



# CITY OF UPLAND BUSINESS LICENSE HANDBOOK

City of Upland  
460 N. Euclid Avenue, Upland CA 91786  
(909) 931-4100

# A GUIDE FOR STARTING A NEW BUSINESS IN UPLAND

The City of Upland is excited that you have chosen to operate a business in our community, and we value the many businesses that have made Upland their home. This guide is intended to assist you through our business approval process. The process includes three steps:



Outside contractors who perform work in Upland at the request of individual property owners and who do *not* have a physical location in Upland do not need zoning approval and may go directly to Step 3 (Business License Tax Certificate).

Step	What to Do	Who to Contact
<b>Step 1</b>	<b>Name your Business</b>	
<b>1.1</b>	<p><b>Name the Business</b></p> <p>This is a very important part of beginning your business since it is the item that will identify you, your service and/or your product to the consumer. Once you have decided your business name, ascertain if the name is available for use. Make inquiries to confirm availability with the Secretary of State for corporate names and San Bernardino County Recorder’s office for fictitious name filings.</p>	<p>San Bernardino County Recorder’s Office 855-732-2575 <a href="https://arc.sbcounty.gov/fbn/">https://arc.sbcounty.gov/fbn/</a></p>
<b>1.2</b>	<p><b>File and Publish A Fictitious Name Statement</b></p> <p>If the business is not a legal entity registered with the State of California, or it does not contain the owner’s surname, such as Jones Roofing, a Fictitious Name Statement must be filed with the County Recorder’s office in the county in which the business is based (San Bernardino). This is also a requirement for partnerships not recognized by the State.</p>	<p>San Bernardino County Recorder’s Office 855-732-2575 <a href="https://arc.sbcounty.gov/fbn/">https://arc.sbcounty.gov/fbn/</a></p>
<b>Step 2</b>	<b>Zoning Clearance and Certificate of Occupancy (not required for out of City Businesses or Property Rental)</b>	

<p><b>2.1</b></p>	<p><b>Local Zoning and Building Codes</b></p> <p>Visit the <a href="#">Development Services Department</a> section of the City’s website and review the zoning forms in this package to find out more about the zoning, land use, and building code requirements for your proposed business location. Be sure to do this before you sign leases or sales agreements, and before making any interior or exterior alterations. Prior to entering into lease agreements, occupying, or making any improvements at the site, the City of Upland encourages all new businesses to discuss their business with City staff to ensure the use can be operated at the site in compliance with applicable Code requirements.</p>	<p>City of Upland  Planning Division  (909) 931-4130  <a href="http://uplandca.gov/contact-us">uplandca.gov/contact-us</a></p> <p>Building and Safety  (909) 931-4110  <a href="http://uplandca.gov/contact-us">uplandca.gov/contact-us</a></p> <p>Visit Us:  460 N. Euclid Avenue  Upland, CA 91786</p> <p>Hours: Monday through  Thursday (Closed Fridays)  8:00 am to 5:00 pm</p>
<p><b>2.2</b></p>	<p><b>Zoning Clearance</b></p> <p>All new businesses must complete and submit a Zoning Clearance Application. The purpose of a Zoning Clearance is to confirm that the proposed business / land use is allowed by the Upland Municipal Code or applicable zoning document at the proposed location.</p> <p>For submittal information please go to <a href="https://www.uplandca.gov/zoning-clearance">https://www.uplandca.gov/zoning-clearance</a> or please see the instructions for submittal, starting on page 8 of this package. An approved Zoning Clearance is required prior to the issuance of a business license. <b><u>A business license application cannot be processed until a Zoning Clearance has been approved.</u></b></p>	<p>City of Upland  Planning Division  (909) 931-4130  <a href="http://uplandca.gov/contact-us">uplandca.gov/contact-us</a></p>
<p><b>2.3</b></p>	<p><b>Building Permit</b></p> <p>Businesses wishing to make interior or exterior alterations to a building and / or tenant space must obtain any construction permits from the Building Division. Please contact the Building and Safety Division for questions or visit the Building and Safety webpage at <a href="https://www.uplandca.gov/building-and-safety">https://www.uplandca.gov/building-and-safety</a>.</p>	<p>City of Upland  Building and Safety  (909) 931-4110  <a href="http://uplandca.gov/contact-us">uplandca.gov/contact-us</a></p>
<p><b>2.4</b></p>	<p><b>Certificate of Occupancy</b></p> <p>Prior to the establishment of any new business, business change of ownership or any other new occupancy, within any commercial building in the City of Upland, you are required to obtain a Certificate of Occupancy from the Building and Safety Division. If you have already applied for building permits, you will receive a Certificate of Occupancy after Building Permit Final. If you do not have building permits, you are required to apply for a Certificate of Occupancy with the Building and Safety Division. You can apply for a Certificate of Occupancy here: <a href="https://www.uplandca.gov/certificate-of-occupancy">https://www.uplandca.gov/certificate-of-occupancy</a></p>	<p>City of Upland  Building and Safety  (909) 931-4110  <a href="http://uplandca.gov/contact-us">uplandca.gov/contact-us</a></p>

