



Dawit Abraham, P.E.
Director



Angela D. Alsobrooks
County Executive

The background is a bright blue gradient. In the bottom left corner, there is a cluster of colorful flowers: a pink tulip, a white daisy, a yellow tulip, and a red tulip, all with green leaves. Three butterflies are scattered across the page: a yellow one on the left, a pink one in the upper right, and another yellow one on the right side.

Welcome

Community Partners

Spring 2024

Message from the Director



Welcome, Community Partners!

The focus of today's presentation is enforcement. Our major project for spring is DPIE's new "Stepped-Up Enforcement Blitz," which is helping owners of unlicensed home-based businesses to obtain the appropriate permits and licenses to operate legally. We have inspectors canvassing communities to provide information. Through July 1, we are offering amnesty to qualifying businesses as they work to obey code requirements. We look forward to working with our businesses.

Dawit Abraham

DPIE Overview



Director
Dawit Abraham

Deputy Director
LaMont Hinton

Acting Deputy Director
Mary Giles

Senior Advisor
Lori Parris

dpiе.mypgc.us

301-636-2020

Permitting and Licensing — Bellur Ravishankar, Associate Director

301-636-2050

Processes building and site plan permits; issues licenses

[Permitting](#)
[Licensing](#)

Building Plan Review — Bellur Ravishankar, Associate Director

301-636-2070

Reviews plans for residential and commercial projects

[Building Plan Review](#)

Site/Road Plan Review — Rey De Guzman, Acting Associate Director

301-636-2060

Reviews/approves site and roadway plans for proposed development and road improvement projects

[Site Road Plan Review](#)

Inspections — Behdad Kashanian, Associate Director

301-636-2080

Regulates construction, development and grading through inspection and enforcement of codes

[Inspections](#)

Enforcement — Valerie Cary, Associate Director

301-883-6168

Investigates code violations; conducts inspections at residential, commercial and industrial properties

[Code Enforcement](#)



Enforcement Basics

DPIE Enforcement at a Glance

- Inspects residential, commercial and industrial properties to ensure compliance with housing, property maintenance and zoning codes
- Frequently addresses issues related to tall grass and weeds, open storage, accumulation of junk and trash, etc.
- Issues citations for all residential properties not in compliance with County Code
- Enforces the Zoning Ordinance to ensure private properties comply with approved land uses
- Regulates the placement of signs on private property and in public rights-of-way
- Inspects and licenses short-term rental properties and licenses all residential single-family and multifamily rental properties
- Inspects for illegal construction



DPIE's Most Frequent Code Violations

1. Operating a business, such as a restaurant or nail salon, out of a residence. Some businesses are allowed with a U&O permit.
2. Performing automotive work on a driveway or street.
3. Doing unpermitted construction — construction without the appropriate permits and inspections.
4. Accumulating trash and debris and dumping on your lot.
5. Parking disallowed commercial vehicles on residential property.
6. Parking vehicles on unpaved surfaces.
7. Failing to adequately maintain a property, allowing a property to fall into disrepair and leaving abandoned properties unsafe and unsecured.
8. Keeping junk cars, tires, old appliances, building materials and other open storage on your property.
9. Operating a rental property without a license — either a short-term rental or a single-family rental.
10. Raising livestock — chickens, roosters, pot-bellied pigs, etc. — and some exotic pets in a residential zone.



What Constitutes a Code Violation?

- Requirements related to property maintenance, housing and zoning are established by County Code and other applicable codes. Codes designate what is allowed, what is not and the actions DPIE and other agencies are empowered to take to address violations.
- Prince George's County Code is established by the County Council.
- Enforcement inspections are conducted as part of an ongoing departmental "cleanup" strategy or in response to complaints from PGC311. If code violations are identified, inspectors are authorized to issue a Notice of Violation (NOV) and/or a Civil Citation to the property owner or other responsible person.

