

Medway

Business Guide



Welcome
to
Medway

MEDWAY BUSINESS GUIDE

Welcome to Medway!

The Medway Select Board, Town Manager, and Economic Development Committee, on behalf of Town staff, officials, boards, and committees welcome you to Medway as you begin the exciting task of establishing your new business. We are delighted that you have chosen Medway to open, grow, or change your business or nonprofit organization. We are here to assist you every step of the way to make the process of establishing your business as smooth as possible. We look forward to having you as a vibrant member of our local business community, adding to our flourishing local economy.

This Business Guide is published to provide guidance to small businesses on the steps needed to open or expand their business or nonprofit organization. It provides general information, and, even more importantly, tells you who in the Town government can assist you with applications, information, and necessary permits. If you need any help, please give us a call! We are here to help.

The Select Board, as the Chief Executive Board of the Town, has made economic development a priority for the Town. The Economic Development Committee works to foster partnerships among the Town and local businesses, nonprofits, and residents. The Select Board, Economic Development Committee, Town Manager, and Department of Community and Economic Development work together to attract and retain businesses that provide jobs, services, an expanded tax base, and grow the local economy while maintaining Medway's historic character.

Medway is open for business! With two business parks, village centers, and the business areas along Route 109, there are plenty of areas to fit your needs. The Town has invested in expanded sewer service, significant upgrades to Route 109, and other infrastructure improvements to accommodate both businesses and residents. We look forward to welcoming and working with you in our community.

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Where to go

**Office of Community &
Economic Development**

Town Hall

155 Village Street

Medway, MA 02053

p: 508-321-4890

www.townofmedway.org

MEDWAY BUSINESS GUIDE

GETTING STARTED

The Town of Medway has created this Business Guide to help small businesses navigate the municipal process—including permitting, licensing and zoning.

This Guide is a tool for Medway’s small business community, which is the heart of the Route 109 business district. The goal is to provide a user-friendly guide that enables small and large business applicants to better understand the existing process in Medway and to therefore save time and money by following a defined process with expected results.

As you move forward, remember that the town staff is available and more than happy to assist you. Doing it right from the start saves everyone time.

Licenses and permits are required in Medway because the town must complete technical and regulatory reviews to ensure the health and safety of its citizens. However, as a small business, you will receive assistance and guidance as you go through the permitting processes, which will help ensure that the outcomes are clear and finalized as quickly as possible so you may open your business. Your success is the Town’s success!

PLACES TO START

As you prepare to open your business, there are two places you should visit in Town Hall:

- Community and Economic Development
- Building Department.



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TOWN OF MEDWAY OVERVIEW

Incorporated in 1713, the Town of Medway is a residential community with approximately 13,000 residents. Conveniently located midway between Boston, Worcester, and Providence, it is bordered by the towns of Holliston, Millis, Milford, Bellingham, Franklin, and Norfolk. State highway Route 109 runs the length of Medway from east to west and Route 495 is easily accessible through the neighboring communities of Bellingham and Milford. Rail transit to Boston is available nearby in Franklin and Norfolk.

Most of the commercially zoned land is located at the center of town along Route 109. Industrial zones are located on the edges of town on both the east and west sides.

Medway's Public School System was ranked as the 24th best high school in Massachusetts by the U.S. News and World Report and has also been chosen to receive a GreatSchools 2019 College Success Award. The District consists of four schools including two elementary schools: Burke-Memorial and McGovern, Medway Middle School, and the High School. The high school is a state-of-the-art facility constructed in 2005. In 2013, the Middle School underwent a \$23 million repair and renovation.

The Town has implemented several initiatives to facilitate business investment in our community, including increasing the availability of industrial and commercial land for development, an expedited permitting process, and the creation of a Development Handbook and Reference Guide for prospective businesses and developers. The Town completed a sewer extension project in West Medway to allow further development of the 495 Business Park on Trotter Drive.

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TOWN OF MEDWAY OVERVIEW (continued)

Medway was designated a Green Community in 2010 and has received several grant awards to implement energy conservation measures. Projects like converting all streetlights to LED, investing in electric vehicles and EV infrastructure, and upgrading our buildings' heating and cooling systems have helped the Town reduce its overall energy consumption.