STEP 3		
<b>3.1</b>	<p><b>Determine the Legal Status of Your Business</b></p> <p>Most businesses are classified under one of the following categories of legal status:</p> <ul style="list-style-type: none"> <li>• Sole-Proprietor – A business owned by a single person or husband and wife who receives profits.</li> <li>• Partnership – Two or more persons who are co-owners of a business for profit.</li> <li>• Corporation – An independent legal tax entity, which remains intact even if its officers and/or directors change; must provide Articles of Incorporation or DBA (Doing Business As), if applicable.</li> <li>• Limited Liability Corporation (LLC) – A non-corporate business whose owner actively participates in the organization’s management and are protected against personal liability.</li> <li>• Non-Profit – Must be recognized by the IRS as an exempt entity; must provide supporting documentation – (Section 501C(3)).</li> <li>• Other</li> </ul> <p>Check with your legal or financial advisor for the status best suited for your business. Questions concerning incorporation of a business should be directed to the Secretary of State, an attorney, financial advisor, or trade association.</p>	Legal or Financial Advisor
<b>3.2</b>	<p><b>Obtain Required Permits</b></p> <p>Depending upon the type of business, certain permits may be required. Below is a list of possible permits that may apply to your business.</p>	
	<p><u>Sellers Permit:</u> All retail and wholesale businesses must obtain a Sellers Permit or Resale Permit from the State Board of Equalization. This may be applied for at any local office. Every business that sells goods must collect and then remit sales tax to the State of California. This process is set in motion with the application for the sellers permit.</p>	<p>State of California State Board of Equalization 951-680-6400 800-400-7115</p>
	<p><u>Health Permit:</u> Eating establishments - food sales and handling. Any business dealing with consumable products must obtain a permit from the County Environmental Health Services Department.</p>	<p>San Bernardino County Environmental Health Services 800-782-4264</p>
	<p><u>Hazardous Materials:</u> Any business which handles hazardous materials (i.e. automotive repair) is also required to obtain a permit from the County Environmental Health Services Department. All businesses should contact the County to verify whether or not a permit is required.</p>	<p>San Bernardino County Environmental Health Services 800-782-4264</p>
	<p><u>Child/Day Care:</u> Although daycare businesses operated from a private residence are exempt from City business licensing if there are six or fewer children, a State license is required regardless of the number of children. The County and Development Services Department should also be contacted for any additional requirements.</p>	<p>State of California Community Care Licensing 951-782-4200 800-300-5616</p>

	<u><i>Alcohol Sales:</i></u> Businesses selling alcohol products consumed on or off the premises must obtain a permit from the California Department of Alcoholic Beverage Control (ABC). The City's Development Services Department should also be contacted for any additional requirements.	<b>State of California</b> Department of Alcoholic Beverage Control (ABC) (951) 782-4400
	<u><i>Secondhand Dealers and Pawn Shops:</i></u> Businesses are required by the Department of Justice (DOJ) to possess and display a Secondhand Dealer or Pawn Broker license. The Upland Police Department serves as a liaison between the DOJ and the business owner. Contact the Upland Police Department Detective Bureau and request an application for license and Live Scan Service.	<b>City of Upland</b> Upland Police Department 909-946-7624
<b>3.3</b>	<p><b>Submit Business License Application</b></p> <p>Be sure to include a copy of your signed zoning clearance application. After filing with all required agencies, obtaining a Zoning Clearance and Certificate of Occupancy, submit your Business License Application to the Business Support Center. Submit the Zoning Clearance, all State and County licenses and permits, your fictitious name filing, corporate or partnership documentation and your Tax ID numbers to the Business Support Center.</p> <p>You may also file online at: <a href="https://upland.hdlgov.com/">https://upland.hdlgov.com/</a>. No payment will be required until your application has been reviewed and accepted. You will receive an email verifying the receipt of application. After the business tax fees are paid a business license number will be issued. An electronic copy will be emailed immediately, and a hard copy certificate will be mailed in approximately 6-8 weeks. Upon receipt, the Upland Municipal Code requires your business license be posted in a conspicuous place within the business.</p> <p>The City of Upland provides Business License management through a Consultant, HdL Companies.</p>	<p><b>HDL Companies</b> Business Support Center 8839 N Cedar Ave #212 Fresno, CA. 93720 909-348-0460</p> <p>Email: <a href="mailto:Upland@hdlgov.com">Upland@hdlgov.com</a></p>
<b>STEP 4</b>	<b>GRAND OPENING!</b>	
	Congratulations! We hope your business thrives in the City of Upland.	



