



Refund Policy for Building and Trade Permits

Effective Date: July 1, 2026

Purpose

This policy outlines the conditions under which fees paid for building and trade permits may be refunded. It ensures consistency, transparency, and fairness in handling refund requests.

Scope

This policy applies to all permits issued in the following Permit Type classifications: COMM, RESD, MIR, MIC, SOLA, SIGN, REV, DEMO, POOL, POF, CARE, ZONE, PWS, ELEC, MECH, and PLBG.

General Policy

Permit fees are collected to cover administrative, technology, review, and inspection costs. As such, refunds are limited and subject to the stage of application review, permit issuance, or inspections performed.

Eligibility for Refunds

Refunds may be granted under the following conditions:

- **Application Withdrawal (Before Review Begins):**
Applicants who withdraw their application before any plan review has started may be eligible for a refund of plan review fees. Application and technology fees are non-refundable. If the permit becomes expired or void, no fees will be refunded.
- **Application Withdrawal (After Review Begins):**
If review has started, no fees are eligible for refund.
- **Permit Issued but Work Not Started:**
If a permit has been issued but no inspections have been performed and no work has commenced, a partial refund (75 %) of inspection fees will be refunded upon written request by submitting a Permit Withdrawal Request. Refunds will only be considered up to 180 days from the date of permit issuance.
- **Permit Issued and Work Has Started:**
If a permit has been issued and work has commenced with inspections being performed a partial (75%) refund for the inspections not yet performed will be refunded upon request by submitting a Permit Withdrawal Request. No refunds will be issued for inspections already performed regardless of the inspection status. Additionally, the cost to perform a compliance inspection may be deducted from the refunded amount if a compliance inspection is needed to verify the current status of a permit before approval of a withdrawal may be granted.



Charles County Department of Planning & Growth Management

- **Overpayment or Duplicate Payment:**

Full refunds will be issued for verified overpayments or duplicate transactions. Full refunds will also be processed for permits applied for in error for the wrong jurisdiction (Town of La Plata and Town of Indian Head).

- **Application for Wrong Permit Type:**

If the wrong permit type was applied for the department may be able to transfer the funds to the correct permit type. However, this is not always possible and will be handled on a situational basis. If the funds cannot be transferred, a refund will be issued for the application made in error. The applicant will need to apply for the correct permit type and pay the associated fees.

- **Application Denial:**

If an application is denied, no fees are eligible for a refund.

- **Public Water/Sewer Permits:**

If a permit has been issued but no inspections have been conducted and no work has commenced, a partial refund (75 %) of inspection fees will be refunded upon request by submitting a Permit Withdrawal Request. No refunds will be provided for inspections already performed regardless of the inspection status. Connection and Meter fees will be refunded in full if the connection was not completed. Refunds will only be considered up to one year from the date of permit issuance.

Non-Refundable Fees

The following fees are non-refundable:

- Application, Administrative, Technology, or processing fees
- Plan review fees once review has begun
- Inspection fees for completed inspections
- Fees associated with expired and/or voided permits where no refund request was made within the allowed timeframe.
- Fees associated with permits placed into a violation status due to an existing code violation that must be resolved via the issued permit.

Refund Request Process

- Refunds associated with a permit withdrawal (general withdrawals, duplicate permits, permit within the Town limits) require submission of a Permit Withdrawal Request form. This form must be submitted by the original applicant and/or payee.
- Refunds issued related to errors or overpayments will be processed administratively by the Department of Planning and Growth Managements Permits Office.



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Processing Time

Permit Withdrawal Requests will typically be processed within two weeks. Any approved refunds will be processed within two weeks from the date of withdrawal approval. Refunds will be issued via a check mailed to the original payee unless otherwise identified on the Permit Withdrawal Form.

Appeals

Applicants may appeal refund decisions by submitting a written request for review to the Chief of Codes, Permits, and Inspection Services within **30 days** of the decision. The request for appeal should include the name of the person submitting the appeal, their email and phone number, the permit number, and the reason for the refund and appeal.

Policy Updates

This policy may be amended at any time. Updates will be published and apply to all new applications submitted after the effective date.