The Medway Business Council (MBC) has been supporting and growing the Medway business community for more than three decades and is here to support you. They offer all businesses an arena for the exchange of ideas and information, to address issues relevant to local businesses, and to promote a healthy business climate in Medway. MBC's #ShopMedway Initiative is a FREE member benefit to help you promote and build your business. Please visit Medway Business Council's website at www.medwaybusinesscouncil.com

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PEOPLE TO KNOW

SELECT BOARD

Dennis Crowley, Chair

Glenn Trindade, Vice Chair

Frank Rossi, Clerk

Todd Alessandri, Member

Maryjane White, Member

Town Clerk

Stefany Ohannesian

Clerk

155 Village Street

Medway, MA 02053

508-321-4953

sohannesian@townofmedway.org

Fire Department

Jeffrey Lynch

Chief

44 Milford Street

Medway, MA 02053

508-533-3211

jlynch@townofmedway.org

Community & Economic Development

Barbara Saint Andre

Director

155 Village Street

Medway, MA 02053

508-321-4918

bsaintandre@townofmedway.org

Health Department

Derek Kwok

Board of Health Agent

155 Village Street

Medway, MA 02053

508-321-4923

dkwok@townofmedway.org

Building Department

Jack Mee

Building Commissioner

155 Village Street

Medway, MA 02053

508-321-4928

jmee@townofmedway.org

Planning & Economic Development

Susan Affleck-Childs

Planning Coordinator

155 Village Street

Medway, MA 02053

508-321-4935

sachilds@townofmedway.org

www.townofmedway.org

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OPENING A RESTAURANT

GETTING STARTED

You need a Business Certificate from the Town Clerk's Office and a Food Establishment License from the Board of Health.

1. Check to be sure that the zoning district allows restaurants.
2. Are you moving into an existing restaurant space but increasing the need for parking?

You may need to get a Site Plan Approval from the Planning and Economic Development Board or the Administrative Site Plan Review Team.

3. Is your restaurant going to have seating?

You need a Common Victualer License from the Select Board.

4. Is your restaurant going to serve alcoholic beverages?

You need an Alcoholic Beverage License approval by the Select Board and Massachusetts Alcoholic Beverages Control Commission.

5. Are you going to put up a new sign?

You need a Sign Permit from the Building Commissioner. This includes meeting with the Design Review Committee.

6. Are you remodeling the inside of the restaurant space or building a new space?

You need a Building Permit from the Building Department.



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OPENING A RETAIL STORE

GETTING STARTED

You need a Business Certificate from the Town Clerk's Office.

1. Check to be sure your store is located in a zoning district that allows retail stores.

You may need a special permit for a large store or site plan approval.

2. Are you going to put up a new sign?

You need a Sign Permit from the Building Commissioner. This includes meeting with the Design Review Committee.

3. Are you remodeling the inside of the retail space?

You need a Building Permit from the Building Department.

4. Are you selling food?

You may need a Food Establishment License from the Board of Health, and/or Common Victualer license from the Select Board.

5. Are you selling alcoholic beverages?

You need an alcoholic beverage license from the Select Board and the Massachusetts Alcoholic Beverages Control Commission.



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OPENING A PROFESSIONAL BUSINESS

GETTING STARTED



You need a Business Certificate from the Town Clerk's Office.

- 1. Check to be sure your business is located in a zoning district that allows your type of business.**

You may need a special permit or site plan approval.

- 2. Are you going to put up a new sign?**

You need a sign permit from the Building Commissioner. This includes meeting with the Design Review Committee.

- 3. Are you remodeling the inside of the space or building a new space?**

You need a building permit from the Building Department.

- 4. Depending on your business, you may need other permits or licenses from the Select Board.**

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BUILDING PERMITS



Who Needs to Get a Building Permit?

Building permits are issued to licensed contractors and owners to allow construction work. They are required to construct, reconstruct, alter, repair, remove, or demolish a building or structure. The following work does not require a building permit:

- **One story detached accessory buildings used as tool or storage sheds, playhouses and similar uses (floor area not exceeding 200 square feet).**
- **Fences six feet in height or less.**
- **Retaining walls which retain less than four feet of unbalanced fill.**
- **Ordinary repairs (any maintenance which does not affect the structure, egress, fire protection systems, fire ratings, energy conservation provisions, plumbing, sanitary, base, electrical, or other utilities).**
- **Greenhouse covered exclusively with plastic film intended for agricultural uses.**
- **Painting, papering, tiling, carpeting, cabinets, counter tops, and similar finish work.**

Where do I get a Building Permit?

The Building Commissioner issues building permits. 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.

How Do I Get a Building Permit?

1. **Application:** You will need to submit a Building Permit application to the Building Department. The fee is calculated at that time based on the value of construction.
2. **Steps:** After submission 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.
3. **Periodic inspections** must be scheduled as elements of the project are completed. A final inspection and review is necessary for a Certificate of Occupancy.

