

## CONTACT INFORMATION: COUNTY

**Mecklenburg County** from within County call 311  
[charmcheck.org/mecklenburg/county/Pages/Default.aspx](http://charmcheck.org/mecklenburg/county/Pages/Default.aspx)

**Assessor's Office** 704-336-4600  
700 East Stonewall Street, Charlotte 28202  
[charmcheck.org/mecklenburg/county/AssessorsOffice/Pages/default.aspx](http://charmcheck.org/mecklenburg/county/AssessorsOffice/Pages/default.aspx)  
FOR: *assessment of real and business personal property*

**Land Use & Environmental Services** 704-336-2831  
700 North Tryon Street, Charlotte  
(Hal Marshall Building)  
[charmcheck.org/mecklenburg/county/LUESA/Pages/default.aspx](http://charmcheck.org/mecklenburg/county/LUESA/Pages/default.aspx)  
FOR: *land development, land/building inspections and permits, permanent sign permits*

**Register of Deeds** 704-336-2443  
720 East Fourth Street, Charlotte 28202  
[meckrod.manatron.com](http://meckrod.manatron.com)  
FOR: *registration of assumed name*

**Tax Collector's Office** 704-336-6315  
700 East Stonewall Street, Charlotte 28202  
[charmcheck.org/mecklenburg/county/TaxCollections/Pages/default.aspx](http://charmcheck.org/mecklenburg/county/TaxCollections/Pages/default.aspx)  
FOR: *collection of real and business property taxes*

## BUSINESS RESOURCES

**Electricity: Duke Energy** 1-800-769-3766

**Natural Gas: Piedmont Natural Gas** 704-752-7504

**Water/sewer: Charlotte Mecklenburg Utilities (CMU)** 704-336-7600 or 311

**Phone/cable/internet:**  
**Time Warner Cable** 877-566-4892  
**Windstream** 866-971-9463

**Trash & Recycling Services** 704-708-1240  
garbage/recycling services provided for small businesses by the Town via Republic Services/Allied

**Matthews Post Office** 704-847-9184  
301 East John Street, Matthews

**Matthews Chamber of Commerce** 704-847-3649  
210 Matthews Station Street, Matthews

## CONTACT INFORMATION: TOWN

**Matthews Town Hall** 704-847-4411  
232 Matthews Station Street  
[www.matthewsnc.gov](http://www.matthewsnc.gov)

**Matthews Economic Development** 704-708-1231  
Jamie Justice: [jjjustice@matthewsnc.gov](mailto:jjjustice@matthewsnc.gov)  
[matthewsnc.gov/Departments/EconomicDevelopment.aspx](http://matthewsnc.gov/Departments/EconomicDevelopment.aspx)  
FOR: *economic development incentive grants, available commercial properties*

**Matthews Finance Department** 704-708-1238  
Lindsey Wiggs: [lwiggs@matthewsnc.gov](mailto:lwiggs@matthewsnc.gov)  
[matthewsnc.gov/Departments/Finance.aspx](http://matthewsnc.gov/Departments/Finance.aspx)  
FOR: *business/privilege licenses, cessation of operations*

**Matthews Planning & Development** 704-708-1229  
Mary Jo Gollnitz: [mjgollnitz@matthewsnc.gov](mailto:mjgollnitz@matthewsnc.gov)  
[matthewsnc.gov/Departments/PlanningandDevelopment.aspx](http://matthewsnc.gov/Departments/PlanningandDevelopment.aspx)  
FOR: *zoning verification, signage questions, temporary sign permits, downtown façade grants, zoning ordinance*

**Matthews Town Clerk** 704-708-1222  
Lori Canapinno: [icanapinno@matthewsnc.gov](mailto:icanapinno@matthewsnc.gov)  
[matthewsnc.gov/Departments/Administration.aspx](http://matthewsnc.gov/Departments/Administration.aspx)  
FOR: *ABC permits, closing-out sales*

**Matthews Police Department** 704-847-4069  
1201 Crews Road  
[matthewsnc.gov/Departments/Police/DepartmentWelcome.aspx](http://matthewsnc.gov/Departments/Police/DepartmentWelcome.aspx)  
FOR: *security alarm registration, peddler/solicitor/itinerant merchant permits*

**Matthews Public Works** 704-708-1240  
1600 Tank Town Road  
Rosalind Wooten: [rwooten@matthewsnc.gov](mailto:rwooten@matthewsnc.gov)  
[matthewsnc.gov/Departments/PublicWorks.aspx](http://matthewsnc.gov/Departments/PublicWorks.aspx)  
FOR: *garbage pickup, recycling*

[www.matthewsnc.gov](http://www.matthewsnc.gov)  
704-847-4411

# We Welcome Your Business to Matthews

Town of  
**Matthews**<sup>TM</sup>  
North Carolina

[www.matthewsnc.gov](http://www.matthewsnc.gov)

704-847-4411

232 Matthews Station Street  
Matthews, North Carolina 28105

We are glad to hear that you are considering doing business in Matthews. It can be an intensive process as you may need to comply with federal, state, and local regulations, but there are endless resources to help you succeed.