# Helpful Numbers

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There are several entities involved in the process of obtaining all necessary licenses and permits when opening a business at the local, State, and federal level. The following is a list of helpful numbers of these various agencies:

## Upland City Offices

[www.uplandca.gov](http://www.uplandca.gov)

### CITY HALL

460 N. Euclid Avenue  
(909) 931-4100

### BUILDING DIVISION

460 N. Euclid Avenue  
(909) 931-4110

### BUSINESS LICENSES

Business Support Center  
8839 N Cedar Ave #212  
Fresno, CA. 93720  
909-348-0460

### CODE ENFORCEMENT

1499 W. 13<sup>th</sup> Street  
(909) 931-4260

### PLANNING DIVISION

460 N. Euclid Avenue  
(909) 931-4130

### FINANCE DEPARTMENT

460 N. Euclid Avenue  
(909) 931-4150

### POLICE DEPARTMENT

1499 W. 13<sup>th</sup> Street  
Non-Emergency (909) 946-7624

### ECONOMIC DEVELOPMENT

460 N. Euclid Avenue  
(909) 931-4130

### PUBLIC WORKS

1370 N. Benson Avenue  
(909) 291-2930

## County Offices

[www.sbcounty.gov](http://www.sbcounty.gov)

### AUDITOR/CONTROLLER/RECORDER

222 W Hospitality Lane  
San Bernardino, CA 92415  
Fictitious Business Name  
(855) REC-CLRK or (909) 387-8306

### DEPARTMENT OF PUBLIC HEALTH

351 N Mountain View Avenue  
San Bernardino, CA 92415  
(800) 782-42 64

### SAN BERNARDINO COUNTY FIRE

200 E. 3<sup>rd</sup> Street  
San Bernardino, CA 92410  
(909) 386-8470

## Miscellaneous

### BETTER BUSINESS BUREAU

[www.bbb.org](http://www.bbb.org)  
(909) 825-7280

### CALIFORNIA MASSAGE THERAPY COUNCIL

[www.camtc.org](http://www.camtc.org)  
Sacramento  
(916) 669-5336

### INLAND EMPIRE SMALL BUSINESS

DEVELOPMENT CENTER  
[inlandempiresbdc.org](http://inlandempiresbdc.org)  
(951) 781-2345

### CHAMBER OF COMMERCE

[www.uplandchamber.org](http://www.uplandchamber.org)  
215 N. 2<sup>nd</sup> Avenue STE D  
(909) 204-4465

## State and Federal Offices

[www.ca.gov](http://www.ca.gov)

ALCOHOLIC BEVERAGE CONTROL  
(ABC)  
[www.abc.ca.gov](http://www.abc.ca.gov)  
(951) 782-4400

ATTORNEY GENERAL  
[www.caag.state.ca.us](http://www.caag.state.ca.us)  
(800) 952-5225

BOARD OF EQUALIZATION  
[www.boe.ca.gov](http://www.boe.ca.gov)  
Riverside Office  
(951) 680-6400 or (800) 400-7115

CONSUMER AFFAIRS  
[www.dca.ca.gov](http://www.dca.ca.gov)  
(800) 952-5210

CONTRACTOR'S STATE LICENSING  
BOARD  
[www.cslb.ca.gov](http://www.cslb.ca.gov)  
Sacramento  
(800) 321-2752

DEPARTMENT OF JUSTICE (DOJ)  
[www.oag.ca.gov](http://www.oag.ca.gov)  
Sacramento  
(800) 952-5225

DEPARTMENT OF SOCIAL SERVICES  
COMMUNITY CARE LICENSING  
[www.cclid.ca.gov](http://www.cclid.ca.gov)  
Riverside/San Bernardino Office  
(951) 782-4200

