

# Helpful Resources

1. **Federal & Virginia Fair Housing Act** - The Fair Housing Act protects people from discrimination when they are renting, buying, or securing financing for housing. The prohibitions specifically cover discrimination because of race, color, national origin, religion, sex, disability and the presence of children. Virginia Fair Housing Office is responsible for investigating housing discrimination complaint, to file a complaint contact our local Fair Housing Compliance Specialist, Kimalesha Brown with the Department of Housing and Community Development at 757-664-4273, or click [HERE](#) to file a complaint with Virginia Fair Housing Office.
2. **How to be a Successful Renter** - Prepared by Virginia Housing, this eBook is designed to help be a successful renter. Visit [Renters eBook](#) to download the eBook.
3. **Landlord and Tenant Relations Officer** - The City of Norfolk's Landlord & Tenant Relations Officer aids landlords and renters with any rental related concerns and is available when issues arise between a landlord and a tenant and/or when general advice is needed by either landlord or renter. For assistance, contact Norfolk's Landlord & Tenant Relations Officer, Erica High at [rentready@norfolk.gov](mailto:rentready@norfolk.gov).
4. **Norfolk's General District Court Mediation Program** - No-cost mediation is a voluntary process that is available to all parties involved in a dispute. To schedule a mediation orientation before a scheduled court hearing, contact Norfolk's Mediation Coordinator, Patricia Willis at: 757-739-0476 or [patriciapritchardwillis@gmail.com](mailto:patriciapritchardwillis@gmail.com). [Click here](#) to learn more about Norfolk's General District Court Mediation Program.
5. **Other Mediation Servicers**- Wright Way Mediation, schedule mediation with Certified Mediator for the State of Virginia at 757-347-0525, or [contact@wrightwaymediation.com](mailto:contact@wrightwaymediation.com).
6. **Legal Aid Society of Eastern Virginia - Legal Aid Society of Eastern Virginia** (Legal Aid) provides free legal services in civil matters to low-income residents of Hampton Roads. Legal Aid represents civil matters including landlord/tenant, public benefits, domestic violence, family law, consumer law, collections, estate planning, education and other civil rights and discrimination matters.
  1. Apply for service by phone: 757-827-5078
  2. Apply for services online: <https://www.laseva.org/node/17/apply-services>
7. **Norfolk-Portsmouth Bar Association**- has a referral service where you can arrange for a 30-minute consult with an attorney who specializes in a particular area of law for \$35 please call 800-552-7977.

8. **Norfolk Law Library**- is a free resource and you can do research if you choose to. It is a public law library and non-profit foundation, is to serve the legal research needs of the general public, lawyers, and the courts. Contact them by phone at 757-622-2910.
9. **Virginia Residential Landlord and Tenant Handbook** -**The Virginia Residential Landlord and Tenant Handbook** has been prepared to provide information on the rights, remedies, and responsibilities of landlords and renters concerning the rental process. Before signing a lease, prospective tenants should read and understand the terms of the contract. Consulting a lawyer or the landlord for clarification of the rental agreement is advisable.
10. **Environmental Protection Agency** - The mission of EPA is to protect human health and the environment. To learn how the EPA regulates environmental laws or to view a list of topics that may be of interest to you, visit <https://www.epa.gov/topics-epa-web>. There is information of clean air, bedbugs, mold, lead and more.
11. **Consumer Financial Protection Bureau** - The Consumer Financial Protection Bureau is a 21st century agency that implements and enforces Federal consumer financial law and ensures that markets for consumer financial products are fair, transparent, and competitive. You can prepare yourself to make educated decisions on auto loans, credit cards, debt collection and credit counseling assistance, visit **CFPB Educational Tools**.
12. **Statement of Tenants Rights and Responsibilities** - Starting July 1, 2020, all landlords must offer the Statement of Tenant Rights and Responsibilities to any prospective tenant. Both the landlord and tenant must sign a form at the end of the statement acknowledging that the tenant has received from the landlord the statement of tenant rights and responsibilities. The written rental agreement will be effective on the date that the form is signed by both parties. Landlords must provide a copy of the signed Statement of Tenant Rights and Responsibilities and a copy of the written rental agreement within one month of the effective date of the rental agreement.
13. **Resources757** - **Resources757** is for those in Hampton Roads looking for resources including housing, food, individual and family support, health care, GED and education and more.
14. **Norfolk General District Court**- There are times when the courts should be involved when disputes between landlord and tenants are unresolved. Contact the Clerks office for filing a Tenant's Assertion (Rent Escrow), Unlawful Detainers, etc., at 150 Saint Paul's Blvd, Norfolk, VA 23510 at 757-664-4913.