Loudoun County, Virginia

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Loudoun County to Launch New Online Land Management System in August; Services Impacted

Loudoun County is scheduled to launch its new online land management system on Monday, August 14, 2023. The system, called LandMARC (Land Management, Applications, Research, Coordination) is designed to increase efficiency and transparency for Loudoun businesses and residents. The system is a comprehensive online tool for accessing, managing and maintaining Loudoun County's land-related information.

Service Impacts and Deadlines

In preparation for the launch of the new system, some services for land development customers will not be available beginning Wednesday, July 26 through Sunday, August 13.
- New applications will be very limited.
- Payments will not be accepted.
- Edits/updates to existing applications/records cannot be made.
- Inspections will not be scheduled, and permits will not be issued.

The in-person customer service counter on the second floor of the Loudoun County Government Center at 1 Harrison St., SE in Leesburg will remain open during this time for general help related to permitting and land development, such as questions about county processes or conducting research on a property.

To prepare for these impacts, the county is implementing deadlines for application submissions, payments, and inspections. Specific deadlines for different activities and services are available online at **loudoun.gov/landmarc.**

LandMARC Overview

LandMARC will leverage new technology to better serve the needs of the county's customers. Through an online portal, members of the public will be able to:
- Submit permit, land development and legislative land use applications.
- Submit electronic copies of plans and other required documentation.
- Track the status of applications and land development projects.
- Request pre-application and pre-submission meetings.
- Request inspections.
- Pay application fees.
- Access public records related to permits and plans.

The new system will replace current internal systems, as well as publicly available systems, including LOLA and e-Permits. These systems, which date back two decades, are no longer able to

provide the scalability or transparency required to meet the expectations and needs of the county's customers. LandMARC will add many new online capabilities to better serve the needs of residents and businesses.

Stay Informed Resources

Members of the public are encouraged to sign up to receive email and text message updates about the project to stay informed about its progress and the implementation and how this change in county services may impact them. To sign up for alerts and for more information, visit loudoun.gov/landmarc.

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