



Dedham Business Guide





Dedham Business Guide

Welcome to Dedham!

We are excited that you chose Dedham as your new home.

The Town of Dedham, Massachusetts, is a vibrant and inclusive community of approximately 25,000 residents. Dedham has a strong economic base and involved citizenry as well as a tradition of highly responsive government service and strong financial management. Small businesses have been the traditional economic engine of Dedham Square, Oakdale Square, East Dedham Square, the Bridge Street corridor, and other neighborhood business districts.

The Town of Dedham has created this Business Guide to help the business community navigate the municipal process, including permitting, licensing, and zoning. As you move forward, always remember that town staff are available and more than happy to assist you!

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Departments & Contacts

→ **Building Department**

Town Hall, Second Floor
(781)-751-9180

→ **Fire Department**

Public Safety Building • 26 Bryant St.
(781)-751-9412

→ **Health Department**

Town Hall, Third Floor
(781)-751-9220

→ **Planning & Zoning Division**

Town Hall, Second Floor
(781)-751-9240

Click **department title** to visit webpage



→ **Town Clerk's Office**

Town Hall, Second Floor
(781)-751-9200

→ **Town Manager's Office**

Town Hall, Third Floor
(781)-751-9100

→ **Town Hall**

450 Washington Street
Dedham, MA 02026
www.dedham-ma.gov

HOURS:

**Monday, Tuesday,
Thursday, Friday*:**
8:30 a.m.- 4:30 p.m.

Wednesday:

8:30 a.m.-7 p.m.

* Town Hall closes at
1 p.m. on Fridays from
Memorial Day weekend
to Labor Day weekend.



WELCOME

WE ARE

OPEN

PLEASE COME IN

Opening A Small Business In Dedham



Getting Started

→ Is your business allowed in the zoning district?

Check with the Planning & Zoning Division to verify that the use is allowed in the property's zoning district. Some uses are allowed "by right", and some by Special Permit through the Zoning Board of Appeals.

→ Does the proposed location have the required amount of parking?

See Table 3 of the Dedham Zoning Bylaw for use-specific parking requirements. Consult the Planning & Zoning Division for more information.

→ Are you going to put up new signage?

You need a Sign Permit from the Building Department. This includes meeting with the Design Review Advisory Board (pg. 9).

→ Are you remodeling the inside of the space?

You need a Building Permit from the Building Department (pg. 15).

Contacts

Planning & Zoning Division

Town Hall, Second Floor
(781)-751-9240

Building Department

Town Hall, Second Floor
(781)-751-9180

→ Check

with the Health
Department for any
regulatory requirements
related to your business.

→ Obtain

a Business Certificate
from the Town Clerk's
office (pg. 13).



Contacts

Planning & Zoning Division

Town Hall, Second Floor
(781)-751-9240

Town Manager's Office

Town Hall, Third Floor
(781)-751-9100

Building Department

Town Hall, Second Floor
(781)-751-9180

Health Department

Town Hall, Third Floor
(781)-751-9220

Opening A New Restaurant In Dedham



Getting Started

→ Is your restaurant located in the General Business (GB), Local Business (LB), or Limited Manufacturing (LMA/LMB) Zoning Districts?

You need a Special Permit from the Zoning Board of Appeals (ZBA). Please contact the Planning & Zoning Division for more information. Restaurants in the Central Business (CB), Highway Business (HB), and Research Development and Office (RDO) Zoning Districts are allowed "by right" (without a Special Permit).

→ Are you moving into an existing space but increasing the number of seats?

You need to get Site Plan Approval from the Planning Board. Contact the Planning & Zoning Division for more information.

→ Will your restaurant have seating?

You need a Common Victualler License from the Select Board. Contact the Town Manager's office for more information.

→ Will your restaurant serve alcohol?

You need an Alcoholic Beverages License approved by the Select Board and Massachusetts Alcoholic Beverages Control Commission (*pg. 10*).

→ Are you proposing new signage?

You need a Sign Permit from the Building Department. This includes meeting with the Design Review Advisory Board (*pg. 19*).

→ Are you remodeling the inside of the restaurant space?

You need a Building Permit from the Building Department (*pg. 15*).

→ Will your restaurant have a dumpster?

You need a Dumpster Permit from the Health Department (*pg. 17*).

→ Do you plan to offer seasonal outdoor seating?

