



Guide to Business Resources

Introduction

The City of La Habra is committed to business development. Through a variety of resources starting a business in the City is an easy process. Our unique Business Development and Attraction Program provide personal outreach to the business community via business seminars, networking events, and business communications. In the following pages, you will find various resources to assist you with starting or expanding your business. Please contact us if you have any questions or suggestions. You may contact the City of La Habra Economic Development Division at (562) 383-4108.



**City of La Habra
Economic Development Division
201 E. La Habra Blvd.
La Habra, CA 90631
(562) 383-4108**



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Government Contact Information

City Hall

201 E. La Habra Blvd, La Habra, CA 90631
(562) 383-4000

www.lahabracity.com

www.dir.ca.gov (800) 963-9424
• Secretary of State Department of Corporations
sos.ca.gov/business (213) 897-3062

Operating Hours

Monday – Thursday 7:30 a.m. – 5:30 p.m.;
and on alternate Fridays from 7:30 a.m. 4:30
p.m. City Hall is closed every other Friday

City Departments

- City Clerk (562) 383-4030
- City Manager (562) 383-4010
- Public Works (562) 383-4170
- Community Service (562) 383-4200
- Finance (562) 383-4050
- Fire Services (562) 694-4692
- Police Services (562) 383-4300
- Community Development (562) 383-4100
 - Planning Division (562) 383-4100
 - Building Division (562) 383-4116
 - Code Enforcement (562) 383-4134
 - Water Billing (562) 383-4070
 - Sewer Dept. (562) 383-4170
 - Waste Management (562) 694-3730

State of California Departments/Agencies

- Board of Equalization
www.boe.ca.gov (800) 400-7115
- CalGOLD
www.calgold.ca.gov
- Department of Fair Employment and Housing
www.dfeh.ca.gov (916) 478-7251
- Employment Development Department
www.edd.ca.gov (916) 653-0707
- Employment Training Panel
www.etp.ca.gov (916) 327-5640
- Franchise Tax Board
www.ftb.ca.gov (800) 852-5711
- Department of Motor Vehicles
www.dmv.ca.gov (800) 777-0133
- Cal OSHA



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County of Orange Departments/Agencies

Main Number	(714) 834-5400	www.ocrecorder.com	(714) 834-2500
Website	www.ocgov.com	• OC Community Services www.ochousing.org	(714) 480-2900
• OC Animal Care www.ocpetinfo.com	(949) 461-3420	• Fire Services www.ocfa.org	(714) 573-6000
• Assessor www.ocgov.com/assessor	(714) 834-2727	• OC Public Libraries www.ocpl.org	(949) 855-8173
• Auditor-Controller www.ac.ocgov.com	(714) 934-2450	• Registrar of Voters www.ocvote.com	(714) 567-7600
• Clerk-Recorder		• Treasurer-Tax Collector Tax.ocgov.com	(714) 834-3411

City Zoning and Permits

Planning Division – Community Development

The Planning Division of Community Department is available to ensure your business is operating in the correct zone and whether any special consideration is required before you can operate.

Zoning and Special Permits:

Before you purchase property or sign a lease, contact the City's Planning Division to ensure that your intended business is allowed at that location. Certain types of businesses must obtain special discretionary permits (e.g., site development permits, use permits, etc.), law enforcement review, or can require review by the Planning Commission and/or City Council. Contact the Planning Division at (562) 383-4100 for further information on your proposed business.

Discretionary Permits:

In any given zoning designation, there are business uses permitted by right, require discretionary review (approval needed by the City's Planning Commission or administratively through the Planning Division), or not permitted at all. Since a Zoning Code cannot anticipate every possible business use, those operations not listed as permitted by right or listed as not permitted, require approval by the Planning Commission. This provides the City flexibility to allow certain uses that may not be specifically permitted but would still be compatible with the surrounding uses.

The following is a short list of common development projects that require a discretionary permit.

