CITY OF MOUNT CLEMENS

NEW BUSINESS WELCOME PACKET

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City services and resources for your business

ROTARY PARK / DOWNTOWN MOUNT CLEMENS

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CITY OF MOUNT CLEMENS

New Business Welcome Packet

A practical guide to City services and doing business

One Crocker Boulevard
Mount Clemens, MI 48043

586-469-6800
mountclemens.gov

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Welcome to Mount Clemens

Welcome to the Mount Clemens business community! Whether you have recently opened, relocated, or taken ownership of an existing business, we are glad you are here.

Running a business comes with plenty of questions. This packet will help you find the right City contacts, understand everyday property and business responsibilities, and stay informed about services and opportunities that may benefit your business.

The Community Development Department is a good starting point for questions about your building, zoning, signs, renovations, and property maintenance. Contacting us before making changes can help clarify requirements and keep your project moving.

Thank you for investing in Mount Clemens. We look forward to working with you and helping your business become an established part of our community.

Your First 30 Days

As you settle in, use this checklist to confirm a few important items. If you have already completed them, you are off to a good start!

New Business Checklist

- ☐ **Confirm occupancy approvals**
  Make sure any required inspections and occupancy approvals for your business have been completed. A previous business operating in the space does not necessarily mean your use has been approved.
- ☐ **Check for outstanding permits**
  If work was completed before opening, confirm that required final inspections have been approved and permits have been closed.
- ☐ **Review your signs**
  Before installing or changing a wall sign, window sign, freestanding sign, or temporary banner, contact Community Development to confirm applicable requirements.
- ☐ **Arrange trash and recycling service**
  Confirm how your business's waste will be collected and where containers will be stored. Public sidewalk trash receptacles are for pedestrian use and should not be used for business waste.
- ☐ **Plan for parking and deliveries**
  Identify parking options for employees and customers, and coordinate deliveries to keep streets, sidewalks, and building entrances accessible.
- ☐ **Know your maintenance responsibilities**
  Clarify with your landlord, if applicable, who handles trash storage, snow and ice removal, landscaping, and building repairs.

- ☐ **Check before using outdoor space**
  Contact the City before adding outdoor seating, merchandise displays, or other items on sidewalks or public property.
- ☐ **Get connected**
  Save key City contacts and ask how to receive relevant business updates. If your business is within the Downtown Development Authority district, introduce yourself to DDA staff.
- ☐ **Business registration**
  Complete a business registration form from the city clerks office and return with a $50 fee. This is an annual fee, and registrations are mailed out and run from July 1 to June 30.

Who to Contact

Knowing who to call can save time. Use this guide to connect with the city department that can help with your question.

Department or Service	Common Reasons to Contact	Telephone
Community Development	Zoning, business uses, signs, outdoor seating, and site changes	586-469-6800, ext. 1
Building Inspection Division	Renovations, construction and trade permits, and occupancy inspections	586-469-6800, ext. 1
Code Enforcement	Property upkeep, outdoor storage, and ordinance concerns	586-469-6800, ext. 1
Fire Department nonemergency	Fire inspections, fire safety, extinguishers, and emergency exits	586-469-6840
City Hall	Water and sewer billing and account questions	586-469-6800; ext. 2
Department of Public Services	Streets, public infrastructure, and maintenance concerns	586-469-6847
Downtown Development Authority	Downtown programs, participation opportunities, and DDA activities	586-469-4168
City Clerk	City Commission meetings, public records, business registration, and City Clerk services	586-469-6800, ext. 3

A good starting point

If you are unsure which department handles your question, contact Community Development. Provide your business name, street address, contact information, and a brief description of your question. Photos or a simple sketch may also help.

Community Development: btingley@mountclemens.gov

https://mountclemens.gov/staff-directory/

Emergencies: Call 911 for police, fire, or emergency medical assistance. Use nonemergency contacts for routine questions.

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Your Building, Signs and Outdoor Space

As your business grows, you may want to renovate, update your signs, or expand into outdoor space. Contact the Community Development Department early to understand which approvals or permits may apply.

Building improvements and changes in use

Check with the City before:

- Remodeling, adding rooms, or changing the layout of your space.
- Installing or modifying electrical, plumbing, heating, or cooling systems.
- Changing how a building or tenant space is used.
- Expanding into an additional space or adding a new business activity.
- Making exterior changes to the building, parking lot, or site.

Even when construction is not planned, a change in use may require review. Coordinate with your landlord, if applicable, and confirm who will obtain permits and arrange inspections.

Signs and banners

Before ordering, installing, or replacing a sign, confirm the requirements for its size, location, design, and permits. This includes wall signs, freestanding signs, window signs, and temporary banners.

Temporary signs also have placement and display requirements. Check with the City before purchasing a banner or placing a portable sign outside your business.

Outdoor seating and displays

Contact the City before adding outdoor dining, merchandise displays, fencing, or other outdoor features. Use of a public sidewalk or other public property may require separate authorization.

Keep sidewalks, accessible routes, building entrances, and emergency exits clear. Outdoor items should not interfere with pedestrians, visibility, or access to neighboring businesses.