Citation Number:

DPIE
Department of Permitting, Inspection and Enforcement

Prince George's County Department of Permitting, Inspection and Enforcement vs.

Owner's Last Name _____ First Name _____

Owner's Address _____

City _____ State _____ ZIP Code _____

Telephone Number _____ Email _____

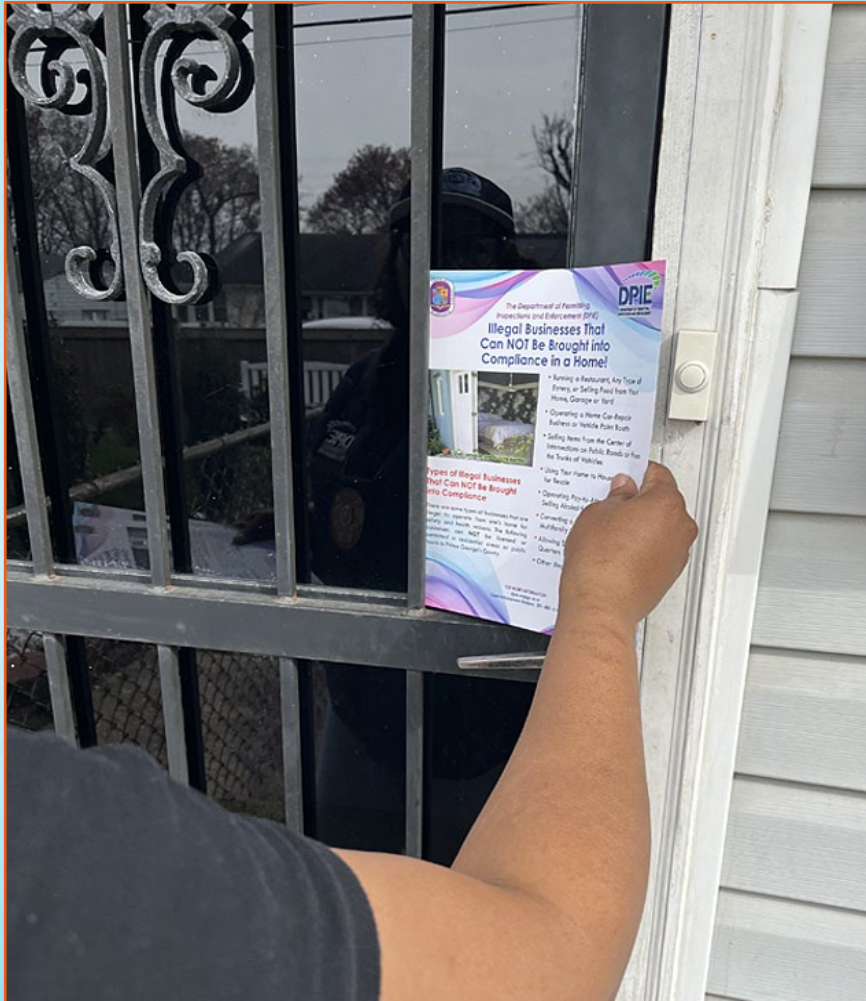
Property Address (Street) _____

- The NOV or citation references the violation(s) of the County Code and the length of time allotted to address the violation(s). A follow-up inspection is conducted after the allotted time. If the violation has not been abated, appropriate action will be taken, which may include the levying of fines and/or transferring the case to the Administrative Hearing Unit or court for adjudication.



*Stepped-Up
Enforcement
Blitz*

Stepped-Up Enforcement Initiative



Prince George's County is taking action against illegal home-based businesses following a surge in resident complaints regarding kitchen cafés, makeshift clubs, driveway auto repair shops, and other unpermitted businesses. The Stepped-Up Enforcement Blitz, which was launched on March 1, is being spearheaded by DPIE utilizing trained Enforcement Division inspectors.

DPIE is visiting neighborhoods passing out enforcement information. Inspectors are also working with community and County agency partners and utilizing social media to spread the message about the program. Inspectors are converging on certain areas on designated weekends and evenings.