- Exterior modifications to a site, building and/or parking lot
- Any amendment or modification to a previously approved discretionary permit
- Any new construction or development
- Mini-storage facilities
- Community care facilities
- Religious institutions
- Automobile sales and rentals
- Wireless facilities



- Animal hospitals and boarding facilities
- Educational, vocational, instructional and/or training facilities

As previously indicated, please contact the Planning Division in regards to your specific business operation to avoid costly delays or investment of resources on a business not permitted in a particular zone.

Frequently Asked Questions

1. Does the City require a business license?

New businesses must apply for a Business License with the City of La Habra Department of Finance at City Hall. Anyone conducting business within the City of La Habra, regardless of whether their business address is within the city limits, requires a business license. Non-Profit organizations are required to apply for a Business License and a copy of the IRS Exemption Certificate must be submitted with the application to be exempted from Business License tax fees.

How to Obtain a Business License

There are four primary steps to obtaining a business license in La Habra once you have:

1. Determine your business entity.
2. Obtained a Tax ID from State.
3. Selected a business location and verified with the Planning Division that your use is allowed in that zone, and
4. Choose a name for your business.

You must complete a Business License Application form that is available at the Department of Finance Business License center. For businesses with a fixed place of business in the City, the application must be submitted in person by the owner, proprietor, officer of the corporation, or an authorized agent. Copies of any regulatory permits or licenses from the State or County should be submitted with your business license application, such as a Health Permit.

Fee

Business license fees are adopted by City Council. A fee schedule is available at the Department of Finance Business License Center.

Contractors

Contractors, and their subcontractors also require a business license too because they are conducting business within the City. If you are a contractor, you will be also required to submit a Certificate of Insurance for Worker's Compensation Insurance or a Worker's Compensation Declaration. Your contractor's license must be current and active. Copies of any regulatory permits or licenses from the State or County should be submitted with your business license application.

Before You Apply

The details of your business operation will determine the type of Federal, State, County and City licenses, permits, certificates and approvals you will require prior to commencing business. Information on these various requirements are provided below with appropriate Internet links.

www.taxes.ca.gov and www.calepa.ca.gov/pacs



2. When do I need Planning approval?

Any new business coming into the City of La Habra should check with the Planning Division to confirm that their business is permitted at a specific location. Planning approval is also required for any tenant improvements and discretionary permits. The Planning Division may be contacted at (562) 383-4100.

3. How does the Planning Division determine if a business is permitted in a location?

When reviewing a proposed business, the planning division evaluates a business for compliance with its respective zoning district's regulations, compatibility of its use with surrounding land uses, and if sufficient on-site parking is provided. The City website provides information on zoning and permitted uses.

4. I've gotten the okay from Planning - what do I do next?

Once you've received Planning Approval, you must apply for a Building Permit for any proposed tenant improvements. Permits are required for any building or structures erected, constructed, enlarged, altered, repaired, moved, improved, removed, converted, or demolished. Changes to electrical, plumbing, and/or mechanical equipment require permits as well. Please contact the Building Division at (562) 383-4116 for more information.

5. When is a building permit needed?

Businesses must obtain Building Permits for construction and interior improvements. Examples of work that require a permit includes tenant improvements, additions, demolition, interior walls, drop ceilings, new plumbing, new electrical wiring or lighting fixtures. Finish work that does not require a permit includes carpeting, non-structural flooring (tile, laminate, and hardwood), fire and life safety and structural wall papering, and painting. The purpose of building codes is to provide minimum standards to safeguard people and property. The City's Building & Safety Division can assist you in determining what work requires a building permit. For more information, please contact the Building and Safety Division at (562) 383-4116.

6. How can I arrange for an inspection?

If you are using a contractor, verify that they have a valid building permit before construction starts. This can be verified by a set of construction plans (blueprints) stamped APPROVED by City and by posting of the City's inspection "job card" for noting inspection "sign offs" by the building inspector.

The City will require periodic inspections to ensure that what you have applied for is what is being built and conforms to building code standards. The building inspector acts on your behalf and that of the City to ensure the safety of your business and your building. Before covering over any work, you or your contractor must call and request inspection. The request phone number is (562) 383-4143 and requires at least a 24 hour notice prior to the expected inspection time.

