www.sbtcdc.org

Thrive in North Carolina – NC Dept of Commerce

(800) 228-8443

www.thrivenc.com



FEDERAL

U.S. Small Business Administration

(202) 205-8800

www.sba.gov/dc

US Postal Service Small Business Customer Support Center

(877) 747-6249

<http://about.usps.com/postal-bulletin/2012/pb22342/html/po.htm>

**GUIDE TO DOING
BUSINESS IN
PINEHURST**

**GUIDE TO DOING
BUSINESS IN
PINEHURST**

JOIN THE BUSINESS GUILD AND CHAMBER OF COMMERCE

PINEHURST BUSINESS GUILD

All new Pinehurst businesses are encouraged to join the Pinehurst Business Guild, whose mission is to “Promote business and commerce through programs, activities, functions and marketing that will draw customers to Pinehurst.” Membership applications and information about the Pinehurst Business Guild may be obtained at www.pinehurstbusinessguild.com.



MOORE COUNTY CHAMBER OF COMMERCE

All new Pinehurst businesses are also encouraged to join the Moore County Chamber of Commerce, whose mission is “Advancing commerce and community.” Membership information for the Moore County Chamber of Commerce can be found at www.moorecountychamber.com.



**GUIDE TO DOING
BUSINESS IN
PINEHURST**