

TOWN OF POLLOCKSVILLE

Business Starter Guide



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This packet was assembled by NCGrowth, an award-winning applied economic development university center with a goal of directly addressing inequality, poverty, underemployment, and other factors that keep people and communities from reaching their greatest potential. NCGrowth's team includes expert staff across the Carolinas, academic advisors from multiple universities, and hundreds of local partners. Learn more at ncgrowth.unc.edu.

So, you want to start a business...?

he Town of Pollocksville is invested in your new

business's success and would like to work with you to navigate the planning and permitting process. Whether you are thinking of opening a business from home, signing a lease in an established storefront, or even constructing a new building to house your venture, it is crucial to acquaint yourself with local and state regulations and ordinances before you begin.

This guide also provides contact information for additional resources to help you with other aspects of starting a business. Organizations like Lenoir Community College Small

Business Center provide programming and assistance to small business owners and entrepreneurs with steps like creating business plans and organizing your finances.



Home-Based Businesses

Pollocksville's residential zoning districts permit many home businesses. If your home-based business does not require renovations or alterations to your home, then you will not need a building permit. However, you will still need a zoning and conditional use permit, and you will need to make sure your business meets the requirements for "home occupations" in Section 7.01 of the zoning ordinances.

If you have questions about starting a home-based business, please send an email to admin@townofpollocksville.com to the attention of: "Zoning Administrator."

Storefront Business and New Construction

If you are looking to operate your business from a storefront, this packet will be helpful! The Town of Pollocksville encourages you to review the steps outlined in this packet before signing your lease or hiring a contractor.

Fulfilling State Requirements

The State of North Carolina requires a series of legal steps before opening your business. While this packet exists to walk you through the process of starting a business in Pollocksville, it is also important that you complete the necessary state requirements. These can include but are not limited to registering your business, obtaining necessary occupational licenses, and employer requirements.

Information about North Carolina's statewide requirements can be found here. Official business resource specialists are also available to answer your questions at 1-800-228-8443.

BUSINESS STARTER STEPS



I. Check **Your Zoning** & Land Use



II. Make Sure **Your Building** Is Up to Code



III. Obtain Your Building, Trade, & Other Permits



IV. Sign **Your Lease**



V. Get Your Building Inspected



VI. Establish **Your Utility** Accounts

Step I. Check Your Zoning & Land Use Designation



Your first step should be to verify that the location you are considering for your business has the proper land use and zoning designation for the type of business you are looking to open. Zoning regulations are designed to protect the community's welfare, conserve property values, and contribute to the Town's development.

To determine whether your business is approved in a given zoning district, consult the zoning map located in the appendix of this packet.

TIP: Double-check zoning for your business's location on the Town of Pollocksville zoning map. For locations within the Town, the town's zoning map will be more up-to-date than the county land use map. If you are unsure about your zoning, call the Town of Pollocksville at (252) 224-9831.

TIP: Double-check FEMA's <u>flood hazard map</u> for your business's location. If your business is located within the flood hazard area, you will need to complete a <u>Floodplain Development Permit</u> Application. If you are unsure about your land use designation or location within a floodplain, call the Jones County Inspections Department at (252) 448-1221.



Once you identify your business zone, visit the table of approved uses found in Appendix B to determine whether your business is permitted in that zoning district.

The table identifies five zoning designations:

- 1) **Permitted Use** (also referred to as "Use by Right"): indicated by a "P." If your use is permitted, you will still need to apply for a zoning permit and get approval from the zoning administrator.
- 2) **Permitted Use, subject to special development permit**: indicated by an "S." This permit is only required in the C-1 Commercial District for new commercial uses and converting existing residential districts into commercial use. To obtain this permit, you must also submit a site plan to the planning board for review and adhere to development standards. You can find details about the special development permit in the zoning ordinances (Article 10).
- 3) **Permitted as Conditional Use**: indicated by a "C." If your Use is in this category, then you must apply for a conditional use permit. You must use the **Zoning Permit Application** and attach a detailed description of the property's proposed use. The Zoning Board of Adjustment must approve a conditional use permit and may necessitate additional requirements. You can find details about the process and regulations for conditional Use in zoning ordinances (Article 8, Section 14).
- 4) **Prohibited**: indicated by a **blank**. If your potential business is prohibited in the chosen district, you need to consider a new location.

