At Home Child Care
Auto Body Shop
Auto Repair Shop
Barber Shop
Beauty Salon
Car Dealership
Catering
Cleaning Service
Flower Shop
Home Improvement
Interior Decorator
Landscaper
Laundromat
Livery
Retail Store
Sewing Shop
Shoe Repair
Small Grocery Store
Small Restaurant
TV/Radio Repair Shop

Navigating Through Regulations & Licensing Requirements
A Guide for Springfield Entrepreneurs in 20 Business Types

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Putting ideas into action for Massachusetts
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# Requirements by Occupation

1. At Home Child Care
2. Auto Repair / Body Shop
3. Barber Shop
4. Beauty Salon
5. Car Dealership
6. Catering
7. Cleaner / Interior Decorator / Sewing Shop / Shoe Repair
8. Flower Shop
9. Home Improvement
10. Landscaper
11. Laundromat
12. Livery
13. Retail Store
14. Small Grocery Store
15. Small Restaurant
16. TV/Radio Repair Shop

107 Appendix 1. City, State, and Federal Agencies Involved in Starting 20 Businesses in Springfield
108 Appendix 2. Important Resources for Springfield Entrepreneurs
Pioneer Institute thanks the following people and their colleagues for their contributions of time and expertise to this publication:

- Kathryn Cifolillo, editor
- Anne Collins, Director, Massachusetts Division of Professional Licensure
- Steven Desilets, Department of Code Enforcement, City of Springfield
- William Metzger, City Clerk, City of Springfield
- Jen Murphy, Affiliated Chambers of Commerce of Greater Springfield
- Dr. Stephen Nemmers, Deputy Director for Policy & Planning, Massachusetts Division of Professional Licensure
- Arleen O’Donnell, Deputy Commissioner for Policy & Planning, Massachusetts Department of Environmental Protection
- Steve Stathis, Health Department, City of Springfield
- Philip Weinberg, Associate Commissioner, Massachusetts Department of Environmental Protection
INTRODUCTION

“This is the most comprehensive guide to starting a business in Springfield”

— Russell F. Denver
President, Affiliated Chambers of Commerce of Greater Springfield

Navigating through Regulations and Licensing Requirements: A Guide for Springfield Entrepreneurs in 20 Business Types is designed to provide a quick grasp of the requirements for starting a business in the city of Springfield. Pioneer Institute has researched city, state and federal regulations and produced the findings in this how-to, step-by-step guide.

This publication will be a useful resource to a variety of groups:

- Individuals who would like to start a sole proprietorship in Springfield
- Agencies, both public and private, that advise and assist entrepreneurs
- Government officials interested in streamlining the business start-up process
- Financial institutions that provide technical services to entrepreneurs
- Research organizations involved in business development

The guide provides a roadmap for starting 20 different businesses in Springfield. For each profession, the Checklist walks the user through a brief overview of the steps involved in the process. The Detailed Steps take the reader through a comprehensive listing of permits, licenses, and forms necessary for meeting local, state, and federal requirements. The information is organized into various sections: business plan, licensing, location, zoning and permitting, business certificate, and taxes. Users will find that the sections are similarly numbered in both the Checklist and Detailed Steps to produce an easy-to-follow guide.

We recommend that the user also refer to the two appendices, which contain additional valuable information for the entrepreneur.

- Appendix 1 summarizes in tabular form the city, state, and federal agencies in which a entrepreneur must interact to start a business in Springfield.
- Appendix 2 lists organizations that offer business assistance, accounting, financial, technical and other services to entrepreneurs.

The Center for Urban Entrepreneurship team at Pioneer Institute has dedicated much time and effort to produce an entrepreneur-friendly tool. Your feedback is welcomed and appreciated.

Please send your comments and suggestions to:
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Disclaimer

The information contained in this guide is limited to the procedures and requirements for entrepreneurs who are starting sole proprietorships without any employees. This guide cannot reflect changes in federal, state, or municipal laws, rules, regulations, or filing fees that occur following its publication.

Cities and towns outside Springfield may have similar regulations. However, this guide only addresses those regulations in effect in Springfield and should not be used as a guide to starting small businesses anywhere else.
CHECKLIST

BUSINESS PLAN

1. Draft a business plan. Decide on the number and the age range of the children you wish to care for to determine whether you will be required to hire an assistant.

LICENSING

2. Become a licensed child care provider
   - Complete the Massachusetts Office of Child Care Services (OCCS) New Provider Orientation Program
   - Obtain the Massachusetts Child Care Provider’s License application from OCCS
   - Before submitting the application, fulfill medical and information requirements as detailed below
   - Submit the application along with a signed check or money order in the amount of the licensing fee to OCCS as specified in the application packet

LOCATION

3. Draft a detailed floor plan, ensuring that your facility conforms to OCCS guidelines
   - Have the facility inspected by OCCS to ensure it meets state standards

ZONING AND PERMITTING

4. Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved

5. Visit the Building Division of the City of Springfield Department of Code Enforcement
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office
   - File for a City of Springfield business certificate (d/b/a)

For more information, see “Detailed Steps” beginning on page 3
CHECKLIST

TAXES

☐ 7 Visit the City of Springfield Assessor’s Office
   ☐ File a Form of List

☐ 8 Contact the Massachusetts Department of Revenue
   ☐ File Massachusetts state tax forms for your business
   ☐ Get a Sales Tax Registration Number and Certificate, if applicable

☐ 9 Call the Internal Revenue Office in Springfield to schedule an appointment
   ☐ File federal tax forms for your business
   ☐ Get a federal tax identification number

For more information, see “Detailed Steps” beginning on next page
DETAILED STEPS

BUSINESS PLAN

1 Draft a business plan. Decide how many children you wish to care for, and to what age groups these children will belong. If the number exceeds six, the state requires that you employ an assistant who is licensed by the Massachusetts Office of Child Care Services (OCCS) (see step 2). This guide contains instructions for sole proprietors only. Hiring other individuals requires that you take further steps and complicates your tax filing. For more information, visit the Massachusetts Department of Business Technology website.

   http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2 Before you begin providing child care services, you must be licensed by the Massachusetts Office of Child Care Services (OCCS) as a child care provider.

   Massachusetts Office of Child Care Services
   Central Office
   600 Washington Street, Suite 6100
   Boston, MA 02111
   617-988-6600

   http://www.qualitychildcare.org

The Springfield Regional Office covers the City of Springfield. You should call the regional office to learn about becoming a licensed child care provider.

   Massachusetts Office of Child Care Services, Region 1
   53 Capital Drive
   Springfield, MA 01089
   413-788-8401

2a. Complete OCCS Orientation Program. This can be done at any Child Care Resource Agency location. Call 617-988-6600 or check the website for locations.

   http://www.qualitychildcare.org/contact.shtml

2b. Call to request a copy of the Massachusetts Child Care Provider’s License application from OCCS. You can download the forms at the OCCS Online Forms Library:

   http://www.qualitychildcare.org/licensing_forms.shtml
DETAILED STEPS

You should call the OCCS Springfield Regional Office before filling out any forms. There are different types of family child care licenses for home providers. The type of license you need depends on the number of children you intend to care for.

- For caring for up to 6 children in your home, you need a Regular Family Child Care License.
- For caring for up to 6 children under 7 years of age and 2 children over 7 years of age in your home, you need a Family Child Care Plus License.
- For caring for up to 10 children in your home, you need a Large Family Child Care and an OCCS approved assistant.

Before you submit the application to open your facility, complete the following steps:

2c. Medical Requirements
   - Obtain current certification in basic first aid and CPR for infants and children
   - Be immunized against measles, mumps, and rubella
   - Have a recent, negative test on record for tuberculosis (TB) on a Mantoux TB test
   - Receive a complete physical
   - Have your physician fill out the medical form in the application packet

2d. Information Requirements
   - Submit a list of persons living in your household, detailing any physical, mental, or emotional problems that they may have that could affect your provision of day care. Every individual who regularly visits or is living in the house who is 17 years of age or older must fill out a background check form. They must submit a Criminal Offender Record Information (CORI) form to the state and undergo a background check. Certain criminal offenses may disqualify a home for a Family Child Care license. For further information on this, ask a representative from the Office for Childcare Services at 413-788-8401.
   - Compile a list of references
   - Compile a list of child care jobs that you have held in the past
   - Find two persons who live within ten minutes of your day care location who could help you in case of an emergency
   - Submit to your inspector a written activities plan in compliance with the requirements of the state law listed under Section 102 CMR 8.12

2e. Submit the application along with a signed check or money order in the amount of the licensing fee to OCCS as specified in the application packet.

Note: You will be required to maintain health and attendance records for each child that you or an assistant supervises. For more information on licensing and operating regulations, visit the OCCS website.

http://www.qualitychildcare.org/regulations.shtml

OCCS has several resource and referral agencies throughout Massachusetts, including two organizations in Springfield. These agencies are set up to serve parents, child care providers, employers, and community groups. They offer information, referral, education, training, technical assistance, and resource development.

Preschool Enrichment Team
Stearns Building
293 Bridge Street, Suite 322
Springfield, MA 01103
413-736-3900

New England Farm Workers’ Council
1628-1640 Main Street
Springfield, MA 01103
413-272-2207
AT HOME CHILD CARE

DETAILED STEPS

LOCATION

3. Draft a detailed floor plan, ensuring that your property conforms to OCCS guidelines. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment.

3a. The following questions will need to be answered when filling out your application for a child care provider’s license and should be considered as you prepare your floor plan.
- Do you own a swimming pool (not a wading pool)? How is this pool made inaccessible to and safe for children?
- Do you have a porch that is more than three feet high?
- Do you have smoke detectors on each floor of the establishment?
- What type of heating equipment do you have? (The state will only permit baseboard and grate heating to remain unbarricaded in a day care facility.)
- Do you keep firearms or ammunition in your home? How are such firearms and ammunition stored and kept inaccessible to children?
- Do you have locks on all bathroom and closet doors? Are all of these locks easily opened?
- Do you have well water? (The state will require that you submit your well water to purity and quality tests.)
- Are all potentially hazardous materials (i.e., cleaning supplies, razors, etc.) stored and inaccessible to children? (The state will inspect the facility room by room to ensure this. Bathrooms and kitchens are emphasized.)
- Is there a working flashlight on each floor of the home? (Required)
- Is there peeling paint on the premises? Peeling paint must be addressed before one may operate a child care center. If there is lead paint, then it should be professionally removed before one starts caring for children on the premises. Any property constructed prior to 1978 must be checked for lead paint. The Office of Child Care Services Inspector will not approve your home or office to open for child care until any and all lead paint is professionally removed.
- Do you have an evacuation plan in case of fire, gas leak, or other emergency? (Required to be on paper)
- Are individual towels or paper towels and liquid soap available for each child? (Required)
- Are all windows above the first floor securely screened and/or barricaded? (Required)
- Are all unused electrical outlets covered? (Required)
- Do you have child care gates? (Required if you are caring for children under the age of three)
- Are you using your own yard for an outdoor play area? If so, what are the measurements? (Must have 75 square feet per child)
- Is the yard fenced and, if so, how high is the fence? Is it on a busy street?
- How many exits are in your home, and where are they located?
- Do you have to pass through someone else’s living space to get out?

3b. Your child care facility must have an operable telephone. Next to the telephone must be posted a list of emergency telephone numbers, including numbers for Fire, Police, Ambulance, Poison Control Center, nearest emergency health care facility, the names and numbers of two emergency contacts, and your name, address, and phone number.

