

## Frequently Asked Questions?

“The outside of my neighbor’s house is in disrepair, what can you do?”

“The vacant lot up the street is full of trash, who can I call?”

“I have informed my Landlord of the severe need for repairs, but he hasn’t done anything. What else can I do?”

“Do I live in an Occupancy Permit area?”

“How tall is too tall when it comes to weeds and grass?”

Can my neighbors park their cars on the front yard?



# 664-6510

Norfolk  
Cares  
Assistance Center

Department of Communications  
302 City Hall Building  
Norfolk, Virginia 23510  
[healthyneighborhoods@norfolk.gov](mailto:healthyneighborhoods@norfolk.gov)



Hours of Operation

Monday–Friday  
8:00 am - 6:00 pm

Excluding Holidays

Recording After Hours

# 664-6510

## What Number Can I Call?

The Norfolk Cares Assistance Center was established in direct response to requests from Norfolk citizens and City Council to improve the processing of citizen complaints and concerns.



Norfolk Neighborhoods are our priority.

By simply dialing the 664-6510, citizens and workers can report concerns, obtain information on any City service, or check on City response to previous complaints and requests for service.

This number is staffed Monday through Friday 8:00 am to 6:00 pm.

After hours, citizens are welcome to leave a message concerning a complaint or request for service, which will be processed as soon as staff arrive the next business day. Citizens can also request a call back, specifying a convenient time for the callback.

### What kind of assistance can I expect?

When you call 664-6510, you can expect a courteous, friendly individual to assist you with your request. While the Call Center was set up to specifically deal with Environmental or Codes questions or reports, the staff can assist you with any request. If our highly trained staff is unable to answer a technical questions, they will happily put you in contact with the individual with the expertise needed.

### How do I register a Complaint?

Jot down information such as the nature of your complaint, the address and the length of time the issue has been going on. Then call 664-6510 number and explain your concern in as much detail as possible. Landlords, civic leaders, neighbors or commuters are all welcome to share their concerns. The staff will assess your information and forward to the appropriate City Department with the responsibility for resolution. You may also register a concern on line at [www.norfolk.gov](http://www.norfolk.gov) and click on the Norfolk Assistance Center logo. There is a simple form to submit or you may send an e-mail

### Do I have to leave my name?

No. All complaints are kept confidential and will not be revealed to anyone other than the Inspector or City Employee who is assigned to it.

However, it is extremely beneficial that the City employee tasked with resolving the issue have a name and phone number to follow-up or obtain further information.

Should you choose not to leave name and phone number you may always call back to check on the progress.

### How long will it take?

The length of time to correct a problem or respond to a request will vary. Many violations require, by law, give violators a specified amount of time to correct the violation, while others may be taken to court. In other instances, the problem may not now be a violation under City law and resolution may be more complex.

### Will you tell me what happened?

Yes. The Call Center has an obligation to track all concerns from the time they are logged in, assigned to the "Action Department," through abatement. We maintain this record on our computers.

You may contact either the Inspector/City Employee assigned to the concern or you may call the Call Center to receive information on the progress of the concern.

**Please understand due to "privacy issues" we may not be able to release all information related to the concern if you are not the Property Owner.**