

# Message from the Director



## Hello, Community Partners!

We are happy for the opportunity to meet with you! A lot of exciting things are happening at DPIE. Our Mega Projects Suite has been replaced by the Permit Rapid Response Team (PRRT) for large-scale projects. Our Business Development Section (BDS) has been expanded to assist more small businesses. One of the most exciting projects is our work to address outstanding nuisance complaints through County Executive Aisha Braveboy's Project Elevate — Strike Force 311 initiative.

Our new motto, **DPIE Does It!**, was created to spotlight the work we do every day in the community. Please continue to report violations. Watch for updates and information about our work on our website and social media.

We take pride in serving you.

Dawit Abraham



# **Key Agency Contacts**

Director **Dawit Abraham** 

Chief of Staff Lori Parris

Deputy Director LaMont Hinton

Deputy Director Mary Giles

Business
Development Officer
Charles Cooper

Public Information Officer **Avis Thomas-Lester** 

DPIEPIO@co.pg.md.us

<u>dpie.mypgc.us</u> 301-636-2020 Permitting and Licensing — Michael Brown, Acting Associate Director

301-636-2050

Processes building and site plan permits; issues licenses

Permitting Licensing

**Building Plan Review — Nabeel Waseem, Associate Director** 

301-636-2070

Reviews plans for residential and commercial projects **Building Plan Review** 

Site/Road Plan Review — Rey de Guzman, 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** 

## **DPIE** in the News

State Attorney General Anthony Brown recently announced a record \$11.2 million settlement on behalf of tenants at the 459-unit Heather Hill Apartments in Temple Hills against the complex's owners and management. He and County Executive Aisha Braveboy praised DPIE's work in citing the complex for violations, including operating without a rental license, rodent infestation, and more. The settlement is the largest of its kind in Maryland history.







66 I am so grateful to my good friend and colleague Attorney General Anthony Brown for making the announcement of this settlement here in Prince George's County.

Lalso want to commend the work of my Department of Permitting, Inspections and Enforcement — DPIE — for the work it did to assist the Office of the Attorney General on this important case.

— County Executive Aisha Braveboy



## Project Elevate — Strike Force 311



CEX Braveboy's Strike Force 311 program focuses on addressing a backlog of complaints for trashy lots, junk cars, potholes, etc. DPIE is among the agencies charged with reducing the backlog. Since the program started in early August, 80 percent of the 13,000 pending cases — more than 10,000 — have been resolved.



## Project Elevate — Strike Force 311









DPIE has addressed outstanding nuisance violations on hundreds of properties:

- Nine illegal street food vendors were shut down and the sites cleared in Langley Park.
- 20 Illegal vehicles were towed from a residential street in Riverdale.
- Several properties in violation from Beltsville to Brandywine — were cleaned and liens placed.
- DPIE is working to bring shopping centers in violation into compliance.



## **Business Development Section (BDS) Expansion**



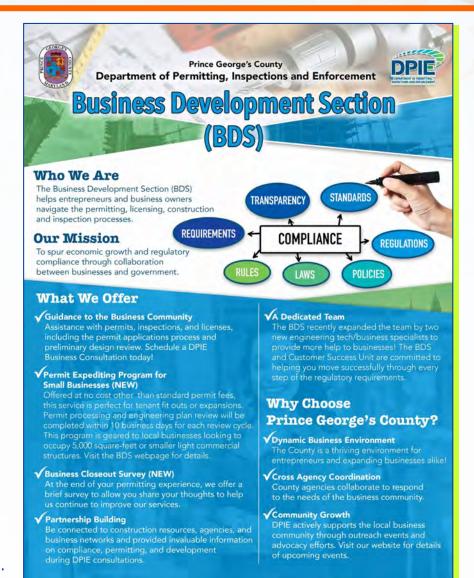
DPIE Director Dawit Abraham (third from right) enhanced the BDS team with two new positions to meet the increasing requests of local entrepreneurs for assistance in opening small businesses.

#### Who We Are

 The Business Development Section (BDS) helps entrepreneurs and business owners navigate the permitting, licensing, construction and inspection processes.

#### **Our Mission**

 To spur economic growth and regulatory compliance through collaboration between businesses and government.



