

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 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	Eng.& PM	Neighborhood Development	Planning	Contact Number
Review, Permit and Inspection:				
Commercial, institutional, multi-family, quadraplex, and triplex development*	X			704-336-6692
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			704-336-6692
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			704-336-6692
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 Maintenance Plan files		X		704-336-7600
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			704-336-6692
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		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			704-336-6692
Sanitary Landfill**	X			704-336-6692
Signs		X		704-336-7600
Solid Waste Facility**	X			704-336-6692
Telecommunication Towers	X			704-336-6692
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	704-336-2205
Zoning Board of Adjustment (appeals and variances)			X	704-336-2205
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