NOTE: If your specific use is not listed on the table of approved uses, please call the Town of Pollocksville at (252) 224-9831 to check your zoning.

NOTE: Any use that is not specifically listed on the table of approved uses may be applied for as a conditional use upon approval from the Town Council. Please contact the Town of Pollocksville at (252) 224-9831 to learn more about this option.

Typical Zoning Districts for Small Businesses

Residential (R-6; R-8)

Residences; offices; public & institutional; professional, & personal services; limited support retail.





Commercial (C-1)

Variety of commercial activities, particularly pedestrian-oriented activities; accommodates retail, offices, professional & personal services, entertainment, institutional, & living space.

Commercial Overlay (C-V)

Promotes continued development compatible with the Commercial District & enhances visual attractiveness of area.





Industrial District (I-1)

Provides areas for industrial operations & restricts uses in the district to reflect concerns arising from the residential character & limited geography of the town.

Flood Hazard Ordinances

In Pollocksville and Jones County, flooding is a significant issue for the community and local businesses, causing damage to business properties and interrupting commercial activities. Jones County has identified flooding as a focal issue for the community, including the Town of Pollocksville, and hopes that this overview will provide more context for the necessity of flood hazard area planning and permitting.

In June 2020, the North Carolina Climate Risk Assessment and Resiliency <u>Plan</u> predicted that the annual precipitation, hurricane intensity, and inland flooding are likely to increase in the near future. These factors can further damage wetlands and natural barriers that help protect communities from storm surges. As the problem worsens, we all must act to protect against flood-induced interruptions to business growth in Pollocksville.

To mitigate the negative impacts of flooding, the Town and Jones County requires all residents who are opening businesses in the community to follow ordinances regarding floodplain construction and development. By following the rules outlined in the Flood Damage Prevention Ordinance, it is more likely that growth in flood-prone areas will be preserved when the next flood occurs. Please see below for an explanation on how to determine if your business is in a floodplain and, if so, what steps you should follow to mitigate stormwater damage.

A <u>Floodplain Development Permit Application</u> is required prior to any development activities within special flood hazard areas. To find out if your property lies within a designated flood hazard area, please visit FEMA's <u>flood hazard map</u> website and type your address into the search bar on the left side of the screen.

New development located in Flood Zones with a 1% Annual Chance Flood Hazard (100-year flood), the regulatory and special floodways (floodplain), and .2% Annual Chance Flood Hazard (500-year flood) are subject to strict requirements regarding construction, substantial improvements, and more. The Town recommends that you work with a contractor if you are making improvements or developing within a flood zone.

Step II. Make Sure Your Building is Up to Code



After you determine that the building you plan to use is approved by the Town of Pollocksville's zoning regulations, your next step is to determine whether the structure will require renovations to meet the North Carolina State Building Code. The purpose of the State Building Code is to provide minimum standards to protect public safety, health, property, and general welfare.

The Town of Pollocksville recommends and, in some cases, may require that you work with a contractor or architect. When you submit an application, the zoning administrator will help you determine whether your work requires a contractor or not. If your building is not up to code, working with a professional will help ensure that the proper renovations and updates are made to your building. This step is crucial for passing inspections further in the process. Failure to make certain that your building is up to code could result in penalties or fines.

NOTE: Many code requirements are based on the type of business that occupies a building. The Building Code calls this the occupancy classification of a business. Once the occupancy classification is established, then other portions of the code can be determined and applied. To learn more about the various building occupancy classifications, visit Chapter 3 of the State Building Code.



Occupancy Classification Groups

NOTE: You need to know your occupancy classification to determine code ordinances to follow.



