

Resource Guide for Opening a Business in Avondale



Avondale^{AZ}

Table of Contents

Introduction	3
First Point of Contact.....	4
Establishing a Business.....	5
Getting Started in Avondale	6
Regulatory Issues	8
Other City Services	9
Additional Resources.....	9

Introduction

We are glad you have chosen Avondale as the place to operate and grow your business. Small business is the backbone of our economy and we are committed to helping you be successful.

Avondale is a modern city, near the heart of the Phoenix-metropolitan area. The current population is over 76,000, and is expected to reach 104,000 by the year 2020. That rapid growth makes Avondale one of the fastest-growing communities in the valley.

Demographic Snapshot

2011 Population Estimate	76,392
2000 Population	35,885

Median Age 30.17

Population by Race & Hispanic/Latino Ethnicity*

White	58.07%
Black or African American	9.32%
American Indian/Alaska Native	1.35%
Asian	3.52%
Native Hawaiian/Other Pacific Islander	0.36%
Some other race	22.61%
Two or more races	4.46%
Hispanic or Latino (any race)	50.29%*
Not Hispanic or Latino (any race)	49.71%*

Median Household Income \$64,606

Useful City Phone Numbers

City Hall	623-333-1000
Building Safety Division	623-333-4000
City Clerk	623-333-1200
Economic Development	623-333-1400
Engineering	623-333-4200
Fire Marshal	623-333-6000
Old Town Revitalization Area	623-333-2700
Planning Division	623-333-4000
Tax & License Division	623-333-2001
Water Billing	623-333-2005

The City of Avondale is in the business of providing the best level of services that we can. This guide is the first step in helping you become acquainted with the many services available to help you reach your business goals.

* According to 2010 Decennial Census, Hispanic/Latino Origin is an ethnicity and can be of any race.

First Point of Contact

Avondale Economic Development Department

Figuring out where to start is not always easy. If you aren't sure who to contact or what steps to take, Avondale's Economic Development Department is a great place to start. The Economic Development staff is happy to assist you in determining the path you'll need to take to get your business up and running. They'll also introduce you to other city departments that can provide valuable services to help you along the way.

The Economic Development Department will provide a demographic analysis of the community to help you define your market niche, assist you in selecting a site and introduce you to the appropriate real estate professionals and property owners.

Economic Development also will work with a business to obtain funding and financial assistance. In addition, infrastructure assistance may be available to development projects that have a large impact on the community.

The Economic Development Department is located at Avondale City Hall, 11465 West Civic Center Drive. The phone number is (623) 333-1400.

Avondale Tax & License Division

The City of Avondale has three types of business licenses - Transaction Privilege (Sales) Tax License; Use Tax; and Business License. In addition, the City Clerk's Office processes liquor license applications on behalf of the State of Arizona. For more information, visit the Tax & License Division [website](#).

Transaction Privilege (Sales) Tax License

Anyone who is to conduct a business taxable under the Avondale Transaction Privilege Tax Code (Sales Tax Code) must apply for an annually renewable sales tax license. A separate license is needed for each location from which business will be conducted. As with all licenses and registrations administered by the City, the sales tax license is nontransferable when business ownership or location changes. The license shall be on display to the public in the licensee's place of business.

Use Tax

Businesses (or individuals) making out-of-state purchases for their own use — not for resale — on which no sales tax is paid are required to pay the use tax. Individuals who acquire tangible personal property of less than \$1,000 per item are exempt from use tax on those items. Businesses planning to use, store or consume goods brought into the City of Avondale on a regular basis must obtain a use tax license.

Business License

All persons engaging in business, occupations or professions within the city limits who are not required to obtain a sales tax license (i.e., service businesses) are required to obtain a business license. A separate license is needed for each location from which business will be

conducted. The business license is valid for a 12- month period, from January 1 of the year in which it is issued, and continuing through December 31 of the same year.

Liquor License

Establishments selling alcoholic beverages must obtain a State and City liquor license. Additional information can be found at <http://www.avondale.org/index.aspx?nid=251>.

For specific questions on licenses or tax rates, contact the Tax & License Division at 623-333-2001. Licenses may be obtained from the Avondale Tax & License Division, 11465 West Civic Center Drive.

Establishing a Business

Arizona Commerce Authority

Small Business Services (SBS) is your centralized online resource for information on business licensing, certification, procurement opportunities and statewide resources for every stage of business development (<http://www.azcommerce.com/smallbiz>).

