

E-Permits Portal Expanded Customer Support Guide



Need Help? Follow the steps below to get your E-Permits Portal-related questions answered.

Start here:

Review the E-Permits Portal Resources on the [DHCD Permits](#) website:

- [How to Create an E-Permits Account](#)
- [E-Permits Resources](#)
- [E-Permits PIN Record Number Process Guide](#)
- [Permit Like a Pro](#)

Next steps:

If you have questions, use the **subject line guide** below to submit your email. Please be sure to include your name, phone number, and clearly describe your question or concern.

Subject Line Guide If you have a question about:	Type this in the email subject line:	Use this email address:	Department Name and Phone Number Available Mon-Fri 8:30a – 3:30p
Creating An E-Permits Account	E-Permits Account	DHCD.Permits@baltimorecity.gov	Permits Office 443-984-1809
Connecting Your New E-Permits Accounts to Your Previous Permits or License Registration Information	E-Permits PIN Record Number Process	DHCD.Permits@baltimorecity.gov	Permits Office 443-984-1809
DHCD Permits	Permits	DHCD.Permits@baltimorecity.gov	Permits Office 443-984-1809
License Registrations	License Registrations	DHCD.TradesLicense@baltimorecity.gov	Permits Office 443-984-1809
Accessing the E-Permits Portal	Access Issues	DHCD.Permits@baltimorecity.gov	Permits Office 443-984-1809
DHCD Inspections	Inspections	DHCD.ConstructionInspection@baltimorecity.gov	Construction and Demolition 410-396-3470
Uploading Plans (ProjectDox/Plans Review)	ProjectDox	DHCD.PlansReview@baltimorecity.gov	Plans Review 410-396-3460



E-Permits

E-Permits Portal Expanded Customer Support Guide, Page 2

Need Help? Use the guide below to get your E-Permits Portal-related questions answered by the **City Agencies** involved in the **DHCD** permit review process.

Contact:	For questions about specific reviews or topics related to DCHD permits:	Use the email address below:	Or call the phone number below:
Baltimore City Fire Department (BCFD) – Office of the Fire Marshal	Plans Review/System Acceptance Use and Occupancy Permit Inspections	FireMarshal@baltimorecity.gov	410-396-5752 or 311
Baltimore City Health Department (BCHD)	Food Service Plans Swimming Pool Plan ProjectDox (Plans) Reviews Inspections	jerry.welch@baltimorecity.gov	410-396-4544
Board of Municipal & Zoning Appeals (BMZA)	Permit Appeals	bmza@baltimorecity.gov	410-396-4301
Department of Planning (DOP)	Commission for Historical and Architectural Preservation (CHAP), Commercial Revitalization, Critical Area, Design, Flood Plain, Forest Conservation, Landscape, Subdivision, Urban Renewal, Planned Unit Developments (PUD), Site Plan Review Committee (SPRC)	deptofplanning@baltimorecity.gov	410-396-7526
Department of Transportation (DOT)	1. Plans Review, Minor Privilege, Right of Way 2. Demolition Permits	1. wesley.shaw@baltimorecity.gov 2. sarena.washington@baltimorecity.gov	1. 410-396-4508 2. 410-396-3634
Department of Public Works (DPW)	1. Plans Review and Inspections 2. Pollution Control Program 3. Customer Support & Services Division (CSSD) 4. Baltimore City Natural Resources (BCNR) Review	1. dpw.plansreview@baltimorecity.gov 2. khari.keyes@baltimorecity.gov 3. dpw.billing@baltimorecity.gov 4. dpw.plansreview@baltimorecity.gov	1. 410-396-0732 2. 410-396-9696 3. 410-396-5398 4. 410-396-0732
Zoning Administration Office	Zoning Verification	DCHD.Zoning@baltimorecity.gov	410-396-4126