Stepped-Up Enforcement Blitz



Unlicensed and Illegal Businesses Are Prohibited in Prince George's County!

Any unlicensed business operating where you live, from your yard, or out of your vehicle is an illegal business, and you can receive fines up to \$1,000 a day.



Unlicensed vendors may not sell items from the center of intersections.	Food trucks may not vend from the side of public roadways or unapproved locations.	You may not operate a store or use your home to house goods for resale.
You may not operate a home car-repair business and/or a paint booth.	You may not run a restaurant, any type of eatery, or sell food at your home or garage.	You may not rent rooms, operate a boarding house, or provide unlicensed housing in a garage or shed.
You may not operate an unlicensed day care or elder care center at home.	You may not operate a nail salon at your residence without a permit.	Unlicensed vendors may not sell items from trunks of cars or vehicles.
Unlicensed food vendors may not sell from yards, cars or vehicles.	You may not operate pay-to-attend parties or sell alcohol and/or food from your premises.	You may not operate a hair salon or a barber shop at your residence without a permit.

REPORT THESE ILLEGAL BUSINESSES TO PGC311!

Make sure your business is legal and safe. Get a license or permit in Momentum at <https://momentumhome.princegeorgescountymd.gov/>.

- DPIE is distributing information to guide residents on the process of operating a business legally in Prince George's County.
- DPIE is focusing on neighborhoods with the highest number of complaints to hand out literature on how to come into compliance.
- During this time, DPIE will educate business owners on how to secure required permits and licenses and provide a 90-day window for businesses to respond before issuing fines.
- An amnesty program will be offered until July 1, 2024, for business owners to bring their operations into compliance.



Types of Businesses that Can Become Compliant

Types of businesses that can come into compliance include:

- Unpermitted residential hair salons, barber shops and nail salons
- Food trucks vending on side of public roads
- Home-based tax preparation businesses
- Unlicensed room and boarding house rentals
- Unlicensed day or elder care
- Operating a store from your home



Types of Businesses that Can Not Become Compliant

Targeted businesses that can not come into compliance include:

- Running a restaurant, any type of eatery, or selling food from your home, garage or yard
- Operating a home car-repair business or vehicle paint booth
- Selling items at intersections or from vehicle trunks
- Storing goods for resale in your home
- Operating pay-to-attend parties or selling alcohol from your premises
- Converting a single-family home into more than one dwelling unit
- Allowing sheds to be used as living quarters
and other illegal businesses



Home Rentals: License Required!



For more information,
visit DPIE's [Rental Housing Licenses](#)
webpage.

To start the licensing process,
visit DPIE's [Momentum](#)
webpage.

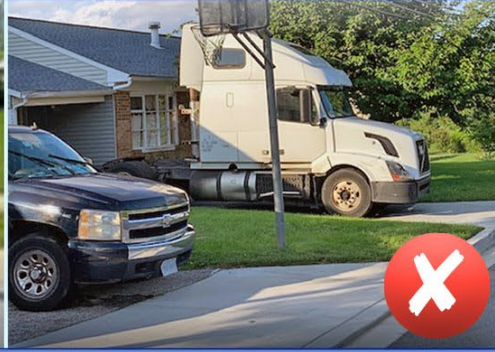
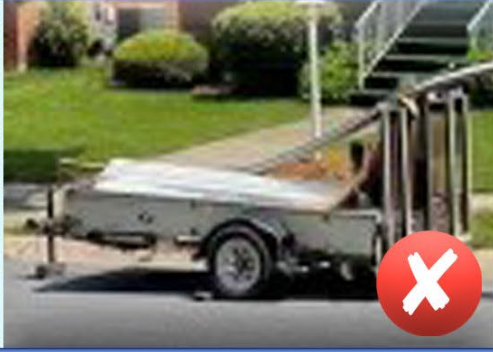
- Renting your home requires a license.
- Homeowners whose properties comply with County Code and who meet other criteria may seek a Short-Term Rental License to host renters through companies such as Airbnb. The mandatory license costs \$165 and expires one year after issuance.
- To rent your multifamily or single-family property, you must also apply for a rental license. The Single-Family Rental License costs \$126.50, and the Multifamily Rental License costs \$82.50 per unit. Both expire two years after issuance.
- A single-family dwelling is a living facility for one or more families that structurally can stand alone or have multiple units, such as a condominium, or an attached dwelling with a solid common wall, such as a townhome.
- A multifamily dwelling is an apartment complex that has single ownership with three or more individual dwellings entirely separated by solid, common walls. These units contain sleeping, eating, cooking and sanitary facilities.