3c. Before you are permitted to open for business, the OCCS will inspect your facility to determine if it meets state standards. The inspector will indicate any changes that need to be made to the property, or certifications you must obtain before you may open for business. Ask for copies of any paperwork generated by such inspections. If you receive certification, your license will be valid for up to three years.
ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

Planning Department
City Hall
36 Court Street, Room 300
Springfield, MA 01103
☎ 413-787-6020

http://www.springfieldplanning.org

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

Department of Code Enforcement
City Hall
36 Court Street
Springfield, MA 01103
☎ 413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.

BUSINESS CERTIFICATE

6 Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

City Clerk’s Office
City Hall
36 Court Street
Springfield, MA 01103
☎ 413-787-6094

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four year.
TAXES

7 Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

Assessor’s Office
City Hall
36 Court Street, Room 9
Springfield, MA 01103
☎ 413-787-6169

8 If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

Massachusetts Department of Revenue
436 Dwight Street
Springfield, MA 01103
☎ 413-784-1000

Massachusetts Department of Revenue
Hurley Building, 19 Staniford Street
Boston, MA 02114
☎ 617-887-6367 or 1-800-392-6089

http://www.dor.state.ma.us

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

9 If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.
**DETAILED STEPS**

**Internal Revenue Service**
1550 Main St.
Springfield, MA 01103
413-788-0284*

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.

C H E C K L I S T

BUSINESS PLAN

☐ 1 Draft a business plan

LICENSING

☐ 2 Obtain all necessary licenses and permits
  ☐ File for the appropriate permits from the Massachusetts Department of Environmental Protection
  ☐ File for additional permitting required from the Massachusetts Division of Standards for sale of antifreeze, motor fuel and/or lubricating oil

LOCATION

☐ 3 Choose a location and draft a detailed floor plan

ZONING AND PERMITTING

☐ 4 Visit the City of Springfield Planning Department
  ☐ Complete zoning check and get location approved

☐ 5 Visit the Building Division of the City of Springfield Department of Code Enforcement
  ☐ If changing property use or making renovations, file for Building Permit
  ☐ Receive Certificate of Occupancy

BUSINESS CERTIFICATE

☐ 6 Visit the Springfield City Clerk’s Office
  ☐ File for a City of Springfield business certificate (d/b/a)

TAXES

☐ 7 Visit the City of Springfield Assessor’s Office
  ☐ File a Form of List

For more information, see “Detailed Steps” beginning on page 11
CHECKLIST

8. Contact the Massachusetts Department of Revenue
   - File Massachusetts state tax forms for your business
   - Get a Sales Tax Registration Number and Certificate, if applicable

9. Call the Internal Revenue Office in Springfield to schedule an appointment
   - File federal tax forms for your business
   - Get a federal tax identification number

CERTIFICATE OF REGISTRATION

10. Obtain additional licenses if auto body or glass work will be done

For more information, see “Detailed Steps” beginning on next page
DETAILED STEPS

BUSINESS PLAN

1. Draft a business plan. This guide provides detailed instructions for those wishing to open a mechanical auto repair or auto body shop. The instructions are identical, except auto body or glass work requires further licensing from the Massachusetts Division of Standards (see Step 10). This guide also contains instructions for sole proprietors only. Hiring other individuals requires that you take further steps and complicates your tax filing. For more information, visit the Massachusetts Department of Business Technology website.

   http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2. Obtain all necessary licenses and permits

   2a. Operating an auto repair shop requires that you deal properly with hazardous wastes such as waste oil, waste gasoline, and waste generated from degreasing auto parts. You must file the appropriate forms with the Massachusetts Department of Environmental Protection (DEP).

      Massachusetts Department of Environmental Protection
      One Winter Street
      Boston, MA 02108
      617-292-5500
      InfoLine: 1-800-462-0444

      http://www.state.ma.us/dep

      As a generator of hazardous waste, you need to register with the DEP. You should complete the Generator Registration form if you are a Very Small Quantity Generator of waste oil (less than 27 gallons or 220 pounds per month) or a Small Quantity Generator of waste oil (27 to 270 gallons or 220 to 2200 pounds per month). Call the DEP at 617-292-5500 to receive the form by mail or download the form from the DEP website.

      http://www.state.ma.us/dep/bwp/dhm/files/genreg.doc

      As a Springfield business owner, you will need to return the completed form to the DEP Western Regional Office.

      Massachusetts Department of Environmental Protection
      Western Regional Office
      436 Dwight Street
      Springfield, MA 01103
      413-784-1100

      http://www.state.ma.us/dep/wer
DETAILED STEPS

If you will generate more than 27 gallons of hazardous waste and/or 270 gallons of waste oil per month, you will need to file a Notification of Hazardous Waste Activity Form. You will receive a federal identification number from the United States Environmental Protection Agency. This form is filed through the Massachusetts DEP. Call the DEP InfoLine at 1-800-462-0444 to request an application or download the application at the DEP website.

http://www.state.ma.us/dep/bwp/dhm/files/hwepaid.pdf

Return the completed form to Massachusetts DEP Hazardous Waste Program. If you need assistance in completing these forms, call the Hazardous Waste Compliance Assistance line at 617-292-5898.

Massachusetts Department of Environmental Protection
Hazardous Waste Program
One Winter Street, 8th floor
Boston, MA 02108

Environmental regulations are very extensive. Visit the following website detailing hazardous waste regulations to learn more about the necessary steps for complying with the DEP.

http://www.state.ma.us/dep/bwp/dhm/dhmpubs.htm#regs

You should call the DEP Western Regional Office at 413-784-1100 to ensure you are in full compliance with the law.

2b. Additional licenses are required through the Massachusetts Division of Standards if you plan to sell antifreeze, motor fuel and/or lubricating oil.

Massachusetts Division of Standards
One Ashburton Place, Room 1115
Boston, MA 02108
617-727-3480

http://www.state.ma.us/standards/index.htm

Applications for these permits can be downloaded at the Division of Standards website.

http://www.state.ma.us/standards/license.htm

You may also call the Division of Standards at 617-727-3480. You will be instructed to leave a message with your name, address and the application you are requesting to be mailed.
### LOCATION

3. Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment. Your name, home address, shop location address, and day and night telephone numbers must all be included with your floor plan.

### ZONING AND PERMITTING

4. Visit the **City of Springfield Planning Department** to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

   - Planning Department
   - City Hall
   - 36 Court Street, Room 300
   - Springfield, MA 01103
   - 413-787-6020
   - [http://www.springfieldplanning.org](http://www.springfieldplanning.org)

5. After your location has been approved, proceed to the **Building Division** of the **City of Springfield Department of Code Enforcement**.

   - Department of Code Enforcement
   - City Hall
   - 36 Court Street
   - Springfield, MA 01103
   - 413-787-6030

   5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

   5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.
BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

City Clerk’s Office
City Hall
36 Court Street
Springfield, MA 01103
☎ 413-787-6094

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four years.

TAXES

7. Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

Assessor’s Office
City Hall
36 Court Street, Room 9
Springfield, MA 01103
☎ 413-787-6169

8. If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

Massachusetts Department of Revenue
436 Dwight Street
Springfield, MA 01103
☎ 413-784-1000

Massachusetts Department of Revenue
Hurley Building, 19 Staniford Street
Boston, MA 02114
☎ 617-887-6367 or 1-800-392-6089

http://www.dor.state.ma.us

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm
DETAILED STEPS

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

9 If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

9a. The completed application must include the following:
• two letters of recommendation from individuals who are either Registered Motor Vehicle Repair Shop operators, elected public officials, or members of the Massachusetts Bar
• a registration fee of $300 payable by business check or money order
• a surety bond, or letter of credit, in the amount of $10,000

10 You must fill out an Application for Registered Motor Vehicle Repair Shop from the Massachusetts Division of Standards.

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CHECKLIST

BUSINESS PLAN

1. Draft a business plan

LICENSING

2. Become (or hire) a registered master barber

LOCATION

3. Choose a location and draft a detailed floor plan

ZONING AND PERMITTING

4. Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved

5. Visit the Building Division of the City of Springfield Department of Code Enforcement
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office
   - File for a City of Springfield business certificate (d/b/a)

TAXES

7. Visit the City of Springfield Assessor’s Office
   - File a Form of List

8. Contact the Massachusetts Department of Revenue
   - File Massachusetts state tax forms for your business
   - Get a Sales Tax Registration Number and Certificate, if applicable

For more information, see “Detailed Steps” beginning on page 19
☐ 9 Call the Internal Revenue Office in Springfield to schedule an appointment
   ☐ File federal tax forms for your business
   ☐ Get a federal tax identification number

CERTIFICATE OF REGISTRATION

☐ 10 Obtain a Certificate of Registration from the Board of Registration of Barbers, Massachusetts Division of Professional Licensure
   ☐ Submit your floor plan and plan for an inspection of your shop
   ☐ Provide your business certificate from the Springfield City Clerk
   ☐ Pay the appropriate fee

For more information, see “Detailed Steps” beginning on next page
DETAILED STEPS

BUSINESS PLAN

1 Draft a business plan. In order to own a barber shop, you must either be a licensed master barber and serve as a manager, or have a manager who is a full-time employee and a licensed barber. This guide contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2 Every barber shop must be under the supervision of a licensed master barber during hours of operation. Apprentices may not work on customers without a licensed master barber present and in charge.

2a. To become a master barber, you must already be a licensed apprentice. Apprentice licenses are acquired through the barber school you are attending. Once you are a licensed apprentice, you can call the Board of Registration of Barbers, Massachusetts Division of Professional Licensure at 617-727-7367 to speak to someone about an application. You will likely be asked to visit the Board of Barbers office to present your apprentice license and obtain an application to become a master barber.

Board of Registration of Barbers
Massachusetts Division of Professional Licensure
239 Causeway Street, Suite 500
Boston, MA 02114
617-727-7367

2b. You will then be advised to call Promissor at 1-800-274-2021 to set up an appointment to take a computer-based test. For further information, contact the Board of Registration of Barbers or visit the website.

http://www.state.ma.us/reg/boards/br/default.htm

LOCATION

3 Draft a detailed floor plan for submission to the Board of Registration of Barbers. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment.

• The floor plan must show where the sink or sinks is/are in the work area, where the bathroom is and display that it has a sink where the toilet is located.

• You must also show where the barber pole or barber pole decal is located. It must be in a window, on a door, or in a location clearly visible to the public.
DETAILED STEPS

- Your name, home address, shop location address, and day and night telephone numbers must also all be included on the face of the floor plan.
- The license number and name of the master barber who is in charge must also be on the face of the floor plan.

ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

Planning Department
City Hall
36 Court Street, Room 300
Springfield, MA 01103
413-787-6020
http://www.springfieldplanning.org

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

Department of Code Enforcement
City Hall
36 Court Street
Springfield, MA 01103
413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.

BUSINESS CERTIFICATE

6 Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

City Clerk’s Office
City Hall
36 Court Street
Springfield, MA 01103
413-787-6094
DETAILED STEPS

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four years.

TAXES

7
Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

Assessor’s Office
City Hall
36 Court Street, Room 9
Springfield, MA 01103
☎ 413-787-6169

8
If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

Massachusetts Department of Revenue
436 Dwight Street
Springfield, MA 01103
☎ 413-784-1000

Massachusetts Department of Revenue
Hurley Building, 19 Staniford Street
Boston, MA 02114
☎ 617-887-6367 or 1-800-392-6089

http://www.dor.state.ma.us

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.
If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the **Internal Revenue Service (IRS)**. Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

**Internal Revenue Service**  
1550 Main St.  
Springfield, MA 01103  
413-788-0284*

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.


