



Doing Business GUIDE

A Guide For Business Operation, Start-Up,
Relocation, and Expansion in Downtown Naples



***This Section provides
information on
Maintenance &
Utilities Services.***

Downtown Naples, Florida is the ideal place to start or expand a business. The City of Naples, Fifth Avenue South Business Improvement District, Inc. (BID) and the Greater Naples Chamber of Commerce want to ensure that your business is successful for many years to come.

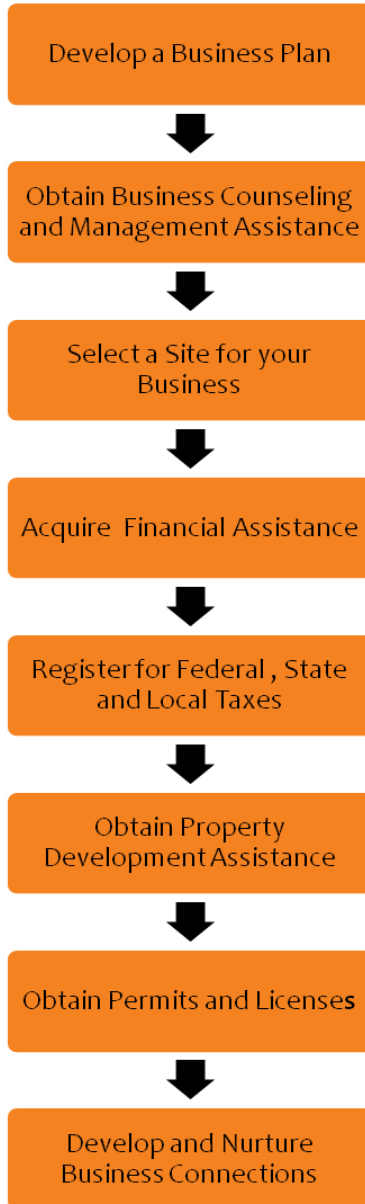
The *Doing Business Guide* is an important resource to facilitate business development. The *Guide* highlights the basic tools and resources necessary to successfully operate a business. Topics such as site selection, property improvements, signage, permitting, taxes and licensing are discussed within this booklet. Specific contact information is provided to make this *Guide* a great “one stop shop” for quick reference.

The *Guide* is downloadable from the Fifth Avenue South Website at **www.fifthavenuesouth.com** either as a full document; or by individual topic to ensure the document is navigable and easily downloadable.

Please note that information in this booklet may change as ordinances, permitting processes, and fees are revised and updated. Users are advised to verify all information with the appropriate department, agency or organization.

If you have any questions or comments regarding the *Doing Business Guide*, please contact the Fifth Avenue South Business Improvement District, Inc. at (239) 692-8436 or by email to **info@fifthavenuesouth.com**.

BUSINESS START-UP FLOW CHART



Maintenance & Utility Service

The day-to-day functioning of businesses relies on the utility services provided. This section describes the start-up information and processes necessary for establishing utility services as a business within the City of Naples and the Fifth Avenue South Business Improvement District.

Sewer and/or Water Service

City of Naples Utilities Department

380 Riverside Circle

Naples, FL 34102

(239) 213-4745

Fax: (239) 213-4799

Utility Billing

Finance/Customer Service

735 8th Street South

Naples, FL 34102

(239) 213-1800

www.naplesgov.com

Sewer and/or water service application and billing is in the name of the property owner. Property Owners wishing to activate or halt service for tenant units should contact the City of Naples Customer Service/Utility Billing Division at 239-213-1800. Lines are open Monday thru Friday, 8:00 a.m. to 4:00 p.m.

Garbage Collection and Recycling

City of Naples Solid Waste Division

3600 Corporate Flight Drive

Naples, FL 34102

(239) 213-4700

Fax: 239-213-4775

www.naplesgov.com

The City of Naples Solid Waste Division is responsible for the collection and disposal of commercial, residential, horticultural and recyclable

material. The Solid Waste Division collects solid waste from businesses throughout the city using carts, dumpsters and large compactors. They also provide roll-off containers for large volumes of debris for special clean-up projects. The City of Naples collects solid waste on all holidays except for New Year's Day, July Fourth, Thanksgiving and Christmas. If your normal collection day is on one of those holidays, waste will be collected the following day. All refuse waste must be ready for pickup by 7:00 a.m. the day of pickup.

Within the Fifth Avenue South Business Improvement District, the City of Naples provides shared trash compactors and cardboard recycling bins along the alleyways behind the businesses. Please contact the Solid Waste Division at (239) 213-4700 for more information.

The City of Naples has implemented a non-residential recycling program. All businesses and other non-residential customers are encouraged to participate in the recycling program. Pursuant to the Non-Residential Recycling Ordinance No. 08-12051, businesses are required to segregate and recycle as many recyclable materials as practicable. For information and/or assistance with the establishment of a recycling program for a non-residential property, please contact the Solid Waste Division at (239) 213-4700.