## **BDS** Assistance to Businesses

## Guidance to the Business Community

Assistance with permits, inspections, and licenses, including the permit applications process and preliminary design review. Schedule a DPIE Business Consultation today!

### Permit Expediting Program for Small Businesses (NEW)

Offered at no cost other than standard permit fees, this service is perfect for tenant fit-outs or expansions. Permit processing and engineering plan review will be completed within 10 business days for each review cycle. This program is geared to local businesses looking to occupy 5,000 square feet or smaller light commercial structures. Visit the BDS webpage for details.

## Business Closeout Survey (NEW)

At the end of your permitting experience, we offer a brief survey to allow you to share your thoughts to help us continue to improve our services.

### Partnership Building

Be connected to construction resources, agencies, and business networks and provided invaluable information on compliance, permitting, and development during DPIE consultations.

#### A Dedicated Team

The BDS recently expanded the team by two new engineering tech/business specialists to provide more help to businesses!

The BDS and

Site Road
Approvis
and Permits
Pents

Total

Customer Success Unit are committed to helping you move successfully through every step of the regulatory requirements.

# New: Permit Rapid Response Team (PRRT)

## HERE TO HELP YOUR PROJECT DEVELOP!

Do you need the permits expedited for your major, high-impact development project? The Permit Rapid Response Team (PRRT) can help! The new process replaces the former Mega Projects Suite, making permitting for your major projects easier and faster.

## **Key Aspects**

- The Permit Rapid Response Team expedites the permitting process for 5–10 high-impact projects.
- Projects must be nominated and accepted by DPIE. Eligible projects include commercial, office, retail, and mixed-use developments that are considered high-impact due to the quality of development and their potential for job generation.





Develop Your Projects Faster and Elevate Prince George's County!

## THE DPIE PERMIT RAPID RESPONSE TEAM Here to Help Your Project Develop!

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#### Examples of nominated projects include:

- National Capital Business Park, Upper Marlboro
- New Carrollton Metro
- Discovery District, Riverdale
- Elion LP. Brandywine

- Cheverly Hospital Redevelopment
- Redevelopment of Six Flags, Upper Marlboro
- Redevelopment of Washington Commanders Stadium
- Host biweekly permit meetings with stakeholders during the permitting stage.
  - Participating agencies include DPIE, M-NCPPC, PGSCD, WSSC, the Health Department and MSHA.
  - Each agency must appoint high-level staff with decision-making authority.
  - Permit applicants must hire third-party/peer review engineers for engineering permit reviews.
  - Permit applicants must bring the development team, design professionals, third-party/peer reviewers, and permit expediters to engage in the relay and rapid response approach.
  - Permit applicants must provide/update a permit tracker with submittal dates, permit issuance dates, and agency permit numbers.
- Hold monthly construction-phase meetings with project developers, construction contractors, architects/engineers, DPIE inspectors, and permitting staff, third-party inspectors, etc., as needed.

Department of Permitting, Inspections and Enforcement



# Permit Rapid Response Team (PRRT)

## Examples of nominated projects include the following flagship projects:



Six Flags Redevelopment Upper Marlboro



Commanders Stadium Redevelopment Landover





Morgan Boulevard Redevelopment, Largo

The PRRT was created to expedite the permitting process for up to 10 high-impact development projects. To nominate a commercial, office, retail, or mixed-use development project, submit the PRRT nomination form.

Permit Rapid Response Team Project Nomination Form: <a href="https://www.surveymonkey.com/r/FYC566T">https://www.surveymonkey.com/r/FYC566T</a>

# Demystifying Residential Permitting

- Before submitting a permit request, review DPIE's Homeowner Residential Permitting Guide.
- DPIE has developed the Homeowner Residential Permitting Guide to demystify the permit process, explain the process, and serve as a guide on how to successfully pull permits in Prince George's County for residential homeowners.

# HOMEOWNER RESIDENTIAL PERMITING CUDE A Homeowner Guide to Permitting and the Virtual Permit Center (VPC) Process



## 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.
- One of DPIE's major responsibilities is conducting inspections and taking appropriate enforcement actions to address violations and bring properties into compliance.
- Inspections are conducted as part of an ongoing departmental "cleanup" strategy or on a first-come, first-served basis in response to complaints to PGC311, community surveys and other referrals.
- Inspectors are authorized to issue a Notice of Violation (NOV) and/or a Civil Citation to the property owner or other responsible person if code violations are identified.