**CERTIFICATE OF REGISTRATION**

To apply for a Certificate of Registration from the **Board of Registration of Barbers, Massachusetts Division of Professional Licensure** for your shop, submit your floor plan to the Board of Registration of Barbers.

10a. After the floor plan has been reviewed, you will be contacted by the barber investigator. If the floor plan is approved, the investigator will make an appointment to inspect the facility.  
• If any renovations have been made, you will need to have the plumbing and electrical forms signed by a Springfield inspector.  
• You will also be asked to provide your business certificate from the Springfield City Clerk.  
• The investigator will request the fee.  

The inspector will look for several critical things in your shop:  
• The shop must have hot and cold running water.  
• If hot and cold water are available from a public supply, then that must be your source. Where no public water supply is available, water must be supplied from a “suitably located pressure or gravity tank.”  
• You must have a sink or sinks that is/are capable of disposing of all wastewater.  
• You must have an accessible bathroom, with toilet and adequate sink for hand washing.

10b. If the inspector finds the facility up to code, then he/she will allow the shop to open and the registration board shall issue a Certificate of Registration for your barber shop. All Certificates of Registration for barber shops shall be renewed biennially. Be sure that you have filed all the necessary forms before opening your business.
BEAUTY SALON

CHECKLIST

BUSINESS PLAN

1. Draft a business plan

LICENSING

2. Become (or hire) a licensed cosmetologist

LOCATION

3. Choose a location and draft a detailed floor plan. Submit the floor plan to the Board of Cosmetologists, Massachusetts Division of Professional Licensure for review and approval.

ZONING AND PERMITTING

4. Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved

5. Visit the Building Division of the City of Springfield Department of Code Enforcement
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office
   - File for a City of Springfield business certificate (d/b/a)

TAXES

7. Visit the City of Springfield Assessor’s Office
   - File a Form of List

8. Contact the Massachusetts Department of Revenue
   - File Massachusetts state tax forms for your business
   - Get a Sales Tax Registration Number and Certificate, if applicable

For more information, see “Detailed Steps” beginning on page 25
Call the Internal Revenue Office in Springfield to schedule an appointment
   - File federal tax forms for your business
   - Get a federal tax identification number

OPERATING LICENSE

Schedule an appointment for an inspection by the Board of Cosmetology, Massachusetts Division of Professional Licensure, in order to receive your Massachusetts Cosmetology Salon Operating License
   - Provide a copy of the Certificate of Occupancy
   - Provide a copy of the completed business certificate
   - Pay the appropriate fee

For more information, see “Detailed Steps” beginning on next page
BUSINESS PLAN

1 Draft a business plan. In order to operate a beauty salon, you must either be a licensed cosmetologist and serve as a manager, or have a manager who is a full-time employee and a licensed cosmetologist. This guide contains instructions for sole proprietorships only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSESING

2 In order to become a licensed cosmetologist, you must complete several levels of instruction and certification. The full listing of cosmetology licenses is provided by the Board of Registration of Cosmetologists, Massachusetts Division of Professional Licensure.

Board of Registration of Cosmetologists
Massachusetts Division of Professional Licensure
239 Causeway Street, Suite 500
Boston, MA 02114
617-727-9940

http://www.state.ma.us/reg/boards/hd/default.htm

LOCATION

3 Select a location for your shop and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment. Your name, home address, shop location address, and day and night telephone numbers must all be included with your floor plan.

3a. If this property is attached to your home, the shop and home must comply with the regulations of the Board of Registration of Cosmetologists, Massachusetts Division of Professional Licensure.

• In order to operate a salon from your home, you must have a room or rooms separated from the living quarters in the house, and there must be an available bathroom facility for employees and customers that is separate from the facility used by residents of the home.

• The door leading into the salon must be visible from the street and must not require customers to pass through the living quarters of the residence of the home.

• Home operation also requires licensure from the Division of Professional Licensure (see Step 10).
3b. Submit the floor plan to the Board of Registration of Cosmetologists for review and approval. Include the following information:

- The owner’s name and two telephone numbers where he/she may be reached
- A copy of the manager’s current cosmetology license
- A note indicating whether the owner has purchased an existing licensed salon or is making/has made physical changes to the property in order to create a salon

**ZONING AND PERMITTING**

4. Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

![Planning Department](image)

- City Hall
- 36 Court Street, Room 300
- Springfield, MA 01103
- 413-787-6020
- [http://www.springfieldplanning.org](http://www.springfieldplanning.org)

5. After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

![Department of Code Enforcement](image)

- City Hall
- 36 Court Street
- Springfield, MA 01103
- 413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.

**BUSINESS CERTIFICATE**

6. Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

![City Clerk’s Office](image)

- City Hall
- 36 Court Street
- Springfield, MA 01103
- 413-787-6094
DETAILED STEPS

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four years.

TAXES

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Assessor’s Office
City Hall
36 Court Street, Room 9
Springfield, MA 01103
☎ 413-787-6169

8

If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

Massachusetts Department of Revenue
436 Dwight Street
Springfield, MA 01103
☎ 413-784-1000

Massachusetts Department of Revenue
Hurley Building, 19 Staniford Street
Boston, MA 02114
☎ 617-887-6367 or 1-800-392-6089

http://www.dor.state.ma.us

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

9

If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.
In order to operate a beauty salon in Massachusetts, you must submit an Application for a New Salon.

10a. Obtain the Salon Applicants form from the Board of Registration of Cosmetologists, Massachusetts Division of Professional Licensure website.

http://www.state.ma.us/reg/boards/hd/default.htm

To request a copy be mailed to you, call the Massachusetts Office of Investigations, Division of Professional Licensure at 617-727-7406. You will be instructed to leave a voice message with your name and address.

10b. The application form contains the following instructions for successful completion:

Submit your floor plan.
- Indicate rooms/equipment, front door/back door, bathroom location, and salon set-up.
- Include owner’s name and two phone numbers (home & business/day & evening).
- Indicate if location is currently a licensed salon being purchased.
- If renovations are necessary for plumbing and/or electrical work, have the forms attached to application completed by the Springfield Plumbing and/or Electrical Inspector. (Refer to the Building Division of the City of Springfield Department of Code Enforcement for more information.)
- Include a COPY of the manager’s current license. Note: The owner does not have to be the licensed manager.
- Indicate name and address of salon. This must be the street address and not a PO Box.
- Mail floor plan and enclosures to the Office of Investigations.

Division of Professional Licensure
Office of Investigations
239 Causeway St, Suite 400
Boston, MA 02114
Attn: Floor Plan

Once the floor plan has been received and approved, an investigator will contact the owner to arrange an inspection date. The processing typically takes 3-4 weeks.
10c. At the inspection, have the following items available:

- Copy of Rules & Regulations (240 CMR). To obtain a copy of the Rules & Regulations, call the State House Bookstore at 617-727-2834. A copy will be mailed for a small fee plus postage. Or download the document from the Massachusetts Cosmetology Board’s website.

  [http://www.state.ma.us/reg/boards/hd/rule_reg.htm](http://www.state.ma.us/reg/boards/hd/rule_reg.htm)

- Completed Business Certificate from the Springfield City Clerk
- Certificate of Occupancy from the **Springfield Department of Code Enforcement**
- If renovations have been made, the Plumbing Form and/or the Electrical Form signed by a Springfield inspector
- Check or money order for the appropriate fee made payable to Commonwealth of Massachusetts

**OPERATIONAL RULES**

- Salons must display a sign at the entrance or post a sign large enough to be clearly visible from the street.
- Salon licenses must be displayed in a conspicuous place in the salon.
- No animals of any kind are to be on the premises of the salon.
- Inside each salon must be posted a sign of at least ten inches by ten inches in size stating the following: “SMOKING IS PROHIBITED WHILE WEARING A SHAMPOO CAPE, OR WHILE HAIR LACQUER OR HAIR SPRAY IS BEING USED.”

All sanitary regulations are available at the Cosmetology Board’s website.

  [http://www.state.ma.us/reg/boards/ld/cmr/24003.htm#3.03](http://www.state.ma.us/reg/boards/ld/cmr/24003.htm#3.03)
CHECKLIST

BUSINESS PLAN

1. Draft a business plan

LICENSING

2. Obtain the required licensure
   - Visit the City of Springfield Police Department to acquire the necessary licenses
   - Obtain additional permits as required from the Massachusetts Division of Standards for sale of antifreeze, motor fuel, and/or lubricating oil

LOCATION

3. Choose a location and draft a detailed floor plan

ZONING AND PERMITTING

4. Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved

5. Visit the Building Division of the City of Springfield Department of Code Enforcement
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office
   - File for a City of Springfield business certificate (d/b/a)

TAXES

7. Visit the City of Springfield Assessor’s Office
   - File a Form of List

For more information, see “Detailed Steps” beginning on page 33
8 Contact the Massachusetts Department of Revenue
   - File Massachusetts state tax forms for your business
   - Get a Sales Tax Registration Number and Certificate, if applicable

9 Call the Internal Revenue Office in Springfield to schedule an appointment
   - File federal tax forms for your business
   - Get a federal tax identification number

For more information, see “Detailed Steps” beginning on next page
BUSINESS PLAN

1 Draft a business plan. This guide contains instructions for sole proprietorships only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

   http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2 Obtain the required licensure.
2a. Visit the City of Springfield Police Department to acquire the necessary licenses to start an automotive dealership.

   Springfield Police Department
   130 Pearl Street
   Springfield, MA 01105
   413-787-6322

   http://www.springfieldpolice.net

   You should work closely with the Springfield Police Department to ensure you complete the license application correctly. You will need to submit the completed application with the appropriate fee and await further instructions from the Police Department.

2b. If you plan to sell antifreeze or motor fuel and/or lubricating oil, additional licenses are required through the Massachusetts Division of Standards: the Antifreeze Permit Application and the Application for License to Sell at Retail Motor Fuel and/or Lubricating Oil.

   Massachusetts Division of Standards
   One Ashburton Place, Room 115
   Boston, MA 02108
   617-727-3480

   http://www.state.ma.us/standards/index.htm

   The applications can be downloaded from the website:

   http://www.state.ma.us/standards/license.htm

   You can also call the Division of Standards at 617-727-3480 to request the applications be mailed to you. You will be instructed to leave a message with your name, address and the application you are requesting.
DETAILED STEPS

LOCATION

3 Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing and electrical outlets/equipment. Your name, home address, shop location address, and day and night telephone numbers must all be included with your floor plan.

ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

Planning Department
City Hall
36 Court Street, Room 300
Springfield, MA 01103
📞 413-787-6020

http://www.springfieldplanning.org

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

Department of Code Enforcement
City Hall
36 Court Street
Springfield, MA 01103
📞 413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.
DETAILED STEPS

BUSINESS CERTIFICATE

6 Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

- City Clerk’s Office
  City Hall
  36 Court Street
  Springfield, MA 01103
  413-787-6094

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four year.

TAXES

7 Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

- Assessor’s Office
  City Hall
  36 Court Street, Room 9
  Springfield, MA 01103
  413-787-6169

8 If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

- Massachusetts Department of Revenue
  436 Dwight Street
  Springfield, MA 01103
  413-784-1000

- Massachusetts Department of Revenue
  Hurley Building, 19 Staniford Street
  Boston, MA 02114
  617-887-6367 or 1-800-392-6089

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

- http://www.dor.state.ma.us/forms/formlist.htm

- http://www.dor.state.ma.us
8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file *Form TA-1*, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the **Internal Revenue Service (IRS)**. Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

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**Internal Revenue Service**  
1550 Main St.  
Springfield, MA 01103  
☎ 413-788-0284*

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.

