



# City of Hopewell Citizen Inquiry Referral List

Nature of Inquiry	Department(s)	Telephone
<b>A</b>		
Abandoned Vehicles (Removal)	Police Department (private property) Zoning (on street)	541-2222 541-2220
Accident Reports (Vehicular)	Police – Services Division	541-2272
Adopt-a-Neighbor Program	Development/Planning	541-2220
Adopt-a-Park	Recreation & Parks	541-2353
Adopt-a-Street	Development/Planning	541-2220
Adult Protective Services	Regular Business Hours Afterhours Hotline	541-2330 1-888-832-3858
Alley Closings/Vacations	Development/Planning	541-2220
Alley Maintenance	Public Works	541-2295
Animal Control ➤ Roaming/Pickup	Animal Control Officer	541-2204 or 541-2222
Animal License (dog & cat)	Treasurer’s Office	541-2240
Architectural Review Board	Development/Planning	541-2220
Auctions (Surplus items)	Purchasing Recreation & Parks	541-2342 541-2353
<b>B</b>		
Backdoor Toter Pickup	Central Virginia Waste Management Authority (CVWMA)	804-425-0500
Basketball Goals (in street)	Police	541-2222
Beacon Theatre	Box Office <a href="http://thebeacontheatreva.com">http://thebeacontheatreva.com</a>	446-3457
Benefits (*SNAP and **TANF) MEDICAID, ENERGY ASSISTANCE *Supplemental Nutrition Assistance Program ** Temporary Assistance for Needy Families	<a href="https://commonhelp.virginia.gov/access/">https://commonhelp.virginia.gov/access/</a> or <a href="http://www.hopewellva.gov">www.hopewellva.gov</a> Hopewell Dept. of Social Services	855-635-4370 541-2330
Bids	Purchasing	541-2342
Birth Certificates	State Health Department DMV	662-6200 497-7100
Boats & Trailers ➤ Parked on Street ➤ Title and Registration	Development/Zoning Division Commissioner of the Revenue	541-2226 541-2237
Brush Complaints	Fire Department	541-2288
Bugs	Health Department	458-1297
Building Permits	Development/Building Inspections	541-2226
Business License	Commissioner of the Revenue Zoning Approval	541-2237 541-2226
<b>C</b>		
Cablevision Complaints	City Attorney	541-2247
Catch Basin (Cleaning, etc.)	Public Works	541-2295
Cemetery	Public Works	541-2295
Chamber of Commerce (Listing of Civic Clubs, Businesses, Maps, Tourism information, etc.)	Chamber of Commerce	541-2461
Chesapeake Bay Area	Development/Planning	541-2220
Child Protective Services <a href="http://vacps.dss.virginia.gov">http://vacps.dss.virginia.gov</a>	Regular Business Hours Afterhours Hotline	541-2330 1-800-552-7096
City Council/Ward Representative	City Clerk	541-2249
City Maps	Development/Engineering	541-2230



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Nature of Inquiry	Department(s)	Telephone
CodeRED Citizen Notification Service	Emergency Services Or online at <a href="http://www.hopewellva.gov">www.hopewellva.gov</a>	541-2298
Code Violations ➤ tall grass, trash & debris, junk, etc.	Development-Property Maintenance	541-2226
Community Center ➤ Membership Information ➤ Facility Rentals ➤ Fitness Classes ➤ Swimming ➤ Skatepark	Recreation & Parks	541-2353
Condemned Buildings	Building Official Health Department	541-2226 458-1297
Construction Complaints	Development/ Building Inspections	541-2226
Contracts (Legal Documents)	City Clerk	541-2249
Convenience Center	Public Works	541-2295 or 541-2305
COVID-19 Hotline		541-2391
Crosswalk (Pedestrian)	Public Works – Traffic Division	541-2294
Crystal Lake Rentals	Recreation & Parks	541-2353
Curb & Gutter Installation	Development/Engineering	541-2220/2319
Curb & Gutter Repairs	Public Works	541-2295
Damage - Private Property by City	Risk Manager	541-2203
Dead Animals	Public Works Dispatcher (after hours)	541-2295 541-2222
Death Certificates	Vital Statistics	662-6200
Deeds (recordation of)	Circuit Court Clerk's Office	541-2239
Ditch (Drainage; Roadside)	Public Works	541-2295
DMV (Division of Motor Vehicles)	Commissioner of the Revenue DMV Customer Service	541-2237 804-497-7100
Downtown Businesses	Hopewell Downtown Partnership	415-8798
Downtown Design Review Committee	Development/Planning	541-2220
Driveway, Pipe/Curb (Building Permit)	Development Public Works	541-2220 541-2295
Dumpsters	Public Works	541-2295
<b>E</b>		
Economic Development	Assistant City Manager	541-2271
Electrical & Plumbing Exams	Inspections	541-2226
Elections (Voting: Wards/Locations)	Registrar	541-2232
Employment/Job Opportunities	Human Resources Apply at <a href="http://www.hopewellva.gov">www.hopewellva.gov</a>	541-2211 or 541-2246
<b>F</b>		
Fences	Development/Planning	541-2220
Fill Permits	Development	541-2220
Fire Hydrant Check	Fire Department	541-2288
Fishing License	Commissioner of the Revenue	541-2237
Foster Parent Recruitment	Hopewell Dept. of Social Services	541-2330
Freedom of Information (FOIA)	City Attorney/Paralegal	541-2247