You must fill out an Outdoor Dining Application through the Town Manager's Office.

→ Obtain

a Business Certificate from the Town Clerk's office (*pg. 13*) and a Permit to Operate a Food Establishment from the Health Department (*pg. 17*).



Alcoholic Beverage License*

→ What is an alcoholic beverage license?

An alcoholic beverage license is required for establishments handling alcoholic beverages including retail pouring or package sales.

→ Where do I get an alcoholic beverage license?

Alcoholic beverage licenses must be approved by the Select Board as well as the Massachusetts Alcoholic Beverages Control Commission (ABCC). The Select Board, acting as the local licensing board, ultimately issues the license. For more information, contact the Town Manager's office.

→ Who needs to get an alcoholic beverage license?

Any business that sells, stores, distributes, serves or delivers alcohol must have an alcoholic beverage license

→ How do I get an alcoholic beverage license?

The application process and forms vary depending on the type of alcoholic beverage license sought. You are strongly encouraged to consult the Town Manager's office to determine which forms and process you need to complete. The application forms can be found on the ABCC's website at <http://www.mass.gov/abcc/forms.htm>.

*Rules And Regulations For Holders Of Alcoholic Beverage Licenses In The Town Of Dedham,
<https://www.dedham-ma.gov/government/town-management/select-board/liquor-license-rules-regulations>



→ Fees

Fees are payable to the ABCC with the application. Once the license is approved, a license fee must be paid to the town. To provide an example of what you may need to do, the process for getting a new retail alcoholic beverages license is outlined below.

- **Application:** Complete the appropriate online application on ABCC's website and then print and sign it. Submit the application to the Town Manager's office. The application will be posted as an agenda item for the next available Select Board meeting. You will be notified of the date and will need to appear before the Board at that time.
- **Local & State Review:** The Select Board will review your application and determine whether to approve it at the local level. If it does approve the application, the Board will forward the application to the ABCC for its approval. Once approved by the ABCC, the Select Board will issue you the alcoholic beverages license.

Contacts

Town Manager's Office

Town Hall, Third Floor
(781)-751-9100

→ Note

There are a limited number of licenses that can be issued in the town – check for availability. If you stop operating a licensed business, you must give up your license and deliver it to the Town Manager's office.

If you plan to temporarily suspend your business operations, you must provide notice to the Select Board at least 10 days in advance.



Business Certificate



→ What is a business certificate?

A business certificate is the registration of a business that is being conducted and is located within the Town of Dedham. It is commonly called a “d/b/a” (doing business as). Its primary purpose is to protect consumers or creditors by identifying the names and address of the owners of the business. Business certificates are mandated by the Commonwealth of Massachusetts.

→ Who must file a business certificate?

Any person conducting a business in Dedham, individually or as a partnership, under any title or name other than their own name, must file a business certificate with the Town Clerk. If a corporation is operating a business in a name, other than the incorporated name, they too need to file. Businesses who file with the Secretary of State’s Office do not need to file in the town.

→ How do I file or renew a business certificate?

Business certificates can be obtained at the Town Clerk’s office of the city or town where the business is being conducted. If you are using your residence as your business address then you must first obtain a Home Occupancy Approval letter from the Building Department. This can be obtained provided that the owner filing for the business certificate is proven to be a resident at that address and meets the requirements for a home business.

Contacts

Town Clerk's Office

Town Hall, Second Floor
(781)-751-9200

Building Department

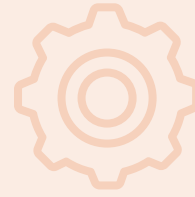
Town Hall, Second Floor
(781)-751-9180

→ Fees

The fee for a business certificate is \$40.00 and is valid for four years. Renewal fee is also \$40.00.



Building Permit



→ What is a building permit?

The Town issues building permits to licensed contractors, property owners, and tenants to allow construction work.

→ Where do I get a building permit?

You can apply for a Building Permit on the Town's OpenGov permitting portal:
dedhamma.portal.opengov.com.

Other required approvals for the work, such as special permit approval and Fire Department approval, must be obtained before a building permit will be issued. Contact the Building Department for more information.

→ How do I get a building permit?