Registration of Business Name

Registering a business name in Arizona is a simple process. The type of business structure you choose will determine where and how you must register your company name. The three places to register your business name, depending on how your company is organized, are the Secretary of State's Office, the Maricopa County Recorder's Office and the Arizona Corporation Commission.

The Secretary of State's Office issues certificates of business or trade name. The Secretary of State's Office is located at 14 North 18th Avenue, Phoenix, AZ 85007. Phone number: (602) 542-6187; website: <http://www.azsos.gov/>.

The Maricopa County Recorder's Office issues a certificate of fictitious name, primarily for "Doing Business As" (DBA) titles. This requires filling out a form that can be obtained from a stationery or legal forms store. However, this certificate does not protect the business name under copyrights law. An attorney can advise you regarding business name and trademark protection. The Maricopa County Recorder's Office is located at 111 South 3rd Avenue, Phoenix, AZ 85003. Phone number: (602) 506-3535; website: <http://recorder.maricopa.gov/home.htm>.

The Arizona Corporation Commission is where you need to go if you plan to establish a corporation or limited liability company. The Arizona Corporation Commission is located at 1300 West Washington Street, Phoenix, AZ 85007. Phone number: (602)542-3135; website: www.azcc.gov.

The U.S. Patent and Trademark Office is where you can file for a federal patent or trademark. Visit the U.S. Patent and Trademark Office website (<http://www.uspto.gov>) to learn more about these two processes.

Avondale Development Services Department

The Development Services Department (<http://www.avondale.org/dsd>) provides a one-stop center for the review and approval of construction plans, enabling a more efficient and streamlined permitting process. The Development Services Department centralizes the primary functions of the city's development review team into a single location and includes team members from the City's Engineering, Planning, and Building Safety divisions. The Development Services Department is located at Avondale City Hall, 11465 West Civic Center Drive, and can be contacted at (623) 333-4000.

Upon calling the Development Services Department you will be forwarded to the Planning Division if your project requires a General Plan amendment, rezoning, conditional use permit, variance, group home approval, lot split, subdivision approval, site plan or design review approval prior to submitting construction drawings for plan review and approval.

A Project Manager/Planner will be assigned to assist you through the necessary review process. Development Services staff will explain applicable plans and permits as they guide you through the permitting process and help you analyze what development plans are required for your particular business.

Tenant improvement plan review for the interior of a building is handled by the Building Safety Division. Specific information about development and fees relating to planning, zoning, building safety, permits, inspections, signage, engineering, underground utilities, street improvements and fire prevention can be obtained at the Development Services Center.

Getting Started in Avondale

Obtaining City of Avondale Contracts

If you sell a product or provide a service that the City may have a need to purchase, contact Avondale's Procurement Office. Business vendors are solicited through formal and informal bidding processes. For more information on doing business with the City, visit our website (<http://www.avondale.org/procurement>) or call (623) 333-2029.

Home-Based Businesses

There are many home-based businesses operating in Avondale. Your home-based business must comply with the same license and permit requirements as a business located at a commercial site. In addition, your home-based business must comply with residential zoning laws and any rules outlined by a homeowners' association or deed restrictions.

An occupation or profession is considered to be "home-based" if it is carried on wholly within the dwelling unit; has no one - outside of the family - residing in the home employed in the business, and does not generate traffic that is not typical of other residential uses in that zoning district. In addition the business cannot produce offensive noises, vibration, smoke, dust, odors, heat or glare nor can it include equipment, machinery, alterations or

construction not typical of a residential area. No signs, exterior displays, outdoor storage of materials or other exterior indication of the home-based business is allowed.

All home-based businesses in Avondale need a [business license](#). As part of the application, you will be asked to fill out a “[Home Occupations Questionnaire](#)” to ensure that the home occupation will not change the residential nature of your home. Call the Finance Department at (623) 333-2000 to request a business license application and Home Occupation Questionnaire.

City Utilities

The City of Avondale provides water and wastewater services to Avondale businesses. To obtain a new water connection or upgrade an existing one, visit the Water Billing Division located at Avondale City Hall, 11465 West Civic Center Drive or call them at (623) 333-2005.

