

# Town of Franklin **Business Guide**



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



# Welcome to Franklin!

On behalf of the Franklin Town Council, departments, staff, and our community, we welcome you to our wonderful town! We are thrilled that you have chosen Franklin as the location of your business/development/organization and we are here to work with you along the way. Starting your new business adventure or development plan is certainly exciting, but can also be filled with questions and concerns. Getting started on the right track saves valuable time and resources. Our goal is to help to make the process of opening, growing, or relocating your business as stress-free as possible! We take pride in our customer service and will do whatever we can to support you in your endeavors.

Our Town Council Economic Development Committee is dedicated to assisting our business community. As a municipality, we have taken important steps toward growth and economic development. We are actively recruiting new businesses to put down roots in our town and we are taking the necessary steps to both retain and help support our existing businesses.

Most recently, the Town of Franklin conducted a Market Study in conjunction with MAPC, which provides detailed insights into our local and regional economies and strategies for continued growth and development. Recent demographics, housing, and industry information can also prove helpful as you move through the process.

We hope this guide provides business owners and developers the information, contacts, and guidance necessary to successfully open a thriving business in Franklin!

*Jamie Hellen*

Jamie Hellen, Town Administrator



# Why Franklin?

The Town of Franklin is well-known in the Metrowest region for providing a high quality of life to its residents and is an ideal setting for business.

Franklin's location on route 495 provides easy access to major hubs as well as public transportation. Our community is home to not only a highly ranked public school system but also a charter school, BFCCPS, Tri-County Regional Vocational-Technical school, and many preschools and daycare facilities. Dean College, located in the heart of Franklin's downtown, rounds out our vast educational offerings.



A town with historical significance, Franklin is named after founding father, Benjamin Franklin and is home to the nation's first public library, one of the many venues in town offering a wide variety of free programming and services to all ages. Franklin's beautiful four-acre Town Common hosts weekly farmer's markets, festivals, and concerts for residents

to enjoy. Our plazas and downtown districts offer many restaurants, shops, and amenities. Franklin prides itself on its recreational facilities, including playgrounds, turf fields, sports courts, ball fields, hiking trails, and a dog park. A community that embraces and celebrates culture, history, and the arts, Franklin was recently awarded Cultural District status. Points of interest include our sculpture park, our historical museum, and a downtown theatre.

Franklin's low stable tax rate and high-quality public infrastructure are large draws to our business-friendly community and add to its appeal. Residents are typically bursting with pride over their hometown and are quick to share information and favorite spots.

The Town of Franklin offers that hard-to-find balance of convenient location, cost of living, high-quality education, desired amenities, and a sense of community. We hope you enjoy our wonderful town as much as we do!

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Information in this document is intended to provide general guidance for opening a business or developing in Franklin. However, each individual process is unique and may require deviations from the content provided here.



# Contacts

## **Town Administration**

Jamie Hellen - Town Administrator  
jhellen@franklinma.gov  
508-520-4887  
Cell: 508-570-8051

Chrissy Whelton - Ass't to the Town  
Administrator  
cwhelton@franklinma.gov  
508-553-4885

## **Planning Department**

Bryan Taberner - Director of Planning &  
Community Development  
btaberne@franklinma.gov  
508-520-4907 (Office)

Amy Love - Town Planner  
alove@franklinma.gov  
508-520-4907

Jenn Delmore - Conservation Agent  
jdellmore@franklinma.gov  
508-520-4929

## **Police Department**

Thomas J. Lynch - Police Chief  
tlynch@franklinma.gov  
508-528-1212 (Office)  
508-520-2710 (Direct)

## **Assessor's Department**

Kevin Doyle - Director  
kdoyle@franklinma.gov  
508-520-4920

## **Building & Inspections Department**

Lloyd "Gus" Brown - Building Commissioner &  
Zoning Enforcement Officer  
gbrown@franklinma.gov  
508-520-4926 (Office)  
508-520-4855 (Direct)

## **Health Department**

Cathleen Liberty - Health Director  
cliberty@franklinma.gov  
508-520-4905 (Office)  
508-520-4808 (Direct)

## **Town Clerks Office**

Nancy Danello - Acting Town Clerk  
ndanello@franklinma.gov  
508-520-4900

## **Fire Department**

James McLaughlin - Fire Chief  
jmclaughlin@franklinma.gov  
508-520-2323 (Office)  
508-520-5570 (Direct)

## **Department of Public Works**

Robert Cantoreggi - Director  
rcantoreggi@franklinma.gov  
508-553-5500

Mike Maglio - Town Engineer  
mmaglio@franklinma.gov  
508-520-4910

Doug Martin - Water & Sewer Superintendent  
dmartin@franklinma.gov  
(508) 520-4910

# Town Offices

## **Franklin Municipal Building**

**355 East Central Street  
Franklin, MA 02038**

Monday 8:00am - 4:00pm  
Tuesday 8:00am - 4:00pm  
Wednesday 8:00am - 6:00pm  
Thursday 8:00am - 4:00pm  
Friday 8:00am - 1:00pm



## **DPW Administration Building**

**257 Fisher Street  
Franklin, MA 02038  
508-553-5500/508-520-4910**



## **Franklin Fire Department**

**40 West Central Street  
Franklin, MA 02038  
508-528-2323**



## **Franklin Police Department**

**911 Panther Way  
Franklin, MA 02038  
508-528-1212**

# Economic Development

The Town of Franklin is a growth community with a pro-business environment. Franklin has many attributes that make it a desirable place for locating or expanding a business including:

- A low, stable single tax rate
- Excellent municipal services
- A convenient, accessible location
- Modernized infrastructure
- Streamlined permitting processes
- A well-educated workforce
- A variety of housing options
- A great quality of life

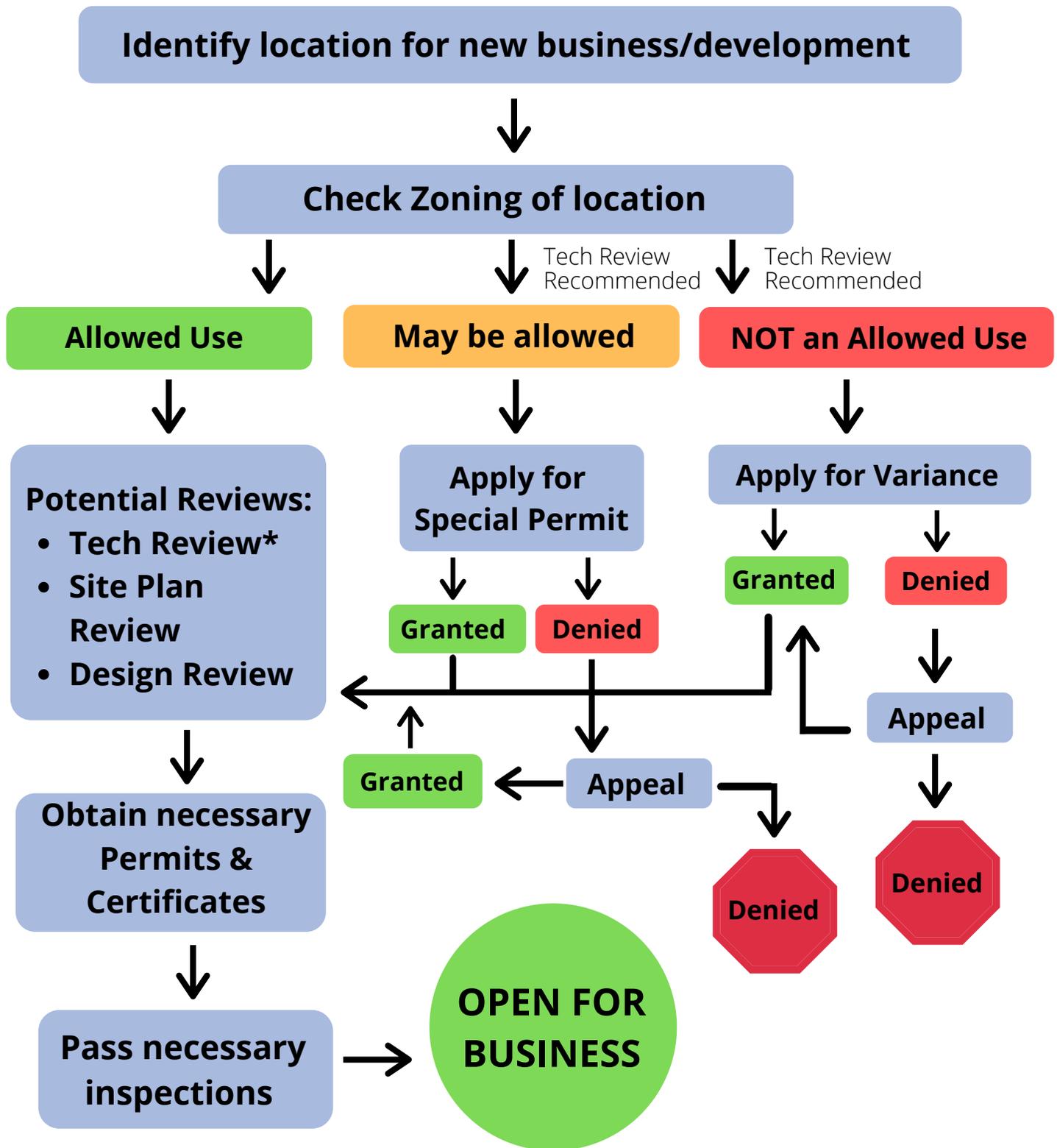


Located within 30 miles of Boston, Providence, and Worcester, Franklin's location is one of its biggest draws for business and residents alike. Our community enjoys easy highway access, with two exits on I-495 and close proximity to I-95 and I-90. Franklin is home to two MBTA stations and is surrounded by over 100 colleges and universities, including many of the best research and engineering universities in the country. These strong assets have resulted in dozens of industries calling Franklin home, including research, development, and manufacturing companies and innovative technology companies such as robotics, nanotechnology, life sciences, specialty materials, and medical devices.

The Town of Franklin is open for business and stands ready to assist. Ask us about Tax Increment Financing options and other state incentives and programs. You can find information about funding sources via the links below:

- [Massachusetts Office of Business Development \(MOBD\)](#)
- [Mass Development](#)
- [Small Business Administration \(SBA\)](#)

# Flow Chart\*\*



\*The Technical Review Staff Committee is available at any time in the process to assist and would be happy to make recommendations and provide guidance.

\*\*This flow chart is intended to communicate the basic steps in the process, however, each potential business/development is different and may require deviations from the process depicted above.