CHECKLIST

BUSINESS PLAN

1. Draft a business plan

LOCATION

2. Choose a location and draft a detailed floor plan

LICENSES AND FOOD SAFETY CERTIFICATION

3. Obtain all necessary licenses and certifications
   - File with the City of Springfield Department of Health & Human Services
   - Visit the City of Springfield License Commission to file for a Common Victualer’s License
   - Obtain additional licenses from the License Commission and Mayor’s Office, if applicable
   - Become a certified Food Safety Manager, if required

ZONING AND PERMITTING

4. Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved

5. Visit the Building Division of the City of Springfield Department of Code Enforcement
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office
   - File for a City of Springfield business certificate (d/b/a)

TAXES

7. Visit the City of Springfield Assessor’s Office
   - File a Form of List

For more information, see “Detailed Steps” beginning on page 39
Contact the Massachusetts Department of Revenue
- File Massachusetts state tax forms for your business
- Get a Sales Tax Registration Number and Certificate, if applicable

Call the Internal Revenue Office in Springfield to schedule an appointment
- File federal tax forms for your business
- Get a federal tax identification number

For more information, see “Detailed Steps” beginning on next page
DETAILED STEPS

BUSINESS PLAN

1 Draft a business plan. If you are not a certified Food Safety Manager or will not be prior to opening your business, then you must have one full-time employee who is certified as a Food Safety Manager. This guide contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

   http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LOCATION

2 Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, sinks, equipment, plumbing and electrical outlets/equipment. Your name, home address, shop location address, and day and night telephone numbers must all be included with your floor plan.

   Note: A catering business must have a licensed food service establishment as its base of operations. Catering businesses do have the opportunity to rent commercial kitchens, which may be less expensive than operating one’s own. You still need to follow all of the licensing and permitting requirements. Some social clubs rent their commercial kitchens for this purpose.

LICENSING AND FOOD SAFETY CERTIFICATION

3 Obtain all necessary licenses and certifications.

   3a. Visit the City of Springfield Department of Health & Human Services.

      ☑ Department of Health & Human Services
      95 State Street, Suite 201
      Springfield, MA 01103
      ☎ 413-787-6740/6741

      Request an application form. You will need to indicate on the form that you are starting a catering business by filling in the appropriate line. Submit the completed form with the filing fee to the Department of Health & Human Services and await approval.

      Note: You must also indicate on the application form if you plan to serve milk or frozen desserts. There are additional filing fees for these permits.
3b. Visit the **City of Springfield License Commission** to file a Common Victualer’s License. This license is required for any business such as a catering business that serves or sells prepared foods.

![License Commission](License_Commission.png)

Additional licenses are required from the License Commission if a business serves liquor or has automatic amusement machines such as arcade games. Be sure to visit the License Commission with a full list of the equipment and products you wish to use or sell in your establishment.

3c. If your business offers entertainment such as television, juke box, radio, or pool tables, you must obtain an Entertainment License from the **Mayor’s Office**.

![Mayor’s Office](Mayor's_Office.png)

3d. If you do not plan to hire an employee who is a certified Food Safety Manager, then you must be a certified Food Safety Manager to operate a catering business. Certification is obtained through courses offered throughout the area. Call the City of Springfield Department of Health & Human Services at 413-787-6740/6741 to request a listing of courses being offered.

### ZONING AND PERMITTING

4. Visit the **City of Springfield Planning Department** to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

![Planning Department](Planning_Department.png)

[http://www.springfieldplanning.org](http://www.springfieldplanning.org)
5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.

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**Massachusetts Department of Revenue**
436 Dwight Street
Springfield, MA 01103
413-784-1000

**Massachusetts Department of Revenue**
Hurley Building, 19 Staniford Street
Boston, MA 02114
617-887-6367 or 1-800-392-6089

http://www.dor.state.ma.us

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http://www.dor.state.ma.us/forms/formlist.htm

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-I, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

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1550 Main St.
Springfield, MA 01103
413-788-0284*

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.

## Checklist

### Business Plan

- **1.** Draft a business plan

### Licensing

- **2.** There are no unique licensing requirements for operating a cleaning service, interior decorator business, sewing shop, or shoe repair shop

### Location

- **3.** Choose a location and draft a detailed floor plan

### Zoning and Permitting

- **4.** Visit the City of Springfield Planning Department
  - Complete zoning check and get location approved
- **5.** Visit the Building Division of the City of Springfield Department of Code Enforcement
  - If changing property use or making renovations, file for Building Permit
  - Receive Certificate of Occupancy

### Business Certificate

- **6.** Visit the Springfield City Clerk’s Office
  - File for a City of Springfield business certificate (d/b/a)

### Taxes

- **7.** Visit the City of Springfield Assessor’s Office
  - File a Form of List
- **8.** Contact the Massachusetts Department of Revenue
  - File Massachusetts state tax forms for your business
  - Get a Sales Tax Registration Number and Certificate, if applicable

For more information, see “Detailed Steps” beginning on page 45
9. Call the Internal Revenue Office in Springfield to schedule an appointment
   - File federal tax forms for your business
   - Get a federal tax identification number

For more information, see “Detailed Steps” beginning on next page
DETAILED STEPS

BUSINESS PLAN

1. Draft a business plan. This guide contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.
   http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2. There are no unique licensing requirements for operating a cleaning service, interior decorating business, sewing shop, or shoe repair shop in Springfield.

LOCATION

3. Choose a location and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment. Your name, home address, shop location address, and day and night telephone numbers must all be included with your floor plan.

ZONING AND PERMITTING

4. Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

   Planning Department
   City Hall
   36 Court Street, Room 300
   Springfield, MA 01103
   413-787-6020

   http://www.springfieldplanning.org
D E T A I L E D  S T E P S

5. After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

   Department of Code Enforcement
   City Hall
   36 Court Street
   Springfield, MA 01103
   ☑  413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

   City Clerk’s Office
   City Hall
   36 Court Street
   Springfield, MA 01103
   ☑  413-787-6094

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four year.

TAXES

7. Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.
If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

**Massachusetts Department of Revenue**
436 Dwight Street
Springfield, MA 01103

413-784-1000

http://www.dor.state.ma.us

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

**Internal Revenue Service**
1550 Main St.
Springfield, MA 01103

413-788-0284*


* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.
CHECKLIST

BUSINESS PLAN

1. Draft a business plan

LICENSED

2. Obtain the appropriate license(s) or certificate(s)
   - If you plan to grow “woody plants” that are regulated by the Massachusetts Department of Food and Agriculture, obtain Massachusetts Department of Food and Agriculture Grower’s certificate
   - If you plan to sell “woody plants” that are regulated by the Massachusetts Department of Food and Agriculture, obtain Massachusetts Department of Food and Agriculture Agent’s certificate
   - If you plan to sell flowers on the sidewalk, obtain a Hawkers and Peddlers license from the Massachusetts Division of Standards

LOCATION

3. Choose a location and draft a detailed floor plan

ZONING AND PERMITTING

4. Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved

5. Visit the Building Division of the City of Springfield Department of Code Enforcement
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office
   - File for a City of Springfield business certificate (d/b/a)

For more information, see “Detailed Steps” beginning on page 51
FLOWER SHOP

CHECKLIST

TAXES

☐ 7 Visit the City of Springfield Assessor’s Office
   ☐ File a Form of List

☐ 8 Contact the Massachusetts Department of Revenue
   ☐ File Massachusetts state tax forms for your business
   ☐ Get a Sales Tax Registration Number and Certificate, if applicable

☐ 9 Call the Internal Revenue Office in Springfield to schedule an appointment
   ☐ File federal tax forms for your business
   ☐ Get a federal tax identification number

For more information, see “Detailed Steps” beginning on next page
DETAILED STEPS

BUSINESS PLAN

1. Draft a business plan. This guide contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

   http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2. Obtain the appropriate license(s) or certificate(s).
   
   2a. If you plan to grow “woody plants” such as rose bushes, shrubs, trees, household plants, rhododendrons, etc., you will need a grower’s certificate from the Massachusetts Department of Food and Agriculture. Cut flowers and annuals are not regulated.

   Massachusetts Department of Food and Agriculture
   251 Causeway Street #500
   Boston, MA 02114
   617-626-1700

   http://www.state.ma.us/dfa

   2b. If you plan to sell regulated “woody plants,” you will need an agent’s license from the Massachusetts Department of Food and Agriculture.
   • Call the Massachusetts Department of Food and Agriculture, Bureau of Farm Products and Plant Industries at 617-626-1801 to request an Agent’s License application to be mailed.

   2c. If you plan to sell flowers on the sidewalk, you will need a Hawkers and Peddlers License from the Massachusetts Division of Standards.

   Massachusetts Division of Standards
   One Ashburton Place, Room 115
   Boston, MA 02108
   617-727-3480

   http://www.state.ma.us/standards/index.htm

   You can download the application for a Hawkers and Peddlers License from the Division of Standards website.


   Information on filing the application can also be viewed at the following website.

   http://www.state.ma.us/standards/hp-inst.htm
Instructions for completing the application are as follows:
• Fill out the requested information on the application.
• Take the completed application to the City of Springfield Police Department.

Police Department
130 Pearl Street
Springfield, MA 01105
413-787-6322

http://www.springfieldpolice.net

• Have the Chief of Police sign the Certificate of Character section of the application as required by state law.
• Return your application with the appropriate filing fee to the Director of Standards. A certified/registered check or money order may be mailed or the fee may be paid in person with cash. Do not mail cash.

Massachusetts Division of Standards
One Ashburton Place, Room 115
Boston, MA 02108

LOCATION

Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment. Your name, home address, shop location address, and day and night telephone numbers must all be included with your floor plan.

ZONING AND PERMITTING

Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

Planning Department
City Hall
36 Court Street, Room 300
Springfield, MA 01103
413-787-6020

http://www.springfieldplanning.org
5 After your location has been approved, proceed to the **Building Division** of the **City of Springfield Department of Code Enforcement**.

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.

**BUSINESS CERTIFICATE**

6 Visit the **Springfield City Clerk’s Office** to file a Business Certificate (d/b/a).

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four year.

**TAXES**

7 Visit the **City of Springfield Assessor’s Office** to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.
If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

8. Call the Massachusetts DOR at 617-887-MDOR (6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

8a. http://www.dor.state.ma.us/forms/formlist.htm

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

9. If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.


* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.
CHECKLIST

BUSINESS PLAN

☐ 1 Draft a business plan

LICENSING

☐ 2 Become a registered Home Improvement Contractor

LOCATION

☐ 3 Choose a location and draft a detailed floor plan

ZONING AND PERMITTING

☐ 4 Visit the City of Springfield Planning Department
   ☐ Complete zoning check and get location approved

☐ 5 Visit the Building Division of the City of Springfield Department of Code Enforcement
   ☐ If changing property use or making renovations, file for Building Permit
   ☐ Receive Certificate of Occupancy

BUSINESS CERTIFICATE

☐ 6 Visit the Springfield City Clerk’s Office
   ☐ File for a City of Springfield business certificate (d/b/a)

TAXES

☐ 7 Visit the City of Springfield Assessor’s Office
   ☐ File a Form of List

☐ 8 Contact the Massachusetts Department of Revenue
   ☐ File Massachusetts state tax forms for your business
   ☐ Get a Sales Tax Registration Number and Certificate, if applicable

For more information, see “Detailed Steps” beginning on page 57
Call the Internal Revenue Office in Springfield to schedule an appointment
- File federal tax forms for your business
- Get a federal tax identification number
BUSINESS PLAN

1 Draft a business plan. This guide contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2 If you plan to do residential contracting, you must register with the Massachusetts Home Improvement Contractor Program.