At-Home Auto Repair Shops: Illegal Businesses



Auto repair businesses in driveways, garages and back yards violate County Code. Setting up pop-up auto shops on streets and in cul-de-sacs is also a violation. DPIE Zoning Unit inspectors are currently working to identify illegal auto repair businesses to take those responsible to task. Report auto repair businesses at homes and on the streets to PGC311.

Commercial Vehicles May Indicate Illegal Home-Based Businesses



County Code PROHIBITS:

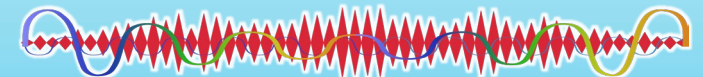
- Untagged vehicles
- Vehicles parked on unpaved surfaces
- Vehicles with business advertisement
- Vehicles with dual axels or a stake platform
- Dump trucks, cranes and tow trucks
- Vehicle repair other than minor owner maintenance
- Semi-trailers and semi-trailer cabs
- Wrecked, dismantled or unlicensed trucks and other vehicles



Illegal Businesses May Cause Noise Disturbances



- Loud noises may signal the operation of illegal businesses at residences, such as pay parties or eateries.
- Sound that crosses between residential and non-residential areas must not exceed the levels allowed in RESIDENTIAL areas.
- DPIE only investigates commercial entities that generate noise levels that disturb residential areas, including:
 - Truck deliveries late at night with loud beeping back-up signals
 - Loud music from night clubs, skating rinks, etc. that exceeds levels set for residential areas
 - Construction noises late at night or very early morning



Property Maintenance Enforcement

DPIE has a message for homeowners and those responsible for residential and commercial property maintenance. ***Please address code violations now!***

DPIE inspectors are investigating complaints, and the County has contracted to clean dozens of properties in violation of property maintenance requirements. The cost will then be recouped from the property owner.

Be a good neighbor and clean up your property ASAP!



Report properties in violation of property maintenance standards to PGC311.

A vibrant spring garden scene featuring various flowers like yellow daffodils, purple pansies, and red geraniums. Garden tools such as a shovel, trowel, and watering can are scattered around. The text 'Spring into Compliance!' is overlaid in a playful, colorful font. 'Spring' is in pink cursive with butterflies, 'into' is in green, and 'Compliance!' is in large pink block letters with a yellow glow.

Spring into Compliance!

DPIE is asking homeowners or those who are responsible for property upkeep to “SPRING into Compliance!” Be a good neighbor, avoid violations and fines, and protect the aesthetic value of your properties and our communities by taking the following steps:

Spruce up your yard by trimming plants, clearing fallen branches, etc.

Prettify your house by repairing peeling paint, loose siding, ragged gutters, broken windows, torn screens, damaged doors, etc.

Remove junk such as old appliances, building materials, unused furniture, untagged vehicles, vehicles parts, etc., from your yard. For information on residential collections and bulky trash pickups, visit the Department of Environment's (DoE) [Clear the Curb webpage](#).

Improve the curb appeal of your vacant property and avoid a fine by keeping the structure and grounds secured and safe.

Nurture your property values by ensuring no deck or patio furniture or recreational equipment for children is put out until it is cleaned and repaired.