7. I want signage for my business. What do I need to do?

Your business will need a sign permit for new signs and a permit when changing the face of an existing sign. All signs are reviewed and approved by the Planning Division and the Building and Safety Division; therefore, it is a good idea to check with the Planning Division and obtain sign regulations before designing your sign.

Types of Signs



A wide range of signs are allowed. The specific sizes vary depending upon the zoning designation and property owner's sign program. Off-site signs are prohibited. The following are examples of permanent signs generally allowed within the City:

- Wall Signs: Identification signs attached to building walls. The primary sign is located along the main storefront and secondary signs are located on elevations fronting onto commercial streets.
- Free-Standing Signs: Free-standing or monument signs identify a shopping center or business park.
- Window Signs: Window signs are displayed in windows. In some zones window signs are limited to 33% of the total window area.
- Under Canopy Signs: Signs mounted perpendicular to building face, sometimes called "projecting signs."
- Directional Signs: There are various types of directional signs intended to direct customers to a business.

In all zones the overall maximum signage allowed is limited to 30% of the business face.

Sign Program

If your proposed business location is in a shopping center, office complex or Business Park, the property owner may have a "sign program" with additional rules and specifications to follow. Sign programs cannot allow signs beyond that allowed by City's Sign Ordinance; however, may have more limitations, such as requiring use of a specific font or color. Copies of these sign programs can be obtained from the property owner or their manager/leasing agent, and are also available in the Planning Division.

For more information, please contact Planning division at (562) 383-4100.

8. What permits are issued by the City?

The City requires permits for site changes/alterations, construction, signs, outdoor gatherings, heavy vehicle transportation, and other activities.

9. May I display banners or signs to promote special events?

Banner Permit

To jumpstart your new business, you may desire a grand opening event with a temporary banner. These require review and approval of a Banner permit by the Planning Division. Generally, temporary special event banners are allowed for a period up to 30 days, and a maximum of three banners per year.

Special Event Permit

Outdoor display and sales, such as a sidewalk sale, require approval of a Special event permit by the Planning Division for events that do not exceed 3 consecutive days, with a maximum of four events per year. Special events which are long than 3 days or larger in scope require approval by the Planning Commission. The Planning Division will explain the process and regulations. Application checklists are available online and at the Planning Division.

10. May I operate a business from my home?



Home occupation for profit may be conducted in any residential zones.

Typical examples of home occupations include home offices, and businesses providing services at other locations, such as consultants. Application checklists are available at the City Planning Division. A La Habra business license is required for all businesses in La Habra. The following regulations must be met for Home based businesses:

- No employees other than family members allowed working in home
- No unsightly storage of materials or supplies.
- Not more than two rooms in home can be occupied for “home occupation.”
- The appearance of home, or the conduct of business within home, shall not be such that it may be reasonably recognized as serving a nonresidential use, either by color, form, and material of construction, lighting, sounds, noises, odors, vibrations or other means.

Code Enforcement – Community Development

Code Enforcement maintains and improves the character, aesthetic quality, and property values in the City by notifying property owners of maintenance or health and safety issues observed on properties. The Code Enforcement Division maintains and improves the City's neighborhoods and housing stock through enforcement of property maintenance, zoning ordinances, building codes, and health and safety codes. Through code enforcement inspections, inquiries, and citizen complaints, property owners, residents, and staff have significantly reduced the number of blighted properties throughout the community. Contact Code Enforcement at (562) 383-4134.

City Business Resources

Business Seminars and Training Events

Seminars and training events offered in conjunction with the La Habra Chamber of Commerce, which provide current and new business owners with an overview of the City's Business Development, seminar series, and strategic needs assessment.

Business Counseling Services

The City of La Habra provides FREE Business counseling services to all current and potential La Habra entrepreneurs through the La Habra Chamber of Commerce. For more Information, visit the La Habra Chamber of Commerce or call them at (562) 694-1704.

Economic Development Brochure

The City's Economic Development Brochure provided the features of business philosophy La Habra has, and all new prospect businesses.

Business Communications

The city of La Habra's website features 24-hour online information request systems to keep our business community well-informed.



