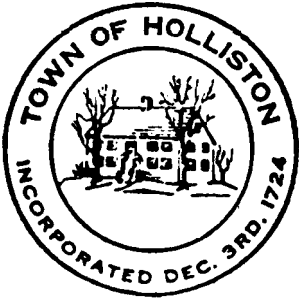




Town of Holliston Permitting Guide 2023





TOWN OF HOLLISTON
ECONOMIC DEVELOPMENT COMMITTEE
703 Washington Street
Holliston, MA 01746
(508)429-0635

Welcome!

Holliston welcomes economic development. Your new, expanding or relocating business is important to our community. Holliston is home to over 500 businesses and 6000 jobs, from home-based entrepreneurs to multi-national corporations. The following guide is designed as a reference to help business owners and developers as well as residents through Holliston's land use permitting processes. We encourage you to ask as many questions as needed.

Holliston's zoning and other land use regulations often require applicants to seek permits from multiple boards and commissions. The purpose of this document is providing explanation of the "typical" process for our boards, commissions, and departments and to introduce you to them. This guide is not intended to cover every situation that occurs, but rather to provide general information on a majority of applications. If a project appears to need to go to multiple boards or commissions, the applicant should consult with staff on the permitting requirements and the best order of scheduling. Most application forms are located on the individual department, Board or Commission page of the Town's website, located at www.townofholliston.us. Applicants are urged to meet with staff for the relevant boards and commissions ahead of the filing deadlines to assure that all submission requirements have been met.

The more research you do in the early planning stage of your project, the easier it will be to meet the approval requirements of the Town. This increases the likelihood that your project will be accepted and reduces your risk of having to make significant and expensive changes later. The Economic Development Committee meets monthly and is also available as a resource to you. We encourage you to visit the EDC website - <http://hollistedc.com> - as it provides comprehensive resources to assist those doing business in the community.

Travis Ahern
Town Administrator

John Drohan
Economic Development Committee Chairman

TOWN OF HOLLISTON

LAND USE PERMITTING GUIDE

Step One: Make Preliminary Contact for Advice from Town Staff

As soon as you know the location, use(s), and approximate size of your project, schedule free, informal reviews with the Town staff in the land use departments which include Planning and Zoning, Building, Health, and Conservation. Staff will explain to you which permits you may need, approximately how long it will take to get them, and whether any public hearings are required. They will also advise you if your initial design proposals are likely to be approved, and if not, what changes you may need to make in order to meet local standards. Our land use departments are conveniently located in the basement level of Town Hall.

When seeking preliminary informal advice, these are the Town departments you should visit:

REAR BASEMENT

Building Department

The Building Department administers the State Building Code and issues building, plumbing & gas, electrical, sheet metal, occupancy, and sign permits. In Holliston, the Zoning Bylaw is enforced by the Zoning Enforcement Officer who is the Inspector of Buildings (aka Building Inspector).

Information available: Plot plans, building plans, Zoning Bylaws & Maps, and parcel zoning history.

Planning Office

The Planning Office evaluates development proposals and assesses their impacts on the environment, transportation system, and town character. The Planning Office also coordinates staff review and the permitting process for new development proposals. The Town Planner/Economic Development Director is your contact throughout the development process for Site Plan Reviews, Special Permits and Variances, whether from the Planning Board or Zoning Board of Appeals.

- Planning Board. This 5-member elected board has jurisdiction under the Zoning Bylaws, the Subdivision Control Law and the Scenic Road Act as well as town regulations for Site Plan Review, Common Driveways, Inclusionary Housing, and Land Disturbance/Stormwater Management Permits. If your project trips a threshold for Site Plan Review (i.e. all new commercial construction) and requires a Special Permit, the Planning Board would likely be your one-stop permitting authority under zoning.

- Zoning Board of Appeals. This 3-member appointed quasi-judicial authority has jurisdiction under the Zoning Bylaws to issue Special Permits, Dimensional and Use Variances, rule on appeals of decisions made by the Inspector of Buildings (i.e. zoning interpretations), as well as issue Comprehensive Permits for affordable housing under MGL, c. 40B.

Information available: Zoning Bylaws and Maps, application packages, Planning Board Regulations (including subdivision, site plan review, scenic road, common driveway, inclusionary housing, and stormwater management & land disturbance regulations), and parcel zoning history.