# Where to Begin

Any new business and/or development will first need to determine if the proposed location meets the Zoning requirements. **Chapter 185 of the Town Code** outlines use regulations. Follow the links below to determine zoning compliance for your particular project. If your project DOES NOT comply, you will need to file for a variance or special permit. (See next page)

## **Zoning 185 Attachment 2**

Agriculture, Horticulture, Floriculture, Produce, Garden Center, and other related uses

## **Zoning 185 Attachment 3**

Restaurant, Bar, Office, Animal care, Retail, Motor vehicles sales/service, Manufacturing, incubator/maker space, hotels, off-street parking and other related uses

## **Zoning 185 Attachment 4**

Manufacturing, Biotechnology, Solar, Utility, Industrial, Printing, Warehouse, Landscape, Tasting Rooms and other related uses

## **Zoning 185 Attachment 5**

Hospital, Education, Religion, Museum/gallery, Corrections, Cemetery, Charitable, library or other related uses

## **Zoning 185 Attachment 6**

Recreational, Golf, Theater, Health Club, amusement, Equestrian or other related uses

## **Zoning 185 Attachment 7**

Residential, Multi-family, Apartments, New, Conversions, and other related uses

## **Zoning 185 Attachment 9**

Lot, Area, Frontage, Yard, and Height requirements for specific zoning districts

## **Zoning 185 Attachment 10**

Signage for business, freestanding, canopy/awning, construction, political, public use, safety and all other signage

**If your business type is an allowed use within the Zoning code, you do not need a variance or special permit. Please contact the Building Commissioner and Zoning Enforcement Officer, Gus Brown, with any questions at 508-520-4926**

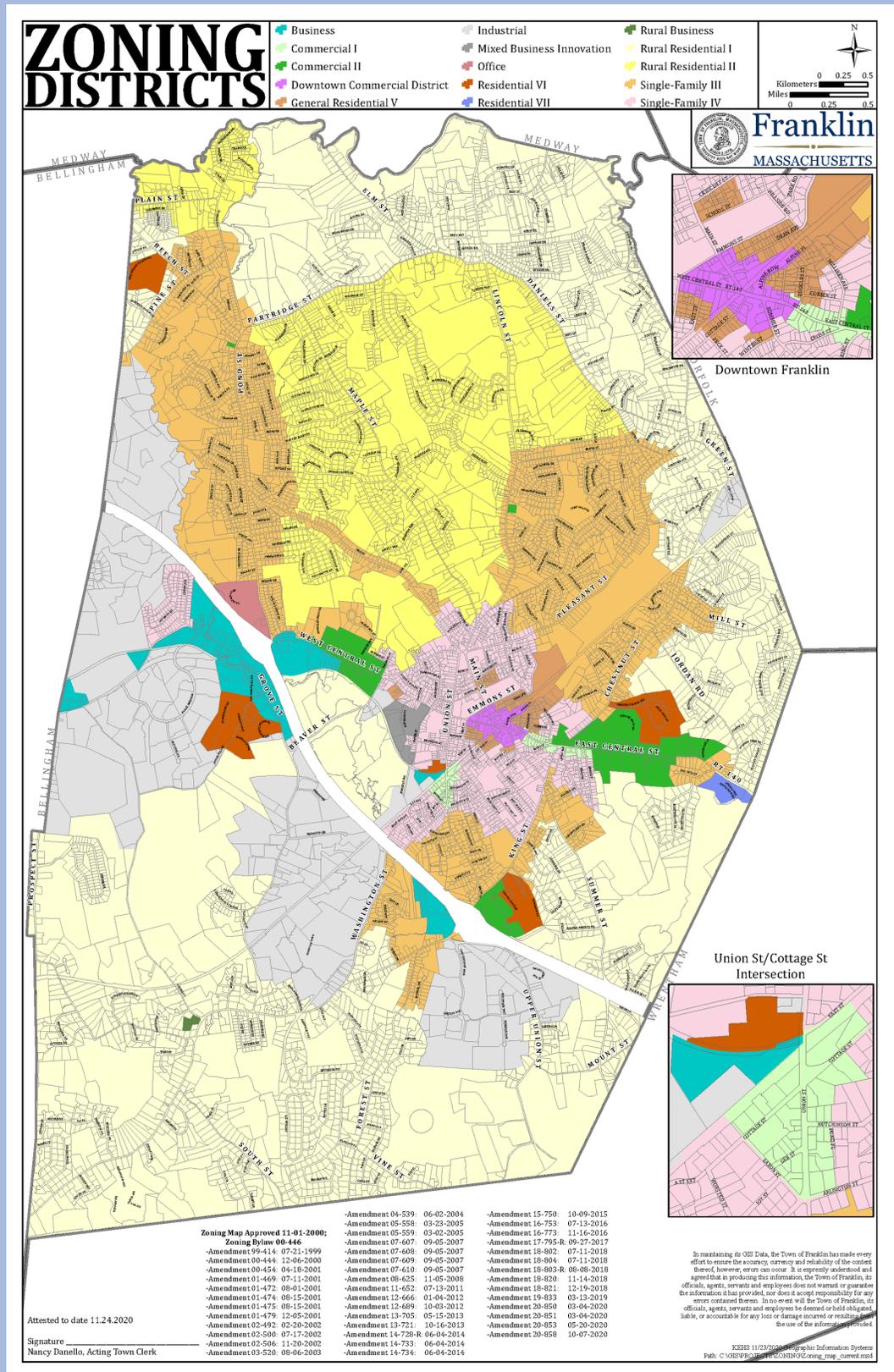
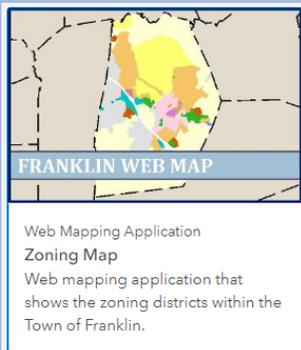
# Zoning Districts Map

The Zoning Districts map shows how our community is divided into different use districts or zones.