## GETTING STARTED

Here are some helpful resources to get you started:

**US Small Business Administration** 800-827-5722  
[www.sba.gov](http://www.sba.gov)

**NC Department of Commerce** 919-733-4151  
[www.nccommerce.com](http://www.nccommerce.com)

**NC Small Business Center Network**  
[www.ncsbc.net](http://www.ncsbc.net)

**CPCC Institute for Entrepreneurship**  
[www.cpcc.edu/einstitute](http://www.cpcc.edu/einstitute)

**SCORE - Service Corp of Retired Executives** 704-344-6576  
[www.charlotte.score.org](http://www.charlotte.score.org)

**SBTDC - Small Business and Technology Development Center** 919-715-7272  
[www.sbt dc.org](http://www.sbt dc.org)

## MAKING YOUR BUSINESS OFFICIAL

There are various ways in which a business can organize itself. The structure of your business affects taxation, legal and financial liability, decision-making authority and more. You should consult with your business attorney and accountant before making this important decision.

Sole proprietorships and partnerships must be filed with the **Mecklenburg County Register of Deeds**, which can be contacted at **704-336-2443**. Business name research can be conducted in person at this office.

You will also have to register in any other counties in which you will operate. Corporations must file a form called the *Articles of Incorporation* with the **North Carolina Secretary of State Corporations Division**: 919-807-2255 or [www.sos.nc.com](http://www.sos.nc.com).



## FINDING A SUITABLE LOCATION

You may wish to review available commercial properties in Matthews, or you may consider building a new structure to house your business. You may even be planning to work from your own home.

Before you spend any money specific to a particular location, it is very important that you contact the Matthews Planning and Development Department to make sure that the type of business you wish to conduct is acceptable at your planned location.

CONTACT: **Matthews Planning and Development**, Mary Jo Gollnitz; 704-708-1229 or [mjgollnitz@matthewsnc.gov](mailto:mjgollnitz@matthewsnc.gov)

## LICENSING AND PERMITTING

Most businesses are required to obtain some kind of license or permit to operate—local, state and/or federal—and sometimes multiple permits are required.

For example, certain types of businesses may be required to obtain special permits from local health authorities, building inspectors, police and/or fire departments and alcohol beverage control commissions.

In addition, zoning approvals regarding land use may be required. If property is being improved, building and land development permits may be necessary.

## OTHER THINGS TO CONSIDER

### Signs

· **TEMPORARY SIGNS** are regulated and permitted by the Town of Matthews.

CONTACT: **Matthews Planning and Development** for the required permit.

· **PERMANENT SIGNS** are regulated by the Town of Matthews and permitted by Mecklenburg County.

CONTACT: **Matthews Planning and Development** if you have questions about allowed signs.

CONTACT: **Mecklenburg County Land Use and Environmental Services** for the required permit.

### Home Businesses

Home businesses, or customary home occupations, are regulated by Matthews and Mecklenburg County.

CONTACT: **Matthews Planning and Development**

### Selling/Serving Alcoholic Beverages

ABC permits are regulated by Matthews, Mecklenburg County and the State of North Carolina.

CONTACT: **Alcoholic Beverage Control (ABC) Commission**  
[abc.nc.gov/permits/default.aspx](http://abc.nc.gov/permits/default.aspx)  
400 East Tryon Road, Raleigh NC 27610  
919-779-0700

### Health Occupational Permits

Certain businesses must obtain special health occupational permits from Mecklenburg County. These business types include, but are not limited to: restaurants, mobile food units, caterers, child care facilities, tattooing, motels and more.

CONTACT: **Mecklenburg County**  
[charmack.org/mecklenburg/county/HealthDepartment/EnvironmentalHealth/Pages/Default.aspx](http://charmack.org/mecklenburg/county/HealthDepartment/EnvironmentalHealth/Pages/Default.aspx)  
700 North Tryon Street, Charlotte NC  
704-336-5100 or 311

*Please note that this information is provided only as a guide. It is the responsibility of the business owner to carefully investigate all regulations regarding the business/location in question.*