FRONT BASEMENT

Conservation Commission Office

The Conservation Commission administers the Massachusetts Wetlands Protection Act and the Town of Holliston Wetlands Protection Bylaw, including related State and local regulations. The Conservation Agent can advise you if your project falls under their jurisdiction and whether you need to obtain local, state, or federal permits. Do not bypass this step since the presence of wetland resource areas on or near your property are not always immediately apparent.

Information available: Wetland maps, instructions for filing to determine the extent of wetlands and to do work in or around wetlands and waterways.

Health Department

The Board of Health enforces State sanitary and environmental codes and local health regulations. Among the many permits and certificates it issues are those for septic systems, hazardous materials, restaurants, food and tobacco retailers, summer camps, and public/semi-public swimming pools. From the size and proposed uses of your project, Health Department staff can estimate your project's sanitation needs. They will explain the procedures for obtaining septic system and other permits and approvals. Use the Health Department's available records of soils tests to help determine your site's suitability for septic disposal. This information may save you time and money.

Information available: Plot plans, septic and well plans, soil testing, food and tobacco permits and regulations.

Step Two: Obtaining Other Regulations, Maps and Materials:

You can obtain this information at the following other Town offices (Locations in parentheses):

Town Clerk (1st floor of Town Hall): Business Certificates*, Zoning Bylaws and Maps, Planning Board Regulations, and Local Bylaws, including Wetlands Bylaw and Demolition Delay provisions.

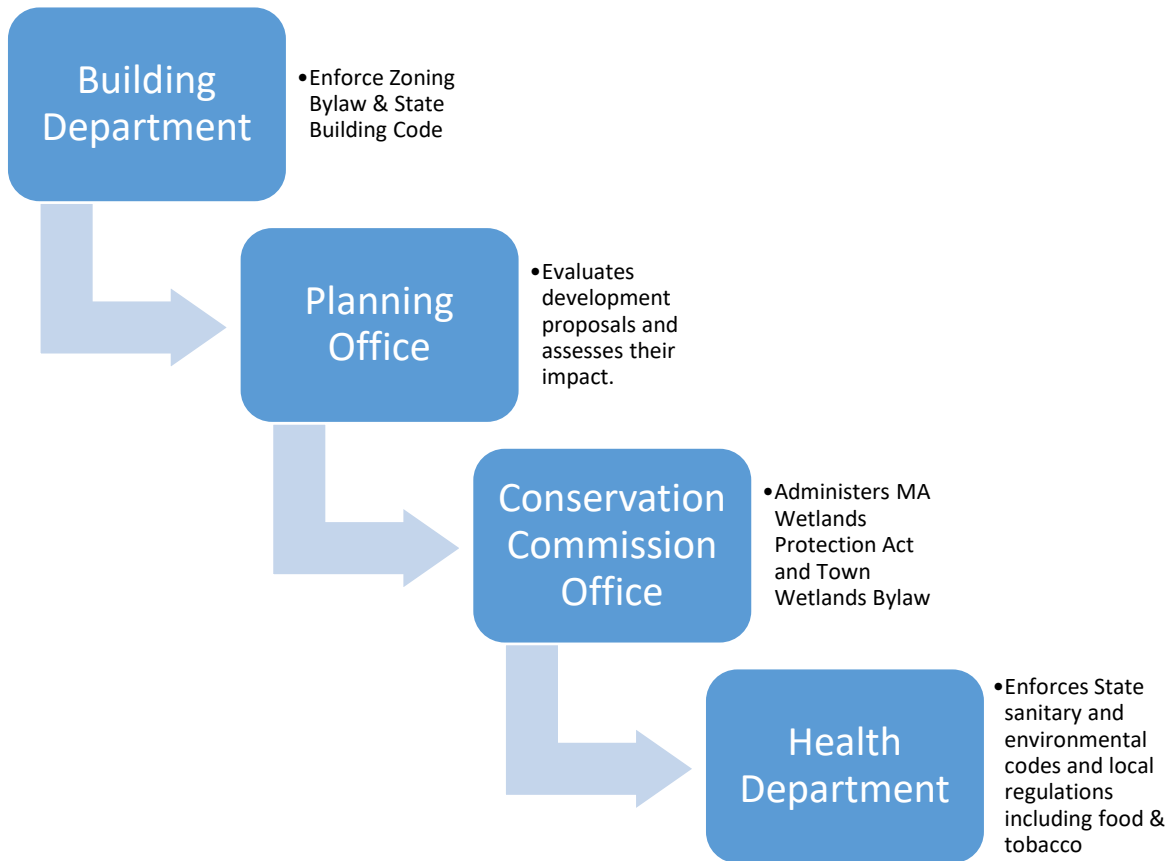
Assessor (1st floor of Town Hall): Assessor's Map Atlas, deeds, and Chapter 61, 61a & b information (i.e. farm, forest and recreation lands).

