



Doing Business in the Town of Conway

Conway is a great place to start or grow a business and we hope this guide will help you understand the local permitting process. We are available to assist you and help ensure your success and we encourage you to contact us with any questions.

Getting Started

Business License: While we do not require a business license, we encourage you to contact us so that you will be aware of the requirements and permits needed to begin doing business.

Zoning: Your business needs to be consistent with zoning regulations. Please contact us before investing in a business or business property so that we can confirm that your proposed business is permitted at the location and so that you are aware of all regulations and requirements.

Change of Use: Any change of business use that substantially changes the nature of the use and/or impacts the intensity of site use requires a review and a permit. Such a change may trigger Site Plan Review to ensure compatibility with

neighboring properties and to evaluate the effects of the change in use on the site. A change of use also requires that the property be brought into compliance with all regulations that apply to new construction including ADA and life safety regulations. See Chapter 123-4 Applicability See also Chapter 147.4.

“Grandfathered” (Non-conforming)

Signs, Uses & Structures: “Grandfathered” refers to something that is not allowed under current regulations but is allowed to remain because it legally existed at the time the ordinance or regulation was passed (This is why you may see some things on other properties that are not allowed on your property). To demonstrate “grandfathering”, property owners must supporting evidence to the Zoning Administrator. A denial may be appealed to the Zoning Board of Adjustment. See Chapter 147.14 Nonconformity – Uses, Structures, Lots and Signs

Building Permits: You will need to have a building permit for any commercial construction or renovation, electrical or plumbing work. A permit application can be submitted (with all signatures and fee) to the Building Department. See Chapter 88.

Sign Permits: Most new signs or changes to existing signs will need a permit. We recommend that you contact the Code Compliance Officer (CCO) before investing in a sign. Permit applications are submitted (with fee) for each sign to the CCO. See Town of Conway Guide to Signage (on line or at Planning Office).

Home Occupations: Some Home Occupations are permitted but are regulated to protect the residential character of neighborhoods. A Home

Occupation Permit application must be submitted to the Code Compliance Officer (with fee).

Certificate of Occupancy: You will need a certificate of occupancy (CO) once all work has been completed under commercial, non-residential or multifamily building permits. A CO is issued once inspection has determined that all applicable building and safety codes have been met. In some cases, although a building permit may not be required, a CO will be required for any change of occupancy or ownership to ensure compliance with codes. See Chapter 147.

Site Plan Approval: Site Plan Approval from the Planning Board is required for any new commercial construction or multi-family use and may also be required on existing sites if there is a change of use. To check the type of review required, contact the Planning Department. See Chapter 123

Subdivision Approval: Subdivision Approval from the Planning Board is necessary for any changes in boundary lines, creation of new lots and additional units. For more information on the Subdivision Approval process, contact the Planning Department. See Chapter 131.

Appeals to the Zoning Board of Adjustment:

Variations: Under certain conditions, the interpretation of an ordinance may be amended by the Zoning Board of Adjustment (ZBA). Application required (contact Planning Department).

Special Exceptions: Under certain circumstances, exceptions to the

requirements of zoning ordinances may be allowed by the ZBA. Application required (contact Planning Department).

Appeal of Administrative Decision: The ZBA may decide appeals on alleged errors in any decision made by an administrative official regarding the zoning ordinances. Application required (contact Planning Department).

Equitable Waiver: If a lot, or structure, is in violation of a physical layout or dimensional requirement of the zoning ordinance, under certain conditions the ZBA may grant relief to the owners. Application required (contact Planning Department).

General Information

Outdoor Display of Goods: This is allowed within a designated area shown on your site plan or if you qualify and get approval under Chapter 123-41 Temporary Outdoor Display of Goods. This requires a Zoning Permit or Site Plan Review

Tent Sales/Temporary Events: - You can have a temporary event or tent sale as long as you submit a permit application (with a diagram showing the location on the property, signage and ingress and egress). These activities can occur for up to 14 days per calendar year. Applications are submitted to the Code Compliance Officer (with fee).

Vending cart permits: Carts are allowed with a permit on private property. A fee is charged for permit. Submit to the Code Compliance Officer.

Driveway permits: You will need a Driveway permit to connect to any town or state road.

Town Road: A Construction Permit application is submitted to the Department of Public Works with a \$100 fee and a \$2,000.00 deposit. We provide you with a design for required construction (i.e. culvert, paved apron) and once the work is completed and passes inspection, the deposit is returned.

State Road: New Hampshire Department of Transportation at 603-524-6664.

Other Resources

Solid Waste: Business or property owners may use the Transfer Station located on Eastman Rd. Recycling is required. Information available at: www.conwaynh.org. You need a transfer station sticker which is available at the Transfer Station. Proof of residency, property ownership or business location (i.e. motor vehicle registration, tax bill, etc.) is required. Commercial services are also available.

Municipal Water and Sewer: These services are provided by the North Conway Water Precinct (356-5382, www.ncwpmh.org) and the Conway Village Fire District (447-5470). Service questions should be directed to their offices depending on where your business will be located.

Electric Service: The New Hampshire Electric Coop (1-800-698-2007, www.nhec.com) serves the northern areas of Town and the Public Service of New Hampshire (1-866-554-6025, www.psnh.com) serves the southern areas.

Mount Washington Valley Chamber of Commerce: 603-356-5701

www.mtwashingtonvalley.org

Mount Washington Valley Economic Council: 603-447-6622 www.mwvec.com

Remember! We are here to help. Before investing in a business or property please contact us:

1. To make sure your business is permitted by zoning.
2. To understand any change of use regulations that apply to your site
3. To check building permit requirements
4. To see if you need a sign permit
5. To schedule your inspection for a certificate of occupancy well in advance of opening day.

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Business Start Up flow Chart