Zoning districts include:

- Business
- Commercial (I & II)
- Downtown Commercial
- General Residential (V)
- Industrial
- Mixed Business Innovation
- Office
- Rural Business
- Rural Residential (I & II)
- Single Family (III & IV)

To access our Online Interactive Zoning Map, please click on the image below.



# Variations

## What is a variance?

A variance is a waiver that allows a property owner to use their property in a manner that deviates from the local zoning laws.

## Who needs to apply for a variance?

An applicant needs a variance when the use or dimensional regulations fall outside of the zoning bylaws. (Please review [Zoning Code](#) links on the previous page)



## What is the process of obtaining a variance ?

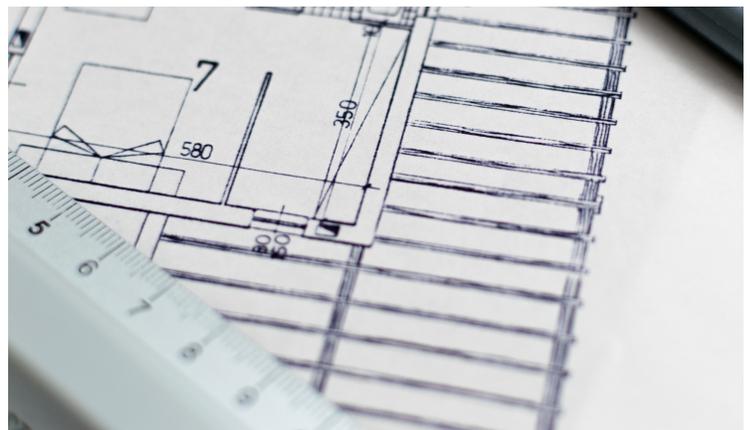
An applicant needs to seek a determination from the Building/Zoning Enforcement Officer on the applicability of the Zoning Code in reference to the applicant's project. The [application](#) is available on our website. Once the application is submitted and reviewed, a hearing will be scheduled by the Building and Inspections Department.

## Who approves a variance and is there an appeal process?

The [Zoning Board of Appeals](#) reviews and approves variances. If the applicant's request is denied, there is an appeal process, which is 20 days from the decision date.

## Variance Forms (Click to access each form)

- [Abutter's List](#)
- [ZBA Application](#)
- [Zoning Review](#)



For questions regarding variances please contact Gus Brown, Zoning Enforcement Officer, at [gbrown@franklinma.gov](mailto:gbrown@franklinma.gov) or call 508-520-4926

# Special Permits

## What is a Special Permit?

A Special Permit is a request for authorization of use that may be allowed by Special Permit approval. All criteria must be met in order to be considered for approval of a Special Permit.

## Who needs to apply for a Special Permit?

A Special Permit is needed when the use requires authorization from either the Planning Board or the Zoning Board of Appeals by Special Permit per the zoning code.

## What is the process of obtaining a Special Permit ?

If a Special Permit is required per the zoning code, an application must be submitted along with necessary documentation.

- [Find the requirements and criteria for Special Permits here.](#)
- [Find the application here.](#)



## Who approves a Special Permit and is there an appeal process?

A Special Permit is reviewed by either the Planning Board or the Zoning Board of Appeals. They determine if the application meets all necessary criteria and choose to either approve or deny the request. A denied special permit can be appealed within 20 days of the decision date and must be filed with and notice given to the Town Clerk.

For questions regarding Special Permits please contact Gus Brown, Zoning Enforcement Officer, at [gbrown@franklinma.gov](mailto:gbrown@franklinma.gov) or call 508-520-4926

# Application, Permit & License Chart

The chart below indicates which departments you may need to be in contact with in order to obtain the necessary approvals, permits, licenses, and certificates. While we cannot list each possible business type individually, the chart below details the most frequently requested information.

<b>BUSINESS TYPE</b>	<b>TA</b>	<b>TC</b>	<b>HD</b>	<b>BD</b>	<b>PL</b>	<b>PD</b>	<b>FD</b>
Restaurant	✓	✓	✓	✓		✓	✓
Liquor Store	✓	✓	✓	✓		✓	✓
Auto Dealer	✓	✓		✓		✓	✓
Winery, Brewery, Distillery	✓	✓	✓	✓	✓	✓	✓
Food Market/Bakery	✓	✓	✓	✓			✓
Retail Store		✓	✓	✓			✓
Inn/Hotel/Motel	✓	✓		✓	✓		✓
Body Art/ Tattoo		✓	✓	✓			✓
Biotechnology		✓	✓	✓	✓		✓
Manufacturing		✓	✓	✓			✓
Grow and/or Retail Marijuana	✓	✓		✓	✓	✓	✓
Animal Care		✓	✓	✓			✓
Salons, Spas & Manicurists		✓	✓	✓			✓
Mobile Food Truck			✓	✓			✓
All Other Business Types	Please check with all Departments for information						

**TA**-Town Administration, **TC**-Town Clerk, **HD**-Health Dept, **BD**-Building Dept,  
**PL**-Planning Board, **PD**-Police Dept, **FD**-Fire Dept.

# Technical Review

## What is Tech Review?

The Technical Review meetings are inter-departmental meetings that serve as a way for relevant Town Departments to meet with developers to work out technical issues and provide advice and assistance to help developers through the permitting process in preparation for Board meetings. The Technical Review Staff Committee meets weekly on Wednesdays at 3 PM; members include:

- Building Commissioner
- Director of Planning & Community Development
- Police Chief
- Town Engineer
- Board of Health Director
- Conservation Agent
- Fire Chief
- Town Administrator
- Town Attorney
- Town Planner



## Who should attend Tech Review?

Typically a business owner or possible business owner would first reach out to the Building, Planning, or Administration departments with their ideas or questions.



