

Benefits of Being Rent Ready

Rent Ready Norfolk makes the process of being a renter easier for you, one of the many benefits of being Rent Ready. You are provided a comprehensive source of information, services and resources related to renting in one location to help navigate the rental process. By being "Rent Ready," you will:

Become a More Informed Renter

- You will have a better understanding of your roles and responsibilities as a renter and you will learn about your landlord or property manager's roles and responsibilities as well. This leaves little room for misunderstanding as it relates to your lease and unit.
- You will be able to make better decisions when it comes to deciding the next place you call home or about where you are currently living.
- You will have a road map for the rental experience from start to finish.

Have Access to Free and Quality Services

- **Quality Assessment:** Before or after you move into your rental unit, you can request a quality assessment of your unit's interior, exterior, and common areas to ensure your unit is "Rent Ready".
- **Workshops:** Workshops designed to help you understand the rental process are available monthly on topics such as Becoming a Model Renter; Knowing Your Rights and Responsibilities as a Renter; and Renters Insurance. Workshops are offered to first-time renters and current renters—it is never too early or too late to understand the renting process.
- **Property Listing:** Searching for properties that meet the standard of "Rent Ready" is now easier with our online property search engine that allows you to view properties certified as "Rent Ready".

Have Access to Free and Quality Resources

- Our **Landlord and Tenant Relations Officer** can assist you with any rental-related concerns. This resource is available when issues arise between a landlord and a tenant and/or when general advice is needed. Please contact the City's Landlord & Tenant Relations Officer through the Norfolk Cares Center at (757) 664-6510.
- The **Norfolk Cares Center** is a single point of contact for residents, businesses, and visitors. Through Norfolk Cares, residents can request a city service, obtain information on city services, and/or receive an update on a previous request for city services. Norfolk Cares also serves as the non-emergency hotline for the City of Norfolk. To request a service and/or learn about a city service, please contact the Norfolk Cares Center at (757) 664-6510 or e-mail healthyneighborhoods@norfolk.gov.
- The **Division of Neighborhood Quality** is committed to effectively improving the life of Norfolk residents and persevering neighborhood quality through the enforcement of

applicable building and property regulations aimed at the protection of public health, safety, and welfare. For assistance, please contact Neighborhood Quality through Norfolk Cares at (757) 664-6510 or e-mail healthyneighborhoods@norfolk.gov.

For more information on Rent Ready Norfolk's services or resource, please contact us by phone at (757) 664-RENT or by e-mail at rentready@norfolk.gov