2a. You can call the Home Improvement Contractor Program office at 617-727-8598 to request the Application for Registration as a Home Improvement Contractor, or it can be downloaded from the Home Improvement Contractor Program website.

http://www.state.ma.us/homeimprovement

The fee for registration is structured in two parts:
• You must pay a $100 registration fee. This fee does not apply to licensed construction supervisors or registered individual motor vehicle repair shops in good standing.
• As a sole proprietor, you must submit a mandatory donation of $100 to the Guaranty Fund. No one is exempt from this contribution.

2b. Return the completed application along with two separate certified checks or money orders for the registration fee and Guaranty Fund contribution to the Director of Contractor Registration.

The Home Improvement Contractor Program outlines who is required to register:
• Any persons, individuals or proprietorships who solicit, bid on, or perform residential contracting as a contractor or subcontractor on an existing one-to-four-unit owner-occupied residential building in Massachusetts.
The work covered by the Home Improvement Contractor Program includes the following types of residential contracting as state law dictates:

- Residential contracting is defined as “the reconstruction, alteration, renovation, repair, modernization, conversion, improvement, removal, demolition or construction of an addition to any pre-existing building containing at least one but not more than four dwelling units, which building thereof is used or designed to be used as a residence or dwelling unit, or to structures which are adjacent to such residence or building.”

The Home Improvement Contractor Program exempts the following from the requirement to register:

- Workers who work for a contractor or subcontractor for a wage
- All licensed professionals or tradesmen who take an exam as a condition of their licensure when they are working within the scope of their license, such as architects, electricians, plumbers but NOT construction supervisors licensed by the Board of Building Regulations and Standards
- The Commonwealth or its subdivisions
- Schools offering vocational education courses or training in home construction or improvement
- Owners doing their own renovations
- Persons who perform any bona-fide single job costing $500 or under
- Part time contractors or subcontractors whose gross revenue in the previous 12 months was less than $5,000
- Persons enrolled as full time students for last and next academic term and 2/3 of whose employees are so enrolled and whose gross revenue is anticipated to be or has been under $5,000
- Persons who install central heating, A/C systems, energy conservation devices, provide conservation services on behalf of a public utility, landscaping, interior painting, paper hanging, finished floor covering, tile, fencing, free standing masonry walls, above-ground swimming pools, shutters, awnings, patios, and driveways

Thus, if you plan to do residential contracting that includes but is not limited to carpentry, roofing, siding, and/or window work, then you must register as a Home Improvement Contractor. For more information, refer to the Home Improvement Contractor Program website.

Note: Home Improvement Contractor Registration does not permit you to act as a licensed tradesman such as a plumber or electrician. As stated, if you are already a licensed tradesman, you are exempt from the Home Improvement Contractor Program. If you intend to become a licensed plumber or electrician, refer to the Massachusetts Division of Professional Licensure.

Massachusetts Division of Professional Licensure
239 Causeway Street, Suite 500
Boston, MA 02114

- Board of State Examiners of Plumbers & Gasfitters
  617-727-9952
  http://www.state.ma.us/reg/boards/pl
- Board of State Examiners of Electricians
  617-727-9931
  http://www.state.ma.us/reg/boards/el
LOCATION

3 Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing and electrical outlets/equipment. Your name, home address, business location address, and day and night telephone numbers must all be included with your floor plan.

ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

Planning Department
City Hall
36 Court Street, Room 300
Springfield, MA 01103
413-787-6020
http://www.springfieldplanning.org

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

Department of Code Enforcement
City Hall
36 Court Street
Springfield, MA 01103
413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.
6. Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four years.

TAXES

7. Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

8. If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

8a. Call the Massachusetts DOR at 617-887-MDOR (6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm
8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

9 If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

Internal Revenue Service
1550 Main St.
Springfield, MA 01103
☎ 413-788-0284*

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.

C H E C K L I S T

LANDSCAPER

BUSINESS PLAN

☐ 1 Draft a business plan

LICENSESING

☐ 2 There are no unique licensing requirements for operating a landscaping business

LOCATION

☐ 3 Choose a location and draft a detailed floor plan

ZONING AND PERMITTING

☐ 4 Visit the City of Springfield Planning Department
   ☐ Complete zoning check and get location approved

☐ 5 Visit the Building Division of the City of Springfield Department of Code Enforcement
   ☐ If changing property use or making renovations, file for Building Permit
   ☐ Receive Certificate of Occupancy

BUSINESS CERTIFICATE

☐ 6 Visit the Springfield City Clerk’s Office
   ☐ File for a City of Springfield business certificate (d/b/a)

TAXES

☐ 7 Visit the City of Springfield Assessor’s Office
   ☐ File a Form of List

☐ 8 Contact the Massachusetts Department of Revenue
   ☐ File Massachusetts state tax forms for your business
   ☐ Get a Sales Tax Registration Number and Certificate, if applicable

For more information, see “Detailed Steps” beginning on page 65
☐ 9 Call the **Internal Revenue Office** in Springfield to schedule an appointment
   - File federal tax forms for your business
   - Get a federal tax identification number

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*For more information, see “Detailed Steps” beginning on next page*
LANDSCAPER

DETAILED STEPS

BUSINESS PLAN

1. Draft a business plan. This guide contains instructions for starting a landscaping business that includes such activities as lawn and garden maintenance. Other professional services such as land development, preservation, engineering and surveying are defined as Landscape Architecture. This guide does not contain instructions for becoming a licensed Landscape Architect. Please refer to the Board of Registration of Landscape Architects, Massachusetts Division of Professional Licensure for more information.

   Board of Registration of Landscape Architects
   Massachusetts Division of Professional Licensure
   239 Causeway Street, Suite 500
   Boston, MA 02114
   617-727-3072

   http://www.state.ma.us/reg/boards/la/default.htm

   1a. This guide also contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

      http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2. There are no unique licensing requirements to start a landscaping business in Springfield.

LOCATION

3. Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing and electrical outlets/equipment. Your name, home address, business location address, and day and night telephone numbers must all be included with your floor plan.
DETAILED STEPS

ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

Planning Department
City Hall
36 Court Street, Room 300
Springfield, MA 01103
📞 413-787-6020

http://www.springfieldplanning.org

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

Department of Code Enforcement
City Hall
36 Court Street
Springfield, MA 01103
📞 413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.

BUSINESS CERTIFICATE

6 Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

City Clerk’s Office
City Hall
36 Court Street
Springfield, MA 01103
📞 413-787-6094

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four year.
TAXES

7 Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

Assessor’s Office
City Hall
36 Court Street, Room 9
Springfield, MA 01103
📞 413-787-6169

8 If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

Massachusetts Department of Revenue
436 Dwight Street
Springfield, MA 01103
📞 413-784-1000

Massachusetts Department of Revenue
Hurley Building, 19 Staniford Street
Boston, MA 02114
📞 617-887-6367 or 1-800-392-6089

http://www.dor.state.ma.us

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.
If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

Internal Revenue Service
1550 Main St.
Springfield, MA 01103
413-788-0284*

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.

### BUSINESS PLAN
1. Draft a business plan

### LICENSING
2. Obtain all necessary permits
   - Contact the Massachusetts Department of Environmental Protection
   - Obtain additional licenses at the City of Springfield License Commission and Mayor’s Office, if applicable

### LOCATION
3. Choose a location and draft a detailed floor plan

### ZONING AND PERMITTING
4. Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved
5. Visit the Building Division of the City of Springfield Department of Code Enforcement
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

### BUSINESS CERTIFICATE
6. Visit the Springfield City Clerk’s Office
   - File for a City of Springfield business certificate (d/b/a)

### TAXES
7. Visit the City of Springfield Assessor’s Office
   - File a Form of List

For more information, see “Detailed Steps” beginning on page 71
CHECKLIST

8  Contact the Massachusetts Department of Revenue
   - File Massachusetts state tax forms for your business
   - Get a Sales Tax Registration Number and Certificate, if applicable

9  Call the Internal Revenue Office in Springfield to schedule an appointment
   - File federal tax forms for your business
   - Get a federal tax identification number

For more information, see “Detailed Steps” beginning on next page
DETAILED STEPS

BUSINESS PLAN

1 Draft a business plan. This guide contains instructions to open a laundromat only. Additional steps are required if you plan to perform dry-cleaning at your business. This guide contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals.
For more information, visit the Massachusetts Department of Business Technology website.
http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2 In order to operate a laundromat in Springfield, you will need to connect your facility directly to the city’s sewer system. An existing building in Springfield will already have this capacity. However, you must work with the Building & Plumbing Divisions of the City of Springfield Department of Code Enforcement during Step 4 to ensure the sewer connection is done properly. You may be advised to take further steps with the City of Springfield Department of Public Works.

2a. You also must contact the Massachusetts Department of Environmental Protection (DEP) when connecting to the city’s sewer system.

Massachusetts Department of Environmental Protection
Northeast Regional Office
One Winter Street
Boston, MA 02108
617-292-5500
InfoLine: 1-800-462-0444

http://www.state.ma.us/dep

The Massachusetts DEP will determine if further permitting is necessary for the sewer connection based on the type of discharge and the city’s wastewater treatment system. A standard laundromat though, does not typically require additional permitting. Call the Massachusetts DEP to ensure you are in full compliance with the law.

2b. Additional licenses may be required from the City of Springfield License Commission, for example, for use of automatic amusement machines such as arcade games. Be sure to visit the License Commission with a full list of the equipment and products you wish to use or sell in your establishment.

License Commission
City Hall
36 Court Street, Room #317
Springfield, MA 01103
413-3787-6140
DETAILED STEPS

If you do not successfully acquire the necessary licenses, you could be subject to fines and removal of the equipment.

2c. If your business offers entertainment such as television, juke box, radio, or pool tables, you must obtain an Entertainment License from the Mayor’s Office.

Note: This guide does not cover the requirements for operating a dry-cleaning business. If you plan to do dry-cleaning, additional steps need to be taken through the Massachusetts Department of Environmental Protection. Applications and forms for dry cleaning can be viewed and downloaded at the DEP website.

http://www.state.ma.us/dep/erp/erpforms.htm#dryclean

LOCATION

3 Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment. Your name, home address, shop location address, and day and night telephone numbers must all be included with your floor plan.

ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

http://www.springfieldplanning.org

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.
DETAILED STEPS

5. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four year.

TAXES

7. Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

8. If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.
8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

9. If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.
CHECKLIST

BUSINESS PLAN

1 Draft a business plan

LICENSING

2 The Massachusetts Registry of Motor Vehicles handles all livery licensing issues. You will need a federal tax identification number (see Step 8 below) before you can register your vehicles.
   - Acquire livery plates for each vehicle
   - If the vehicle has a capacity of nine passengers or more, file an application for authority to transport passengers for hire from the Transportation Division, Massachusetts Department of Telecommunications and Energy ($100 fee)

To operate a livery vehicle at Boston’s Logan Airport, take the following steps:
   - Obtain a letter from a city official (on official letterhead) stating that the city has no objections to your operation and has no special requirements on livery service
   - Be insured for at least $250,000 for bodily injury per person, $500,000 bodily injury per accident, and $100,000 in property damage
   - Acquire a Certificate of Insurance with
     * a broker’s stamp
     * an authorized signature
     * the name of the certificate holder
   - Submit this certificate to Massport’s Ground Transportation Division.

If you will be regularly transporting passengers across state lines,
   - Receive authorization from the Motor Carrier Board of the Federal Highway Administration.

LOCATION

3 Choose a location and draft a detailed floor plan

ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved

For more information, see “Detailed Steps” beginning on page 77
LIVERY

5. Visit the **Building Division** of the **City of Springfield Department of Code Enforcement**
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

**BUSINESS CERTIFICATE**

6. Visit the **Springfield City Clerk’s Office**
   - File for a City of Springfield business certificate (d/b/a)

**TAXES**

7. Visit the **City of Springfield Assessor’s Office**
   - File a Form of List

8. Contact the **Massachusetts Department of Revenue**
   - File Massachusetts state tax forms for your business
   - Get a Sales Tax Registration Number and Certificate, if applicable

9. Call the **Internal Revenue Office** in Springfield to schedule an appointment
   - File federal tax forms for your business
   - Get a federal tax identification number

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For more information, see “**Detailed Steps**” beginning on next page
BUSINESS PLAN

1 Draft a business plan. This guide contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

[http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businesstable&agcc=businessplan&s=0&=]

Note: Operating a livery service is different from operating a taxi. Taxi ownership in Holyoke is handled through the City of Holyoke Police Department. For more information, call or visit the Police Department.

[Police Department
130 Pearl Street
Springfield, MA 01105
413-787-6322]

[http://www.springfieldpolice.net]

LICENSING

2 The Massachusetts Registry of Motor Vehicles handles all livery licensing issues. The Registry of Motor Vehicles requires that all livery drivers in Massachusetts be licensed to drive the particular vehicle that they operate. The vehicle must be a legal one in which to transport passengers. Individual businesses and employers, as well as cities and towns outside of Boston, may have additional requirements for drivers.

Upon receiving your federal tax ID number (see Step 9), you may register your livery vehicles with the Registry of Motor Vehicles.

• You must acquire livery plates for each vehicle that you intend to use to carry passengers.
• You will pay a minimum of $80 dollars for each vehicle. If a vehicle has seven or fewer passenger seats, the additional fee per seat is $6. If the vehicle has more that seven seats, it will cost you $8 per seat in addition to the $80 minimum fee. For up-to-date rate information on passenger vehicle plates, see the Registry of Motor Vehicles website:

[http://www.state.ma.us/rmv/fees/index.htm#multipass]

2a. Livery Capacity Rules. A designated livery vehicle is permitted to have a capacity no greater than 15 passengers. There are different rules pertaining to vehicles that are legally considered buses. To check on the status of your vehicle, call the Registry of Motor Vehicles at 617-351-4500.

• If a vehicle has a capacity of nine passengers or more, then you must file an application for authority to transport passengers for hire from the Transportation Division, Massachusetts Department of Telecommunications and Energy. A printable copy of this application form can be found at the Transportation Division website.

[http://www.state.ma.us/dpu/transportation/propasap.pdf]
Mail the completed form along with a check or money order for the $100 application fee to the Transportation Division.

Transportation Division
One South Station
Boston, MA 02110
617-305-3559

To operate a livery vehicle at Logan Airport, Massport requires that you obtain a letter from a City official (on official letterhead) stating that the city has no objections to your operation and has no special requirements on livery service.

To obtain permission to operate on Massport premises, contact the Massport Ground Transportation Unit (GTU) at 617-561-1775 for a Massport Ground Transportation operating agreement. The agreement calls for proof of insurance, operating authority, a list of fleet vehicles, and “other pertinent information.” The application fee is $75. Massport requires livery companies to be insured for:

- at least $250,000 for bodily injury per person
- at least $500,000 bodily injury per accident
- at least $100,000 in property damage.

Your Certificate of Insurance must show:

- a broker’s stamp
- an authorized signature
- the name of the certificate holder.

If you are required to carry Worker’s Compensation coverage for employees, then you must do so prior to operating at Massport. However, sole proprietors are not usually required to carry Worker’s Compensation and must sign a form to notify Massport of this status. The form comes in the Ground Transportation Operating Agreement.

“Upon signature and approval of your agreement, you can commence operations at Logan, using curb areas as specified by the GTU. Your company would then be billed monthly $1.50 per trip in accordance with the agreement. Massport only regulates shuttle carriers as to their operation at Logan.”

See the Massport website for more information.

http://www.massport.com/logan/faq.html

Massport will issue an approval permit, which you must affix in/on your vehicle so that it may easily be seen by police and Massport officials. Massport further requires that each car have working air conditioning during the summer, a clean luggage compartment, and have any seatbelts installed during the car’s manufacture in working order. Be sure to request a copy of 740 CMR 23.00 – Rules and Regulations for the Operation of Commercial Ground Transportation Services at Boston-Logan International Airport.

If you will be regularly transporting passengers across state lines, you will need authorization from the Motor Carrier Board of the Federal Highway Administration. The regional office is located in Cambridge.

Motor Carrier Board
Federal Highway Administration
55 Broadway, 10th Floor
Cambridge, MA 02142-1093
617-494-3657
LOCATION

3 Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment. Your name, home address, business location address, and day and night telephone numbers must all be included with your floor plan.

ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

- Planning Department
  City Hall
  36 Court Street, Room 300
  Springfield, MA 01103
  📞 413-787-6020
  http://www.springfieldplanning.org

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

- Department of Code Enforcement
  City Hall
  36 Court Street
  Springfield, MA 01103
  📞 413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.
BUSINESS CERTIFICATE

6 Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

**City Clerk’s Office**
City Hall
36 Court Street
Springfield, MA 01103
☎ 413-787-6094

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four year.

TAXES

7 Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

**Assessor’s Office**
City Hall
36 Court Street, Room 9
Springfield, MA 01103
☎ 413-787-6169

8 If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

**Massachusetts Department of Revenue**
436 Dwight Street
Springfield, MA 01103
☎ 413-784-1000

**Massachusetts Department of Revenue**
Hurley Building, 19 Staniford Street
Boston, MA 02114
☎ 617-887-6367 or 1-800-392-6089

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm
8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

9 If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

Internal Revenue Service
1550 Main St.
Springfield, MA 01103
📞 413-788-0284*

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.

CHECKLIST

BUSINESS PLAN

1. Draft a business plan

LICENSING

2. There are no unique licensing requirements for operating a retail store.
   - Obtain additional licenses from the City of Springfield License Commission and Mayor’s Office, if applicable

LOCATION

3. Choose a location and draft a detailed floor plan

ZONING AND PERMITTING

4. Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved

5. Visit the Building Division of the City of Springfield Department of Code Enforcement
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office
   - File for a City of Springfield business certificate (d/b/a)

TAXES

7. Visit the City of Springfield Assessor’s Office
   - File a Form of List

For more information, see “Detailed Steps” beginning on page 85
8 Contact the Massachusetts Department of Revenue
   - File Massachusetts state tax forms for your business
   - Get a Sales Tax Registration Number and Certificate, if applicable

9 Call the Internal Revenue Office in Springfield to schedule an appointment
   - File federal tax forms for your business
   - Get a federal tax identification number

For more information, see “Detailed Steps” beginning on next page
BUSINESS PLAN

1 Draft a business plan. This guide contains instructions for operating a retail store selling non-perishable goods. The sale of food products requires additional licensing and permitting. For this information, please refer to the guide for starting a small grocery store. This guide also contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2 There are no unique licensing requirements for starting a retail store in Springfield.

2a. A license may be required from the City of Springfield License Commission, for example, for use of automatic amusement machines such as arcade games. Be sure to visit the License Commission with a full list of the equipment and products you wish to use or sell in your establishment.

License Commission
City Hall
36 Court Street, Room #317
Springfield, MA 01103
413-3787-6140

If you do not successfully acquire the necessary licenses, you could be subject to fines and removal of the equipment.

2b. If your business offers entertainment such as television, juke box, radio, or pool tables, you must obtain an Entertainment License from the Mayor’s Office.

Mayor’s Office
City Hall
36 Court Street, 2nd Floor
Springfield, MA 01103
413-787-6100
DETAILED STEPS

LOCATION

3 Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment. Your name, home address, store address, and day and night telephone numbers must all be included with your floor plan.

ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

Planning Department
City Hall
36 Court Street, Room 300
Springfield, MA 01103
☎ 413-787-6020

http://www.springfieldplanning.org

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

Department of Code Enforcement
City Hall
36 Court Street
Springfield, MA 01103
☎ 413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.
DETAILED STEPS

BUSINESS CERTIFICATE

6 Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

City Clerk’s Office
City Hall
36 Court Street
Springfield, MA 01103
☎ 413-787-6094

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four years.

TAXES

7 Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

Assessor’s Office
City Hall
36 Court Street, Room 9
Springfield, MA 01103
☎ 413-787-6169

8 If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

Massachusetts Department of Revenue
436 Dwight Street
Springfield, MA 01103
☎ 413-784-1000

Massachusetts Department of Revenue
Hurley Building, 19 Staniford Street
Boston, MA 02114
☎ 617-887-6367 or 1-800-392-6089

http://www.dor.state.ma.us

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm
8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file *Form TA-1*, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

9. If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the **Internal Revenue Service (IRS)**. Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

**Internal Revenue Service**

1550 Main St.
Springfield, MA 01103

413-788-0284*

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.

**http://www.irs.gov**
CHECKLIST

BUSINESS PLAN

1. Draft a business plan

LOCATION

2. Choose a location and draft a detailed floor plan

LICENSING AND FOOD SAFETY CERTIFICATION

3. Obtain all necessary licenses and certifications
   - File with the City of Springfield Department of Health & Human Services
   - Obtain additional licenses from the Springfield License Commission and Mayor’s Office, if applicable
   - Become a certified Food Safety Manager, if applicable

ZONING AND PERMITTING

4. Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved

5. Visit the Building Division of the City of Springfield Department of Code Enforcement
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office
   - File for a City of Springfield business certificate (d/b/a)

TAXES

7. Visit the City of Springfield Assessor’s Office
   - File a Form of List

For more information, see “Detailed Steps” beginning on page 91
Contact the Massachusetts Department of Revenue
   - File Massachusetts state tax forms for your business
   - Get a Sales Tax Registration Number and Certificate, if applicable

Call the Internal Revenue Office in Springfield to schedule an appointment
   - File federal tax forms for your business
   - Get a federal tax identification number

For more information, see “Detailed Steps” beginning on next page
DETAILED STEPS

BUSINESS PLAN

1 Draft a business plan. If you are not a certified Food Safety Manager or will not be prior to opening your business, then you must have one full-time employee who is certified as a Food Safety Manager. This guide contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

   http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LOCATION

2 Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment. Your name, home address, shore address, and day and night telephone numbers must all be included with your floor plan.

LICENSING AND FOOD SAFETY CERTIFICATION

3 Obtain all necessary licenses and certifications.

   3a. Visit the City of Springfield Department of Health & Human Services.

   ☑ Department of Health & Human Services
   95 State Street, Suite 201
   Springfield, MA 01103
   ☎ 413-787-6740/6741

   Request an application form. You will need to indicate on the form that you are starting a catering business by filling in the appropriate line. Submit the completed form with the filing fee to the Department of Health & Human Services and await approval.

