

## Business Resource Guide

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### Neighborhood Services (818) 548-3700

- Code Enforcement
- Neighborhood Clean-ups
- Neighborhood Problem-Solving

### Building and Safety (818) 548-3200

- Building permits
- Zoning Use Inspections

### Fire Department

- Environmental Management Center  
Call (818) 548-4030 to ensure compliance with local regulations regarding industrial waste.
- Fire Prevention  
Call (818) 548-4810 to determine what types of Fire Protection System and Equipment Testing and Certification are required.

### Police - COPPS Unit (818) 548-4015

- Business Watch
- Free Security Checks
- Safety Presentations
- Police-Security Partnerships

### Public Works Engineering Section (818) 548-3960

- Bus-Stop Maintenance

**Graffiti Hotline (818) 548-3700 (7:30 am - 5:30 pm)**  
**(818) 548-3726 (after business hours)**

### Neighborhood Business Watch (818) 548-4015

**City of Glendale Business Assistance**  
(818) 548-3155

**Small Business Development Center (818) 552-3321**

**Better Business Bureau (213) 251-9696 or**  
**(818) 386-5510**

**Board of Equalization, Van Nuys (818) 904-2300**

**L.A. County Health Department (818) 500-5760**



Neighborhood Services Division  
141 N. Glendale Ave., Rm. 114  
Glendale, CA 91206  
818.548.3700

*We Welcome You to Glendale!*

Please detach and keep by your telephone

# Welcome to Glendale

A GREAT PLACE TO DO BUSINESS



**New  
Business  
Guide**



**City of Glendale, California**  
 Department of Community Development and Housing  
 Neighborhood Services  
 141 North Glendale Avenue, Room 114  
 Glendale, California 91206-4996  
 (818) 548-3700 Fax 240-7239  
 www.ci.glendale.ca.us

**Dear New Business Operator:**

We at Neighborhood Services congratulate you on locating your business in Glendale!! So that you get off to a great start, we would like you to have some basic information that will assist you in getting adjusted to your new home. Glendale is a wonderful city with a rich history, an outstanding regional location and an energetic, diverse and vibrant population. Your business will add to the vitality of our community. We're glad you're here!!

The City's Neighborhood Services Office works closely with merchants, property owners and residents to maintain a high quality of life for Glendale residents. Neighborhood Services provides a quick response and long-term solutions to citizen concerns about the health, safety, property maintenance, and building standards within our community. Neighborhood Services also offers opportunities to support programs and activities, which build citizen pride and encourage individual responsibility for the care and quality of Glendale's businesses and neighborhoods.

Enclosed is a brochure we hope you will find useful. If you have any questions regarding your property, City resource information, if the information you need is not listed in the accompanying brochure, or if you would like to sponsor or participate in community activities, we encourage you to contact Neighborhood Services at (818) 548-3700.

Sincerely,

Sam Engel  
 Neighborhood Services Administrator  
 City of Glendale

**Before you lease or buy a building, you should:**



- 1. Make sure that your business will be located in the proper zone.** All cities, including Glendale, require businesses to operate in a zone that is appropriate for the type of uses that are a part of the business. Before you begin looking for a site, please contact Building & Safety at (818) 548-3200 to determine the legal locations appropriate for your type of business. Be sure to verify that your business is allowed in the zone before you sign a lease or purchase property!
- 2. Verify that all building improvements have been permitted.** Any modifications to the structure, including electrical, plumbing or HVAC work require building permits. Permits are also required for installation of interior walls and all doorways and windows. If there are no permits for existing improvements, contact your leasing agent immediately. If the previous owner or tenant did work without permits, you will be required to secure them as part of your permit application.
- 3. Be knowledgeable about the types of signs you can install.** Glendale has some limitations on the size and types of signs the City will allow. Before installing any signs, please check with the Building & Safety Department to be sure that they will be permitted. You will also be required to remove any previously installed un-permitted signs.

**HOME-BASED BUSINESSES**

**If you are operating your business from your home, please be aware of the following requirements:**

- No employees may work on site.
- No equipment or vehicles may be stored, parked, operated at, or dispatched from the site.
- No signs may be displayed.
- No products or materials may be stored on the site.
- You must obtain a Home Occupation Certificate from Building & Safety.
- No customers may come to your home office.

**Once you have signed your lease you will need to:**

- **Obtain Building Permits for any improvements or remodeling you are planning or which were previously un-permitted.** Do not do any renovation work or building modification without having first obtained a Building Permit! A licensed contractor must do all work with plans approved by the Building and Safety Department.
- **Obtain a Zoning Use Certificate.** All businesses must obtain a Zoning Use Certificate before the business can open. To apply for this certificate, visit Building & Safety at 633 E. Broadway, Room 101 between the hours of 7:30am and 3:30pm, Monday through Thursday and alternate Fridays. This certificate specifies the types of uses allowed as part of the business and certifies that the business is appropriate for the zone in which it is located. The application can be submitted with the plans for building modifications. Typically, if business operators complete all requirements, the Zoning Use Certificate is issued at the time the building permits are signed off by the inspector.



- **Check on a Business License.** Glendale has no general business license, however certain specific types of businesses require a permit or license. These include: filming companies, billiard rooms, massage establishments, arcades, live entertainment/dancing, and second-hand dealers, just to name a few. To apply for your permit or license, contact the City Clerk at (818) 548-2090. Firearms dealers must obtain a permit from the Police Chief's Office. All building or trade contractors and engineers are required to obtain a license from the Building and Safety Department to conduct business in town. If your business requires a permit or license, you may not open or operate your business until you have obtained it.
- **Secure a refuse collection service.** Glendale requires that you have adequate refuse collection services for your business. You may contract for service with the City's Integrated Waste Management Department at (818) 548-3916 or you may contract for service with a private company. Either way, refuse must be collected on a frequent enough schedule so that bins do not overflow and do not smell or attract pests and vermin.
- **Obtain a Health Permit.** Contact L.A.C. Department of Health for detailed rules.

**Once your business is open, please be aware of Glendale's local Code requirements**



- All merchandise must be displayed indoors, with the exception of live plant materials.
- A-frame signs, freestanding or portable signs, or any signs not attached to the building are not permitted.
- Property, including parking areas, parkways, curbs, sidewalks, and landscaping must be maintained at all times.
- Remodeling or improvements of any kind require review and approval by the Building and Safety Department.
- Property owners are required to remove graffiti within 24 hours, or may subscribe with the City's Graffiti Removal Program at (818) 548-3700, which will ensure the quick removal of graffiti on private property.
- Outdoor storage of materials, equipment, etc. is prohibited.
- Unwanted items may not be discarded on parkways or in alleys. The City operates a bulky item collection service, and pick-up must be pre-scheduling by calling Integrated Waste Management at (818) 548-3916.
- A permit is required for any illuminated window sign. Non-illuminated signs on the interior surface of the window are permitted, however the combination of all window signs cannot cover more than 25% of the window area.
- Banners, pennants and non-government flags are generally not allowed in our City. For any exceptions and the complete code dealing with sign regulations, visit the City of Glendale website at [www.ci.glendale.ca.us](http://www.ci.glendale.ca.us) Use the Quick Link to Municipal Codes and click on Title 30.128. You may also call Building and Safety with questions or concerns at (818) 548-3200.
- All activities except grilling or barbecuing must be conducted indoors.