

“Zoning Compliance Review” For All Sign Permits Is Conducted by Matthews Planning & Development Department

Sign permits are issued by Mecklenburg County Zoning staff at LUESA offices, located at 2145 Suttle Ave, Charlotte. Prior to that, all requests for signs inside the Town of Matthews must be reviewed by Town of Matthews Planning & Development Department staff for compliance with all zoning requirements. Many properties within the Town limits are in a zoning overlay district, must conform to a master sign plan, and/or have conditional zoning requirements unique to that particular location. Verifying these details requires some research each time a sign permit application is submitted before a valid permit can be issued.

The Town seeks to provide a consistent, accurate, and timely review of sign permit applications. The Zoning Compliance submission must be completed via digital submissions and follow-up communication be conducted via e-mail or phone, using the following steps:

- 1) A fully completed sign permit application should be submitted using the Mecklenburg County Online Dashboard
 - Signs are to be designed, built, installed and maintained so that public and traffic safety are not compromised, in accordance with N.C. Building Codes, municipal zoning regulations, and all other applicable laws and ordinances.
 - Sign contractors should submit online sign permit applications. Depending on the nature of a sign, a building and/or electrical permit may also be required. Mecklenburg County’s system will prompt the contractor that building or electrical permits may be needed as the contractor enters the specs for the sign project.
 - Sign permit applications can be submitted, and inspections requested, through the contractor dashboard.
 - Any contractor with a valid Mecklenburg County bond account can use this system.
 - Don't have a login? Create one here.
 - Don't have a Mecklenburg County bond account? These customers will need to set up an account or use our manual process. Please call 980-314-3234. (Please note: There is a nominal fee for using the paper process. For this reason, customers may wish to pursue setting up a bond account.)
Note: Customers who choose to use the manual process should bring drawings in on standard letter-sized paper (8.5-by-11 inches).
 - For questions on electrical or building permits attached to sign permits, call Mecklenburg County Land Use Environmental Services at 980-314-CODE and follow the prompts for commercial code questions.
- 2) The submission fee to Matthews is \$25 per sign. **The review process cannot begin until the fee has been received.** We do not at this time have the capability to accept fees through the Internet. You may phone the Town Planning Department at 704-847-4411 to give credit card data verbally, or a check may be sent by mail or hand delivered to our office. Please identify what the fee is for – “Sign Permit Zoning Compliance for _____ (address and establishment name, and number of sign applications)”.
- 3) Matthews Planning & Development staff will review the application within five business days, and will contact the identified representative via e-mail or phone with any questions or requests for clarification or additional data. Any resubmissions will also be reviewed within five business days of receipt.
- 4) When each requested sign is confirmed as meeting underlying zoning requirements and any conditions specific to the site, the application will be marked as complying with Matthews requirements and routed to Mecklenburg County LUESA for sign permit issuance. When there are zoning conditions that apply to the site, permit notes will be added to the dashboard system approval stamp will note their presence.