• The NOV or citation references the violation(s) of the County Code and other details. A follow-up inspection may be conducted. If the violation is not abated, appropriate action will be taken, which may include the levying of fines and/or transferring the case to the Administrative Hearing Unit or District Court for adjudication.

# DPIE's "Dirty Dozen" The 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 for pay on a driveway or street.
- 3. Doing construction without appropriate permits and inspections.
- 4. Accumulating trash and debris and dumping on your lot.
- 5. Parking disallowed commercial vehicles on residential property or parking vehicles on unpaved surfaces.
- 6. Failing to adequately control plants on your property, including allowing grass and weeds to grow taller than 12 inches.
- 7. Failing to adequately maintain a property or allowing a property to fall into disrepair.
- 8. Leaving abandoned properties unsafe and unsecured.
- 9. Keeping junk cars, tires, old appliances, building materials and other open storage on your property.
- 10. Operating a rental property without a license either a short-term rental or a single-family rental.
- 11. Raising livestock chickens, roosters, pot-bellied pigs, etc. and some exotic pets in a residential zone.
- 12. Posting signs in public rights-of-way and failing to remove political signs according to County Code.

# New "Homeowner and Community Code Enforcement" Guide



# Frequent Code Violations Handled by



For additional information, visit the DPIE website at http://dpie.mypgc.us.

- Operating a business out of a residence. You may not run a restaurant, prepare food for sale, sell goods, store imported products, etc. Some businesses may operate with a Use and Occupancy Permit (U&O), including a two-chair hair salon, barber shop and nail salon.
- Operating a rental property without a license, including short-term, single-family or multifamily rentals or rooming houses.
- 3. Running an unlicensed day care, adult care or elder care facility.
- 4. Performing automotive work on a driveway, street or yard.
- Doing unpermitted construction or allowing others to do construction without the appropriate permits and inspections on your property.
- Accumulating trash, debris and open storage on your property, including old appliances, junk cars, unused construction materials, tires, broken furniture, etc.
- 7. Dumping unused household items, Junk and debris in your yard, on private property, or in parking lots.
- 8. Parking inoperable or unregistered vehicles on private property. (The Revenue Authority investigates illegal and inoperable vehicles on residential roads and unregistered cars parked on the grass.)
- 9. Parking disallowed commercial vehicles on residential property.
- 10. Failing to cut grass and weeds, prune plants, pick up branches and clear debris regularly. Grass and weeds over 12-inches tall are a code violation!
- Failing to repair peeling paint, loose siding, ragged gutters and downspouts, broken windows, sagging doors, etc.
- Leaving abandoned properties unsafe and unsecured. The same code requirements apply to abandoned or unused properties as occupied structures. Upkeep is the owner's responsibility!
- Raising livestock chickens, roosters, pot-bellied pigs, some exotic pets, etc. in a County
  residential zone. Only domestic pets are allowed. Check requirements in municipalities.
- 14. Street vending. You may not sell food, clothing, art or other items from your yard, on public sidewalks or roadsides. Public vending is allowed in some designated areas with a permit.
- 15. Falling to clear snow and ice within 48 hours after the end of a snow/ice incident. Properly managers and homeowners of properties abutting public sidewalks are required to remove snow and ice.
- Operating a business without a U&O. A U&O is required to operate any business in the County.
   Any change of use or change of ownership of a business requires a new U&O.
- 17. Playing music or making noise louder than 55 decibels after 11 p.m. and 65 decibels during the day. At 55 decibels, you can't hear music playing inside your home on the outside. If you can hear the sound outside, it is too loud, and you should furn the volume down immediately. There are free online apps that can help you measure decibels of sound.

REPORT NOISE VIOLATIONS TO PGC311 OR COUNTY POLICE NONEMERGENCY AT 301-352-1200.

Maximum Allowable Noise Levels (dBA) for Receiving Land Use Categories			
Day/Night	Industrial	Commercial	Residential
Day	75	67	65
Night	75	62	55

# 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 Council legislation helps authorities take action against flippers.