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Nature of Inquiry	Department(s)	Telephone
<b>G</b>		
Garnishments	Payroll	541-2315
Gravel Requests (City rights-of-way)	Public Works	541-2295
Gun Permit – Concealed Weapon	Circuit Court	541-2239
<b>H</b>		
Health Department	Hopewell Health Department	458-1297
Homeless	CARES Office 102 S. 10 <sup>th</sup> Ave.	718-0214
Hopewell Herald (Newspaper) ➤ Archived articles	Progress-Index See link on <a href="http://www.arls.org">www.arls.org</a>	732-3456
Hunting License	Commissioner of the Revenue	541-2237
<b>I</b>		
Inoperable Vehicles (expired tags, parked in yard, etc.)	Police Zoning	541-2222 541-2226
Invoices/Billing	Finance	541-2342
<b>J</b>		
Justice of the Peace	Magistrate	524-6600/6611
<b>L</b>		
Landfill (Closed - See Convenience Center)	Public Works	541-2295
Leaf Collection Program	Public Works	541-2295
Library	Appomattox Regional Library System <a href="http://www.arls.org">www.arls.org</a>	458-6329
<b>M</b>		
Magistrate	Riverside Regional Jail	524-6600/6611
Manhole Covers	Public Works	541-2295
Marina	Fish Tales 2	541-6417
Marriage License	Circuit Court Clerk	541-2239
Medicaid	Apply By Phone	1-855-242-8282
<b>N</b>		
Neighborhood Watch	Community Engagement Officer	452-4668
Newsletter (City E-Currents)	Intergovernmental & Public Affairs	541-2270
<b>P</b>		
Parks and Playgrounds ➤ Playground ➤ Trails ➤ Athletic Facilities ➤ Picnic Pavilion Rentals ➤ Maintenance/Vandalism	Recreation & Parks	541-2304
Parking Tickets –Payments ➤ Violations ➤ Warrants/Summonses	Police Department General District Court	541-2272 541-2257
Personal Property ➤ Taxes ➤ Value	Treasurer’s Office Commissioner of the Revenue	541-2240 541-2237
Personal Property Damage Claim	Risk Manager	541-2214 ext. 198
Pet Licenses	Treasurer’s Office	541-2240
Picnic Shelter Rentals	Recreation & Parks	541-2353
Plaza, Ashford Civic (Rental)	Assistant City Manager	541-2271
Post Office	Customer Service	458-4350
Potholes	Public Works	541-2295



# City of Hopewell Citizen Inquiry Referral List

Nature of Inquiry	Department(s)	Telephone
Probate (Wills or Estate)	Circuit Court Clerk's Office	541-2239
Property Ownership	Real Estate Assessor	541-2234
Public Information	Intergovernmental & Public Affairs	541-2270
Purchase Orders	Purchasing/Finance	541-2342
<b>R</b>		
Railroad Repairs	Engineering Public Works	541-2319 541-2295
Rats	Health Department	458-1297
➤ In Sanitary Sewer	Hopewell Waste Renewal Facility	541-2210
Real Estate Assessments	Real Estate Assessor	541-2234
Real Estate Property Boundaries	Real Estate Assessor	541-2234
Recreational Activities	Recreation & Parks	541-2353
➤ Youth, Teen, Adult Programs		
➤ Kayaking		
➤ Fishing		
➤ Sports		
➤ Therapeutic Recreation		
➤ Special Events		
Recycling	Recycling Hotline Public Works Keep Hopewell Beautiful	340-0900 541-2295 541-2220
Refrigerators (Disposal)	Public Works	541-2295
➤ Freon Removal Coupon	Treasurer's Office	541-2240
Refuse Pickup	CFS – Trash pickup hotline	425-0500
Refuse & Sewer Bills	Hopewell Payments <a href="https://hopewellpayments.com">https://hopewellpayments.com</a>	804-477-8336
Right-of-Way(R/W) Permitting	Engineering	541-2319
➤ Utility work in R/W		
➤ Driveway Connections		
➤ Road Frontage Improvements		
➤ Access Management		
➤ Encroachment Authorizations		
➤ Certificates of Occupancy Inspections		
➤ Franchise Agreements		
Right-of-Way (R/W) Management & Engineering	Engineering	541-2379
➤ Site Development Plan Reviews		
➤ Capital Improvement Program Projects		
➤ Pavement Management		
➤ Traffic Engineering		
➤ Bridges & Structures		
➤ VDOT Programs Administration		
➤ Right-of-Way (R/W) Management		541-2319
➤ Surety Bonds & Development Agreements		541-2319
<b>S</b>		
Sewer Repairs or Backup	Hopewell Water Renewal Dispatcher (after 4:30 & Weekends)	541-2210 541-2222
Sewer Backup –Insurance Claims	Risk Manager	541-2213 ext. 244
Sewer Construction or Sewer Hookup (Connection or Tap Fee)	Development/Building Inspections	541-2226