Then staff, if they feel relevant, would recommend attending Tech Review. Existing business owners may go if they have specific changes to their business that may involve zoning, building, or conservation. The meeting is informal and provides an open dialog for all participants.

For questions regarding Tech Review or to schedule an appointment, please contact Amy Love, Town Planner, at [alove@franklinma.gov](mailto:alove@franklinma.gov) or call 508- 520-4907

# Site Plan Review

## What is Site Plan Review?

Site Plan Review is a comprehensive review of proposed projects that may have significant impacts on traffic, municipal and public services, utilities, environmental quality, community economics, and community values.

## When is Site Plan Review required?

Site Plan review is required for new construction, additions and/or remodels that add at least 600 square feet of impervious surface to a new or existing facility. It is also required for a change in facility use.

## How do I know if I need to file a site plan?

A Site Plan is required in certain projects based on **Town Code Chapter 185-31**. Builders or Developers should reach out to the Building Commissioner/Zoning Enforcement Officer to determine whether or not their project requires a site plan.

## What is the process?

Hard copies of the Site Plan must be submitted to the Planning Board via email to [alove@franklinma.gov](mailto:alove@franklinma.gov) along with any necessary PDFs, including a copy of the payment of application fee(s). The Planning Board reviews and schedules a Public Meeting to review the Site Plan. The process may take 3 - 6 months, depending upon the size of the project. The application can be found online.

## Who approves a Site Plan ?

A Site Plan is reviewed during a public hearing by the Town of Franklin Planning Board, who ultimately decides if the plan is approved or not.



For questions regarding Site Plan Review or to schedule an appointment, please contact Amy Love, Town Planner, at [alove@franklinma.gov](mailto:alove@franklinma.gov) or call 508- 520-4907

# Design Review Commission

## What is the Design Review Commission?

The Design Review Commission (DRC) is a committee of citizen volunteers that has approval authority on all signage and provides input to the Planning Board on Site Plans related to landscaping, lighting, existing design, colors, and materials.

The purpose of Design Review is to promote safe, functional, and attractive development of business and commercial areas; to preserve and enhance the New England character of the Town's commercial centers and thoroughfares as a valid general welfare concern; to unify commercial properties, both visually and physically, with surrounding land uses; to facilitate a more healthful urban atmosphere; to protect and preserve the unique and cultural features within the Town, and to protect commercial property values by enhancing the Town's appearance. [Find the Town of Franklin Design Review Guidelines here.](#)

## Who needs to apply to the Design Review Commission?

Owners of businesses, properties, or buildings located in Commercial I, Commercial II, Business, Downtown Commercial, Mixed Business Innovation Zoning Districts will need DRC review for any of the following:

- All Business Signage - ALL ZONING DISTRICTS

[Find Sign Guidelines here](#)



## What is the process?

1.) [Fill out a Design Review Application](#) and send to the DRC via email. Applications are due at the close of business on the Wednesday prior to the next meeting. There are no fees. [Find the DRC Meeting schedule here.](#)

2.) The applicant presents their design plan to the Design Review Commission and typically receives a decision at the first meeting.

For questions regarding Design Review or to schedule an appointment, please contact Maxine Kinhart, at [mkinhart@franklinma.gov](mailto:mkinhart@franklinma.gov) or call 508- 520-4907

# Building Permits

## What is a Building Permit?

Building Permits are issued by the [Building & Inspections Department](#) to licensed contractors and owners to allow construction work to take place.

## What type of work requires a Building Permit?

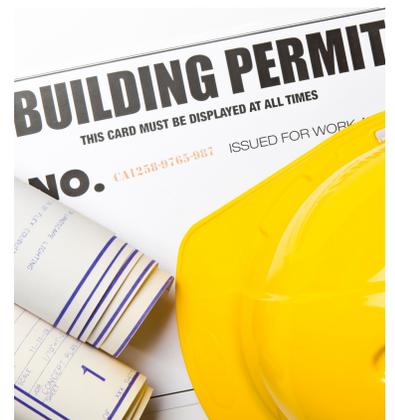
Building permits are required to construct, reconstruct, alter, repair, remove or demolish a building or structure. Permits are required for plumbing, electrical, and HVAC projects. We encourage all homeowners and contractors to reach out to the Building Department prior to any project to ensure proper permitting. This will help prevent delays and work stoppages from occurring. [Find a list detailing permit/contractor requirements here](#)

## What type of work DOES NOT require a Building Permit?

Painting, tiling, and other finish work typically does not require permitting, however, checking with the building department is advised.

## How do I obtain a Building Permit?

[Building Permits](#) are available online. In certain cases, such as Special Permit approval and Fire Department Approval, a Building Permit will not be issued until other approvals are obtained. Please see Tech Review.



## What fees are involved in obtaining a permit?

Fees vary depending upon the scope of work being performed. [Find our most current fees posted online](#)

## Do permits expire?

Permits expire one year after being issued. An extension may be granted for an additional 6 months if necessary. All extensions must be approved by the Building Department.

## Are inspections required?

Yes, inspections are required either periodically and/or once all work is completed. If a Certificate of Occupancy is required, a final inspection must occur in order for the certificate to be issued prior to the building being occupied.

For questions regarding Building Permits please contact Gus Brown, Building Commissioner, at [gbrown@franklinma.gov](mailto:gbrown@franklinma.gov) or call 508-520-4926

# Business Certificates

## What is a Business Certificate?

A business certificate is the registration of a business that is being conducted and is located in the Town of Franklin. It is commonly referred to as a DBA or "Doing Business As" certificate. A business certificate essentially creates a public record of the name and address of the owner(s) of a business. Zoning compliance is required for a DBA.

## Who must file for a Business Certificate?

According to MGL, Chpt 110,5 any person conducting business in the Commonwealth under any title or business name other than the real name of the person conducting the business, whether individually or as a partner must file in the Town Clerk's Office in the municipality where the business is conducted. Any corporation doing business in a name other than its corporate name must also file.

## Who doesn't have to file for a Business Certificate?

According to MGL Chpt. 110, section 6, a business certificate is NOT required if a corporation is doing business in its true corporate name, or if a partnership is doing business under any title which includes the true surname of any partner.



## How do I file for or renew a Business Certificate?

Business Certificate applications are available online. The fee is \$40 and it must be renewed every four years. An approved business verification form is required from the Building Commissioner, prior to application.

## What if I close or relocate my business?

You should notify the Town Clerk's office in writing upon the termination of a business or if you are relocating your business outside of Franklin.

## What if I do not obtain or renew my Business Certificate?

The requirement to file a business certificate is state law (MGL chapter 110, sect. 5). Violators of the provisions shall be subject to a fine of not more than three hundred (\$300.00) dollars for each month during which said violations continues.

For questions regarding Business Certificates, please contact Nancy Danello, Town Clerk, at [ndanello@franklinma.gov](mailto:ndanello@franklinma.gov) or call 508-520-4900

# Establishment Licenses

## What is an establishment license?

An Establishment License is issued by the [Health Department](#) and is required to ensure compliance with health codes. A business that needs an Establishment License must obtain one and keep it in good standing in order to operate their business.

## Who needs an establishment license?

Establishment Licenses are required for any business that handles, sells, or serves food, drinks, tobacco, candy, etc... Examples include restaurants, diners, caterers, Inns, Food Trucks, and Food Markets.

Specific Establishment Licenses are required for businesses such as Tanning, nail salons, Body Art, Tattoo and Body Piercing businesses, Recreational Camps, as well as dumpster use.

Temporary Food Vendor Applications are also available, if applicable.



## How do I obtain an establishment license?

[Establishment License applications are available online.](#) Please make note of application deadlines. In many cases, applications must be received at least 30 days prior to the opening/event date.

## What are the fees?

Fees vary depending upon the type of license(s) required. Please find our [list of fees](#) posted online by the Health Department.

## Will there be an inspection?

Yes, the Health Department will inspect the facility prior to issuing an Establishment License and may conduct periodic inspections to ensure compliance.

For questions regarding Establishment Licenses, please contact Cathleen Liberty, Health Director at [cliberty@franklinma.gov](mailto:cliberty@franklinma.gov) or call 508-520-4905

# Alcoholic Beverage Licenses

## What is an Alcoholic Beverage License?

An Alcoholic Beverage License is required for any establishment that handles, serves, stores, distributes, delivers or sells any type of alcoholic beverage.



## What are the different types of licenses?

Different licenses are required for different types of businesses. The Town of Franklin and the [ABCC \(Alcoholic Beverages Control Commission\)](#) currently offers the following types of licenses:

- Section 12 On-Premise Beer & Wine Only (\$1,500/year)
- Section 12 On-Premise All Alcohol (\$2,500/year)
- Section 15 Off-Premises Beer & Wine Only (\$1,500/year)
- Section 15 Off-Premises All Alcohol (\$2,500/year)
- Section 19 Farmer Series (\$250/year)

## How do I obtain an Alcoholic Beverage License?

The process is different depending upon the type of license sought. Some licenses have caps on the number that be issued. **The Town of Franklin has unlimited On-Premise Licenses available and unlimited Farmer Series Licenses.** If you are seeking an Off-Premises License, you should contact the [Town Administrator's Office](#) to determine availability.

- You must fill out an application with BOTH the Town of Franklin and the ABCC. [Town of Franklin Applications](#) are available online. [ABCC Applications](#) are also available online.
- The application is reviewed by the Town Administrator, who sends it to the Town Clerk, Building Department, Fire Department, Health Dept, & Treasurer/Collector's Office for approvals
- Once approved a hearing date is set, Abutters notification and Advertisements are made.
- As the local licensing authority, Town Council needs to approve the application.
- Once approved, it is sent to the ABCC for their approval and then License is issued.

For questions regarding Alcohol Licenses, please contact Chrissy Whelton, Assistant to the Town Administrator at [cwhelton@franklinma.gov](mailto:cwhelton@franklinma.gov) or call 508-520-4949

# Opening a Business

The Town of Franklin prides itself on its support for local businesses, economic growth, and entrepreneurship. There are countless types of businesses located in our municipality, from large-scale biotechnology to small-scale retail locations. We encourage all business owners and developers to reach out to our Departments to learn more about the zoning requirements, and/or licensing, permitting, and certificates needed for their specific plan. We are happy to point you in the right direction and make sure you understand all of the processes that may be involved. Depending upon the type of businesses you are opening or the development you are planning, you may need to work with the following Departments:

- **Town Administrator**
- **Town Clerk**
- **Health Department**
- **Planning Department**
- **Building & Inspections Department**
- **Police Department**
- **Fire Department**



# Opening a Restaurant

The Town of Franklin welcomes new restaurants to our already exciting assortment of local flavors! If you plan to open a new restaurant in our town you will need to work with a number of town departments and will need a specific set of licenses and permits. Please note that the Town of Franklin has unlimited on-premise and Farmer's Series Licenses available.