Guarantee you don't get a violation notice for tall grass and weeds by keeping your grass cut and weeds pulled. Grass and weeds over 12 inches high violate code.

Remember to report property maintenance violations to PGC311.

Steps to Mitigate Storm Damage from Spring Showers

DPIE Alerts: STORMS

The following steps may help you prevent damage to your property from heavy rains and high winds during storms:

- Make sure your storm drains are debris free.
- Make sure your gutters are cleared.
- Make sure your downspouts are open.
- Make sure limbs are removed from your rooftops and in front of your windows.
- Secure yard furniture, tents or coverings and large toys to prevent them from causing damage and potential injury if swept away by strong winds.
- Check your sump pumps regularly to ensure they are operational.
- Periodically check to see if water is entering your home during heavy rains and take steps to remove it before it accumulates, such as using a wet vacuum.
- Sandbags may be used to prevent water from entering low-lying areas on your property.



Clean It and Lien It! Program Helps to Restore Neighborhood Safety, Aesthetic Value

- DPIE has a message for property owners whose yards are cluttered with old vehicles, broken appliances, junk and debris: Clean it now!
- DPIE inspectors are investigating complaints, and the County has contracted to clean dozens of properties in violation of property maintenance codes, such as this lot in Upper Marlboro. The cost will then be recouped from the property owner.

*Be a good neighbor
and clean up your
property ASAP!
Report properties in
violation of property
maintenance
standards to
PGC311.*



Avoid Illegal Construction

Unpermitted Construction Hammers Unsuspecting Home Buyers

Unscrupulous “flippers” purchase properties cheap, make shoddy repairs or changes without the required permits and inspections, then sell them to unsuspecting buyers who later experience problems.

Protect yourself before you buy:

- Hire a certified independent inspector to inspect the home and identify any problems with construction.
- Visit the DPIE website to check for any permits that have been pulled for work on the property.
- Walk away from any house with unpermitted construction or make the seller fix the problems and secure the appropriate permits and inspections before you sign on the dotted line.
- Notify DPIE so the seller can be held accountable. County Code helps authorities take action against flippers.



Access the following resources on the DPIE website:

- Find out when a permit is required:
<https://www.princegeorgescountymd.gov/1501/Residential-Building>
- Check permits by address:
<https://dpiestatus.princegeorgescountymd.gov/Site/Public/Citizens/ActivitySearch.aspx>. When entering the street name, use the first term. For example, search Chancellors Drive using “Chancellors.”
- Request copies of permits through the Maryland Public Information Act (MPIA):
<https://www.princegeorgescountymd.gov/2763/Methods-for-Submitting-MPIA-Request>

For more information, call the Permits Office at 301-636-2050, ext. 5 or visit [Permits Online](#).

Be proactive! Take action BEFORE you buy!



*Customer
Service
Enhancements*

New Customer Service Initiatives

Established the Communications Tracking System (CTS)

- CTS manages and tracks incoming and outgoing correspondence within the organization
- Features a portal which allows customers to request assistance
- Software also manages response timelines to improve customer service