## Access the following resources on the DPIE website:

- Find out when a permit is required:
   <a href="https://www.princegeorgescountymd.gov/1501/Residential-Building">https://www.princegeorgescountymd.gov/1501/Residential-Building</a>
- Check permits by address:
   https://dpiestatus.princegeorgescount ymd.gov/Site/Public/Citizens/ActivityS earch.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): <a href="https://www.princegeorgescountymd.gov/2763/Methods-for-Submitting-MPIA-Request">https://www.princegeorgescountymd.gov/2763/Methods-for-Submitting-MPIA-Request</a>

For more information, call the Permits Office at 301-636-2050, ext. 5 or visit **Permits Online**.

Be proactive! Take action BEFORE you buy!

## Frequent Unpermitted Construction Projects



Visit the **Permits page** of the website for more information.

### These projects all require permits:

- Building additions and finishing basements
- Installing kitchens in basements or additions
- Making interior renovations and subdividing rooms
- Installing decks, patios and gazebos
- Constructing secondary structures (sheds, garages, etc.)
- Rerouting water onto another property
- Erecting fences over 4-feet tall
- Changing grading (moving soil) and building retaining walls
- Cutting down trees
- Extending driveways

# **How Does DPIE Address Noncompliance?**



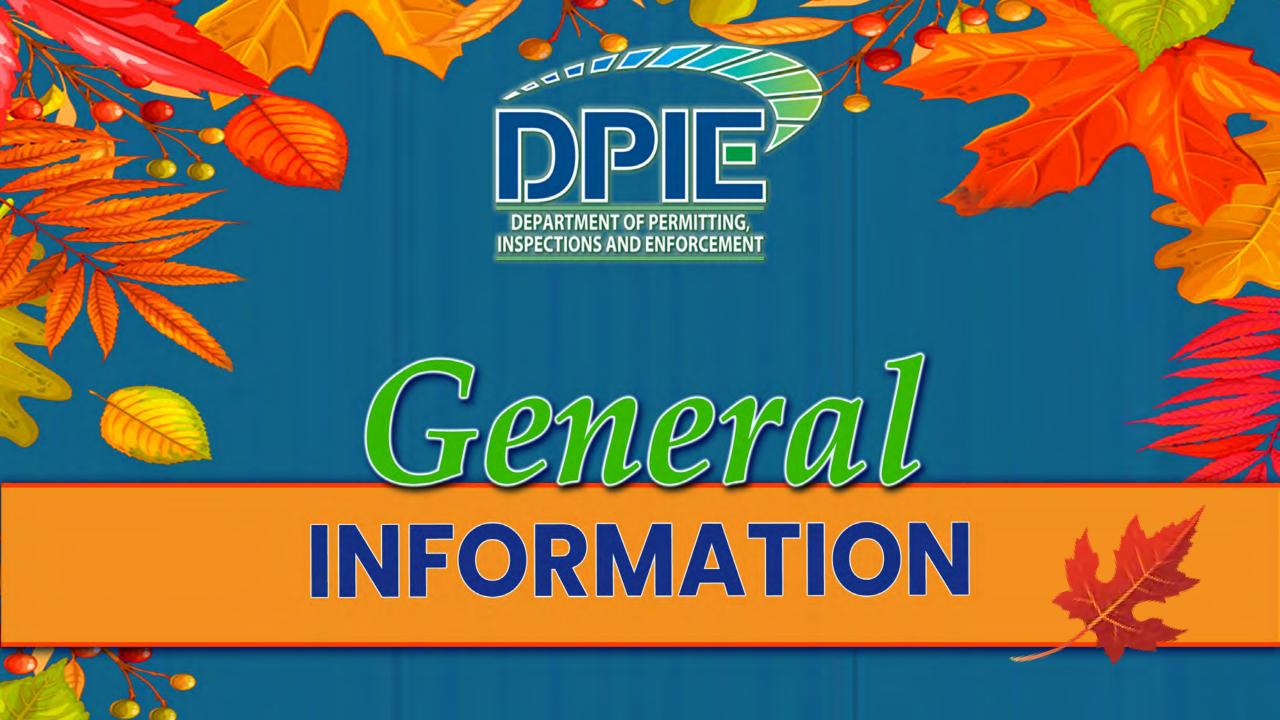


- The (NAB) hears complaints that allege acts that disturb the public peace or endanger the health, life or safety of residents, workers or visitors in the County.
- Cases are referred by the police department, fire department, health department, DPIE, and other government agencies. Citizens may not 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 311 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 scheduled within 30 days of the request, and decisions are rendered within 30 days by hearing officers.