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BUSINESS CERTIFICATE

A Business Certificate is the public record of the name and address of the owner(s) of a business, and is commonly referred to by the name “D.B.A” (doing business as) or “sole proprietorship”. Its purpose is primarily for consumer protection and public information.

WHO MUST FILE A BUSINESS CERTIFICATE?

Any person conducting business in the Commonwealth under any title other than the name of the person conducting the business, whether individually or as a partnership, shall file a Business Certificate application in the Clerk's office of every city or town where an office of any such person or partnership may be situated.

A Business Certificate is not required if a corporation is doing business in its true corporate name, or if a partnership is doing business under any title which includes the true surname of any partner. Certain other associations and partnerships may also be exempt. Businesses who file with the Secretary of State’s Office do not need to file with the Town.

HOW DO I FILE OR RENEW A BUSINESS CERTIFICATE?

Business certificates can be obtained at the Town Clerk’s office. If you are using your residence as your business address then you must first consult with the Building Department as for whether it is allowed under zoning. The fee for a business certificate is \$40 and is valid for four years. Renewal fee is also \$40.

DOES THE FILING OF A BUSINESS CERTIFICATE PROTECT ME FROM OTHERS USING THE SAME NAME?

No. The protection of a trademark (word, name, symbol or device) is accomplished through the Secretary of State’s Office. Other information about starting a business can be found on the town's website**.

**https://www.townofmedway.org/sites/medwayma/files/uploads/new_dba_application.pdf

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SELECT BOARD LICENSES AND PERMITS

The Select Board issues a number of licenses and permits for local businesses. Among the most common are:

1. **Sale of Alcoholic Beverages:** Licenses are issued for retail sale (package stores) and on-premises sales (restaurants, bars, etc.).
2. **Automobile Dealer Licenses:** New and used automobile sales.
3. **Common Victualer:** Sale of food with on-premises seating (restaurants).
4. **Automatic Amusement Device:** Coin operated games of skill such as pinball machines.
5. **Entertainment Licenses:** For clubs, restaurants, bars and similar establishments seeking to offer entertainment such as live music.
6. **Auctioneers**

If you have any questions as to whether your business needs a license, check with the Select Board's office at bos@townofmedway.org.

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BOARD OF HEALTH PERMITS

The Board of Health issues a number of licenses and permits that are required to comply with health codes and allow persons to operate a business such as one to prepare, distribute and sell food, or tobacco products.

WHO NEEDS TO GET A ESTABLISHMENT PERMIT?

Any business handling and selling food such as a catering business, restaurant, diner or food distributor must obtain a Food Establishment Permit. Any business selling goods for consumption, such as tobacco and candy must obtain a permit. Tattoo parlors, tanning establishments, recreational camps, massage establishments and a number of other businesses must also obtain a permit from the Board of Health.

WHERE DO I GET A PERMIT?

The Board of Health issues the permits for establishments.

HOW DO I GET A PERMIT?

A License may be obtained through the following steps:

1. Application: can be obtained from the Health Department.
2. Review: The Health Director and the Board of Health will schedule the review of the application, which may include a public meeting.
3. Inspection: The Health Director may periodically inspect the premises to check compliance.

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BOARD OF HEALTH ESTABLISHMENT PERMITS

FOOD ESTABLISHMENT:

This permit could be for retail food, caterer, bakery, mobile, and one-day events. This license allows the vendor to store, prepare, package, serve, or vendor food directly to the consumer for human consumption. The Board of Health (BOH) follows 105 CMR 590.000 Retail Food Establishment Regulation merged along with the 2013 Federal Food Code. Through these regulations and codes, the BOH regulates and permits the establishments.

TOBACCO:

This permit allows for the permitting of convenience stores to sell tobacco and nicotine delivery products. The BOH follows its Regulation of Restricting the Sale of Tobacco Products and Nicotine Delivery Products to permit and conduct enforcement.

BODY ART:

This permit permits practitioners to perform body tattoo and body piercing. The license also permits the Body Art Establishment. The BOH follows its Medway Regulation for Body Art Establishments to permit and conduct enforcement.

RECREATIONAL CAMP:

This license permits the operations of a Recreational Camp for children. The BOH follows the State Sanitary Code, Chapter IV, to permit and conduct enforcement.

TANNING ESTABLISHMENT:

This permit is for the operation of a tanning facility. The BOH follows its Regulations for tanning facilities to permit and conduct enforcement.

www.townofmedway.org/boardofhealth