Doing Business with the City

When the City has open Requests for Proposals (RFPs) and/or bids, information will be listed on the City's website. The documents include instructions for submitting proposals including deadlines and staff contact information. Please note that submissions for RFPs that are restricted to the pre-qualified list will only be accepted from vendors on the pre-qualified list.

City Council Meetings

The City Council holds regularly-scheduled meetings on the first and third Monday of each calendar month at 6:30 p.m. in the Council Chambers located at 201 E. La Habra Boulevard. For further information, call the City Clerk's Office at (562) 383-4034

Local Resources

Chamber of Commerce

The City partners with the La Habra Chapter of the North Orange County Regional Chambers of Commerce to cosponsor events and training for the business community. Frequent topics include subjects such as marketing tactics, increasing profitability, tax and legal issues, disaster preparedness, and tips for starting a new business.

Orange County Small Business Development Center

The Orange County SBDC offers no-charge, personalized business assistance in a confidential, one-on-one setting, along with team business consulting. You can also Advance Your Business through its valuable, low- cost seminars that cover such important topics as Access to Capital, QuickBooks, Employment Law, Marketing, Government Contracting, Web Technology, and Writing a Business Plan -- taught by the center's professional business consultants and industry experts.

- Training Seminars
 - Business Resources
-

SCORE Business Counselors

SCORE is a nationwide, nonprofit organization dedicated to the formation, growth, and success of small business. SCORE is a resource partner with the U.S Small Business Administration (SBA).

- One-on-One Counseling (City Hall)
 - Business Library
 - Calendar of Workshops
-



Orange County One Stop - Employment Center

The Orange County One-Stop Centers works with employers and job seekers providing comprehensive employment and training services. These centers are intended to provide a more coordinated, customer-friendly, locally driven workforce development system through the following:

- Workshops
 - Interview Center
 - Employer Business Services
 - Career Videos
 - Salary & Wage Information
 - Cover Letter Center
 - Networking Advice
 - Orange County Business Service Center
-

Work Opportunity Tax Credits (WOTC)

The WOTC is a tool for individuals designed to help move people from welfare to gainful employment and to obtain on-the-job experience. Employers can receive tax credits for hiring Temporary Assistance for Needy Families recipients, food stamp recipients, designated community residents, summer youth employees, qualified veterans, individuals receiving vocational rehabilitation referrals from a state agency, qualified ex-felons, and supplemental security income recipients. Visit the Employment & Training Administration to learn how to participate.

Education

California State University, Fullerton – Extended Education

University Extended Education provides quality learning experiences that extend access to the university into the community and around the globe. It offers a wide selection of educational programs that are accessible (online or in the classroom) and scheduled at convenient times. It has programs for working professionals and businesses, international students and groups, open universities, and intersession students, retirees, and youth.

University of California, Irvine – University Extensions

UC Irvine Extension develops and delivers high quality, university-level learning solutions to meet the changing professional and personal needs of a local, national, and international community of learners by leveraging the expertise of the University of California, Irvine, campus and community.

Community Colleges

Fullerton College



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Cypress College



County Departments/Agencies

The City of La Habra works in partnership with the County of Orange to provide additional services to its residents and businesses. Below are some of the most common topics relevant to businesses.

Orange County Clerk-Recorder Department – Fictitious Business Name (FBN)

The Orange County Clerk-Recorder Department provides a variety of services including passports, recording of real property documents, and the filing of a Fictitious Business Name (FBN).

A Fictitious Business Name is required. This is a name that does not include the surname of the individual or a name that suggests the existence of additional owners.

- For partnerships, it is a name that does not include the surname of any general partner or suggests the existence of additional owners.
- For a corporation, it is a name not stated in the Articles of Incorporation.

For more information, and to apply for a Fictitious Business Name, visit the County's website at ocrecorder.com, contact the County Operator at (714) 834-5285, or apply in person at the following locations:

Orange County Civic Center
12 Civic Center Blvd, Rm. 101
Santa Ana, CA 92701

Laguna Hills Civic Center
24031 El Toro Rd, Suite 150
Laguna Hills, CA 92653

Orange County Health Care Agency - Health Permit

The Orange County Health Care Agency and the Environmental Health Department provide all the needed information regarding health regulations, inspections, and how to obtain the proper permits for opening a restaurant or purchasing an existing restaurant. Contact them at (714) 433-6026 for more information on how to obtain permits or visit their website at HCA or Environmental Health: Homepage for general information, fees, and services.

