

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.

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 Permits704-336-7600 (311)
- Business License704-336-7600 (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	Engineering & Prop.Mgmt.	Neighborhood Development	Planning	Contact Number
Review, Permit & Inspection:				
Commercial, institutional, multi-family, quadraplex, and triplex development*	X			704-366-6692
Single-family and two-family residential		X		704-336-7600
ABC Permits		X		704-336-7600
Accessory structures to single family and two-family uses (detached garage, utility building)		X		704-336-7600
Adult Care Home		X		704-336-7600
Amenity area for single-family developments (i.e. clubhouse, pool, tennis courts, playground)	X			704-366-6692
Business License approval		X		704-336-7600
Childcare Center in a residence		X		704-336-7600
Commercial Marinas	X			704-336-7600
Customary Home Occupations		X		704-336-7600
Donation Drop off Facilities involving new construction of a site	X			704-366-6692
Donation Drop off facility involving location of an accessory structure on a site		X		704-336-7600
Elderly and Disabled housing accessory to single family use (including annual registration)		X		704-336-7600
Equestrian Oriented Subdivision		X		704-336-7600

Maintenance Plan files				
Family Child Care Home		X		704-336-7600
Group Homes (up to 6 residents)		X		704-336-7600
Group Homes (more than 6 residents)	X			704-366-6692
Medical Waste Facility**	X			704-366-6692
Outdoor Recreation (golf course, swim & tennis, etc.)	X			704-366-6692
Outdoor Seasonal Sales (Christmas trees, pumpkin lot, etc.)		X		704-336-7600
Periodic Seasonal Sales (on and off premises)		X		704-336-7600
Piers (accessory to single family)		X		704-336-7600
Quarry**	X			704-366-6692
Sanitary Landfill**	X			704-366-6692
Signs		X		704-336-7600
Solid Waste Facility**	X			704-366-6692
Telecommunication Towers	X			704-366-6692
Mobile Food Unit		X		704-336-7600
Enforcement: (Complaints and violations)				
All single family and two family development		X		704-336-7600
Existing Commercial, institutional and multi-family development after the issuance of the certificate of occupancy		X		704-336-7600
Commercial, institutional, and multi-family development during construction, prior to the issuance of a certificate of occupancy***		X		704-336-6692
Signs		X		704-336-7600
Work without a permit		X		704-336-7600
Other:				
Zoning Administrator			X	704-336-3571
Zoning Board of Adjustment (appeals and variances)			X	704-336-8314
Zoning Verification letters		X		704-336-7600

* 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