Board of Selectmen (1st Floor of Town Hall): License applications (e.g. car dealers, alcohol permits for events as well as vendors), pole hearing information, streetlight requests, trash collection, and roadway acceptances.

Department of Public Works Highway Department (63 Arch Street): Curb-cut regulations and street plans. The removal of street trees requires a permit from the Tree Warden and may also require a Scenic Road Permit from the Planning Board. See the Town Planner, Asst. DPW Director, or Tree Warden (DPW Director) for guidance.

*Business Certificates. Most business owners need a Business Certificate or "Doing Business As" (aka d/b/a) in order to open a commercial bank account and protect business names unless you are a registered corporation in the Commonwealth or elsewhere. If you are running a business out of your home, you will also need to speak with the Inspector of Buildings regarding limitations under the Zoning By-Laws.

Holliston Land Use Departments



Other departments you may need to visit include:

- **Department of Public Works**
 - Highway Division
 - Roads, curb cuts
 - Tree Warden
 - Water Department
 - Location of water mains
 - Water connections
- **Town Clerk**
 - Business Certificates
<http://www.townofholliston.us/town-clerk/files/business-certificate>
 - Copies of regulations and bylaws
- **Assessor**
 - Deeds and Chapter 61/61A information
 - Abutter's List Application
https://www.townofholliston.us/sites/g/files/vyhlf706/f/uploads/abutters_list_policy_revised_04-05-22.pdf

Department Information

Board of Health (administered by Health Department)

Staff contacts: **Scott Moles, Health Director/Agent** moless@holliston.k12.ma.us
Ann Adams, Clerk adamsa@holliston.k12.ma.us
Kristin Abraham, Clerk abrahamk@holliston.k12.ma.us

Phone: (508)429-0605

Location: Front basement of Town Hall, 703 Washington Street

Office Hours: Monday – Thursday 7:30 a.m. – 4:30 p.m.
Friday 7:30 – 12:00 p.m.

Meeting Schedule: Tuesday evenings (Twice monthly - 2nd and 4th)

Board Members: 3-member, elected

Permits Issued: Soil Evaluation and Septic System Design 310 CMR 15.000
Soil Evaluation
Basic System Design Application
Upgrade
Plan Revisions
Variance/Local Upgrade
Building Relocation
Transfer
Private Well Construction
Evaluation for Building Modifications
Food Establishment Permit 105 CMR 590
Public/semi-public Swimming Pools 105 CMR 435
Housing - State Sanitary Code 105 CMR 410

Forms: <http://www.townofholliston.us/board-of-health/pages/forms-and-applications>

Fees: <http://www.townofholliston.us/board-of-health/pages/septic-building-wells>

Building Department

- Staff Contacts: **Mark Kaferlein, Inspector of Buildings** kaferleinm@holliston.k12.ma.us
- Robert Fogarty (Bob), Asst. Inspector of Buildings fogartyr@holliston.k12.ma.us
- Melissa Verrengia (Mel), Clerk Verrengiam@holliston.k12.ma.us
- William Erickson, Electrical Inspector
 Note: Office Hours: 8:00 – 9:00 a.m. daily
- Paul Elder, Plumbing and Gas Inspector
 Note: Office Hours: 8:00 – 9:00 a.m. Mon., Wed. & Fri.
- Phone: (508)429-0606
- Location: Back basement of Town Hall, 703 Washington Street
- Office Hours: Monday – Wednesday 7:30 a.m. – 4:00 p.m.
 Thursday 7:30 – 4:30pm
 Friday 7:30 – 12:00 p.m.
- Inspection: Building – Monday – Friday after 9 am
 Electrical - Daily after 9:00 a.m.
 Plumbing - Mon., Wed., & Fri. after 9:00 a.m.
- Permits Issued: Building/Sign Permits (Residential and Commercial)
 Electrical Permits
 Plumbing Permits
 Gas Permits
 Other: Sheet Metal Permits and Trench Permits (Note: See Highway Department for trench
 work in streets.)
- Fees: Building \$10/\$1000 rounded up work value (\$75 minimum)
 Electrical \$10/\$1000 rounded up work value (\$75 minimum)
 Plumbing and Gas
 <https://www.townofholliston.us/building-department/pages/fee-structure-for-all-permits>
- Forms: <https://www.townofholliston.us/building-department>
- On line Permit System:
https://www.mapsonline.net/hollistonma/online_permits/#sid=7a1935d4764a887c15c1253c59ef0528