- **Town Administrator:** Common Victualler Restaurant and /or ABCC Application
- **Town Clerk:** Business Certificate
- **Health Department:** Food establishment permit/plan review
- **Building Department:** Permits are needed for new construction or remodel as well as Zoning approval for signage
- **Police Department:** Manager background check
- **Fire Department:** New and modified fire suppression/detection systems



For questions regarding restaurants please contact Chrissy Whelton, Assistant to the Town Administrator at [cwhelton@franklinma.gov](mailto:cwhelton@franklinma.gov) or call 508-520-4949

# Opening a Retail Store

The Town of Franklin embraces new retail establishments with excitement! Our community enjoys spreading the word about a new business, and is eager to find out what new items, goods or services will soon be available! Franklin is well-known for its strong Shop Local mentality, supported by many local business organizations. Be sure to reach out to groups such as the Downtown Partnership for local support and guidance.

- **Town Clerk's Office**: Business Certificate
- **Health Department**: Food permit and/or tobacco permit
- **Building Department**: Permits are needed for new construction or remodel as well as Zoning approval
- **Fire Department**: New and modified fire suppression/detection systems



For questions regarding retail stores, please contact Gus Brown, Building Commissioner, at [gbrown@franklinma.gov](mailto:gbrown@franklinma.gov) or call 508-520-4926

# Opening a Manufacturing Facility

The Town of Franklin is home to many successful manufacturing facilities, including Tegra Medical, Cold Chain Technologies, and Contollo Manufacturing. In fact, all three of these businesses received Manufacturer of the Year Awards in 2020. Our Town Departments work closely with our local manufacturers to help them grow and scale, no matter the product. If you are looking to open a manufacturing business in Franklin, you will need to work with the following departments:

- **Town Clerk's Office**: Business Certificate
- **Health Department**: License is required for food manufacturing facilities
- **Building Department**: Permits are needed for new construction or remodel as well as Zoning approval
- **Fire Department**: New and modified fire suppression/detection systems, Flammable/Combustible Liquid Storage



# Opening a Food Market/Bakery

Our community is home to a wide variety of Food Markets, from large supermarkets to small niche shops. Our diverse population enjoys having many options in town that would appeal to different age groups and appetites. If you are looking to open a food market in Franklin, there are a number of permits and licenses you will need to obtain. Please note that some specific goods may require additional permits. Reach out to our Departments for answers to any questions you may have.

- **Town Administrator:** Common Victualler Restaurant (If serving prepared food or have seating)
- **Town Clerk:** Business Certificate
- **Health Department:** Food establishment permit
- **Building Department:** Permits are needed for new construction or remodel as well as Zoning approval
- **Fire Department:** New and modified fire suppression/detection systems



For questions regarding food markets, please contact Gus Brown, Building Commissioner, at [gbrown@franklinma.gov](mailto:gbrown@franklinma.gov) or call 508-520-4926

# Opening a Liquor Store

The Town of Franklin has unlimited On-Premise and Farmer Series licenses. We have limited licenses for off-premise consumption. Please remember to check with the Town Administrator's Office to determine availability. In order to open a liquor store in Franklin you will need to contact the following Departments and obtain a number of permits and approvals :

- **Town Administrator:** Retail Package and /or ABCC Application
- **Town Clerk:** Business Certificate
- **Health Department:** Tobacco Permit
- **Building Department:** Permits are needed for new construction or remodel as well as Zoning approval
- **Police Department:** Manager background check
- **Fire Department:** New and modified fire suppression/detection systems



## Alcoholic Beverages Control Commission (ABCC)

95 Fourth Street, Suite 3  
Chelsea, MA 02150-2358  
(617) 727-3040

For questions regarding Alcohol Licenses please contact Chrissy Whelton, Assistant to the Town Administrator at [cwhelton@franklinma.gov](mailto:cwhelton@franklinma.gov) or call 508-520-4949

# Opening a Winery, Brewery or Distillery

The Town of Franklin has already established itself as a great location to open a winery, brewery, or distillery! We have unlimited Farmer Series licenses available. Please check with the Town Administrator's Office to determine the best steps to get started and fill out your applications.

- **Town Administrator:** Farmer Series Town and ABCC Application
- **Town Clerk:** Business Certificate
- **Health Department:** Food establishment permit if preparing food
- **Planning Department:** Requires Special Permit from the Planning Board
- **Building Department:** Permits are needed for new construction or remodel as well as Zoning approval
- **Police Department:** Manager background check
- **Fire Department:** New and modified fire suppression/detection systems



For questions regarding Farmer Series Licenses please contact Chrissy Whelton, Assistant to the Town Administrator at [cwhelton@franklinma.gov](mailto:cwhelton@franklinma.gov) or call 508-520-4949

# Opening a Salon, Spa, Massage or Treatment Facility

The residents of the Town of Franklin have always shown strong support for service-based businesses such as salons, barbershops, day spas, aesthetics, and nail facilities. If you plan to open a business that falls under one of these categories, you will need to obtain a variety of permits and licenses, depending upon the specifics of your business and facility. Please reach out to the following Departments for information:

- **Town Clerk's Office**: Business Certificate
- **Building Department**: Permits are needed for new construction or remodel as well as Zoning approval
- **Health Department**: Manicure/Pedicure License
- **Fire Department**: New and modified fire suppression/detection systems



For questions regarding salons, spas or treatment facilities, please contact Gus Brown, Building Commissioner, at [gbrown@franklinma.gov](mailto:gbrown@franklinma.gov) or call 508-520-4926

