



## City of Hopewell Citizen Inquiry Referral List

Nature of Inquiry	Department(s)	Telephone
<b>A</b>		
Abandoned Vehicles (Removal)	Police Department	541-2222
Accident Reports (Vehicular)	Police – Services Division	541-2272
Adopt-a-Neighbor Program	Development	541-2220
Adopt-a-Park	Recreation & Parks	541-2353
Adopt-a-Street	Keep Hopewell Beautiful	541-2220
Adult Protective Services	Afterhours Hotline	1-888-832-3858
Alley Closings/Vacations	Development	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
Auctions (Surplus items)	Purchasing City Attorney	541-2205 541-2247
<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) *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	541-2330
Bids	Purchasing City Clerk	541-2205 541-2249
Birth Certificates	State Health Department DMV	662-6200 497-7100
Boats & Trailers ➤ Permit for Oversized Vehicles ➤ Parked on Street ➤ Title and Registration	Police – Services Division Development/Zoning Division Commissioner of the Revenue	541-2272 541-2220 541-2237
Brush Complaints	Fire Department	541-2288
Bugs	Health Department	458-1297
Building Permits	Building Inspections	541-2226
Business License	Commissioner of the Revenue	541-2237
<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, Tourism information, etc.)	Chamber of Commerce	458-5536
Child Protective Services	Afterhours Hotline	1-800-552-7096
City Council ➤ Ward Representative	City Clerk Mayor's Office	541-2249 541-2250
City Maps	Development/Engineering Chamber of Commerce	541-2230 458-5536



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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, etc.	Development-Property Maintenance	541-2226
Community Center ➤ Membership Information ➤ Facility Rentals ➤ Programs ➤ Aquatics	Recreation & Parks	541-2353
Condemned Buildings	Building Official Health Department	541-2226 458-1297
Construction Complaints	Building Inspections	541-2226
Contracts (Legal Documents)	City Clerk	541-2249
Convenience Center	Public Works	541-2295 or 541-2305
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
Debris Cleanup	Development/Property Maintenance	541-2226
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 Treasurer's Office	541-2237 541-2240
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	Building Inspections/Zoning	541-2220
Fill Permits	Development	541-2220
Fire Hydrant Check	Fire Department	541-2288
Fishing License	Commissioner of the Revenue Treasurer's Office	541-2237 541-2240
Foster Parent Recruitment	Hopewell Dept. of Social Services	541-2330
Freedom of Information ACT Requests (FOIA)	City Attorney	541-2247
<b>G</b>		
Garnishees	Payroll	541-2315



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Nature of Inquiry	Department(s)	Telephone
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
Health Facility	Community Health Center	452-5800
Hopewell News ➤ Archived articles	Hopewell Publishing Company See link on <a href="http://www.arls.org">www.arls.org</a>	458-8511
Hunting License	Commissioner of the Revenue Treasurer’s Office	541-2237 541-2240
<b>I</b>		
Inoperable Vehicles (expired tags, parked in yard, etc.)	Police	541-2222
Invoices/Billing	Finance	541-2254
<b>J</b>		
Justice of the Peace	Magistrate	524-6600/6611
<b>L</b>		
Landfill (Closed - See Convenience Center)	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 Assistance	Neighborhood Assistance & Planning	541-2220
Newsletter (City E-Currents)	Intergovernmental & Public Affairs	541-2270
<b>P</b>		
Parks and Playgrounds ➤ Vandalism ➤ Litter ➤ Damaged Equipment	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	541-2203
Pet Licenses	Treasurer’s Office	541-2240
Picnic Shelter Rentals	Recreation & Parks	541-2353
Plaza, Ashford Civic (Rental)	Intergovernmental & Public Affairs	541-2270
Post Office	Customer Service	458-4350
Potholes	Public Works	541-2295
Probate (Wills or Estate)	Circuit Court Clerk’s Office	541-2239



