

## CITY-OWNED VACANT PROPERTY AUCTION FREQUENTLY ASKED QUESTIONS

### Q: What is the City-Owned Vacant Property Auction?

A: The auction offers interested homeowners and developers the opportunity to invest in the City of Norfolk by purchasing and redeveloping city-owned properties *for the purpose of constructing a single-family home*. Designed for transparency, equity and efficiency, this new auction process aligns with City housing priorities and goals to transform underutilized properties, increase economic inclusion, encourage and support wealth building through homeownership and strengthen neighborhoods and communities.

### Q: Is the auction in person or online?

A: The auction is administered through the GovDeals platform online.



### Q: What is GovDeals?

A: GovDeals is an online marketplace that provides services to government, educational, and related entities for the sale of surplus assets to the public. For more information, please visit GovDeals [website](#).

### Q: What is the cost to register with GovDeals?

A: GovDeals registration is free.

### Q: How do I register on GovDeals?

A: To register on GovDeals, please complete this [form](#). If you have questions, please follow the steps provided in GovDeals registration [helpdesk](#) or contact GovDeals customer [service](#).

### Q: How often will City Vacant Properties appear on the GovDeals auction platform?

A: City Vacant Properties will appear on the GovDeals auction platform quarterly. The Auction schedule will be posted on the City-Owned Vacant Property Online Auction [page](#).

**Q: When will property listings appear on the website?**

**A:** Property listings will be viewable on <https://www.GovDeals.com/NorfolkRealEstate> for approximately 30 days before the bidding period. This allows time for property research, inspections, and time to get financing in order. After the property listing phase, bidders will have seven (7) days to bid on properties.

***Note:** All City-owned properties in the auction are subject to all Terms and Conditions posted on the GovDeals website. The City of Norfolk reserves the right to accept or reject any bid and to add or remove any property in the auction.*

**Q: What are the Terms and Conditions?**

**A:** The City of Norfolk Terms and Conditions can be found [here](#).

**Q: I am a City of Norfolk employee/representative, can I participate in the auction?**

**A:** Should any registrant be an employee of the City of Norfolk or a member of any of the City's various boards or commissions established by the Norfolk City Code or the Norfolk City Council, certain provisions of the Virginia Conflicts of Interest Act (Va. Code § 2.2-3100 et seq.) may limit or prohibit the ability of such persons to enter into a contract with the City for the purchase of any property listed in this auction.

**Q: How do I bid on a property in the auction?**

**A:** In order to bid on a property, please carefully follow the below steps:

## Phase 1: Property Listing (Approximately 30 Days)

Property listings will be available at [GovDeals.com/NorfolkRealEstate](https://GovDeals.com/NorfolkRealEstate) for approximately **thirty (30) days prior to bidding**.

To become a qualified online auction participant (a "bidder"), the following steps must be completed by the deadline:

1. Register to bid through the online auction website at [www.govdeals.com/register](https://www.govdeals.com/register).
  - Must be completed by all first-time bidders
  - Follow all instructions for setting up the GovDeals account and passwords
  - Once registration is completed, interested parties will be able to participate in all city auctions moving forward
  - Please be sure to read GovDeals' Terms & Conditions
2. Read our [Terms & Conditions](#).
3. Complete the [Norfolk Bidder Application](#).
  - Must be completed by all bidders
  - Only needs to be submitted once
4. Browse and review available properties [here](#) during the approximately thirty (30) day Property Listing Phase.
  - Potential bidders are responsible for property research, inspections, and financial preparations during this property review period.
  - TIP: Visit [NorfolkAIR](#) to research property records, lot specifications, tax information, and more.
5. Request Tier Approval in [GovDeals](#).
  - You must request (subscribe) to become a member of the Norfolk Real Estate Tier. To do this, use your Bidder Login. Once logged in, click your name, choose 'Tiers' from the dropdown. Click 'Browse Other Sellers'. Look for Norfolk Real Estate. Click 'Subscribe'.
6. Submit Bid Security Deposit(s) to GovDeals.
  - Deposits are \$1,500 per property. Deposit instructions are located under "Additional Info" on each property listing page.
  - Bid security deposits are held for the duration of the auction. Upon auction closing, **all** bidders will receive their bid security deposit back by filling out GovDeals' form [here](#) for a refund.
  - *Note: Successful High Bidders will follow the same deposit refund process as above; the deposit will not be applied to Final Payment.*
7. Receive Deposit Confirmation from GovDeals.

**IMPORTANT: Bidders will not be permitted to bid on any auction until completing all of the above steps before the deadline.**

## Phase 2: Bidding Period (7 Days)

After the Property Listing Phase, a seven (7) day bidding period opens. This is when the auction is live and all available properties are subject to active bidding.

**You will NOT be able to bid on any property unless all steps from Phase 1 are completed by the deadline.**

Auto-Bidding: Upon placing a bid on a property, you will have the option to activate auto-bidding. Auto-bidding means your bid will automatically be increased to outbid anyone who bids higher than you up to your pre-established maximum bid amount.

**IMPORTANT: If auto-bidding is not activated, you will need to check the status of your bid(s) periodically during the bidding period.**

### **Q: Where can I find the Applications needed to participate in the auction?**

**A:** The Norfolk Bidder Application can be found [here](#). Please note that this application will only need to be completed once during the quarterly auction.

### **Q: How do I get more information about a property?**

**A:** Obtaining information on a property will be the Bidder's responsibility. Some general property information can be found here on the City's Norfolk Air [site](#) by typing in the property address. Bidders are encouraged to perform their due diligence before bidding on a property.