EMPLOYMENT DEVELOPMENT  
[www.edd.ca.gov](http://www.edd.ca.gov)  
(800) 300-5616

FRANCHISE TAX BOARD  
[www.ftb.ca.gov](http://www.ftb.ca.gov)  
(800) 338-0505

INTERNAL REVENUE SERVICE (IRS)  
[www.irs.gov](http://www.irs.gov)  
(800) 829-1040

SECRETARY OF STATE  
[www.sos.ca.gov](http://www.sos.ca.gov)  
Sacramento  
(916) 653-3795

SMALL BUSINESS ADMINISTRATION  
[www.sbaonline.sba.gov](http://www.sbaonline.sba.gov)  
(800) U-ASK-SBA

## Additional Information

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### Business License Requirements

Businesses operating within Upland City limits are required to have a business license. This includes home-based businesses, contractors, and outside services doing business in Upland. Chapter 5.04 of the Upland Municipal Code states in part, "It is unlawful for any person to transact and carry on any business, trade, profession, calling, or occupation in the city (Upland) without first having procured a license."

### Filing Your Business License Application

The Business License Application is a general form used for all types of businesses, complete only applicable information pertinent to your business.

- Contractors: Must include their State Contractors License Number.
- Residential Property Rental: If there are less than 3 total rental units NO business license is required in the City of Upland.

- Fictitious Name Statement: If surname is not included in the business name, a Fictitious Name Statement and proof of publication must be provided.

## Business Description

Provide a detailed description of the type of business you intend to operate. It may be necessary to attach a written operations summary to include a detailed analysis of what your business operations entail.

## Renewal

The City will mail one courtesy renewal notice annually. It is your responsibility to renew your business license during the month following the expiration of your license. Penalties will be assessed if the City does not receive your renewal payment during this timeframe. Business licenses will expire either on June 30th or on December 31st of each year.

## Closure

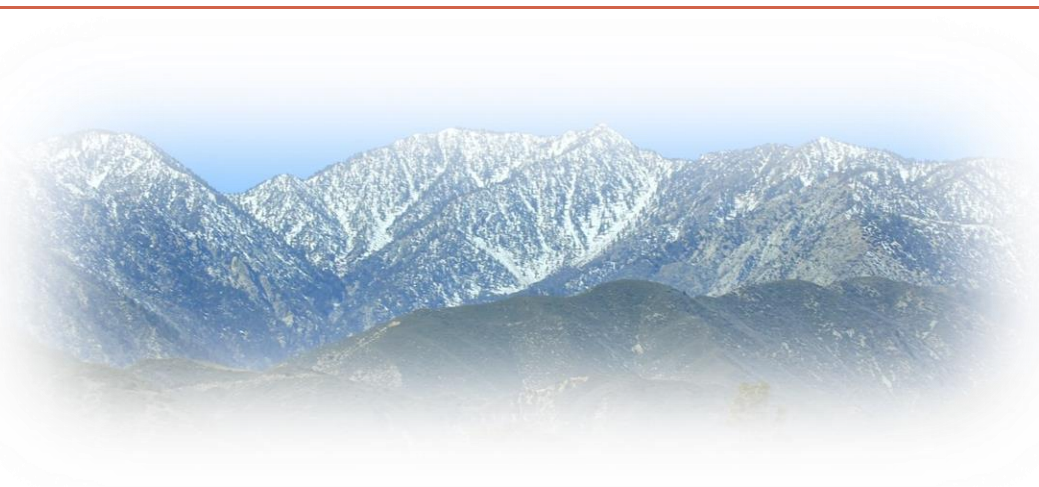
You must notify the Business Support Center in writing when you close your business. For any address or business name changes you are required to notify the Business Support Center in writing. Licenses are non-transferable. If you sell your business, it is your responsibility to notify the City and close your license. The new business owner or entity must apply for a new license.

## SB-1186 Fee

State Law SB-1186 requires the City to charge a fee of \$4.00 on any application for a business license or similar instrument, permit, or renewal thereof. The purpose of this fee is to increase disability access and compliance with construction-related accessibility requirements, and to develop educational resources for businesses to facilitate compliance with federal and state disability laws, as specified.

## Disclaimer

This handout is intended as a guideline and tool for business owners. The City of Upland does not guarantee these are the only steps your particular business may need prior to opening. Any technical questions should be directed to the responsible agency or your professional consultant. Upland cannot take responsibility for operation of your business.