Assembly Group A

Spaces used for gathering of persons for civic, social, religious, or recreational purposes or for consumption of food or drink. Examples include theaters, restaurants, churches, fitness studios, or sporting areas.

Business Group B

Spaces used for office, professional or service transaction, or the storage of record & accounts. Examples include banks, beauty shops, dry cleaners, laboratories, & professional offices.





Educational Group E

Spaces intended for educational purposes of 6 or more persons up to the 12th grade.



Spaces used for assembling, disassembling, fabricating, finishing, manufacturing, packaging, repairing, or processing operations.





Institutional Group I

Spaces where care or supervision is provided to people who are incapable of selfpreservation without assistance, people detained for penal or correctional purposes, or iberty of the occupants is restricted. Examples include assisted living facilities, group homes, rehabilitation centers, & correctional centers.



Spaces used for display & sale of merchandise and involves stocks of goods or merchandise accessible to the public. Examples include department stores, drug stores, motor fuel-dispensing facilities, & sales rooms.





Residential Group R

Spaces used for sleeping purposes but are not one- or two-family dwellings. Examples include boarding houses, hotels, apartments, dorms, live/work units, & other residential care facilities.



Spaces used for storage that is not classified as a hazardous occupancy.





Utility Group U

Building or structures not classified as any specific occupancy. Examples include agricultural buildings, carports, retaining walls, sheds, etc.

Step III. Obtain Your Permits



Applying for Building Permits

You must receive zoning permits from the Town of Pollocksville and building permits from Jones County before proceeding with construction, reconstruction, alteration, repair, movement to another site, removal, or demolition of any building or structure. The types of permits you need will vary depending on the changes you intend to make to your building.



You will first need to complete the Town of Pollocksville **Zoning Permit**. This permit will be used for zoning and change of use permits. You will also need to complete the Jones County General Building Construction Permit Application. When you submit the General Application for your building permit, the Inspections Department will help you determine if your business lies within a flood hazard area.

If your building is in a flood hazard area, you will need to submit a site plan along with your General Budiling Construction and Floodplain Development application. A site plan is a diagram meant to show proposed improvements to your property. The plan includes structural elements and a civil drawing, which shows information about grading, landscaping, and other property structural features.

Aside from structural or floor plan changes, work requiring a permit could consist of installing, repair, or extending: 1) plumbing, 2) heating or cooling systems, and 3) electrical wiring, devices, appliances, or equipment. If you do not make structural changes to your building but are doing work to the plumbing, heating/cooling, or electrical, you must still submit a Zoning Permit. Please note that your General Building Construction Permit Application does not include trade permits such as plumbing, heating & cooling, mechanical, or electrical. If you do not make structural changes to your building but are doing work to the plumbing, heating/cooling, or electrical, you may apply for those permits individually.

You will need to call the Jones County <u>Inspections Department</u> at (252) 448-1221 to apply for the individual trade permits. The County highly recommends you work with an architect or contractor to help determine occupancy classification, space layout, exiting requirements, and other requirements that may need to be addressed.

ZONING PERMITS AND FIRE INSPECTIONS ARE ALWAYS REQUIRED: If you are moving into a storefront and making no changes or updates to your building, you will still need a zoning permit and fire inspection. This is to ensure you are in compliance, even if a previous tenant may have made alternations. Please contact the <u>Fire Services Department</u> (252) 448-1697 if you have any questions.

OTHER TYPES OF PERMITS: In conjunction with or in addition to any building permits, you may need other permits, approvals, or licenses to start your business. For example, if your business will serve alcohol, you will need to obtain a permit from the North Carolina Alcoholic Beverage Control Commission. All eating establishments will also need to receive a permit and inspection from lones County Environmental Health Department.

Applying for Signage Permits

While thinking about signage for your business is typically one of the last steps of the process, Pollocksville encourages you to get ahead of the game and include this step within the larger permitting process. Whether or not you choose to design and install a sign, you will want to familiarize yourself with the Town of Pollocksville's sign regulations (Article 6, Section 2). There you will find information about the types of signs allowed in specific zoning districts, the material you may use for your sign, sign height restrictions, and much more.