Ongoing property maintenance

Keep your building and grounds clean, safe, and in good repair. Pay attention to exterior surfaces, signs, lighting, landscaping, and parking areas, and address maintenance concerns promptly.

Planning a change? Start with your business address, a brief description of the proposal, and photos or a simple sketch. City staff can help identify the next steps before you commit to purchases or construction.

https://mountclemens.gov/community-development/

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Trash, Recycling and Property Upkeep

A clean, well-maintained property creates a welcoming environment for customers and helps support neighboring businesses. Make sure your employees understand how waste is handled and who is responsible for routine upkeep.

Arrange reliable collection

Confirm how trash and recycling will be collected at your location. If you lease your space or share containers with other businesses, coordinate with your landlord to understand the arrangements.

- Use collection service appropriate for the amount and type of waste your business generates.
- Keep container lids closed and prevent overflowing trash.
- Arrange separate disposal for bulky items, construction debris, grease, chemicals, and other materials your regular service does not accept.
- Follow your collection provider's instructions for acceptable recyclables.

Public sidewalk trash receptacles are for pedestrian use. Do not place business waste in or beside them.

Store containers properly

Keep trash and recycling in approved storage locations. Containers should not block sidewalks, entrances, alleys, parking spaces, or emergency access.

If containers are brought out for collection, return them promptly to their approved storage location afterward. Contact Community Development before adding or relocating a dumpster or constructing a waste enclosure.

Keep the surrounding area tidy

Regularly check your storefront and property for litter, loose packaging, weeds, and other debris. Keep outdoor storage orderly and address spills or waste that could attract pests.

For restaurants and other food businesses, maintain grease containers and collection areas to prevent leaks and odors. Never pour grease, cleaning wastewater, or other waste into a street or storm drain.

Clarify maintenance responsibilities

If you lease your space, establish who handles:

- Trash collection and container storage.
- Litter pickup and landscape maintenance.
- Snow and ice removal.
- Building repairs and pest control.

Clear arrangements help prevent missed tasks and keep small problems from affecting customers or neighboring properties.

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Parking, Deliveries and Access

Take time to understand the parking and access options around your business. Sharing clear information with employees, customers, and delivery providers can help make visits easier.

Know your parking options

Identify nearby on-street parking, public lots, and any private parking available to your business. Check posted signs for payment requirements, time limits, and restrictions.

- Help employees identify parking options appropriate for their workday.
- Share useful parking information on your website, appointment confirmations, or customer communications.
- If you share a private lot, clarify parking arrangements with your landlord.
- Keep accessible parking spaces and their access aisles clear.

For downtown locations, consult the City's parking system webpage for parking locations and current information.

https://mountclemens.gov/parking/

Coordinate deliveries

Give delivery providers clear instructions about where to unload and how to access your business. Coordinate with your landlord and neighboring businesses when delivery areas are shared.

Deliveries should keep sidewalks, accessible routes, fire hydrants, building entrances, and emergency access clear. Contact the City if your business needs a delivery arrangement that may affect a public street or sidewalk.

Stay informed about closures

Community events, construction, and utility work may temporarily affect streets, parking, or access to your business.

Review City and DDA notices, share relevant information with employees, and let customers know about alternate routes or parking when needed. For scheduled deliveries during a closure, coordinate access in advance with the contact listed in the notice.

Parking spaces

Parking spaces can be reserved for specific uses. Reservations for everyday personal use are not allowed. Contact 586-469-6847 at least three days before your requested start for approval. Price is $10 per meter, per day.

Keep access safe

Keep entrances and walkways clear of merchandise, equipment, snow, ice, and other obstructions. Report concerns involving public streets, sidewalks, or parking facilities to the appropriate City department.

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Stay Connected and Get Involved

Getting to know your neighbors and staying connected with the city can help your business become part of the community. It also makes it easier to learn about upcoming projects, local activities, and opportunities to participate.

Stay in touch with the City

Visit the City's website and follow official communication channels for announcements, public meetings, community events, and service updates.

Keep your business contact information current with the city and, if applicable, the DDA. Let us know when your primary contact, email address, or phone number changes so relevant information reaches the right person.

https://mountclemens.gov/

Connect with the Downtown Development Authority

If your business is within the DDA district, introduce yourself to DDA staff. The DDA can help you learn about downtown initiatives, business participation opportunities, and available programs.

Ask about:

- Downtown business communications and updates.
- Community gift card participation.
- Opportunities to participate in downtown promotions and events.
- Current business or property improvement assistance programs.

Program availability, funding, and eligibility may change. Contact the DDA for current details.

https://downtownmountclemens.org/

Get to know nearby businesses

Introduce yourself to neighboring business owners. Sharing information and coordinating where practical can help with everyday matters such as deliveries, property upkeep, and customer referrals.

Look for opportunities to collaborate through complementary services, shared promotions, or community activities.

Share your ideas

Your experience helps the city understand what is working and where improvements may be needed. Participate in business surveys, attend relevant public meetings, and share practical suggestions with City or DDA staff.