State Resources

Business Portal

The California Business Portal provides a gateway to a number of resources for starting, growing, financing, and expanding or relocating a business in California. The portal simplifies the path to the resources or permits you need. These resources are provided by various public and private sources, from state and federal agencies to local private nonprofit organizations, all of which are accessible to you simply by clicking through the portal's pages. Visit the California Business Portal website for further information.



CalGOLD

The CalGOLD database assists businesses in finding the appropriate permitting information for their particular business. It provides links and contact information that directs businesses to agencies that administer and issue business permits, licenses, and registration requirements from all levels of government.

The CalGOLD listing includes descriptions of requirements, the names, addresses, and telephone numbers of the agencies that administer those requirements and issue the permits and licenses. In most cases, a direct link to the agencies' Internet web pages is provided.

State Board of Equalization

The Board of Equalization collects California state sales and use tax, as well as fuel, alcohol, and tobacco taxes and fees that provide revenue for state government and essential funding for counties, cities, and special districts. Visit the State Board of Equalization website for further information.

Seller's Permit

All businesses that sell tangible property must obtain a resale permit from the State Board of Equalization. Your business must obtain a seller's permit if you:

- Are engaged in business in California
- Intend to sell or lease tangible personal property that would ordinarily be subject to sales tax if sold at retail
- Will make sales for a temporary period, normally lasting no longer than 30 days, at one or more locations (e.g. fireworks booth, Christmas tree lots, garage sale)

The requirement to obtain a seller's permit applies to:

- Individuals
- Partnerships
- Corporations
- Organizations
- Husband/Wife Co-ownership
- LLPs
- LLCs

Sales and Use Tax

Retailers engaged in business in California must register with the Board of Equalization and pay the state sales tax that applies to all retail sales of goods and merchandise except those sales specifically exempted by law. The use tax generally applies to the storage, use, or other consumption in California of goods purchased from retailers in transactions not subject to the sales tax. Use tax may also apply to purchases shipped to a California consumer from another state, including purchases made by mail order, telephone, or Internet.



The sales and use tax rate in a specific California location has three parts: the state tax rate, the local tax rate, and any district tax rate that may be in effect.

State sales and use taxes provide revenue to the State's General Fund, to cities and counties through specific state fund allocations, and to other local jurisdictions. For more information, visit the Sales and Use Tax in California website.

Special Taxes and Fees

The Board administers 20 special tax and fee programs that encompass a broad range of activities and transactions. Revenues from the insurance tax, alcoholic beverage tax, and a portion of cigarette tax receipts are allocated to the State's General Fund. Other special taxes and fees fund specific state services, from highway construction to recycling programs. The Board administers more than half of the special tax programs in cooperation with other state agencies. The following programs are the most common ones related to business and require registration with the Board:

- Alcoholic Beverage Tax (Excise Tax)
- California Tire Fee
- Cigarette & Tobacco Products Licensing Program (Excise Tax)
- Cigarette and Tobacco Products Taxes
 - (Environmental Fee)
- Diesel & Use Fuel Taxes (Fuel Tax)
- Electronic Waste Recycling Fee (E-waste) (Environmental Fee)
- Resale Certificate
- Emergency Telephone Users Surcharge (Excise Tax)
- Energy Resources Surcharge (Excise Tax)
- Hazardous Substances Fee (Environmental Fee)
- Motor Vehicle Fuel Tax (Fuel Tax)
- Natural Gas Surcharge (Excise Tax)

For additional information, contact the Board of Equalization at (800) 400-7115 or in person at:

The Irvine Field Office
16715 Von Karman
Avenue, Suite 200,
Irvine, CA 92606
(949) 440-3473