The sign permit application will ask you about the area of the sign, its general layout and design, and its method of illumination. If conditions warrant it, the Building Inspector may request additional information that is not in the application to ensure your sign conforms with the Town's regulations.

The Town highly recommends hiring a professional sign contractor to help you design, construct, and install your permanent sign(s). Questions regarding permanent signs should be directed to a professional sign contractor or the Town of Pollocksville at (252) 224-9831.

Permit Fees

You can find the full fee schedule for zoning and sign permits on the News webpage on the Pollocksville website. There you will find the cost associated with zoning permits and water services. You can find the full fee schedule for building and permit services on the Inspections webpage of the Jones County website. You will find the cost associated with building permits, fire inspections, and more on the county fee schedule. Please contact the Town of Pollocksville at (252) 224-9831 if you have additional guestions.

Step IV. Sign Your Lease



The Town of Pollocksville recommends you complete the steps discussed above before signing your lease. Once the steps are complete, you are ready to sign your lease!



STEP I: Before entering a contract for a commercial property, it is essential to verify that town zoning and flood zoning will allow you to operate your business in that location.



STEP II: Verify whether the building requires renovations to meet State Building Code based on its occupancy classification.



STEP III: Verify whether your building is located within a flood hazard area.



STEP IV: Determine which permits are needed to begin the necessary work on your building.



STEP V: Apply for your permits and schedule an inspection.

Step V. Get Your Building Inspected



After the necessary renovations have been completed, you or your contractor will request a building inspection by calling the Jones County Inspections Department at (252) 448-1221. You will need to schedule inspections for any work requiring permitting, including plumbing, electrical, heating, cooling, etc.

First, to schedule a fire inspection, contact the Jones County Inspections Department at (252) 448-1221. Once the Inspections Department assesses your permitting and inspection progress and addresses any other concerns, they will contact the Fire Marshal on your behalf to schedule your fire inspection.

You must complete a building inspection before you can receive your Certificate of Occupancy. Failure to call for an inspection or proceeding without approval at each stage of construction is a violation of town ordinances.

Note: The Town of Pollocksville recommends that you apply for the building permit(s) and schedule an inspection before fully signing the lease and committing to the location. This step ensures that you know the extent of the work and costs required to update the site before committing to the space. After you get your permits and know the extent of work required to update the building, you can sign your lease!



Step VI. Establish Your Utility Accounts



Unless your utilities are handled through a landlord or management company, you will need to establish services for the property. The Town of Pollocksville provides water and sewer utilities to businesses within town limits. To establish these services, visit the Water/Sewer webpage or call the Town at (252) 224-9831. You will need to verify that your business is located within Pollocksville town limits. If it is located outside of the town limits, you will need to contact Jones County to establish these services.

If the gas and electricity have been off longer than one year, the meters will need to be tested by a licensed professional.

Jones County provides garbage collection. If your business requires additional garbage services, call Jones County at (252) 448-8000 to learn about recommended dumpster service providers.

To establish these services, call the Town at (252) 224-9831.

Other utility services provided for the property will need to be established with the appropriate utility providers. For example, internet service providers include Spectrum, AT&T, and HughesNet.

Electric

Duke Energy - (800) 777-9898

Garbage

Jones County - (252) 448-8000

Internet

Spectrum - (844) 901-2114 CenturyLink - (844) 643-2564 HughesNet - (844) 913-3097

Natural Gas

Piedmont Natural Gas - (800) 752-7504

Water & Sewer

Town of Pollocksville - (252) 224-9831 Jones County - (252) 448-1072



And that concludes the planning, permitting, and inspection processes. We're so glad you've decided to open your business in Pollocksville!