Conservation Commission

Staff Contacts:	Ryan Clapp, Agent clappr@holliston.k12.ma.us
Phone:	(508)429-0607
Location:	Front basement of Town Hall, 703 Washington Street
Office Hours:	Monday – Thursday 8:30 a.m. to 4:30 p.m. Friday 8:30 a.m. – 12:00 p.m.
Meeting Schedule:	Tuesday evenings, every other week; see: http://www.townofholliston.us/conservation-commission/files/hearing-dates-application-deadlines
Board Members:	7-member, appointed
Permits Issued:	Orders of Resource Area Determinations Orders of Conditions Certificates of Compliance
Fees:	See links below.
Forms:	http://www.townofholliston.us/conservation-commission/pages/forms-and-brochures https://www.townofholliston.us/conservation-commission/pages/regulations-policies
Other Links:	“An Abutters Guide to the Conservation Commission Permitting Process” https://www.townofholliston.us/conservation-commission/pages/an-abutters-guide-to-the-conservation-commission-permitting-process Wetland Protection By-Law https://www.townofholliston.us/conservation-commission/pages/wetland-protection-act-mgl-c-131-ss-40 Wetland Protection Act Forms https://www.townofholliston.us/conservation-commission/pages/forms-and-brochures

**Department of Public Works
Highway Department**

Staff Contacts: **Sean Reese, DPW Director & Tree Warden** reeses@holliston.k12.ma.us
 Robert Walker, DPW Deputy Director walkerr@holliston.k12.ma.us

Taylor Borelli, Office Manager Borellit@holliston.k12.ma.us

Phone: (508)429-0515 or 0616

Location: 63 Arch Street

Office Hours: Monday – Friday 7:00 a.m. – 3:30 p.m.

Permits Issued: In-Road Trench Permits per GL c. 82A
 Driveway/Roadway Access Permits
 Shade Tree evaluations and permits

Forms:

<https://www.townofholliston.us/highway-department/pages/street-opening-permits-and-procedures>

Fees:	Trench Permits	\$50
	Driveway/Roadway Access Permits	\$50

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**Department of Public Works
Water Department**

Staff Contacts: **Sean Reese, DPW Director** reeses@holliston.k12.ma.us
Linda Mann, Office Manager mannl@holliston.k12.ma.us
Debbie Ferrante, Principal Clerk ferranted@holliston.k12.ma.us

Phone: (508)429-0603

Location: 703 Washington Street

Office Hours: Mon., Wed, Thurs. 8:00 a.m. – 4:30 p.m.
Tuesday 8:00 a.m. – 7:00 p.m.
Friday 8:00 a.m. – 1:00 p.m.

Permits Issued: System Development/Connection

Forms: https://www.townofholliston.us/sites/g/files/vyhlf706/f/uploads/system_connect_application_9.15.20.pdf

Fees: Service Connection (Varies based on size. See form above.)