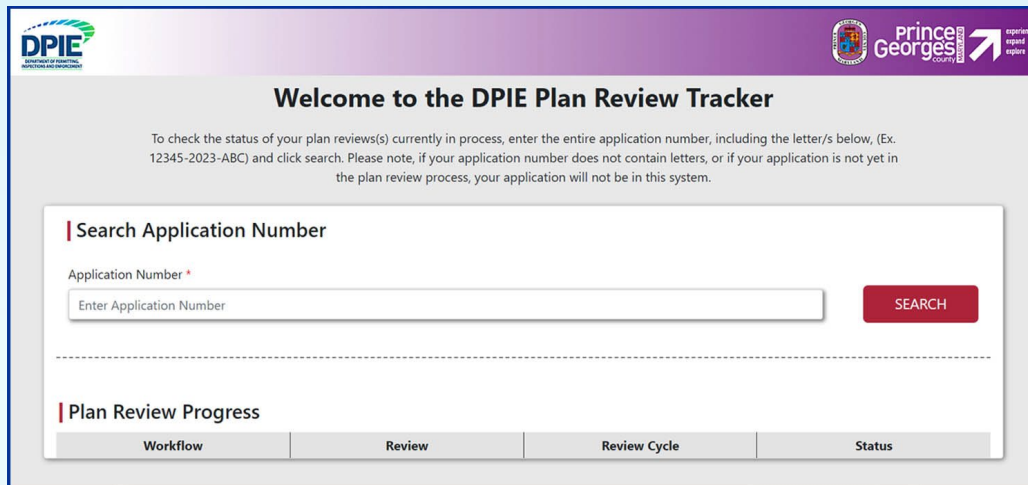
Established Customer Success Unit

- Unit prioritizes rapid response to customer inquiries
- Manages inquiries utilizing the new CTS
- Manages phone calls into the agency
- Works with divisions to make improvements in customer service response



IT Software Initiatives

DPIE's New Transparency Tools in Momentum



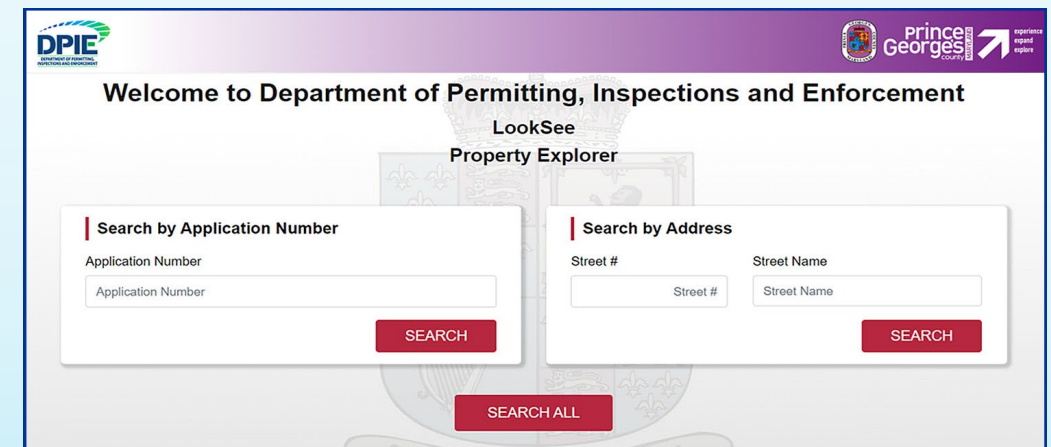
The screenshot shows the 'Welcome to the DPIE Plan Review Tracker' page. It features the DPIE logo and the Prince Georges County logo. Below the header, there is a search box for 'Search Application Number' with a 'SEARCH' button. Below that, there is a table titled 'Plan Review Progress' with columns for 'Workflow', 'Review', 'Review Cycle', and 'Status'.

Application Tracker — Check the Status of Plan Reviews

- DPIE's Application Tracker is a tool that gives users a snapshot of where a permit application is in the plan review process.
- To use Application Tracker, enter your Application Number into the [DPIE Application Tracker](#) portal and see your plan review progress. Each review has a status listed at the bottom of the page (Pending, Under Review, Completed, Hold for Corrections, Out to Applicant).

LookSee — Property Explorer

- To research permits and properties in Prince George's County, use [LookSee](#), DPIE's newest software tool. The portal allows you to view Momentum information related to permits, licenses, inspections, and enforcement by entering the full application/permit number or property address.



The screenshot shows the 'Welcome to Department of Permitting, Inspections and Enforcement LookSee Property Explorer' page. It features the DPIE logo and the Prince Georges County logo. Below the header, there are two search boxes: 'Search by Application Number' and 'Search by Address'. The 'Search by Address' box has fields for 'Street #' and 'Street Name'. Below the search boxes, there is a 'SEARCH ALL' button.



Specialty Units

Nuisance Abatement Board (NAB)



- The (NAB) hears complaints that allege acts that disturb the public peace or endanger the health, life or safety of residents, workers or visitors in the County.
- Cases are referred by the police department, fire department, health department, DPIE, and other government agencies. Citizens may not report cases to the NAB.
- If the board finds a nuisance exists, it will order the activity to cease and may assess a \$1,000 fine.


Administrative Hearing Unit (AHU)

- The AHU handles complaints about unlawful vehicles, open storage, trash and debris, tall grass and weeds, unpermitted construction and short-term rental violations.
- Complaints are reported through PGC311 and routed to DPIE, where they are investigated and violation notices and/or citations issued. Respondents may request a hearing within 30 days, hearings are held within 30 days of the request, and decisions are rendered within five days by hearing officers.



Business Development Section (BDS)

The Prince George's County
Department of Permitting,
Inspections and Enforcement
Business Development Section



Angela D. Alsobrooks
County Executive

Our mission is to support the growth of a thriving and diverse business community in Prince George's County by providing guidance and assistance to entrepreneurs as they navigate the permitting and licensing process.

Contact our Business Development Team today at DPIEBizDev@co.pg.md.us

North County Representative
Nicole M. Reece • 301-636-2035

South County Representative
Charles H. Cooper • 301-636-2058

DPIE
DEPARTMENT OF PERMITTING,
INSPECTIONS AND ENFORCEMENT

Permit us to help you grow your business!

The Business Development Section helps spur economic development by assisting the County's business partners. The BDS serves as a contact between businesses and staff and liaises with other government agencies on behalf of entrepreneurs.

The BDS supports the growth of a thriving and diverse business community in Prince George's County by providing guidance and assistance to entrepreneurs as they navigate the permitting and licensing process. They assist by:

- Coordinating with agency personnel to facilitate completion of paperwork and document review
- Educating business owners about DPIE requirements and processes
- Liaising with entrepreneurs and other government agencies



FYI

DPIE in the Community

DPIE is constantly expanding its community outreach efforts and takes pride in the relationship our staff shares with community leaders, residents and business owners.

- We publish a quarterly newsletter with the latest agency initiatives and tips to help our residential and business customers navigate everything from the permitting process to keeping their properties code compliant.
- We post information regularly on Instagram, X (Twitter), Facebook, and LinkedIn and respond to submitted questions.
- DPIE regularly attends community meetings to allow residents to interact directly with leadership and staff.
- We continue to improve our relationship with the Latino and African Diaspora communities by holding meetings in Spanish and increasing our attendance at community meetings.
- We hold quarterly DPIE Third-Thursday Community Information Sessions. DPIE participates in the triannual Community Partners' meetings with DoE and DPW&T.
- Public-facing staff were trained to assist customers in person, online and on the telephone who communicate in languages other than English.



Director Abraham and team represented DPIE at District 2's Office of Community Relations DPIE/DPW&T Agency Response Town Hall meeting on March 20, 2024, at the Rollingcrest Chillum Recreation Center in Hyattsville.

DPIE Public Information Office

- Serves as the information liaison between DPIE and Prince George's County residents, community leaders, homeowner and civic organizations, business partners, media outlets and other entities.
- Facilitates customer service complaint resolution and responds to inquiries under the Maryland Public Information Act (MPIA). To file an MPIA request, visit [MPIA Processing at DPIE](#) on the DPIE website.
- Publishes periodic bulletins and a quarterly e-newsletter called *DPIE Developments*, a summary of agency services, code requirements and other helpful information. You may subscribe at [Subscribe My PGC](#).
- Email dpiepio@co.pg.md.us for more information.



Accessing Information from DPIE

For helpful information, such as flyers, manuals, PowerPoint presentations and homeowner resources, visit our [Publications](#) page on DPIE's website at dpie.mypgc.us.

