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**Department of  
Environmental  
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# Homeowner's Guide to Property Maintenance

Prince George's County  
Department of Environmental Resources



## Contact Information

<b>Housing Enforcement . . . . .</b>	<b>(301) 883-6100</b>
Abandoned Vehicles . . . . .	(301) 952-1873
Adopt-a-Road . . . . .	(301) 499-8502
Animal Management . . . . .	(301) 780-7200
Building Code Violations . . . . .	(301) 883-3820
Bulky Trash Collection . . . . .	(301) 952-7600
Business Licenses Office . . . . .	(301) 883-3840
Commercial Property Maintenance Complaints . . . . .	(301) 883-6100
Construction-Related Complaints . . . . .	(301) 883-3820
Construction Inspection Requests . . . . .	(301) 883-5390
Household Hazardous Waste . . . . .	(301) 883-5045
Permit Office . . . . .	(301) 883-5776
Pot Holes . . . . .	(301) 499-8520
Recycling Bin Request . . . . .	(301) 952-7630
Recycling, Refuse and Yard Waste Collection, Information and Complaints . . .	(301) 952-7630
Residential Drainage Complaints . . . . .	(301) 883-5832
Requests for Use & Occupancy Inspections . . . . .	(301) 883-3820
Snow Removal . . . . .	(301) 350-0500
Storm Drain Maintenance . . . . .	(301) 499-8520
Volunteer Neighborhood Cleanup . . . . .	(301) 883-5822
Volunteer Storm Drain Stenciling . . . . .	(301) 883-5829
Water Pollution . . . . .	(301) 95-CLEAN
Zoning Complaints . . . . .	(301) 883-6100

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**Q.** My basement gets wet after it rains. Is this a stormwater management problem?

**A.** It may be. The natural flow of water from your home may need to be diverted. An inspection can be scheduled to make the

determination. If it is a homeowner problem, we can offer suggestions on how to correct it. To schedule an inspection, call (301) 883-5832.

**Q.** What type of pets am I allowed to have? Can I keep my pet in my yard?

**A.** For information regarding pets, pet adoptions, spaying or neutering, pet licenses, and any other pet or animal-related questions, please contact the Animal Management Division at (301) 780-7200.



and drain the oil from lawn mowers before placing them at the curb. To schedule an appointment, call the Bulky Trash Office at (301) 952-7600, Monday through Friday, between the hours of 7:30 a.m. and 4:00 p.m. You may also schedule an appointment for bulky trash collection online by visiting our website at <http://bulkytrash.princegeorgescountymd.gov/>.

**Q.** Can I take my trash to the landfill?

**A.** Yes. The Brown Station Road Sanitary Landfill is available to County citizens and residents with proof of residency. The landfill has several recycling facilities



within the complex that include the Household Hazardous Waste Acceptance Site, Electronics Recycling Acceptance Site, and sites for yard waste, scrap tires and appliances. For further information, please call (301) 952-7625.

**Q.** Is there a fee for using the landfill?

**A.** County citizens and residents in cars, station wagons, SUVs, XUVs and passenger vans are permitted to use the landfill, free of charge, Monday through Saturday from 8:00 a.m. to 3:30 p.m. Pickup trucks, trailers and cargo vans will be charged a \$10 minimum for disposing of 400 pounds or less of waste. Commercial vehicles will continue to be charged at the posted rate. Waste restrictions apply. **Cash or Accounts Only — No Credit Cards or Checks.** For more information, call (301) 952-7625.

Standard Rate . . . . . \$59.00\* per ton

*\*Effective July 1, 2010.*



## Property Owner Responsibilities

The minimum requirements provided in this guidebook apply to all existing residential structures and premises located outside of a municipality

and to municipalities that do not provide their own code enforcement. For properties located within an incorporated municipality, please contact your city or town.

### Exterior Structure

- Must be clean, safe and sanitary
- Outside walls cannot have holes, breaks, loose or rotting materials
- Accessory buildings must be maintained, structurally sound and in good repair
- No peeling, flaking or chipped paint
- No evidence of rust or corrosion
- No graffiti
- Gutters and downspouts must be in good repair and unobstructed
- Swimming pools must be properly maintained or covered to prevent stagnant water
- Stairways, decks and balconies must be safe
- No broken windows or door glass
- Must display approved address numbers (4 inches high)



## Yards

- Must have grass or other approved plant material for ground cover (mulch, ivy, Blue Rug juniper, etc.)
- Must slope to prevent water accumulation



## Grasses/Lawn

- No taller than 12 inches
- Plant growth must not block walkways, sidewalks, streets, adjoining driveways or house numbers
- Free of rodents
- Noxious weeds prohibited