   Note: You must also indicate on the application form if you plan to serve milk or frozen desserts. There are additional filing fees for these permits.
3b. Visit the City of Springfield License Commission to file a Common Victualer’s License if you plan to sell food prepared on the premises.

License Commission  
City Hall  
36 Court Street, Room #317  
Springfield, MA 01103  
413-787-6140

Additional licenses are required from the License Commission if a business serves liquor or has automatic amusement machines such as arcade games. Be sure to visit the License Commission with a full list of the equipment and products you wish to use or sell in your establishment.

3c. If your business offers entertainment such as television, juke box, radio, or pool tables, you must obtain an Entertainment License from the Mayor’s Office.

Mayor’s Office  
City Hall  
36 Court Street, 2nd Floor  
Springfield, MA 01103  
413-787-6100

3d. If you do not plan to hire an employee who is a certified Food Safety Manager, then you must be a certified Food Safety Manager to operate a business that sells prepared food. Certification is obtained through courses offered throughout the area. Call the City of Springfield Department of Health & Human Services at 413-787-6740/6741 to request a listing of courses being offered.

ZONING AND PERMITTING

Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

Planning Department  
City Hall  
36 Court Street, Room 300  
Springfield, MA 01103  
413-787-6020

http://www.springfieldplanning.org
DETAILED STEPS

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

Department of Code Enforcement
City Hall
36 Court Street
Springfield, MA 01103
413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.

BUSINESS CERTIFICATE

6 Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

City Clerk’s Office
City Hall
36 Court Street
Springfield, MA 01103
413-787-6094

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four year.

TAXES

7 Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

Assessor’s Office
City Hall
36 Court Street, Room 9
Springfield, MA 01103
413-787-6169
If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-I to pay Massachusetts state sales tax.

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-I, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

9 If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.
CHECKLIST

BUSINESS PLAN

1. Draft a business plan

LOCATION

2. Choose a location and draft a detailed floor plan

LICENSING AND FOOD SAFETY CERTIFICATION

3. Obtain all necessary licenses and certifications
   - File with the City of Springfield Department of Health & Human Services
   - Obtain a Common Victualer’s License and any other applicable licenses from the City of Springfield License Commission
   - Obtain an Entertainment License from the Springfield Mayor’s Office, if applicable
   - Become a certified Food Safety Manager, if applicable

ZONING AND PERMITTING

4. Visit the City of Springfield Planning Department
   - Complete zoning check and get location approved

5. Visit the Building Division of the City of Springfield Department of Code Enforcement
   - If changing property use or making renovations, file for Building Permit
   - Receive Certificate of Occupancy

BUSINESS CERTIFICATE

6. Visit the Springfield City Clerk’s Office
   - File for a City of Springfield business certificate (d/b/a)

TAXES

7. Visit the City of Springfield Assessor’s Office
   - File a Form of List

For more information, see “Detailed Steps” beginning on page 97
8 Get a federal tax identification number

For more information, see “Detailed Steps” beginning on next page
DETAILED STEPS

BUSINESS PLAN

1 Draft a business plan. If you are not a certified Food Safety Manager or will not be prior to opening your business, then you must have one full-time employee who is certified as a Food Safety Manager. This guide contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca= bussinesassistance&agcc=businessplan&s=0&=

LOCATION

2 Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment. Your name, home address, restaurant address, and day and night telephone numbers must all be included with your floor plan.

LICENSING AND FOOD SAFETY CERTIFICATION

3 Obtain all necessary licenses and certifications.

3a. Visit the City of Springfield Department of Health & Human Services.

Request an application form. You will need to indicate on the form that you are starting a catering business by filling in the appropriate line. Submit the completed form with the filing fee to the Department of Health & Human Services and await approval.

Note: You must also indicate on the application form if you plan to serve milk or frozen desserts. There are additional filing fees for these permits.

3b. A Common Victualer’s License is required from the City of Springfield License Commission for any business such as a restaurant that serves or sells prepared foods. Visit the City of Springfield License Commission to file a Common Victualer Application.
DETAILED STEPS

Additional licenses are required from the License Commission if a business serves liquor or has automatic amusement machines such as arcade games. Be sure to visit the License Commission with a full list of the equipment and products you wish to use or sell in your establishment.

3c. If your business offers entertainment such as television, juke box, radio, or pool tables, you must obtain an Entertainment License from the Mayor’s Office.

3d. If you do not plan to hire an employee who is a certified Food Safety Manager, then you must be a certified Food Safety Manager to operate a business that sells prepared food. Certification is obtained through courses offered throughout the area. Call the City of Springfield Department of Health & Human Services at 413-787-6740/6741 to request a listing of courses being offered.

ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.
5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.

**BUSINESS CERTIFICATE**

6. Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four year.

**TAXES**

7. Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

8. If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.
8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm

8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

9 If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.

CHECKLIST

BUSINESS PLAN

☐ 1 Draft a business plan

LICENSING

☐ 2 Become a Licensed Master Technician for Television and Radio Repair. To obtain this license, you must
   ☐ Hold a technician’s license or learner’s permit
   ☐ Serve as an apprentice for at least one year under a licensed Master Technician
   ☐ Pass Master Technician’s exam
   ☐ Submit license application to the Massachusetts Division of Professional Licensure

LOCATION

☐ 3 Choose a location and draft a detailed floor plan

ZONING AND PERMITTING

☐ 4 Visit the City of Springfield Planning Department
   ☐ Complete zoning check and get location approved

☐ 5 Visit the Building Division of the City of Springfield Department of Code Enforcement
   ☐ If changing property use or making renovations, file for Building Permit
   ☐ Receive Certificate of Occupancy

BUSINESS CERTIFICATE

☐ 6 Visit the Springfield City Clerk’s Office
   ☐ File for a City of Springfield business certificate (d/b/a)

TAXES

☐ 7 Visit the City of Springfield Assessor’s Office
   ☐ File a Form of List

For more information, see “Detailed Steps” beginning on page 103
8. Contact the Massachusetts Department of Revenue
   - File Massachusetts state tax forms for your business
   - Get a Sales Tax Registration Number and Certificate, if applicable

9. Call the Internal Revenue Office in Springfield to schedule an appointment
   - File federal tax forms for your business
   - Get a federal tax identification number

For more information, see “Detailed Steps” beginning on next page
DETAILED STEPS

BUSINESS PLAN

1 Draft a business plan. This guide contains instructions for sole proprietors only. Additional steps are required if you plan to hire other individuals. For more information, visit the Massachusetts Department of Business Technology website.

http://www.mass.gov/portal/index.jsp?pageID=agcc&agid=ded&agca=businessassistance&agcc=businessplan&s=0&=

LICENSING

2 Become a Licensed Master Technician for Television and Radio Repair through the Board of Registration of Radio & TV Technicians, Massachusetts Division of Professional Licensure

Board of Registration of Radio & TV Technicians
Massachusetts Division of Professional Licensure
239 Causeway Street, Suite 500
Boston, MA 02114
617-727-4459

http://www.state.ma.us/dpl/boards/tv/index.htm

2a. To receive a learner’s permit, you must
• Be at least 18 years old
• Be working under the supervision of a Master Technician; or have applied to be a technician and failed the examination
• Have submitted the permit application and paid the appropriate fee to the Board of Registration of Radio & TV Technicians. You may download the application online:

www.state.ma.us/dpl/boards/tv/forms/tvpermit.pdf

2b. To earn a technicians’ license, you must
• Hold a learner’s permit
• Pass an examination prepared by the Board of Registration of Radio & TV Technicians to determine your competence in repairing radios and televisions
• Work under the supervision of a Master Technician
• Have submitted the permit application and paid the appropriate fee to the Board of Registration of Radio & TV Technicians. You may download the application online:

www.state.ma.us/dpl/boards/tv/forms/tvappl.pdf

2c. To earn a master technicians’ license, you must
• Serve as a technician under a master technician for a period of not less than one year (2,000 hours)
• Pass an examination prepared by the Board of Registration of Radio & TV Technicians to determine your competence in repairing radios and televisions.
• Have submitted the permit application and paid the appropriate fee to the Board of Registration of Radio & TV Technicians. You may download the application online:

www.state.ma.us/dpl/boards/tv/forms/tvappl.pdf
DETAILED STEPS

For further information, visit the Board of Registration website:
www.state.ma.us/reg/boards/tv/forms/tvbinf.pdf

LOCATION

3 Choose a location for your business and draft a detailed floor plan. If you plan to make repairs or do renovations, the floor plan should show what the property will look like when the work has been completed. The floor plan need not be prepared professionally, but must show all planned furniture, doors, windows, equipment, plumbing, and electrical outlets/equipment. Your name, home address, shop location address, and day and night telephone numbers must all be included with your floor plan.

ZONING AND PERMITTING

4 Visit the City of Springfield Planning Department to run a zoning check for the location where you want to start your business. Provide information about the type of business you plan to open and the address.

> Planning Department
City Hall
36 Court Street, Room 300
Springfield, MA 01103
✆ 413-787-6020

http://www.springfieldplanning.org

5 After your location has been approved, proceed to the Building Division of the City of Springfield Department of Code Enforcement.

> Department of Code Enforcement
City Hall
36 Court Street
Springfield, MA 01103
✆ 413-787-6030

5a. If you are changing the use of the property or making any renovations, you must file an Application for a Building Permit. Once you are given a Building Permit, a Building Inspector will work with you to monitor the renovations.

5b. File an Application for Occupancy. After you submit the application with the appropriate fee, you will receive a Certificate of Occupancy.
DETAILED STEPS

BUSINESS CERTIFICATE

6 Visit the Springfield City Clerk’s Office to file a Business Certificate (d/b/a).

City Clerk’s Office
City Hall
36 Court Street
Springfield, MA 01103
413-787-6094

6a. Submit completed form with a check or money order for the filing fee of $40. Business certificates are in effect for four years. You will need to renew your business certificate with the Springfield City Clerk’s Office every four year.

TAXES

7 Visit the City of Springfield Assessor’s Office to file a Form of List. A Form of List is used to document the property owned by your business, so that it may be assessed and taxed by the city.

Assessor’s Office
City Hall
36 Court Street, Room 9
Springfield, MA 01103
413-787-6169

8 If you intend to operate a business in the City of Springfield, you must file tax forms with the Massachusetts Department of Revenue (DOR). Most sole proprietors should file a Schedule C form with their income taxes. If you plan to sell tangible goods, you must file a Form TA-1 to pay Massachusetts state sales tax.

Massachusetts Department of Revenue
436 Dwight Street
Springfield, MA 01103
413-784-1000

Massachusetts Department of Revenue
Hurley Building, 19 Staniford Street
Boston, MA 02114
617-887-6367 or 1-800-392-6089

8a. Call the Massachusetts DOR at 617-887-MDOR(6367) or toll-free in Massachusetts at 1-800-392-6089 to request that the forms be mailed. The Mass DOR website includes an Online Forms Index. You can download the forms and browse the instructions for filing them.

http://www.dor.state.ma.us/forms/formlist.htm
8b. When you have completed the forms, either mail the printed forms or file online as indicated. If you file Form TA-1, you will receive a Massachusetts Sales Tax Registration Number.

8c. You should call the Department of Revenue’s Customer Service Bureau at 617-887-6367 or toll-free in Massachusetts at 1-800-392-6089 to ensure you are in full compliance with the law.

If you intend to operate a business in the City of Springfield, you must file all necessary tax forms with the Internal Revenue Service (IRS). Once you file the necessary forms, the IRS will give you a federal tax identification number. As a sole proprietor, your tax identification can be your social security number. The IRS will provide further instructions on compliance with federal regulations.