Information Translations

El Departamento de Permisos, Inspecciones y Cumplimiento
(The Department of Permitting, Inspections and Enforcement (DPIE))

¡Operar un restaurante y vender comida en casa es ilegal!



¡Operar un restaurante, cafetería u otro restaurante y preparar comida en casa para la venta son violaciones del Código del Condado de Prince George que pueden crear riesgos de seguridad para las personas que viven allí!

- **¡Fuego!** Cocinar grandes cantidades de alimentos en un departamento, condominio, casa de pueblo o casa unifamiliar puede ocasionar incendios porque se pueden encender estufas no diseñadas para la producción en masa de comidas.
- **¡Envenenamiento por monóxido de carbono!** Muchas residencias no están equipadas con sistemas de ventilación adecuados para la producción en masa de comidas. Respirar monóxido de carbono puede provocar lesiones graves.
- **¡Peligro extraño!** Traer extraños a su casa para comprar alimentos expone a su familia a personas posiblemente sin escrúpulos que pueden regresar más tarde sin invitación.
- **¡Ratas y cucarachas!** Las ratas se sienten atraídas por todo tipo de alimentos y las cucarachas acuden en masa a los mostradores, armarios y pisos donde se han arrojado los alimentos. ¡Las áreas de almacenamiento y preparación de alimentos que se utilizan para producir grandes cantidades de alimentos pueden atraer alimañas y sus gérmenes!
- **¡Violación de distanciamiento social COVID-19!** Tener más de unas pocas personas dentro de una residencia viola los estándares de distanciamiento social ordenados por nuestros legisladores para mantenernos a salvo durante la emergencia actual de COVID-19. COVID-19 es una enfermedad viral grave que se transmite a través de la exposición de una persona sana a una persona infectada. Usar una máscara, lavarse las manos con frecuencia y mantener una distancia de al menos seis (6) pies de los demás son las mejores herramientas para ayudar a prevenir la propagación del virus.

Operar un restaurante ilegal o una operación de venta de alimentos puede generar una multa de hasta \$2,300 y otras consecuencias.

¡No te pongas a ti ni a tu familia en riesgo! ¡No cree molestias públicas para su vecindario!

Si está operando un restaurante ilegal o vendiendo comida en casa, ¡DETÉNGASE inmediatamente!

Para obtener más información sobre los mercados de agricultores, los camiones de comida y otras opciones permitidas para vender alimentos, visite el sitio web de DPIE en <http://dpiе.mygc.us>



Angela D. Alsobrooks
County Executive



Prince Georges Proud
Get to Know Us



DPIE
DEPARTMENT OF PERMITTING,
INSPECTIONS AND ENFORCEMENT

- In an effort to share both departmental and County information with our communities, DPIE is publishing pages in other languages. On [DPIE's website](#) select [About DPIE](#). On the right side of the page is the menu. The [Resources](#) tab is the 8th item down.
- The third item down is [Information Translated to Other Languages](#).
- Be sure and check back on a regular basis as we continue to convert and add additional documents.



Important Phone Information

Call

PGC



First!

Call PGC311 or 301-883-4748 outside of Prince George's County to file a code violation complaint or a request for service. You may also request service at [PGC311](https://www.pgc311.com) online.





Follow Us on Social Media



Follow us on:

[Facebook.com](https://www.facebook.com)

[X \(Twitter\).com](https://twitter.com)

[Instagram.com](https://www.instagram.com)

[LinkedIn](https://www.linkedin.com)

[YouTube](https://www.youtube.com)

Visit DPIE's website at [DPIE.mypgc.us](https://www.dpie.mypgc.us).

To sign up for DPIE newsletters and stay up-to-date with what is happening in the County, subscribe to [MyPGC](https://www.mypgc.us).





Thank you!

Contact

Avis Thomas-Lester

DPIE Public Information Officer

at DPIEpio@co.pg.md.us

or 301-636-2053

for more information.

Visit the DPIE website at

dpiemypgc.us.