

## **Steps for obtaining a Change Of Occupancy Permit & Privilege License to conduct business in the City of Monroe**

A *Change of Occupancy* permit is required for all new businesses or for an existing business that moves, change names, changes owners or adds a location.

We need a detailed drawing showing the information listed below:

1. Dimensions (interior, hallways or corridors, rooms, aisles and aisle access ways, wall openings, stages or platforms, kitchens)
2. Exit door locations with the door swing direction
3. Toilet rooms
4. Fixture, furniture, or seating arrangement
5. Exit sign locations
6. Fire extinguisher locations, if any
7. Prior use of the space
8. Commercial kitchen layout
9. Label the use of each room or space
10. Be clear and legible (minimum 8 ½” by 11” sheet size)

1. Apply for a *Change Of Occupancy* permit at the Permit Center located in the City Hall Building.
  - The application must be routed for review and may take 10-14 business days. We need a detailed drawing with the information listed on the first page of this brochure. (We recommend that you do not commit to a lease or invest money in altering the facility until your permit has been approved.)
2. Apply for conditional utility service at our Customer Service Division located at 201 E. Windsor Street or 704-282-4511. If the gas and/or power has been off over 6 months, you will be required to have a reconnect permit. Contact the Permit Center about the reconnect permit at 704-282-4524. The utilities will need to be turned on prior to moving to the next step in our process.
  - You will be required to have a copy of your checklist and a copy of your lease. All deposits and activation fees must accompany utility applications.

3. Once the review has been completed, you can schedule an occupancy inspection with the Building Standards Department. You may schedule this inspection through the Permit Center 704-282-4524.
  - This inspection is to make insure the proposed building meets N.C. State Building Code for the intended use.
4. Schedule a fire inspection by calling 704-282-4726.
  - The property must pass this inspection before the *Change of Occupancy* process can continue.
5. Return to the Permit Center with a copy of your fire inspection and pick up the completed Ordinance Compliance Checklist.
  - You have now completed the *Change of Occupancy* process and are ready to go to our Collections Department and apply for your Privilege License, see below if required. Customer Service is located at 201 E. Windsor St.

**A Privilege License is required for a taxi service in the City of Monroe. A Beer and Wine license is required if you will be selling any alcohol at your business location.**

**Please contact our Collections Department with any questions regarding your City privilege license or beer and wine license at 704-282-4516.**

## **Offices To Contact When Starting A New Business**

- Permit Center (City Hall)  
704-282-4524
- Customer Service (Windsor St.)  
704-282-4511
- Environmental Health  
(Union County Courthouse)  
704-283-3553
- Alcohol Law Enforcement  
(400 E. Tryon Rd, Raleigh)  
919-779-0700
- Register of Deeds  
(Union County Courthouse)  
704-283-3797
- N.C. Dept. Of Revenue  
(500 W. Trade St, Charlotte)  
704-519-3000
- Internal Revenue Service  
800-829-1040
- Business Listing Department  
(Union County Courthouse)  
704-283-3849
- Monroe Fire Department  
704-282-4726
- Monroe Police Department  
704-282-4700

## **City of Monroe Planning and Development Department Staff**

- Lisa Stiwinter, Planning Director  
704-282-4569
- Doug Britt, Senior Planner  
704-282-4568
- Keri Hutchins, Planner  
704-282-5797
- Maryann Brown, Admin. Assistant II  
704-282-4527
- Catherine Mullis, Lead Permit/  
Community Enhancement Technician  
704-282-4524
- Jessica Brummer, Permit Technician  
704-282-4524
- Joann Juan, Permit Technician  
704-282-4524



## **Change Of Occupancy Permit**

### **Planning Department Permit Center**

**PO Box 69  
Monroe, NC 28111-0069  
704-282-4524**

**Email:**

**[PermitCenter@monroenc.org](mailto:PermitCenter@monroenc.org)**