Resources to Support Your **Business**

Organization	Overview	Contact Information
Town of Pollocksville		Address: 9026 Hwy. 17 S. PO Box 97, Pollocksville, NC 28573 Phone: (252) 224-9831 Email: admin@townofpollocksville.com
Jones County Education Center	The Lenoir Community College Small Business Center acts as the umbrella for several Continuing Education programs to offer free business training, confidential counseling, & resource information to prospective & existing small business owners in Lenoir, Greene, & Jones Counties.	Address: Building 11 509 Highway 58 N., Trenton, NC 28585 Phone: (252) 448-5021 Email: ghwiggins45@leniorcc.edu
<u>Jones County -</u> <u>Inspections Department</u>	Building Inspections & Floodplain Administration.	Address: 418 Hwy 58 N., Unit A, Trenton, NC 28585 Phone Number: (252) 448-1221 Email: Paul Ingram pingram@jonescountync.gov
Jones County - Fire Services	Community fire & life safety education programs, fire cause & determination investigations, & fire code enforcement are coordinated through the Fire Marshal's Office.	Address: 794 Hwy. 58 S., Trenton, NC 28585 Phone: (252) 448-1697 Email: Timmy Pike tpike@jonescountync.gov
Jones County - Utilities	Provides residential, commercial, & industrial customers with water & curbside trash services.	Address: 418 Hwy 58 N., Unit B, Trenton, NC 28585 Phone: (252) 448-8000
<u>Jones County – Landfill</u>	Provides landfill service Tuesday, Thursday, Saturday 9:00AM-4:00PM	Address: 832 Landfill Rd., Trenton, NC 28585 Phone: (252) 448-1779
Jones County - Economic Development Department	The Jones County Economic Development Department's mission is to create good paying jobs for citizens, diversify the agricultural economy, develop an industrial manufacturing tax base & promote Heritage Tourism.	Address: Jones County Business Center 134 Industrial Park Drive Trenton, NC 28585 Phone: (252) 448-1315 Email: John Bender jbender@jonescountync.gov
Jones County – Cooperative Extension Service	The Cooperative Extension Service provides technical assistance & other community resources related to 4-H, Agriculture & Food, Health & Nutrition, & more.	Address: 367 Hwy 58 S., Unit A, Trenton, NC 28585 Phone: (252) 448-9621
Jones County - Health Department	The Jones County Environmental Health department's mission is to safeguard health, & protect the environment through the practice of modern environmental health science, technology, rules, public education & dedication to the public trust.	Address: 418 Hwy 58 N, Unit C, Trenton, NC 28585 Phone Number: (252) 448-9111 Email: health@jonescountync.gov
Jones County - Alcohol Beverage Control Board	The Jones County Alcoholic Beverage Control Board is a three-member board which provides permitting information & guidance for alcohol sales & distribution.	Phone: (252) 448-3251

Business Link North Carolina (BLNC)	BLNC is a free service for anyone seeking to start a small business in North Carolina. BLNC offers one-on-one phone consultations to help navigate topics like regulatory requirements, licensing stipulations, small business training & more.	Phone Number: (800) 228-8443
U.S. Small Business Administration (SRA)	The SBA helps small business owners & entrepreneurs	Phone: (800) 827-5722
Administration (SBA)	by providing counseling, capital, contracting expertise, & many resources for small businesses.	Email: answerdesk@sba.gov
U.S. Department of	USDA-RD offers loans, grants, & loan guarantees to help	Address: 2044-C Hwy. 11/55 S.
<u> Agriculture - Rural</u>	create jobs & support economic development &	PO Box 6189, Kinston, NC 28501
Development (USDA-RD)	essential services such as housing; health care; first	Phone: (252) 526-9799
	responder services & equipment; & water, electric &	Email:
	communications infrastructure.	stephanie.harison@nc.usda.gov
North Carolina	NC Department of Revenue provides guidance &	Address: P.O. Box 25000
Department of Revenue	resources for registering a business.	Raleigh, NC 27634
 Business Registration 		Phone: (877) 308-9103
NCGrowth & SmartUp	NCGrowth is a university center that helps businesses &	Address: Campus Box 3440,
	communities create good jobs & equitable opportunities	Kenan Center, Chapel Hill, NC 27599
	through applied research & technical assistance on	Phone: (919) 962-8201
	economic development & entrepreneurship projects.	Email: ncgrowth@unc.edu