- **Application:** You will need to submit an online Building Permit application to the Building Department. The fee is calculated at that time based on the value of construction.
- **Steps:** After submittal of the Application and Plans, a Building Permit must be issued to begin construction. Elements of construction such as foundation, plumbing and electrical will be permitted separately under certain conditions. Periodic inspections must be scheduled as elements of the project are completed. A final inspection and review is necessary for a Certificate of Occupancy.
- **Certificate of Occupancy:** After your building permit work is completed, the project will receive a Certificate of Occupancy from the Building Department, which is required to occupy the building.

Contacts

Building Department

Town Hall, Second Floor
(781)-751-9180

→ Note

Permits become invalid if work does not start within 180 days of the permit being issued or if work is suspended for 180 days after starting. The Building Commissioner may grant extensions.



Food Establishment Permit

→ What is a permit to operate a food establishment?

A permit to operate a food establishment is required for any business that offers (prepares, serves, and/or sells) food to the public including:

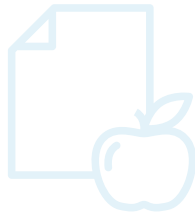
- Restaurants
- caterers
- grocery stores
- schools
- retail food stores
- nursing homes
- cafes
- food trucks, & more.

→ Where do I get a permit to operate a food establishment?

You can apply for a Food Establishment Permit on the Town's OpenGov permitting portal: dedhamma.portal.opengov.com.

→ How do I get a permit to operate a food establishment?

- **Application:** A one-time Plan Review Application must be submitted to the Health Department for new establishments, establishment renovations, and changes in ownership/type of service for establishments. The Plan Review Application is available in the Health Department or on the Health Department's website. An Permit to Operate a Food Establishment Application must be submitted annually.
- **Review:** The Health Department will review the Plan Review and Permit to Operate a Food Establishment Applications. This process may include site visits to the proposed establishment, or meetings with the Health Department or Board of Health.



- **Decision:** The Health Department will review the Plan Review and Permit to Operate a Food Establishment Applications within 30 days of receipt of complete applications. A Conditional Approval Letter will be issued to the applicant outlining requests for additional information and conditions of approval upon completion of the Department's review.
- **Inspection:** A pre-operational inspection(s) must be conducted before a Permit to Operate a Food Establishment is issued. After the Permit is issued, Health Department staff will conduct unannounced routine inspections of the establishment based on the establishment's assigned risk

Contacts

Health Department

Town Hall, Third Floor
(781)-751-9220

→ Do I need any additional permits from the health department?

If you will have a dumpster associated with your business, you will need a dumpster permit from the Health Department. If you are interested in selling tobacco, or providing services such as body art (tattooing), cryogenic chamber therapy, tanning, swimming pools, or sauna/steam room, please contact the Health Department.

The Dedham Exchange

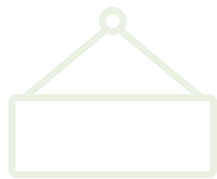


Established 1914

GIFT SHOP

445 WASHINGTON STREET

Signage



A Design Review Advisory Board (DRAB) application is required for all new signage in the following districts:

- Central Business (CB)
- General Business (GB)
- Highway Business (HB)
- Local Business (LB)
- Limited Manufacturing (LM)
- Research Development & Office (RDO)

New construction, exterior building alterations, and projects that are subject to site plan approval through the Planning Board also require DRAB review.

→ What is the DRAB Process?

- **Consultation:** Consult with the Building Department and/or Planning & Zoning Division, who will help you determine if the proposed signage requires a waiver (needed when your signage does not conform to the Sign Code), or may also determine that DRAB review is not necessary. The Planning Department will place you on the next available DRAB meeting agenda once when you submit the application.
- **Review:** DRAB will review your application and at a regularly scheduled meetings (typically the first Wednesday evening of the month via Zoom). The Board will make recommendations, which you can voluntarily accept or negotiate. In the case of a sign waiver, the Board's decision is binding.
- **Recommendation Memo or Waiver Decision:** The Planning & Zoning Division will provide a recommendation memo or waiver decision within 14 days of the DRAB meeting. You can attach this memo to your online sign permit through the Building Department's OpenGov application portal.

Contacts

Planning & Zoning Division

Town Hall, Second Floor
(781)-751-9240

Building Department

Town Hall, Second Floor
(781)-751-9180

→ Temporary Signs

do not require DRAB review and only need a sign permit through the Building Department.



TOWN OF
DEDHAM
MASSACHUSETTS

Town Hall

450 Washington Street

Dedham, MA 02026

781-751-9100

www.dedham-ma.gov