## Sidewalks and Driveways

- Must be in good repair and free of cracks, tree roots, etc.
- Must be free from obstruction

## Snow Removal

- Sidewalks, walkways, steps, driveways and parking spaces must be safe
- Sidewalks and walkways should be shoveled within 48 hours after snowfall has ended

## Garbage Pickup

- Must use approved, covered trash containers or garbage disposal facilities

**Q.** A house in my neighborhood is in disrepair and appears to be abandoned. Who should I call to report it?

**A.** Contact PSD at (301) 883-6100.



**Q.** Can I park my car in the front yard?

**A.** Cars and noncommercial trucks must be parked in an existing driveway or on the street. If you live on a lot that is less than one acre in size, you may not park on the

unpaved area of your property. In addition, the front yard of your property may *not* be used to construct a parking area.

**Q.** Who is responsible for exterminating rats, rodents and insects?

**A.** The property owner/occupant is responsible for extermination.

**Q.** How can I get bulky trash items picked up?

**A.** Bulky trash items such as washing machines, dryers, furniture, hot water heaters and other large items are collected by appointment only. When placing a refrigerator or freezer at the curb for collection, please remove the doors. In addition, please remove the gas tank



## Frequently Asked Questions

**Q.** Who do I call to register a complaint regarding a vacant lot that needs to be cleaned?

**A.** If the lot is located outside a municipality, contact the Property Standards Division (PSD) at (301) 883-6100. By County law, a vacant lot that has been neglected must be cleaned by the property owner within ten days, or the County will clean the lot at the owner's expense.

**Q.** Can I operate an auto repair business out of my house?

**A.** No. According to the Zoning Ordinance, once repair activity has been verified, a violation notice will be issued ordering the responsible person to cease repair activity within 30 days or face legal action, fines or both. For more information, contact PSD at (301) 883-6100.

**Q.** My neighbor's grass is knee high. Who should I call to report this problem?

**A.** If the grass is higher than 12 inches, this is a Code violation, and you should notify PSD at (301) 883-6100.



**Q.** How many unlicensed vehicles can I keep on my property?

**A.** Only one unlicensed vehicle may be kept on private property, and it must be enclosed in a garage. Inoperable vehicles on residential property that are not enclosed in a garage may be ordered removed, and the owner may be subject to Court action. For more information, call PSD at (301) 883-6100.

## ***Wrecked/Dismantled/Inoperable/Unlicensed Vehicles***

- No more than one allowed and must be kept inside a closed garage
- Not allowed on streets, driveways or public rights-of-way

## ***Outside Storage***

- Household appliances, motor vehicle parts, building materials, furniture, weeds, dead trees, branches, tree limbs, garbage, and similar items are prohibited, except those materials in use for an active project covered by a Building Permit
- Firewood, cut to length for final use, neatly stacked, minimum 18 inches above ground or six inches above a weed-free surface

## ***Interior Areas***

- Free of trash or garbage
- Free of rodents



- Free of insects
- Walls, floors, ceilings, windows and doors must be clean, safe and structurally sound
- No peeling, flaking or chipped paint
- No lead-based paint
- Every stair, landing and walking surface must be safe
- Required utilities (water, gas/electric) must be properly connected and functional

## How to File a Complaint

By e-mail . . . . .DERcares@co.pg.md.us

By telephone . . . . .(301) 883-6100

By FAX . . . . .(301) 883-6050

**or**

Submit written complaints to:

Prince George's County Government  
**Department of Environmental Resources**  
**Director's Office**  
9400 Peppercorn Place, Suite 500  
Largo, Maryland 20774

## Complaint Process

Provide the address of the property and a brief description of the complaint.

The case is assigned to an Inspector and an inspection is conducted. If there are any violations, a Notice of Violation will be sent to the property owner. In most cases, violations must be corrected within 30 days.

A reinspection will be conducted. If any violations have not been corrected, a Final Notice will be sent to the property owner. The notice states that if the violations are not corrected, normally within 15 days, the case will be referred to the Office of Law.

Once referred to the Office of Law, a hearing date is set. If the property owner is found guilty at the hearing, the County will seek a Court Order allowing the County to correct the violations and charge the property owner for the cost. If the property owner fails to comply with the Order, he/she may also be charged with Contempt of Court.



The Property Standards Division will work with property owners and occupants to correct Code violations.

## Right to Appeal

If the owner/occupant receives a violation notice and feels it was issued in error, the decision of the Code Official may be appealed to the Board of Appeals for Prince George's County.

- Request must be in writing
- Must be filed within 30 days of the date of Notice of Violation