Franchise Tax Board

The Franchise Tax Board is responsible for administering two of California's major tax programs: Personal Income Tax and the Corporation Tax. It also administers other nontax programs and delinquent debt collection functions. The Franchise Tax Board provides the following services:

- Business Structure Information
- Tax Filing and Assistance
- Paying a Tax or Bill (i.e. payment options, minimum tax, etc.)
- Tax Forms
- Closing a Business Entity (i.e., dissolve, surrender, or cancel a business)
- California Tax Service Center



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- Payroll Taxes
 - Sales and Use Tax
 - Other Taxes and Fees (i.e., environmental fees, excise taxes, etc.)
-

Employment Development Department

The Employment Development Department (EDD) is one of the largest state departments, with employees at hundreds of service locations throughout the state. For more than 70 years, it has connected millions of job seekers and employers in an effort to build the economy of the “Golden State.”

Its web site provides:

- CalJOBS, an online job and résumé bank, containing thousands of job openings, maintaining the largest pool of candidates in the state
 - Labor Market Information
 - Payroll Tax Information and Forms
 - Employment and Training Services
 - Job Training for Employees
-

California Employment Training Panel

The Employment Training Panel (ETP) is a business and labor supported state agency that assists employers in strengthening their competitive edge by providing funds to offset the costs of job skills training necessary to maintain high-performance workplaces. The ETP also funds training for unemployed workers and serves as the State’s premier economic development tool, encouraging many companies to locate or expand in California.

Through the Small Business Program (SBP), MEC Entrepreneurial Training, and the Fast Track Process, ETP provides funds to companies with 250 employees or less.

- Employee Training Funds
- ETP Process

For more information, contact the ETP at (818) 755-1313 or visit them online at www.etp.ca.gov.

State of California Official Website

Secretary of State

The Secretary of State's office is comprised of nearly 500 people who are dedicated to making government more transparent and accessible in the areas of elections, business, political campaigns, legislative advocacy, and historical treasures.

The Secretary of State's Office maintains records for:



- Limited liability companies
- Trademarks And Service Marks in the State
- Unincorporated associations
- Unincorporated nonprofit associations
- Foreign lending institutions
- Foreign partnerships

Its business portal is an excellent resource for a variety of information and forms for businesses.

Federal Resources

Small Business Administration (SBA)

The U.S. Small Business Administration (SBA) is an independent agency of the federal government to aid, counsel, assist, and protect the interests of small businesses.

The SBA website, www.sba.gov, has a variety of resources to help every small business owner. Some of these resources include:

- Small Business Planner
- Counseling
- Financial Assistance (Grants, Loans, etc.)
- Online Training
- Disaster Assistance
- Local Event Calendar

SBA Santa Ana District Office: 200 W Santa Ana Blvd., Suite 700, Santa Ana, CA 92701
(714) 550-7420

Business.gov

The SBA, in partnership with 21 other federal agencies, manages Business.gov, the official business link to the U.S. Government. This partnership, known as Business Gateway, is a Presidential E-government initiative that provides a single access point to government services and information to help the nation's businesses with their operations.

IRS

The IRS is a bureau of the Department of the Treasury. They provide taxpayers with information to help them understand and meet tax responsibilities.

- Small Business and Self-Employed Tax Center
- Basic Tax Information When Starting a Business
- Employer Identification Numbers (EIN)
- Recordkeeping
- Recommended Reading for Small Business



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Local IRS Offices: 24000 Avila Road Laguna Niguel, CA 92677

Walk-in visits are accepted, and no appointment is necessary. If telephone assistance is required, call 1-800-829-1040.

U.S. Copyright Office

Businesses can register their claims to copyright and obtain additional information with the Copyright Office.

U.S. Patent and Trademark Office

The United States Patent and Trademark Office (USPTO) is a federal agency of the Department of Commerce. Its major functions are to examine, register, and issue patents and trademarks.



United States Government Official Information and Services
1 (800) FED-INFO – Monday-Friday, 8 a.m. – 8 p.m. Eastern Time
USA.gov



Guide to Business Resources

The City is committed to your business success. Check with the City's Economic Development Division regularly for business events, resources, and information.



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