# Accessing Information from DPIE

Many of DPIE's records are searchable at no cost or delay to the requester.

- History by Address
  - To search for permits by property address or permit history before 2023 in our legacy ePermits system, visit: <a href="Permits-bearch">Permit Search (princegeorgescountymd.gov)</a>. If you would like a copy of a permit, request one using the MPIA form.
- Inspection History

To search for inspection history by permit number before 2023 in our legacy ePermits system, visit: <u>Inspections History</u> <u>By Permit Number (princegeorgescountymd.gov)</u>.

- LookSee Property Explorer
  - To research permits and properties in Prince George's County, use <u>LookSee</u>. 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.
- Application Tracker Check the Status of Plan Reviews

DPIE's Application Tracker is a tool in our Momentum system 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 <u>DPIE Application</u> <u>Tracker</u> 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).

- Data Prince George's
  - <u>Data Prince George's</u> provides data on communities, County Government, finance, public safety, urban planning, education, health and the environment.

Request information about code violations, liens, rental licenses, site plans and other documents using the MPIA form.

## **DPIE Public Information Office**

DPIEPIO@co.pg.md.us

- Serves as the information liaison between DPIE and the public.
- Publishes e-newsletter called <u>DPIE Developments</u> and periodic bulletins.
   Subscribe at <u>Subscribe My PGC</u>.



- Access news and information at dpie.mypgc.us website's <u>Public Information</u> page.
- For Flyers and PowerPoints, click DPIE's Resources → <u>Publications</u> → <u>PowerPoints</u> on our website.

Request documents via MPIA Processing at DPIE on the DPIE website.

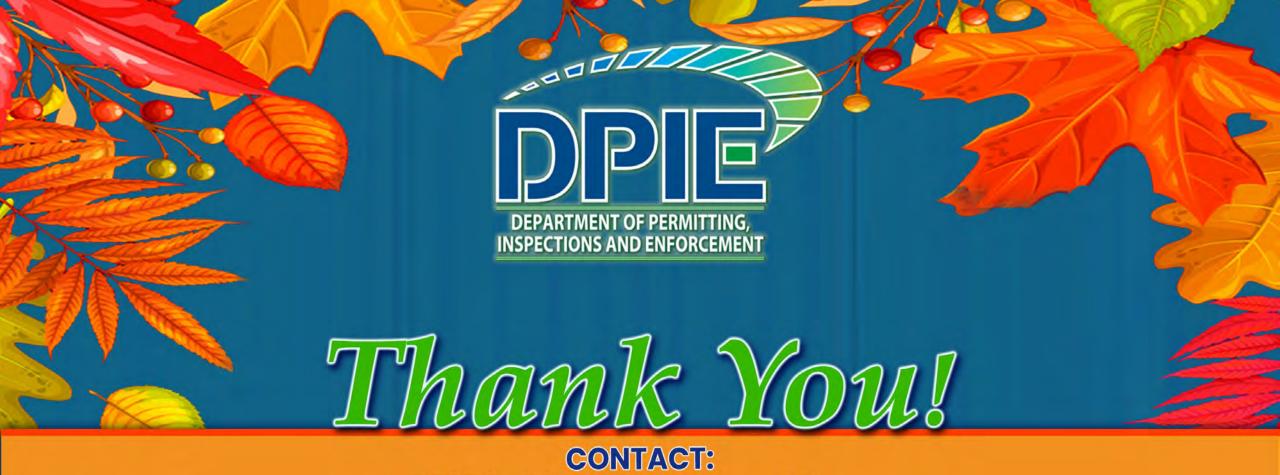


Follow us on Social Media at:

Facebook.com | X (Twitter).com | Instagram.com | LinkedIn | YouTube



For service requests or to report violations, call **311** or **301-883-4748** (outside of the County) or access the website at <u>PGC311.com</u>.



DPIE Public Information Officer AVIS THOMAS-LESTER DPIEPIO@co.pg.md.us

301-636-2053 for more information. Visit the DPIE website at dpie.mypgc.us.