

# Our Mission

The Bureau of Community Outreach strives to preserve and improve the physical, social and economic health of Norfolk's housing and neighborhoods by supporting neighborhood self-reliance and community-based problem solving; delivering neighborhood oriented services and facilitating public/private partnerships.

## GOT A COMPLAINT?

A house in disrepair  
A vacant lot full of trash  
Graffiti  
Tall weeds and grass  
Landlord isn't making needed repairs

CALL NORFOLK CARES



The City of Norfolk recognizes the importance of strong neighborhoods to a thriving city, and realizes that quality of life concerns can be most effectively addressed at the neighborhood level. Through the work of the Department of Neighborhood Preservation, the City continues to demonstrate its commitment to the development of healthy, livable and sustainable neighborhoods.

[www.norfolk.gov/neighborhoods](http://www.norfolk.gov/neighborhoods)

## Bureau of Community Outreach

400 Granby Street  
Norfolk, VA 23510  
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Department of  
Neighborhood Preservation

# BUREAU OF COMMUNITY OUTREACH

Together, let's build  
stronger neighborhoods!



# Bureau of Community Outreach

The Bureau of Community Outreach promotes resident involvement and supports community leaders and residents in their efforts to formally organize their neighborhoods. The Bureau assists the community to help them find creative, constructive and positive solutions to problems affecting them. The Bureau also serves as a clearinghouse for information, referral and resources in an effort to encourage civic engagement.



We achieve our mission through the C.O.R.E. Model of Service—Connect, Outreach, Rehabilitate and Educate.

## CONNECT

To connect people and resources at the local level to applicable programs and services through information and referral options.

### Community Connect Programs

- Neighborhood Service Centers
- Local Information and Referral Resources
- Community Events
- State Conference
- Local & State Agency Networking Opportunities

## OUTREACH

To extend our organizational effort and connect our resources and best practices to the efforts of other organizations, civic leagues, specific audiences and the general public.



### Community Outreach Programs

- Civic League Registration
- Neighborhood Signs
- Public Participation Opportunities
- TAG-OUT Graffiti Abatement Pilot Program

## REHABILITATION

To enhance neighborhood livability through reduction of blight and substandard housing in Norfolk through information sharing, resource referral, and direct volunteer based rehabilitation programs in target neighborhoods.



## Community Rehabilitation Programs

- Home Rehabilitation and Resource Initiative
- Volunteer Based Rehab Programs
- Home Rehab Workshops
- Home Rehab Information & Referral Database
- Regional Home Rehabilitation Consortium
- Fix-It Trade Show

## EDUCATE

To provide the highest quality training to Norfolk's



community on issues ranging from neighborhood leadership to financial management with an overall goal to revitalize, preserve and where needed, improve our neighborhoods through grass roots action and involvement.

### Community Education Programs

- Neighborhood University
- Civic Leadership & Neighborhood E-Learning Tool Kit
- Capacity Development—Technical Assistance
- Problem Solving Assistance
- Know Your Neighbor Initiative

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