**Norfolk Air Disclaimer:** Be aware that map information is believed to be accurate, but accuracy is not guaranteed.

### **Q: Do I need an appointment to view the vacant properties listed in the auction?**

**A:** No, you do not need to schedule an appointment.

### **Q: How much do I need to deposit?**

**A:** To bid on a particular property, you must make a Bidder's deposit of \$1,500 per the Deposit and Refund Instructions which can be found in the Additional Information section of GovDeals for each property.

**Q: When does the auction end?**

**A:** An auction will end at its stated closing time on GovDeals unless the property is subject to an auto extension. You may see the time remaining by clicking on a specific property and viewing the information at the top of the page after “Remaining.” If the auto extension applies, please note the following:

- If a bid is placed during the final three (3) minutes of an auction, the auction's current end time will automatically extend for an additional three (3) minutes. This will continue until no bids are placed during the last three (3) minutes. Since most bidding occurs during the final minutes of an auction, this allows all bidders enough time to continue bidding.

**Q: When will I be notified of the outcome of the auction?**

**A:** Please allow up to 2 weeks post-auction for notification of the outcome of the auction. The City Attorney’s Office will prepare and advance, for Norfolk City Council review and consideration, an ordinance authorizing the sale of each of the particular Properties to each of the respective Successful Highest Bidders for which the auction received an acceptable bid (the “Ordinance”). The City, acting by and through the Norfolk City Council, reserves the right to reject and decline to approve any and all bids, including that of the Successful Highest Bidder.

In the event the Ordinance is adopted by the Norfolk City Council, it shall not be effective until 30 days after the date of adoption. At that time, and not before, the amount bid by the Successful High Bidder shall be deemed an offer to purchase and shall also be deemed accepted by the City.

**Q: I did not get the property I bid on. Will I get my deposit back and if so, when?**

**A:** Once the bidding period ends, all deposits, including those of the successful high bidders, will be refunded. An email will be sent to all bidders after the bidding periods ends with the instructions on how to receive the deposit back. You will be required to fill out a [“jot form”](#) required by GovDeals.

*Please note: The email by GovDeals will be sent immediately after the bidding process. In order to receive the deposit back within 4-8 business days, a prompt response by the bidder is required, otherwise the deposit return may be delayed by 6-8 weeks.*

**Q: I am a Successful High Bidder and I have changed my mind and decide not to buy the property. Are there any penalties associated with this decision?**

**A:** If the Successful High Bidder fails or refuses to tender the Full Payment when due, the Successful High Bidder will be in breach of the City's Online Auction Terms and Conditions. Upon such a breach, the City may treat the particular breached sale as canceled, and, at the option and discretion of the City, may either re-auction the Property or seek to sell the Property to the next highest bidder in that auction, and request and obtain, by amended Ordinance, appropriate Norfolk City Council authorization to do so. Further, the City may prohibit said breaching Successful High Bidder from participation in any future online auction. Moreover, the account to do business on GovDeals will be locked.

**Q: What happens if I fail to comply with the Property Purchase Requirements or restrictive covenants of record?**

**A:** In the event that the Successful High Bidder completes the purchase of the property and, thereafter, fails to comply with one or more of the restrictive covenants of record that are recited in the Special Warranty Deed, the City, as a beneficiary for those covenants, may elect to enforce such noncompliance by initiating legal action to recover liquidated damages in the amount of \$5,000 for each covenant violated.

**Q: Where can I find the Property Purchase Requirements?**

**A:** The Property Purchase Requirements can be found in each property listing detail page listed on [GovDeals](#) (if any).

**Q: What do I need to do if I am the Successful High Bidder?**

**A:** The Successful High Bidder will be confirmed and will receive a Buyer's Certificate of sale from GovDeals to the email address on file. Be sure to check your Junk and Spam folders. You may also access the Buyer's Certificate via these steps:

1. Click "Sign In" (upper, right-hand corner)
2. Click your name, then click "My Bids"
3. Refer to "Lots Won"
4. Locate your asset, then click "Certificate"
5. Follow the instructions concerning payment and pick-up

The bidder will have five (5) business days to complete full payment to receive the title transfer. Please refer to the instructions provided in the Terms and Conditions on GovDeals.

**Q: How do I make my payment?**

**A:** A wire transfer must be made for any amount over \$4,999.99 and cannot be made via Western Union. You may add any won auction(s) to an invoice when you are creating the invoice (some restrictions apply), but you may not split payments once an invoice is created.

Bidders will be responsible for:

- The High Bid
- Payment of deed recording fees and taxes, which will be calculated by the City Attorney and added to the High Bid. Verifiable evidence of real estate transfer tax exemption status must be provided to the City Attorney within 24 hours of the close of the auction and before the required Full Payment is made.
- Payment of the Auction Fee, in the amount of 5.0% of the respective successful high bid, which amount shall also be added to the high bid.

Please contact GovDeals Site Consultant [here](#) if you have any questions about the process.

**For GovDeals technical support, contact:**

GovDeals Customer Service at:  
Telephone (toll-free): (800) 613-0156  
Email: [customerservice@govdeals.com](mailto:customerservice@govdeals.com)

**For questions regarding the auction process and/or properties for auction, contact:**

The City of Norfolk, Dept. of Housing and Development  
Telephone: (757) 664-2470  
Email: [vacantcityownedproperty@norfolk.gov](mailto:vacantcityownedproperty@norfolk.gov)