STAFF REPORT

Agenda Item: **Application for a Special Exception, SE #26-01, 1020 Elden Street, Suite 205 to permit a personal service use consisting of hair services.**

Meeting Date: **April 28, 2026**

Staff Contact: Fadrique Iglesias, Community Planner
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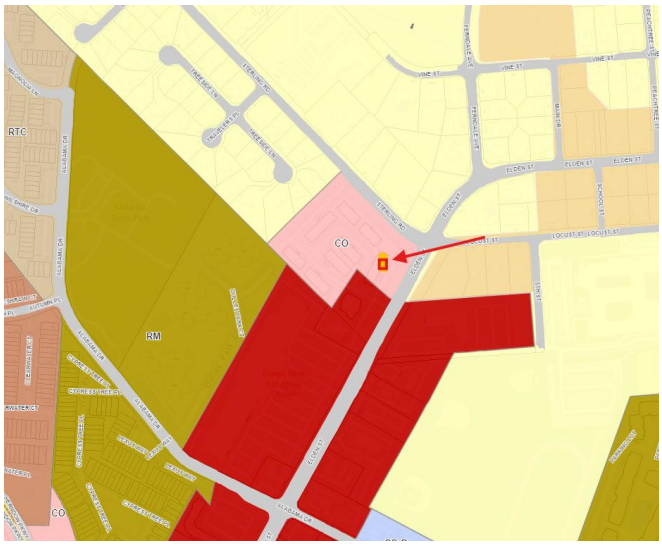
Summary Information:

Proposed Modification	This application is to consider a special exception to allow a personal service use (hair salon), within the Commercial Office Zoning District. The property is situated within the Crossroads of Dulles Office Condominium development and is located at the southwest corner of Elden Street and Sterling Road. Unit 205 consists of approximately 1,081 square feet and is in a multi-unit building fronting on Elden St.
Address	1020 Elden Street, Suite 205
Fairfax County Tax Map Number	0161 22 0005S
Owners	Agios Georgios LLC / Spiro Souliotis
Applicant	Carol Martinez-Lanza
Business/Organization	House of Cuts and Color
Property Use	Multi-story, multi-tenant commercial office
Zoning District	CO, Commercial Office
Adjacent Zoning	North R-10, Residential SFD South CS, Commercial Service East R-10, Residential SFD West R-10, Residential SFD RM, Residential Multi-Family
Total tenant area	Unit 205: 1,081 square feet (tenant space), part of a two-story building.
Land Use Designation	Business Corridor, South Elden Area Plan Tier 1
Adjacent Land Use Designation	North: Neighborhood Conservation South: Business Corridor, South Elden Area Plan Tier 4 East: Neighborhood Conservation Business Corridor, South Elden Area Plan Tier 1 West: Adaptive Area - Residential Neighborhood Conservation

Location Map:





Background & Site Description:

The property is located within the Crossroads of Dulles Office Condominium development at the southwest corner of Elden Street and Sterling Road. Unit 205 consists of approximately 1,081 square feet on the second floor of a multi-unit building fronting Elden Street. The development includes a cluster of eight buildings and a free-standing restaurant. The portion of the freestanding restaurant is zoned CS, Commercial Services. These buildings, parking areas, and surrounding site features comprise what is also known as the Crossroads of Dulles Office Park, whose site plan was approved in 1986.

The property is designated in the Herndon 2030 Comprehensive Plan as “Business Corridor” and is located in Tier 1 of the South Elden Area Plan. The CO zoning district is intended to function as a transitional area between higher-intensity commercial uses and neighborhood residential uses. On March 13, 2018, the Town Council approved Special Exception Application SE #17-08, permitting the operation of a personal service use in the same office building at the Crossroads of Dulles Office Condominium, at 1020 Elden Street, Suite 206, without any reported complaints.

In addition to SE #17-08, several other Special Exceptions have been approved at the property over the past 10 years:

Special Exception	Location	Type	Result
SE #17-07	1037 Sterling Road, Suite 101	Retail Business	Denied
SE #17-08	1020 Elden Street, Suite 206	Personal Service Use (beauty salon)	Approved
SE #18-02	1020 Elden Street, Suite 205	Personal Service Use (barber shop and hair salon)	Approved; however, the business was never started by the applicant
SE #19-04 -	1037 Sterling Road, Suite 101	Vocational School	Approved
SE #23-02	1020 Elden Street, Suite 206	Phone Repair	Approved
SE Amendment – SE #24-02	1031 Sterling Rd. Suite 104	Restaurant Use (Ice cream)	Approved

Case Details & Proposal:

The applicant proposes to operate a personal service use consisting of hair salon and cosmetology services. The proposed space, located in Unit 205, consists of four rooms, a bathroom, a waiting area, and two storage closets. The applicant anticipates a total of three employees and an estimated 6–12 clients per day, with a maximum of five customers on-site at any given time, in accordance with Town Ordinance[1], which requires one (1) parking space per 200 square feet of floor area for Other Personal Services and Retail Sales Uses. The applicant proposes having three (3) employees working across the four (4) rooms.

The business will operate as a small hair salon and cosmetology service establishment with three stylist stations. Each station will include a mirror, salon chair, and standard salon equipment such as blow dryers, styling irons, and other hair treatment tools. The three stations are proposed within the rooms labeled Office #1, Office #2, and the room identified as “Sloped Ceiling.” Hair cutting and hair coloring services will be conducted at these stations. The 1,081-square-foot suite will also include a waiting area (Office #3) and a dedicated color/wash station (Office #4), allowing for an organized flow of appointments and client movement within the space.

Proposed Hours of Operations:

The applicants’ proposed business hours are:

Monday–Friday: 9:00 AM – 6:00 PM
Saturday: 9:00 AM – 3:00 PM

[1] *Other Personal Services and Retail Sales Uses: 1 space per 200 square feet of floor area. TABLE 78-100.2(a): MINIMUM OFF-STREET PARKING STANDARDS FOR R-15, R-10, RTC, RM, CS, CO, O&LI, PD-R, PD-B, PD-W, PD-UR ZONING DISTRICTS*

Sunday: Closed

Staff Analysis:

Zoning Ordinance Compliance

The proposed personal service use is allowed only by special exception in accordance with the Town's Zoning Ordinance Section 78-40 — CO Commercial Office District, Table 78-40.3(c)(3).

The zoning ordinance allows for flexibility in instances where businesses traditionally located among other commercial service and retail uses have operational characteristics that make them appropriate for office park settings, provided there are adequate development and land-use controls. In this case, the proposed personal service use is consistent with the purpose and intent of the CO Commercial Office District, along with the additional controls that can be applied through the special exception process.

Special exceptions may be approved if they comply with the applicable standards. Staff evaluated the criteria for review of special exceptions as outlined in Zoning Ordinance Section 78-155.3(e)(1).

Criteria from Section 78-155.3(e)(1)	**Meets/ Does Not Meet**	**Why the application meets or does not meet the criteria of Section 78-155.3(e)(1)**
a. Is consistent with the Comprehensive Plan.	Meets	The Comprehensive Plan Land Use Section provides policies for provision of goods and services to the local community and positive economic benefits of new businesses. The proposed uses will be in conformance with the comprehensive plan policies.
b. Is free of conflict with any provision of this chapter and related regulations or any other applicable local, state, or federal laws and regulations.	Meets	The proposed special exception uses are provisioned with the base zoning district and do not create any substantial conflicts with other regulatory requirements. The use and business operations will be conditioned to ensure the use continually meets the purpose and intent of the Commercial Office (CO) Zoning District.
c. Does not adversely affect the health or safety of persons residing or working in the neighborhood of the proposed use.	Meets with conditions	The proposed uses are generally compatible with the site / neighborhood. This proposed project does not alter the intensity of use of the site and does not disproportionately increase the number of users or vehicular traffic on the site during limited business hours.

d. Consistent with the purpose and intent of the zoning district in which it is located or will improve compatibility among uses and will ensure efficient development within the Town.	Meets	The proposed use, personal services, is compatible with the intent of the CO district "to provide office uses that are principally used during daylight hours and that may serve as a transition between residential and retail commercial and service commercial uses."
e. Minimizes adverse visual impact of the proposed use on adjacent lands.	Meets	The proposed uses are exclusively indoors and will not alter or increase impacts on any adjacent lands.
f. Contributes to a logical and orderly development pattern consistent with accepted or emerging planning practices.	Not Applicable	No physical alterations of the structure are expected and thus not subject to this criterion.
g. Minimizes adverse impact on surrounding lands regarding service delivery, parking and loading, odors, noise, glare, and vibration, and should not create a nuisance.	Meets with conditions	Staff recommended conditions to limit the overall capacity and distribution of customers.
h. Avoids significant adverse impacts on the property values of surrounding lands or substantially and permanently injures the use of neighboring property for those uses that are permitted in the zoning district.	Meets	The proposed use has virtually no external impacts and provides needed space utilization for business owners.
i. Does not significantly and adversely impact the natural environment, including but not limited to, air, noise, stormwater management, wildlife, vegetation, wetlands, and the natural functioning of the environment.	Meets	The proposed use is exclusively indoors and will not alter or not impact any adjacent lands.
j. Results in development that is adequately served by transportation facilities, including whether or not a substantial deterioration of the level of service on the Town's transportation network would occur and whether or not the proposed use is designed to ensure safe ingress and egress onto the site and safe road conditions on and around the site.	Not Applicable	No physical alterations of the structure are expected and thus not subject to this criterion.
k. Results in development that is adequately served by public facilities (roads, potable water and sewage, schools, parks, police, and fire and emergency medical facilities).	Not Applicable	No physical alterations of the structure are expected and thus not subject to this criterion.
l. If infill and redevelopment is consistent with the redevelopment criteria and other applicable guidelines as stated in the Herndon 2030 Comprehensive Plan (adopted August 12, 2008), as amended.	Not Applicable	No physical alterations of the structure are expected and thus not subject to this criterion.
m. If located in the floodplain overlay district, meets floodplain overlay standards.	Not Applicable	The building is not located within the FPO.

Comprehensive Plan Adherence

The proposal is consistent with the Herndon 2030 Comprehensive Plan Neighborhood Conservation Land Use Policies and encourages uses that provide a variety of goods and services as well as promote economic development that helps increase employment and add to the community tax base. Most particularly, the proposal aligns with Land Use Policies for Business Corridor #1 and #3 (Herndon 2030 Comprehensive Plan, pages III-11 through III-12[2]). The site is also designated Tier 1 – North End Transitional in the South Elden Area Plan. The plan does not recommend changes to the existing densities and uses to Tier 1 areas.

Parking

The property contains a parking lot with 335 spaces. The parking lot and all common areas are owned by the condominium association. Tenant space for Unit 205 consists of 1,081 square feet. Parking provided is undesignated shared surface parking with front-loaded spaces along the building frontage and rear and lots within office condominium. The requirement is one space per 200 Gross Floor Area, which totals six spaces.

Analysis of Conditions

Staff is recommending two conditions for this special exception, listed in the following conditions analysis table. Staff believes these conditions provide reasonable measures to allow the proposed use while appropriately mitigating potential impacts and ensuring consistency with the purpose and intent of the applicable zoning district.

#	Condition	Covered by language in the Zoning Code	Reason for Condition
1	Substantial conformance with the submitted application.	No	This condition is what gives the town the authority to ensure the proposed use is developed in the way that is presented to the Planning Commission and the Town Council.
2	Business operations shall be conducted by appointment only and limited to 7 total people, inclusive of employees, occupying the space at any given time during business hours.	No	The parking lot and all common areas are owned by the condominium association.

Any violation of the aforementioned conditions or other sections of the Herndon Town Code shall be grounds for revoking the special exception pursuant to the manner described in Section 78-155.3(h).

[2] Herndon 2030 Comprehensive Plan (ibid.)

Fiscal Impact:

The Town can collect taxes from a personal service use consisting of hair salon and cosmetology services.

Planning Commission Recommendation

This case was reviewed by the Planning Commission during the March 9 work session and the March 23 public hearing. During these meetings, the Commission and staff discussed several aspects of the proposal, including the use of office areas within the space, the number of occupants permitted, and applicable parking requirements. Staff provided additional information on total parking availability at the time of the public hearing. Planning Commission members also inquired about the potential for allowing similar personal service uses within the Dulles condominium office complex by right in the future.

Following discussion, the Planning Commission voted 7–0 to recommend approval of Special Exception SE #26-01.

Town Council Alternatives:

The following alternatives are available to the Town Council for its decision on SE #26-01:

1. Recommendation for approval.
2. Recommendation for approval with conditions.
3. Recommendation for denial.
4. Continuance of the application to May 26, 2026, Town Council public hearing or a later specified meeting date.

Staff Recommendation:

Staff is recommending approval of Special Exception, SE #26-01 in accordance with Alternative #2, with the following conditions:

1. Substantial conformance with the submitted application.
2. Business operations shall be conducted by appointment only and limited to seven (7) total people, inclusive of employees, occupying the space at any given time during business hours.

Staff recommends the Town Council approve the Special Exception with conditions. Several personal service uses have been operating nearby since 2017 without negative impacts to the surrounding neighborhood.