



## DIVISION OF PLANNING AND PERMITTING FREDERICK COUNTY, MARYLAND

### *Department of Permits and Inspections*

30 North Market Street • Frederick, Maryland 21701

Phone (301) 600-2313 • Fax (301) 600-2309 • TTY: Use Maryland Relay Services

## **Submitting an Application: Common Problems**

*Below are common errors that may occur when you are submitting an application in the portal. Please check all of these and then try to submitting again.*

- ✓ Are all of the required boxes filled out? Check to see if all boxed marked with a red asterisk (\*) have been filled out.
- ✓ If there is a box marked with a red asterisk (\*) that does not apply to your project, fill the box in with a one (1).
- ✓ Did you put a primary address? Check to make sure that you have added an address. If when trying to submit an application, you receive an error message that says the County does not accept applications for this parcel it may be outside of the County Jurisdiction. Check to see if the address is a County Property.
- ✓ Did you fill in all of the "Section Complete" boxes? Check to make sure you have selected yes in each box.
- ✓ Did you exceed the number of characters allowed? Most of the text boxes in the portal cannot exceed thirty (30) characters. Please remove unnecessary information or abbreviate.
- ✓ Did you add special characters to your text boxes? Special characters (., / ? ‘ “ ; : ! @ # \$ % ^ & \* ' - \_ = +) cannot be added into the text boxes. Make sure you remove them before trying to submit your application.
- ✓ On Non-Residential Permit applications; the "Approved Site Plan" text box can only accept numbers. If you have any letter typed into this section, they need to be removed.

*Below are common reasons your application may be sent back to you during submission. Please check that you have provided all of this information prior to submitting an application.*

- ✓ You have not provided all of the required documents for the application you are submitting. Please refer to our Permit Information Packets to make sure you are uploading all of the necessary documents as part of your application.  
<https://frederickcountymd.gov/8000/Building-Permits-Zoning-Certificates>
- ✓ You are not allowed to apply for this permit.
  - On Residential New Construction a Maryland Licensed Home Builder or the property owner can apply. The property owner can only apply if they intend to live in the home.
  - On Plumbing and Electrical Trade Permits, the contractor needs to be licensed/have their license registered with the County to apply.
    - On Residential Homes the homeowner can apply for some types of Plumbing and Electrical if they pass the homeowners exam.
    - On Non-Residential only a licensed contractor can apply.
  - On Non-Residential Building Permits the owner, contractor, intended occupant, architect or engineer can apply.
  - Permit services can apply on behalf of someone if we have record that they work for/are an agent of the responsible person.
- ✓ We were not provided with enough information as to what the scope of work is. Please make sure you are providing the full scope of work in the Job Description.