Connections: How to Connect to the Water System /Water Rules and Regulations

https://www.townofholliston.us/sites/g/files/vyhlf706/f/file/file/water_rules_and_regs.pdf

Planning Department

Staff Contacts: **Karen Sherman, Town Planner** shermank@holliston.k12.ma.us
Celeste Doherty, Clerk Planning dohertyc@holliston.k12.ma.us
Diane Lynch, Clerk Zoning

Phone: (508)429-0635

Location: Back basement of Town Hall, 703 Washington Street

Office Hours: Monday – Thursday 7:30 a.m. – 3:30 p.m.
Friday 7:30 a.m. – 12:00 p.m.
or by appointment

Planning Board

Meeting Schedule: Thursday evenings
Generally twice per month. See town planning calendar for postings:
<https://www.townofholliston.us/node/2004/events/month>

Board Members: 5-member, elected

Permits Issued: Site Plan Review per local zoning bylaw
Special Permits per local zoning bylaw & MGL c. 40A
Residential and Industrial Subdivisions per MGL c. 41
Scenic Road Permits per local bylaw
Land Disturbance and Storm Water Permits per local bylaw

Fees: <http://www.townofholliston.us/planning-board/pages/planning-board-fee-schedules>

Forms: <http://www.townofholliston.us/planning-board/pages/planning-board-application-forms-inclusive>

Planning Department continued

Zoning Board of Appeals

Meeting Schedule: Third Wednesday of each month.
Deadline is last Tuesday of each month.

Board Members: 3-member, appointed with 2 alternates

Permits Issued: Special Permits per local zoning bylaw & MGL, c. 40A
Use and Dimensional Variances per local zoning bylaw and MGL, c. 40A
Administrative Appeals per MGL, c. 40A
Comprehensive Permits per MGL, c. 40B

Fees:	Special Permits	\$250
	Dimensional Variances	\$250
	Use Variances	\$500
	Administrative Appeals	\$250
	Comprehensive Permit	\$1,000 base fee plus \$100/unit

Forms: <http://www.townofholliston.us/zoning-board-of-appeals>
(See Links in left hand column)

TOWN OF HOLLISTON: QUICK REFERENCE CONTACTS

Board of Health	(508)429-0605
Board of Selectmen Town Administrator	(508)429-0608
Building Department	(508)429-0606
Conservation Commission	(508)429-0607
Department of Public Works Highway Department Water Department	(508)429-0615 (508)429-0603
Fire Department (non-emergency)	(508)429-4631
Historical Commission c/o Building Department	(508)429-0606
Planning Board	(508)429-0635
Town Clerk	(508)429-0601
Water Department	(508)429-0603
Zoning Board of Appeals	(508)429-0635

OTHER RESOURCES

Deed and Plan Information - S. Middlesex County Registry of Deeds:
www.masslandrecords.com

Demolition Delay By-Law:
<http://www.townofholliston.us/home/files/demolition-delay-by-law>

Floodplain Information - FEMA Flood Map Service Center:
www.msc.fema.gov

Groundwater Protection District Maps:
<http://www.townofholliston.us/building-department/files/zone-ii-and-zone-ii-delineation-groundwater-protection-district-map>

Holliston's Geographic Information System (GIS) - Maps OnLine:
<https://www.mapsonline.net/hollistonma/index.html>

MA Wetland Laws and Regulations:
<http://www.mass.gov/eea/agencies/massdep/water/watersheds/wetlands-protection.html#5>

WPA - MGL 131 S. 40
<https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXIX/Chapter131/Section40>

WPA REGS - 310 CMR 10.00
<http://www.mass.gov/eea/docs/dep/service/regulations/310cmr10a.pdf>

Permitting Flow Charts:
<http://www.townofholliston.us/planning-board/files/permitting-flow-charts-subdivisions-and-special-permits>

Road Acceptance Policy:
<http://www.townofholliston.us/planning-board/files/road-acceptance-policy>

Septic Systems (MA Title V):

<http://www.mass.gov/eea/agencies/massdep/water/wastewater/septic-systems-title-5.html#6>

State Building Code:

<https://www.mass.gov/massachusetts-state-building-code-780-cmr>

Storm Water and Land Disturbance By-Law and Regulations:

https://www.townofholliston.us/sites/g/files/vyhli706/f/uploads/stormwater_regulations_may_2021.pdf

Subdivision Regulations:

<http://www.townofholliston.us/planning-board/files/subdivision-regulations>

Wetland By-Law:

https://www.townofholliston.us/sites/g/files/vyhli706/f/uploads/by-laws_5.10.2021.pdf

Zoning By-Laws:

https://www.townofholliston.us/sites/g/files/vyhli706/f/uploads/may2022_zoning_by-laws.pdf

Zoning Maps:

<https://www.townofholliston.us/planning-board/pages/zoning-maps>