Public Utilities

Two electric companies provide service to Avondale. They are Arizona Public Service (APS) – typically providing service west of the Agua Fria River and Salt River Project (SRP) – typically providing service east of the Agua Fria River. Your business location will determine which company will provide you with electrical service. You will need to contact the appropriate provider to establish a new account. Deposit fees vary depending upon the size and type of business.

Arizona Public Service

(602) 371-6767

http://www.aps.com/aps_services/apsservicesb.html

Salt River Project

(602) 236-8833

<http://www.srpnet.com/menu/ElectricBiz.aspx>

Natural gas service is provided by Southwest Gas.

Southwest Gas

(877) 860-6020

<http://www.swgas.com/commind/index.php>

There are many choices for telephone service. Please contact the Arizona Corporation Commission at (602) 542-4251 for a list of local phone companies.

Commercial Sanitation Services

Commercial sanitation is provided by private sanitation haulers. For a listing of providers serving the Avondale area, contact the Field Operations Department at (623) 333-4700.

Workers' Compensation Insurance

Under Arizona law, it is mandatory for employers to secure workers' compensation insurance for their employees. Workers' compensation is a “no fault” system in which an

injured employee is entitled to receive benefits for an industrial injury, no matter who caused the job-related accident. Companies may choose to insure their employees in one of three ways: insuring with SCF Arizona, with another authorized carrier or qualifying as a self-insurer.

For a listing of insurance companies licensed to issue worker's compensation insurance in the State of Arizona, contact the Arizona Department of Insurance at (602) 364-2499 or <http://www.id.state.az.us/index.html>.

For information regarding requirements to qualify as a self-insurer, contact the Industrial Commission of Arizona at (602) 542-4661 or <http://www.ica.state.az.us/>.

Arizona New Hire Reporting Program

State and federal law requires all employers to report each new and rehired employee to the Arizona New Hire Reporting Center within 20 days of their hire date. The Program's website will provide you valuable information to assist in reporting your employees. Contact the Arizona New Hire Reporting Center at (888) 282-2064 or <https://az-newhire.com/>

Arizona Withholding/Unemployment Insurance License

Employers paying wages to employees for services performed in the state must register to remit withholding tax. The Arizona Joint Tax Application is used to register for your employer withholding/unemployment insurance license. The application is called "Joint" because it is used by both the Departments of Revenue and Economic Security. State of Arizona business tax information can be found at <http://www.azdor.gov/Business.aspx>.

Fire Code and Services

The Avondale Building Department is responsible for ensuring compliance to local fire codes by area businesses. Compliance with fire codes is achieved in two ways:

1. Through the review of construction or development plans.
Questions regarding this process should be directed to the Fire Plans Examiner, Avondale City Hall, 11465 West Civic Center Drive. The phone number is (623) 333-4000.
2. Through an ongoing business inspection program once your business is established.
The City of Avondale Fire Marshall sets up the annual Fire Inspection Program. Information on that program can be obtained by contacting the Fire Marshall at (623) 333-6000.

Regulatory Issues

The Arizona Department of Environmental Quality has a special program in place to help ensure that small businesses comply with environmental rules and regulations. The Compliance Assistance Program is separate from the department's inspection and

enforcement divisions and is designed to relieve concern in dealing with a state regulatory agency for answers to environmental questions.

Restaurant and Food-Related Businesses

If you are opening a restaurant or any other type of establishment that serves food and drink, an Eating and Drinking Permit is required from the Maricopa County Environmental Health Department. Your business also must comply with Maricopa County rules and regulations established for food handlers and food facilities. The Maricopa County Environmental Health Department is located at 1001 N. Central Ave., Phoenix, AZ 85004. The phone number is (602) 506-6970 or <http://www.maricopa.gov/envsvc/>.

Business owners must apply to the City of Avondale to operate a restaurant and food-related business and/or establishment that serves or sells liquor. You need to check to make sure the property is properly zoned for a liquor license. If it is not, you will need to contact the Planning Division at (623) 333-4000 for rezoning procedures. Liquor licenses are issued by the Arizona Department of Liquor Licenses & Control, located at 800 W. Washington St., 5th Floor, Phoenix, AZ 85007. The phone number is (602) 542-5141 or <http://www.azliquor.gov/>.

Other City Services

Crime Prevention Through Environmental Design (CPTED)

The Avondale Police Department believes that the proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime, as well as an improvement in the quality of life. If you would like a free CPTED review contact the Avondale Police Department Crime Prevention Unit at (623) 333-7342.

Commercial Infill Assistance Program

The Historic Avondale Commercial Infill Assistance Program was created to encourage development of commercial uses through reduced fees and sales tax rebates within the Revitalization Area's Commercial Infill District areas which are vacant or otherwise underutilized. For more information regarding Avondale's Infill Assistance Programs contact the City's Revitalization Project Manager at (623) 333-2724 or <http://www.avondale.org/revitalization>.

Additional Resources

Small Business Development Center (SBDC)

The Small Business Development Center is a joint program of the Maricopa Community Colleges District and the Small Business Administration. The center provides one-on-one counseling to small business owners.

The organization's mission is to give small business the support it needs to grow and succeed through its management assistance program. The organization provides free support services that include assistance in start-ups and acquisitions, sources of capital,

marketing and sales, government procurement, accounting, financial management, graphics and printing, inventory control, research and development, personnel issues, international trade, business plans and liquidation sales.

The Small Business Development Center is located at 2400 N. Central Ave., Suite 104, Phoenix, AZ 85004. Contact the SBDC at (480) 784-0590 or <http://www.azsbdc.net/>.

U.S. Small Business Administration

The U.S. Small Business Administration (SBA) has delivered millions of loans, loan guarantees, contracts, counseling sessions and other forms of assistance to small businesses since its inception in 1953. Business financing is available to build or purchase a building, purchase equipment and for working capital, as well as for special purposes such as exporting, international trade, energy conservation, franchises, or buying a business.

SBA provided management and technical assistance to entrepreneurs through community resource partners in Arizona. Business counseling, training, and management assistance is provided through 23 Small Business Development Center Network (SBDC) locations and 14 Service Corps of Retired Executives or SCORE locations. Each location provides training and counseling by successful former business owners, trained professional counselors, or qualified specialists in all program areas.

For details about how to finance business start-up or take your business to the next stage, or for the nearest training program or counseling location, call (602) 745-7200. You may also obtain information directly from the SBA website at <http://www.sba.gov/about-offices-content/2/3097>.

Maricopa Skill Center

The Maricopa Skill Center, part of the Maricopa Community College District, is the place to send employees for upgrade training or to hire entry-level workers. The open-entry/open-exit, self-paced adult/youth vocational school trains entry-level workers in the skills employers need. Certification programs cover Business & Technology; Cosmetology; Health Care; Trades & Industry. Students must be 16 years of age or older; no GED or high school diploma is required. In fact, students may work on upgrading their basic skills or English in the free MSC/Rio Salado College Learning Center. Maricopa Skill Center is located at 1245 E. Buckeye Rd., Phoenix, AZ 85034. Tours are given at 9:30 a.m. every Tuesday and Thursday. For information call (602) 238-4300 or visit www.maricopaskillcenter.com

Maricopa Workforce Connection

Maricopa Workforce Connection will provide many areas of assistance in the recruitment and training of your employees at no charge to you. They will advertise your job openings locally or nationally, will assist with small and large scale recruiting and provide space for on-site interviewing. They will match candidates to your job openings and refer those who meet your requirements, and provide space and marketing for a job fair. Maricopa Workforce Connection also offers on-the-job training reimbursements for eligible participants, assistance with developing unique training programs and referrals to existing resources. Maricopa Workforce Connections is located at 1840 N 95th Ave, Ste 160. They can be contacted at (602) 372-4200 or www.maricopaworkforceconnection.com.

Southwest Valley Chamber of Commerce Business Resource Center

The Southwest Valley Chamber of Commerce is a good resource for both newly-established and existing businesses. The Chamber provides businesses with an opportunity to network with other business owners in the area. In addition, the Chamber provides a business resource center which includes a computer, color printer, and assorted software packages including marketing, advertising, business plans, and graphics. The Southwest Valley Chamber of Commerce is located at 289 N Litchfield Rd, Goodyear, AZ and can be contact at (623) 932-2260 or www.southwestvalleychamber.org.

SCORE

SCORE is a nonprofit association dedicated to entrepreneur education and the formation, growth and success of small business nationwide. SCORE representatives provide free small business assistance each Wednesday at the Southwest Valley Chamber of Commerce office. Call (623) 932-2260 to schedule your appointment. Visit the SCORE website at <http://www.score.org/index.html>.