# Opening an Animal Care Business

Animals need care in a variety of ways, and Franklin is home to many businesses such as groomers, kennels, and training facilities. Most animal care businesses will require a special permit in Franklin, so it is best to check the Zoning bylaws and contact our Building and Inspections Department. Anyone interested in opening an animal care type business may need to work with the following departments:

- **Town Clerk:** Business Certificate and yearly Kennel Certificate (Cost varies based on number of animals)
- **Building Department:** A zoning determination is required prior to entering into or establishing an Animal Care Business
- **Health Department:** Keeping of animals permit, if applicable
- **Fire Department:** New and modified fire suppression/detection systems and Flammable/Combustible Liquid Storage



For questions regarding animal care businesses, please contact Gus Brown, Building Commissioner, at [gbrown@franklinma.gov](mailto:gbrown@franklinma.gov) or call 508-520-4926

# Opening a Manufacturing, Grow and/or Retail Marijuana Facility

The Town of Franklin is committed to having a safe and educated community. We hope to provide residents and potential marijuana facility owners with a comprehensive resource for general information on marijuana and Franklin's marijuana facility permitting process. In order to open a grow and/or retail facility you will need to contact to following Departments:

- **Town Administrator:** Host Community Agreement
- **Town Clerk:** Business Certificate
- **Building Department:** Permits are needed for new construction or remodel as well as Zoning approval
- **Planning Department:** Requires Special Permit from the Planning Board
- **Police Department:** Security Plan Approval
- **Fire Department:** New and modified fire suppression/detection systems

Town of Franklin  
Marijuana  
Information Portal



For questions regarding marijuana facilities, please contact Jamie Hellen, Town Administrator, at [jhellen@franklinma.gov](mailto:jhellen@franklinma.gov) or call 508-520-4887

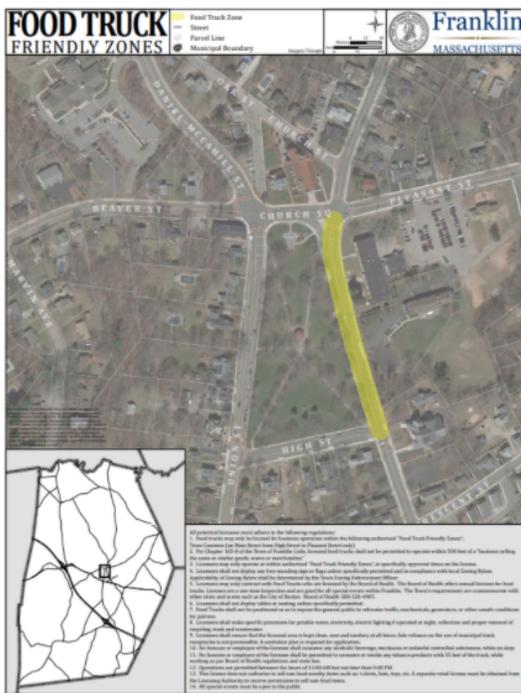
# Food Truck Guidelines

**Food trucks require permits to operate in the Town of Franklin. Depending upon the event and/or location, different permitting is required.**

## **Food Trucks on private property for a private event:**

(example - party at a residential home, staff party on private business property)

- Food Vendor permit with the Health Department
- No food truck should be parked in the public right of way.



## **Food Trucks on private property for a public event:**

(example- private business having a food truck event for promotional services on private property)

- Food Truck Private Event Permit from Town Administration
- Food Vendor Permit through the Health Department
- These events will be limited to 2 permits per week, per business.
- No Food Truck vehicle shall be parked within the public right of way.

- Pursuant to Town Code Section 165-8, No person licensed under the provisions of this chapter shall sell any goods, wares or merchandise in or upon any street or sidewalk within the Town of Franklin within 500 feet of a business selling the same or similar goods, wares or merchandise.

## **Temporary Special Event Permits: Food Trucks in a Public Way**

(example: Taste of Art Week on the Common)

- Not permitted unless for a Special Permitted Town Event in the Food Truck Friendly Zone, good for one event.

For questions regarding Food Trucks, please contact Chrissy Whelton, Assistant to the Town Administrator at [cwhelton@franklinma.gov](mailto:cwhelton@franklinma.gov) or call 508-520-4949

# Franklin Farmer's Market

## Where is the Franklin Farmer's Market held?

The Farmer's Market is held on the Town Common in Franklin on Friday afternoons. The market season runs from June through October and is a wonderful place to meet local vendors and shop for locally grown produce, goods, and other specialties.



## How do you become a vendor at the Franklin Farmer's Market?

The Farmer's Market operates with permission from the Town of Franklin, however, vendors must apply to be part of the market. Applications, requirements, and contact information can be found on the [Franklin Farmer's Market website](#). Certain items, such as processed foods, baked goods, fish, meat, etc... can only be sold with a Board of Health Certificate. Contact the [Health Department](#) to learn more.



The Franklin Farmer's Market is a busy attraction for residents of Franklin and nearby communities. The market coincides with our Concerts On the Common series, which occur on Fridays throughout the summer. These fun-filled evenings feature live music, movie nights, food trucks, and more.

For questions regarding the Farmer's Market, please visit their website [www.franklinfarmersmarketma.com](http://www.franklinfarmersmarketma.com)

# Get Connected with Us

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- [Instagram](#)
- [Linked In](#)
- [YouTube](#)
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## **Franklin Fire Department**

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- [Instagram](#)

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## **Franklin Recreation Department**

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