# City of Upland

## Zoning Clearance Information Sheet

City of Upland | Development Services Department | Planning Division  
460 North Euclid Avenue, Upland, CA 91786

- 1. What is a Zoning Clearance?** The purpose of a Zoning Clearance is to confirm that the proposed business/land use is allowed by the Upland Municipal Code or applicable zoning document at the proposed location. This is not an approval or permit to occupy a building, or an indication that the property meets all applicable code requirements. Prior to entering into lease agreements, occupying, or making any improvements at the site, you should discuss your business with the Planning Division to be certain you can operate your business at the site.

Feel free to contact the Planning Division:

By Phone: (909) 931-4130

Email: [uplandca.gov/contact-us](mailto:uplandca.gov/contact-us)

Visit Us: 460 N. Euclid Avenue  
Upland, CA 91786

Hours: Monday – Thursday (Closed Fridays)  
8:00 am to 5:00 pm

- 2. Do I need a Zoning Clearance?** A Zoning Clearance is also required for any use of land within the City of Upland. A zoning clearance is required prior to the issuance of a business license for all businesses that operate or plan to operate, within the City of Upland. In some cases, specific land uses need a different type of land use approval, discussed below. Prior to entering into lease agreements, occupying, or making any improvements at the site, you should discuss your business with the Planning Division to ensure you file the correct application.
- 3. Do you Operate your business out of your Home?** If you operate a Home-Based Business, you are required to complete the Home Occupation - Zoning Clearance Application. In addition, some home-based businesses, which have the potential to impact a residential neighborhood, require an Administrative Use Permit (discussed below). Prior to application submittal, please contact the Planning Division to determine what type of Application you need.
- 4. Application Submittal and Review.**

- A. Applicants shall submit the Zoning Clearance Application via the City of Upland “Citizen Self-Serve” application portal. To submit the application, please:



- B. After you have selected “Zoning Clearance” the portal will walk you through the submittal. When the application is submitted, The Planning Division will review the application for completeness and determine if the proposed use is allowed at the proposed location.

- If the application can be approved, staff will approve the application and provide the applicant with an approval that is required to be acknowledged. A zoning clearance approval shall not become effective until the applicant submits a written acknowledgment and agreement to operate the proposed use in a manner that is consistent with the activity described in the approval.
- If the Planning Division needs more information, staff will contact the applicant requesting more information to determine if the use can be approved. If the application cannot be approved, staff will provide, in writing, a denial.
- When your Zoning Clearance has been approved, you are required to submit it to HDL companies, as part of your business license application.

**5. Do I need any other approval/applications?** It is possible that your business may require additional permits, which are dependent on the proposed land use, and zoning district in which you wish to operate.

- a. **Administrative Use Permit (AUP):** An Administrative Use Permit is required for uses/businesses and associated operational characteristics that may be appropriate in the applicable zoning district, but whose effects on a site and surroundings cannot be determined before being proposed for a specific site. AUP applications are approved by the Development Services Director.
- b. **Conditional Use Permit (CUP):** A Conditional Use Permit is required for uses and associated operational characteristics that may be appropriate in the applicable zoning district, but whose effects on a site and surroundings cannot be determined before being proposed for a specific site. CUP applications are approved by the Planning Commission.
- c. **Development Plan Review (DPR):** A Development Plan Review may be required when a use/business make modifications to a site. The purpose of development plan review is to provide a process for the review of specific development projects in order to:
  - i. Ensure consistency with General Plan policies related to the preservation of established community character, and expectations for high quality development.
  - ii. Respect the physical and environmental characteristics of the site.
  - iii. Ensure safe and convenient access and circulation for pedestrians and vehicles.
  - iv. Allow for and encourage individual identity for specific uses and structures.
  - v. Encourage the maintenance of a distinct neighborhood and/or community identity.
  - vi. Minimize or eliminate negative or undesirable visual impacts.
  - vii. Ensure protection of significant views from public right-of-way(s).
  - viii. Allow for different levels of review depending on the significance of the development project.
  - ix. DPR applications are approved by the Development Services Director or the Planning Commission depending on the proposed use.

**Building and Safety:** Prior to occupying a building or tenant suite, all business are required to apply for and obtain a “Certificate of Occupancy” from the Building and Safety Division. In some cases, tenant improvement permits are required prior to the issuance of a “Certificate of Occupancy”. Please visit the Building Division webpage: <https://www.uplandca.gov/certificate-of-occupancy> for further details.