Electrical Service

Florida Power and Light (FPL)

FPL General Mail Facility

Miami, FL 33188-0001

(800) 375-2434

www.fpl.com

Florida Power and Light (FPL) is the primary electric service provider for the city of Naples. To start service at a business, you will need to provide the address where you want service; your tax identification number; and the preferred start date for the service. A deposit may be required for businesses opening a new account with FPL. Applications can be completed online at **www.fpl.com**. Questions regarding start-up can be directed to FPL's toll-free number at (800) 375-2434.

Gas Service Providers

Teco Peoples Gas (*Natural Gas provider*)

5901 Enterprise Pkwy
Fort Myers, FL 33905
Phone: (877) 832-6747

Balgas (*Propane*)

3506 Prospect Ave.
Naples, FL 34104
Phone: (239) 206-8711

AmeriGas (*Propane*)

171 Commercial Blvd
Naples, FL 34104
Phone: (239) 261-0843

Ferrellgas (*Propane*)

4000 Tamiami Trl E
Naples, FL 34112
Phone: (239) 774-5454

Telephone Service

Several options are available for commercial telephone establishment within Naples and the Fifth Avenue South Business Improvement District. A comprehensive listing, along with contact information for each of these providers can be found at www.napleschamber.org/Telecommunications-ServiceSalesCellular.

The Greater Naples Chamber of Commerce provides this listing free of charge, and further inquiries regarding these services can be directed to the administrative office at (239) 262-6376, or info@napleschamber.org.

Maintenance

Established businesses will often run into situations in which they need maintenance on or adjacent to their business property. This section provides contact information and processes for several types of maintenance issues. It also identifies those instances where the public sector is not responsible for maintenance issues.

Streets and Sidewalks

City of Naples Streets and Stormwater Department

295 Riverside Circle

Naples, FL 34102

(239) 213-5000

Fax: (239) 213-5010

www.naplesgov.com

The City of Naples maintains 112 travel lane miles and 58 miles of sidewalk. If you would like to report a pothole or a sinkhole on a City street, or a broken sidewalk or trip hazard, please call the streets department at the above number or fill out the form in the Request Tracker available on the above website.

Property Maintenance

City of Naples Code Enforcement

735 Eighth Street South

Naples, FL 34102

(239) 213-5030

www.naplesgov.com

The Code Enforcement Department is responsible for enforcing the City of Naples' ordinances related to property maintenance. If a property is not in compliance with the Code a citation may be issued or a Notice of Violation will be administered, which ultimately could be heard before the Code Enforcement Board for an official ruling.

A copy of the City Code of Ordinances can be found online by visiting www.naplesgov.com and clicking "City Code of Ordinances".

Street Lights, Traffic Signals, and Signs

City of Naples Streets and Stormwater Department

295 Riverside Circle

Naples, FL 34102

(239) 213-5000

Fax: (239) 213-5010

www.naplesgov.com

The Streets and Traffic Division handles all of the street and traffic signal lighting as well as street signs and street maintenance. If you have a street or lighting concern, please feel free to contact the City using the information above. If a traffic control device, either a light or a sign, is causing an emergency situation, please call 9-1-1 to report. To report traffic signal issues within the City, please call the streets department at the above number or fill out the form in the Request Tracker, available on the above website.

More than 2,900 street lights are located within the City limits. The City of Naples maintains 1,358 of the street lights, and Florida Power and Light (FPL), maintains 1,618 of the street lights. If the street light has an 11 digit pole number (e.g. 7-6284-4668-09), the light is owned and maintained by FPL. Outages can be either reported directly to FPL via their web form at www.fpl.com or by calling 239-262-1322. The City can also report the outage as a courtesy. FPL requires 5-10 business days for most work to be completed.

All street light issues can be reported to the Streets Department. It is best to have a pole number and the address closest to the pole, or a detailed description of the pole's location when reporting street light outages or other concerns.

Tree and Shrubbery Maintenance

City of Naples Community Services Department
Parks and Parkways/Facilities Maintenance Division
280 Riverside Circle
Naples, FL 34102
(239) 213-7120
Fax: (239) 213-7130
www.naplesgov.com

In accordance with Chapter 22, Article II, Section 22-35(f) of the Code of Ordinances, the property owner is responsible for maintaining, repairing and restoring the swale in the public right-of-way, excepting maintenance of city-owned trees.

The City provides maintenance for public properties and in the right-of-way along 5th Avenue South and 8th Street South. For more information, please contact the City of Naples' Community Services Department.

Did You Know?

The **Green Business Program** in the City of Naples encourages and recognizes local businesses that incorporate environmentally conscious practices into their everyday operations. The program is free-to-join. Members receive one-on-one guidance on ways to save money and protect the environment, and green businesses are certified for a two year period. Certified businesses receive plaques and stickers to display, as well as on-going recognition and promotion.

To have your business become an environmental steward, visit the City's Natural Resource Division at www.naplesgov.com for more information and to sign up.

The information provided in this document has been provided by or gathered from sources deemed reliable. However, the City of Naples, Fifth Avenue South Business Improvement District, Inc. and The Greater Naples Chamber of Commerce do not warrant or represent that the information is true or correct. Users are advised to verify all information independently.