**Internal Revenue Service**
1550 Main St.
Springfield, MA 01103
☎ 413-788-0284*

* This phone number is answered by a pre-recorded message. Call this IRS office to leave a message requesting an appointment. Your call will be returned within two business days. To speak to an IRS representative and get tax help by phone, call 1-800-829-1040.

Find your business at left in the chart below; the check marks in the chart show the government offices (listed on the following pages) that you’ll need to contact.

<table>
<thead>
<tr>
<th>CITY GOVERNMENT</th>
<th>STATE GOVERNMENT</th>
<th>FEDERAL GOVERNMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
<tr>
<td>Department of Code Enforcement</td>
<td>Department of Health</td>
<td>Office of Child Care Services</td>
</tr>
<tr>
<td>Mayor’s Office</td>
<td>Assessor’s Office</td>
<td>Dept’ of Environmental Protection</td>
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<tr>
<td>License Commission</td>
<td>City Clerk</td>
<td>State Board of Building Regulations and Standards</td>
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<td></td>
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<tr>
<td>At-Home Child Care</td>
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<tr>
<td>Auto Body Shop</td>
<td>✓ ✓ ✓ ✓ ✓</td>
<td></td>
</tr>
<tr>
<td>Auto Repair Shop</td>
<td>✓ ✓ ✓ ✓ ✓</td>
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</tr>
<tr>
<td>Barber Shop</td>
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<td></td>
</tr>
<tr>
<td>Beauty Salon</td>
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<td></td>
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<tr>
<td>Car Dealership</td>
<td>✓ ✓ ✓ ✓ ✓</td>
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<tr>
<td>Catering</td>
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<tr>
<td>Cleaning Service</td>
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<tr>
<td>Flower Shop</td>
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<tr>
<td>Home Improvement</td>
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<tr>
<td>Interior Decorator</td>
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<td>Landscaping</td>
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<td>Livery</td>
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<tr>
<td>Retail Store</td>
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<tr>
<td>Sewing Shop</td>
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<tr>
<td>Shoe Repair</td>
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<tr>
<td>Small Grocery Store</td>
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<tr>
<td>Small Restaurant</td>
<td>✓ ✓ ✓ ✓ ✓</td>
<td></td>
</tr>
<tr>
<td>TV Repair</td>
<td>✓ ✓ ✓ ✓ ✓</td>
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</table>
**APPENDIX 2. IMPORTANT RESOURCES FOR SPRINGFIELD ENTREPRENEURS**

**City of Springfield Government Agencies**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
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<tbody>
<tr>
<td>Assessor’s Office</td>
<td>36 Court Street, Room #9</td>
<td>413-787-6169</td>
<td></td>
</tr>
<tr>
<td>City Clerk’s Office</td>
<td>36 Court Street</td>
<td>413-787-6094</td>
<td></td>
</tr>
<tr>
<td>Department of Code Enforcement</td>
<td>36 Court Street, Room #405</td>
<td>413-787-6030</td>
<td></td>
</tr>
<tr>
<td>Department of Health &amp; Human Services</td>
<td>95 State Street, Suite 201</td>
<td>413-787-6740/6741</td>
<td></td>
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<tr>
<td>Office of Economic Development</td>
<td>1441 Main Street</td>
<td>413-747-5190</td>
<td></td>
</tr>
<tr>
<td>Fire Department</td>
<td>605 Worthington Street</td>
<td>413-787-6400</td>
<td></td>
</tr>
<tr>
<td>License Commission</td>
<td>36 Court Street, Room #317</td>
<td>413-787-6140</td>
<td></td>
</tr>
<tr>
<td>Mayor’s Office</td>
<td>36 Court Street, 2nd Floor</td>
<td>413-787-6100</td>
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</tbody>
</table>

**Commonwealth Massachusetts Government Agencies**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Improvement Contractor Registration Program</td>
<td>One Ashburton Place, Room 1301</td>
<td>617-727-3200, x 25205</td>
<td><a href="http://www.state.ma.us/homeimprovement">http://www.state.ma.us/homeimprovement</a></td>
</tr>
<tr>
<td>Massachusetts Department of Business and Technology</td>
<td>One Ashburton Place, Room 2101</td>
<td>617-727-8380</td>
<td><a href="http://mass.gov/portal/index.jsp?pageID=aghome&amp;agid=ded">http://mass.gov/portal/index.jsp?pageID=aghome&amp;agid=ded</a></td>
</tr>
<tr>
<td>Massachusetts Division of Marine Fisheries</td>
<td>251 Causeway Street, Suite 400</td>
<td>617-626-1520</td>
<td><a href="http://www.state.ma.us/dfwle/dmf">http://www.state.ma.us/dfwle/dmf</a></td>
</tr>
<tr>
<td>Massachusetts Division of Professional Licensure</td>
<td>239 Causeway Street</td>
<td>617-727-3074</td>
<td><a href="http://www.state.ma.us/reg">http://www.state.ma.us/reg</a></td>
</tr>
<tr>
<td>Massachusetts Department of Revenue</td>
<td>Hurley Building, 19 Staniford Street</td>
<td>617-887-MDOR(6367)</td>
<td><a href="http://www.dor.state.ma.us">http://www.dor.state.ma.us</a></td>
</tr>
<tr>
<td>Massachusetts Division of Standards</td>
<td>One Ashburton Place, Room 115</td>
<td>617-727-3480</td>
<td><a href="http://www.state.ma.us/standards">http://www.state.ma.us/standards</a></td>
</tr>
<tr>
<td>Massachusetts Office of Business Development</td>
<td>Western Regional Office</td>
<td>413-784-1100</td>
<td><a href="http://www.state.ma.us/mobd">http://www.state.ma.us/mobd</a></td>
</tr>
<tr>
<td>Massachusetts Office of Child Care Services, Region 1</td>
<td>53 Capital Drive</td>
<td>413-788-8401</td>
<td><a href="http://www.qualitychildcare.org">http://www.qualitychildcare.org</a></td>
</tr>
</tbody>
</table>

**Home Improvement Contractor Registration Program**

- State Board of Building Regulations and Standards
- One Ashburton Place, Room 1301
- Boston, MA 02108
- 617-727-3200, x 25205
- [http://www.state.ma.us/homeimprovement](http://www.state.ma.us/homeimprovement)
<table>
<thead>
<tr>
<th>Commonwealth Massachusetts Government Agencies (continued)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Massachusetts Office of Consumer Affairs and Business Regulation</strong></td>
</tr>
<tr>
<td>10 Park Plaza, Suite 5170</td>
</tr>
<tr>
<td>Boston, MA 02116</td>
</tr>
<tr>
<td>617-973-8787</td>
</tr>
<tr>
<td>888-283-3757</td>
</tr>
<tr>
<td><a href="http://www.state.ma.us/consumer">http://www.state.ma.us/consumer</a></td>
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<tr>
<td><strong>Massachusetts Registry of Motor Vehicles</strong></td>
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<tr>
<td>Springfield Office</td>
</tr>
<tr>
<td>165 Liberty Street</td>
</tr>
<tr>
<td>Springfield, MA 02116</td>
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<tr>
<td><a href="http://www.state.ma.us/rmv">http://www.state.ma.us/rmv</a></td>
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<tr>
<td><strong>State Office of Minority and Women Business Assistance</strong></td>
</tr>
<tr>
<td>10 Park Plaza, Suite 3740</td>
</tr>
<tr>
<td>Boston, MA 02116</td>
</tr>
<tr>
<td>617-973-8692</td>
</tr>
<tr>
<td><a href="http://www.somwba.state.ma.us">http://www.somwba.state.ma.us</a></td>
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<th>Federal Government Agencies</th>
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<tr>
<td><strong>Environmental Protection Agency-New England</strong></td>
</tr>
<tr>
<td>1 Congress Street, Suite 1100</td>
</tr>
<tr>
<td>Boston, MA 02114</td>
</tr>
<tr>
<td>617-918-1111</td>
</tr>
<tr>
<td>1-888-372-7341</td>
</tr>
<tr>
<td><a href="http://www.epa.gov/region1">http://www.epa.gov/region1</a></td>
</tr>
<tr>
<td><strong>Internal Revenue Service</strong></td>
</tr>
<tr>
<td>1550 Main Street</td>
</tr>
<tr>
<td>Springfield, MA 01103</td>
</tr>
<tr>
<td>413-788-0284</td>
</tr>
<tr>
<td>1-800-829-1040</td>
</tr>
<tr>
<td><strong>US Small Business Administration</strong></td>
</tr>
<tr>
<td>O’Neill Building, Room 265</td>
</tr>
<tr>
<td>10 Causeway Street</td>
</tr>
<tr>
<td>Boston, MA 02222</td>
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<tr>
<td>617-565-5590</td>
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<th>Private / Nonprofit Agencies - Local</th>
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<tbody>
<tr>
<td><strong>Affiliated Chambers of Commerce of Greater Springfield (ACCGS)</strong></td>
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<tr>
<td>1441 Main Street, Suite 136</td>
</tr>
<tr>
<td>Springfield, MA 01103</td>
</tr>
<tr>
<td>413-787-1555</td>
</tr>
<tr>
<td><a href="http://www.myonlinechamber.com">http://www.myonlinechamber.com</a></td>
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<tr>
<td><strong>Better Business Bureau of Central New England</strong></td>
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<tr>
<td>293 Bridge Street, Suite 320</td>
</tr>
<tr>
<td>Springfield, MA 01103</td>
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<tr>
<td>413-734-3114</td>
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<tr>
<td><a href="http://www.springfield-ma.bbb.org">http://www.springfield-ma.bbb.org</a></td>
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<tr>
<td><strong>Center for Professional Development</strong></td>
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<td>Western New England College</td>
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<tr>
<td>1215 Wilbraham Road</td>
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<tr>
<td>Springfield, MA 01119</td>
</tr>
<tr>
<td>413-782-1473</td>
</tr>
<tr>
<td><a href="http://www.wnec.edu/ce/pd">http://www.wnec.edu/ce/pd</a></td>
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<tr>
<td><strong>New England Farm Workers’ Council</strong> (for subsidized child care information in Hampden County)</td>
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<tr>
<td>1628-1640 Main Street</td>
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<td>Springfield, MA 01103</td>
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<td>413-272-2207</td>
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<td><strong>Preschool Enrichment Team</strong></td>
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<td>Stearns Building</td>
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<td>293 Bridge Street, Suite 322</td>
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<td>413-736-3900</td>
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<tr>
<td><strong>Andrew M. Scibelli Enterprise Center</strong></td>
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<td>STCC Technology Park</td>
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<tr>
<td>One Federal Street Building 101</td>
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<tr>
<td>Springfield, MA 01103</td>
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<tr>
<td>413-755-6100</td>
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<td><a href="http://sec.stcc.edu">http://sec.stcc.edu</a></td>
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<td>One Federal Street</td>
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<td>Springfield, MA 01103</td>
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<tr>
<td>413-785-0314</td>
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<td><a href="http://www.scorespringfield.org">http://www.scorespringfield.org</a></td>
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<tr>
<td><strong>Small Business Administration (SBA) Springfield Branch Office</strong></td>
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<td>Associated Grocers of New England</td>
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<td>Massachusetts State Automobile Dealers Association</td>
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</tr>
<tr>
<td>National Grocers Association</td>
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<tr>
<td>New England Livery Association</td>
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<tr>
<td>Retailers Association of Massachusetts</td>
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<tr>
<td>Small Business Association of New England</td>
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