

In an effort to better serve our customers, the attached matrix was developed to assist in directing City of Charlotte zoning inquiries to the proper staff. When assisting customers, please refer to the matrix to direct the customer to the proper agency.

**Please note:** *All residential zoning questions for the City of Charlotte* are to be directed to the Neighborhood Development staff through 704-336-7600 or 311

- Zoning Verification Letters ..... 704-336-7600 (311)
- Sign Permits .....704-336-7600 (311)
- Business License .....704-336-7600 (311)
- Residential Permits ----- 704-336-7600 (311)
- To file a zoning complaint----- 704-336-7600 (311)
- To check the status of a zoning complaint-----704-336-7600 (311)

**Please note:** *General commercial zoning questions for the City of Charlotte* should be directed to the Customer Service Counter at City Engineering (704-336-6692).

Zoning Services	Eng.& PM	Neighborhood Development	Planning	Contact Number
<b>Review, Permit and Inspection:</b>				
Commercial, institutional, multi-family, quadraplex, and triplex development*	X			704-336-6692
Single-family and two-family residential		X		<b>704-336-7600</b>
ABC Permits		X		<b>704-336-7600</b>
Accessory structures to single family and two-family uses (detached garage, utility building)		X		<b>704-336-7600</b>
Adult Care Home		X		<b>704-336-7600</b>
Amenity area for single-family developments (i.e. clubhouse, pool, tennis courts, playground)	X			704-336-6692
Business License approval		X		<b>704-336-7600</b>
Childcare Center in a residence		X		<b>704-336-7600</b>
Commercial Marinas	X			<b>704-336-7600</b>
Customary Home Occupations		X		<b>704-336-7600</b>
Donation Drop off Facilities involving new construction of a site	X			704-336-6692
Donation Drop off facility involving location of an accessory structure on a site		X		<b>704-336-7600</b>
Elderly and Disabled housing accessory to single family use (including annual registration)		X		<b>704-336-7600</b>

Equestrian Oriented Subdivision Maintenance Plan files		X		<b>704-336-7600</b>
Family Child Care Home		X		<b>704-336-7600</b>
Group Homes (up to 6 residents)		X		<b>704-336-7600</b>
Group Homes (more than 6 residents)	X			704-336-6692
Medical Waste Facility**	X			704-336-6692
Outdoor Recreation (golf course, swim & tennis, etc.)	X			704-336-6692
Outdoor Seasonal Sales (Christmas trees, pumpkin lot, etc.)		X		<b>704-336-7600</b>
Periodic Seasonal Sales (on and off premises)		X		<b>704-336-7600</b>
Piers (accessory to single family)		X		<b>704-336-7600</b>
Quarry**	X			704-336-6692
Sanitary Landfill**	X			704-336-6692
Signs		X		<b>704-336-7600</b>
Solid Waste Facility**	X			704-336-6692
Telecommunication Towers	X			704-336-6692
Mobile Food Unit		X		<b>704-336-7600</b>
<b>Enforcement: (Complaints and violations)</b>				
All single family and two family development		X		<b>704-336-7600</b>
Existing Commercial, institutional and multi-family development after the issuance of the certificate of occupancy		X		<b>704-336-7600</b>
Commercial, institutional, and multi-family development during construction, prior to the issuance of a certificate of occupancy***		X		704-336-6692
Signs		X		<b>704-336-7600</b>
Work without a permit		X		<b>704-336-7600</b>
<b>Other:</b>				
Zoning Administrator			X	704-336-3571
Zoning Board of Adjustment (appeals and variances)			X	704-336-8314
Zoning Verification letters		X		<b>704-336-7600</b>

- \* Development includes: change of use, new construction, addition, renovation, upfit, or land use
- \*\* Public notification is required for certain land uses. Planning staff will facilitate the Process
- \*\*\* Engineering and Property Management will provide technical and permitting services and enforcement support as needed