## City of Hopewell Citizen Inquiry Referral List

Nature of Inquiry	Department(s)	Telephone
Property Ownership	Real Estate Assessor	541-2234
Public Information	Intergovernmental & Public Affairs	541-2270
Purchase Orders	Purchasing Finance/Accounting	541-2205 541-2252/2254
<b>R</b>		
Railroad Repairs	Engineering Public Works	541-2319 541-2295
Rats ➤ In Sanitary Sewer	Health Department Hopewell Regional Wastewater Treatment Facility	458-1297 541-2210
Real Estate Assessments	Real Estate Assessor	541-2234
Real Estate Property Boundaries	Real Estate Assessor	541-2234
Recreational Activities ➤ Youth, Family and Senior Citizen programs ➤ Special Events ➤ Sports	Recreation & Parks	541-2353
Recycling	Recycling Hotline Public Works Keep Hopewell Beautiful	340-0900 541-2295 541-2220
Refrigerators (Disposal) ➤ Freon Removal Coupon	Public Works Treasurer's Office	541-2295 541-2240
Refuse Pickup	Republic – Trash pickup hotline	425-0500
Refuse & Sewer Bills	Hopewell Payments <a href="https://hopewellpayments.com">https://hopewellpayments.com</a>	804-477-8336
Reserve-A-Truck	SERVICE DISCONTINUED	N/A
<b>S</b>		
Sanitary Sewer Repairs	Hopewell Regional Wastewater Treatment Facility	541-2210
Sewer Backup	Hopewell Regional Wastewater Treatment Facility Dispatcher (after 4:30 & Weekends)	541-2210 541-2222
Sewer Backup –Insurance Claims	City Attorney	541-2247
Sewer Construction	Building Inspections	541-2226
Sewer Hookup (Connection or Tap Fee)	Building Inspections	541-2226
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



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Nature of Inquiry	Department(s)	Telephone
Special Events – Application ➤ Parades, Walks, Festivals, etc.	Intergovernmental & Public Affairs	541-2270
Street Complaints ➤ Cave-ins ➤ Cleanup ➤ Gravel/Grading ➤ Light Installation ➤ Light Repairs ➤ Street Lights ➤ Street Overlay ➤ Street Sweeping	Public Works Public Works Public Works Public Works Public Works Public Works Engineering Public Works	541-2295 541-2295 541-2294 541-2294 541-2295 541-2319 541-2295
Surveys, Plats (copy of recorded documents)	Circuit Court Clerk’s Office	541-2239
<b>T</b>		
Tall Grass/Weeds	Development-Property Maintenance	541-2226
Taxes ➤ Forms, Preparation, etc. ➤ Personal Property, Real Estate Taxes – Payment	Commissioner of the Revenue Treasurer’s Office	541-2237 541-2240
Taxicab Permits	Police – Services Division City Manager’s Office	541-2272 541-2243
Toters (Mobile Refuse Container) ➤ Missed Trash Pickup, Repair, or Missing Toter ➤ Purchase ➤ Recycling Toter	Trash Pickup Customer Service Hotline  Public Works Recycling Hotline	425-0500  541-2295 340-0900
Tourism	Chamber of Commerce	541-2461
Traffic (Lights, Signs, etc.)	Public Works	541-2294
Traffic Tickets (Payments) ➤ Warrants/Summonses ➤ Parking Violations (with envelope)	General District Court Police Department	541-2257 541-2272
Trash Pickup	Hotline (report missed collection)	425-0500
Tree Removal/Trimming ➤ City Property ➤ Private Property	Public Works Property Owner’s Responsibility	541-2295 N/A
<b>U</b>		
Utilities ➤ Cable ➤ Electricity ➤ Gas ➤ Water ➤ Sewer & Refuse	Comcast Dominion Virginia Power Columbia Gas Virginia American Water Co. Hopewell Payments	1-866-385-2942 1-888-667-3000 1-800-543-8911 1-800-452-6863 804-477-8336
Utility Cuts	Fire (Inspections)	541-2227
<b>V</b>		
Visitor Center	Chamber of Commerce	458-5536
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



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Nature of Inquiry	Department(s)	Telephone
<b>Y</b>		
Yard Sale Permits	Treasurer's Office	541-2240
<b>Z</b>		
Zoning Inquiries	Development	541-2220

Rev. February 2018

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