CONTACT US

Town of Pollocksville

Jay Bender, Mayor | 9026 Hwy. 17 S. PO Box 97, Pollocksville, NC 28573

Office: (252) 224-9831

Email: admin@townofpollocksville.com

Jones County Administration

Franky J. Howard, County Manager | 418 Hwy 58 N.,

Unit A, Trenton, NC 28585 Office: (252) 448-7571

Email: fhoward@jonescountync.gov

Economic Development

John Bender, Economic Developer | Jones County

Business Center

134 Industrial Park Drive, Trenton, NC 28585

Office: 252-448-1315 Cell: 252-617-6165

Email: jbender@jonescountync.gov

Fire Marshal

Timmy Pike, Fire Marshall | 794 Hwy 58 S., Trenton, NC 28585

Office: (252) 448-1697

Email: tpike@jonescountync.gov

Jones County Building Inspections

Paul Ingram, Building Inspector & Floodplain Administrator | 418 Hwy. 58 N., Unit A, Trenton, NC 28585

Office: (252) 448-1221 Cell: (252) 229-3900

Email: pingram@jonescountync.gov

Jones County Health Department

(252) 448-9111

Jones County Utilities

Water & Trash | 418 Hwy. 58 N., Unit B, Trenton, NC 28585 | (252) 448-8000 **Landfill** | 832 Landfill Road, Trenton, NC 28585 | (252) 448-1779



APPENDIX

Appendix A: Town of Pollocksville Zoning Map OFFICIAL ZONING MAP
Town of Pollocksville
Jones County, NC

Appendix B: Pollocksville Permitted Use Table

P = Permitted Use	C = Conditional Use	
S = Special Development Permit	= Prohibited Use	

	R-6	R-8	C-1	C-V	I-1
Detached single-family dwellings, not including mobile homes	Р	Р			
Two-family (duplex) dwellings	Р	Р			
Multi-family dwelling	Р				
Mobile Home	Р				
Cemeteries	Р	Р			Р
Child day care (limited to 5 children)	Р				
Customary accessory structures such as garages and storage sheds.	Р	Р			
Churches and associated accessory structures such as educational buildings,	С	С			
fellowship halls, and offices.					
Public buildings, including town halls, libraries, police and fire stations, and	С	С			
schools					
Home occupations, provided said home occupation use is conducted entirely	С	С			
within a dwelling and carried on by the occupants thereof					
Public utility facilities	С	С			
Fraternal organizations	С				
Offices: business, financial, governmental, medical, & professional			Р	Р	
Retail Stores in totally enclosed buildings: clothing, dry goods, food, convenience			Р	Р	
groceries, appliances, furniture, or floral, nursery, & farm-related products					
Service establishments, including restaurants without drive-through facilities,			Р	Р	
barber & beauty shops, dry cleaning & laundry pick-up, medical & animal clinics,					
post office, banks & churches					
Government buildings, including police and fire stations			Р	Р	Р
Motels, hotels, and B&Bs			Р	Р	
Repair services such as shoe, furniture, & electronics			Р	Р	
Any use permitted in R-6, excluding mobile homes			Р	Р	
Auto, truck, boat, outdoor furniture & appurtenances & sign sales, rental, &			S	S	
service excluding auto salvage & wrecking yards, & auto parts stored outside fully					
enclosed buildings					
Construction companies and equipment storage			S	S	
Drive-in restaurants			S	S	
Gas stations Gas stations			S	S	
Public utility facilities			S	S	
Fertilizer & farm chemicals & equipment					Р
Auto repairs					Р
Open storage and sales, excluding mobile home sales lots					Р
Machine shops					Р
Grain Elevators					Р
Chemical manufacturing, processing, & sales		1	1		С
Lumbering, logging, & sawmills					С
Manufacturing facilities		1			С