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## Citizen Inquiry Referral List

Nature of Inquiry	Department(s)	Telephone
Sewer Overflows (in street/alley or manholes)	Hopewell Water Renewal (After Hours)	541-2210 541-2216
Sewer & Refuse Bills	Hopewell Payments <a href="https://hopewellpayments.com">https://hopewellpayments.com</a>	804-477-8336
Sidewalks – Construction or Repair	Public Works	541-2295
Special Events – Application Parades, Walks, Festivals, etc.	Assistant City Manager	541-2271
Street Complaints		
➤ Cave-ins	Public Works	541-2295
➤ Cleanup	Public Works	541-2295
➤ Gravel/Grading	Public Works	541-2295
➤ Light Installation	Public Works	541-2295
➤ Light Repairs	Public Works	541-2295
➤ Street Lights	Public Works	541-2295
➤ Street Overlay	Engineering	541-2319
➤ Street Sweeping	Public Works	541-2295
Surveys, Plats (recorded documents)	Circuit Court Clerk's Office	541-2239
<b>T</b>		
Tall Grass/Weeds	Development-Property Maintenance	541-2226
Taxes		
➤ Forms, Preparation, etc.	Commissioner of the Revenue	541-2237
➤ Payment of Personal Property and Real Estate Taxes	Treasurer's Office	541-2240
➤ Real Estate Assessments	Real Estate Assessor's Office	541-2234
Taxicab Permits	Business License Inspector City Manager's Office	541-2237 541-2243
Toters (Mobile Refuse Container)		
➤ Missed Trash Pickup, Repair, or Missing Toter	Trash Pickup Customer Service Hotline	425-0500
➤ Purchase	Public Works	541-2295
➤ Recycling Toter	Recycling Hotline	340-0900
Tourism	Chamber of Commerce	541-2461
Traffic (Lights, Signs, etc.)	Public Works	541-2294
Traffic Tickets (Payments)		
➤ Warrants/Summonses	General District Court	541-2257
➤ Parking Violations (with envelope)	Police Department	541-2272
Trash Pickup	Hotline (report missed collection)	425-0500
Tree Removal/Trimming		
➤ City Property	Public Works	541-2295
➤ Private Property	Property Owner's Responsibility	N/A
<b>U</b>		
Utilities		
➤ Cable	Comcast	1-866-385-2942
➤ Electricity	Dominion Virginia Power	1-888-667-3000
➤ Gas	Columbia Gas	1-800-543-8911
➤ Water	Virginia American Water Co.	1-800-452-6863
➤ Sewer & Refuse	Hopewell Payments	804-477-8336
Utility Cuts	Code (Inspections)	541-2227



# City of Hopewell Citizen Inquiry Referral List

Nature of Inquiry	Department(s)	Telephone
<b>V</b>		
Vacation of Street/Alley	Development/Planning	541-2220
Visitor Center	Chamber of Commerce	541-2461
Voter Registration	Registrar	541-2232
<b>W</b>		
Water Leaks	Virginia American Water Co.	1-800-452-6863
Website ( <a href="http://www.hopewellva.gov">www.hopewellva.gov</a> )	Intergovernmental & Public Affairs	541-2270
Wills (Probate)	Circuit Court Clerk's Office	541-2239
<b>Y</b>		
Yard Sale Permits	Treasurer's Office	541-2240
Youth Services	Hopewell City Public Schools	541-6400
<b>Z</b>		
Zoning Permit/Violations	Development	541-2220

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