



Introduction

Hamilton's City Hall offers one location for businesses to access key services and resources. [One-Stop for Businesses](#) helps businesses build, expand, develop, and start up faster and more efficiently. Hamilton's business service area provides the timelines, application costs, planning processes, resources and key contacts to moving your business forward faster and more efficiently.

Who should use One-Stop for Business?

One-Stop is focused on business start ups and expansions; specifically entrepreneurs, new businesses, small and medium-sized business owners and the real estate industry.

How will it help my business?

One-Stop will help you:

Save Time and Money

- Understand what your business needs to do before you establish, build or expand and find out the financial incentive programs that are available for your business.

Make Informed Decisions

- Know the timelines, application costs and municipal processes for starting or expanding your business.

Get the Right Resources

- Access customized resources, key contacts and information to moving your business forward faster and more efficiently.

What are the key services?

Small Business Assistance

Delivered by the Small Business Enterprise Centre (SBEC).

- Receive mentoring and resources to help, start, run or expand your business (including business registration).

Planning Application Assistance

Delivered by Business Facilitation.

- Access step-by-step guidance from a Business Facilitator who will help you through the various municipal planning and permit approvals that may be required.

New Business Licensing

Delivered by the Licensing Section.

- Find out what your business needs to become licensed and have your application processed.

Will One-Stop help me develop my business plan?

The Small Business Enterprise Centre provides a free, one-hour consultation that helps entrepreneurs:

- prepare their business plan,
- identify rules and regulations that could impact the business,
- become informed about government and private sector programs and services,
- and touch base with businesses during the crucial start-up stages.

SBEC also delivers the Ontario Works Self Employment Benefit Program in cooperation with the City's Community Services Department.

Can I access training and workshops?

Yes, we offer various training programs and workshops on the following topics:

- Introduction to Entrepreneurship and Business Planning
- Marketing
- Legal and Insurance Considerations
- Book keeping and Taxes for Business
- New Importer/ Exporter

To find out more details about these sessions and their dates you can go to:

www.hamilton.ca/pedcalendar

Are there programs or services that help young entrepreneurs?

We facilitate two programs to assist youth in starting a business:

1. Canadian Youth Business Program which is for youth 18 – 34 yrs of age and offers a loan of up to \$15,000 and matches the youth with business mentor.
2. The Summer Company program that helps youth 16-29 years of age by providing a grant of up to \$3,000 mentorship.

For more information about these programs ask someone at the Small Business Enterprise Centre or go online to:

www.investinhamilton.ca/small-business/youth-programs.html



What is Business Facilitation?

Business Facilitation is a free service that helps businesses who are looking to build or expand or add a use to their physical location. A Business Facilitator will provide essential information to help you navigate through the municipal planning processes before you begin to build or expand.

When you meet with a Business Facilitator they will review your project and let you know:

- what applications you will need to complete;
- the associated costs for your project;
- approximately how long it will take to finish your project; and
- additional contacts to help you be successful.

Business Facilitators are also available during your planning process to:

- advocate on your behalf;
- assist with the release of securities;
- work with City planners to suggest creative solutions to facilitate development; and
- guide businesses through clearing of conditions of Site Plan Approval.

Why do certain businesses need to be licensed?

The primary purpose of a business licence is to protect the health and safety of the public who use these services and to ensure they are in compliance with the Licensing By-law. Licensing also helps ensure consistency across similar types of businesses.

Do I come to City Hall if I need to renew my business licence?

If you just need to renew your business licence or want to apply for a taxi cab, trade or contractor or mobile licence, you should visit 77 James Street North Suite 250.

Where can I get information and site selection advice on relocating or establishing a business in Hamilton?

You can talk to one of our Economic Development Business Consultants who will be able to provide:

- Site selection assistance for business location requests; and
- Economic data and business information and analysis particularly in key industry groups.

You can reach one of the consultants via phone at 905-546-4222 or toll-free: 1-800-868-1329. Information is also available at:

www.investinhamilton.ca

How can I provide feedback on the services and resources provided?

You can share your feedback with any of the One-Stop for Business staff or you can fill out a survey at our offices or online at:

www.hamilton.ca/onestopfeedback

For more information contact:

One-Stop for Businesses

Hamilton City Hall
71 Main Street West, 1st Floor
Hamilton, ON L8P 4Y5

Monday - Friday

8:30 a.m. - 4:30 p.m.
Phone: 905.540.6400
Website: www.hamilton.ca/onestop



Hamilton

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT