



City of Hopewell Citizen Inquiry Referral List

Nature of Inquiry	Department(s)	Telephone
A		
All numbers are (804) area code		
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	541-2204/2222
Animal License (dog & cat)	Treasurer's Office	541-2240
Auctions (Surplus items)	Purchasing	541-2205
	City Attorney	541-2247
B		
Backdoor Toter Pickup	Central Virginia Waste Management Authority (CVWMA)	425-0500
Basketball Goals (in street)	Police	541-2222
Beacon Theatre	Box Office	446-3457
	http://thebeacontheatreva.com/	
Benefits (*SNAP and **TANF)	https://commonhelp.virginia.gov/access/	541-2330
<ul style="list-style-type: none"> • Supplemental Nutrition Assistance Program • Temporary Assistance for Needy Families 	Hopewell Dept. of Social Services	
Bids	Purchasing	541-2205
	Interim City Clerk	541-2408
Birth Certificates	State Health Department	662-6200
	DMV	497-7100
Boats & Trailers		
<ul style="list-style-type: none"> • Permit for Oversized Vehicles • Parked on Street • Title and Registration 	Police – Services Division	541-2272
	Development/Zoning Division	541-2220
	Commissioner of the Revenue	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
C		
Cablevision Complaints	City Attorney	541-2247
Catch Basin (Cleaning, etc.)	Public Works	541-2295
Cemetery	Public Works	541-2295
Chamber of Commerce	Chamber of Commerce	458-5536
(Listing of Civic Clubs, Businesses, Tourism information, etc.)		
Child Protective Services	Afterhours Hotline	1-800-552-7096
City Council	City Clerk	541-2408
(Ward Representative)	Mayor's Office	541-2250
City Maps	Development/Engineering	541-2230



City of Hopewell Citizen Inquiry Referral List

Chamber of Commerce	458-5536	
CodeRED Citizen Notification Service	Emergency Services or online at www.hopewellva.gov	
Code Violations, tall grass, etc.	541-2298	
Community Center	Development-Property Maintenance 541-2226	
<ul style="list-style-type: none">• Membership Information• Facility Rentals• Programs• Aquatics	Recreation & Parks 541-2353	
Condemned Buildings	Building Official 541-2226	
	Health Department 458-1297	
Construction Complaints	Building Inspections 541-2226	
Contracts (Legal Documents)	Interim City Clerk 541-2408	
Convenience Center	Public Works 541-2295/2305	
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	
D		
Damage - Private Property by City	Risk Manager 541-2203	
Dead Animals	Public Works 541-2295	
	Dispatcher (after hours) 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 541-2237	
	Treasurer's Office 541-2240	
Driveway, Pipe/Curb (Building Permit)	Development 541-2220	
	Public Works 541-2295	
Dumpsters	Public Works 541-2295	
E		
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 www.hopewellva.gov 541-2211/2246	
F		
Fences	Building Inspections/Zoning 541-2220	
Fill Permits	Development 541-2220	
Fire Hydrant Check	Fire Department 541-2288	
Fishing License	Commissioner of the Revenue 541-2237	
	Treasurer's Office 541-2240	
Foster Parent Recruitment	Hopewell Dept. of Social Services 541-2330	
Freedom of Information ACT Requests (FOIA)	City Attorney 541-2247	
G		
Garnishees	Payroll 541-2315	
Gravel Requests (City rights-of-way)	Public Works 541-2295	



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Gun Permit (Concealed Weapon)	Circuit Court	541-2239
H		
Health Department	Hopewell Health Department	458-1297
Health Facility	Community Health Center	452-5800
Hopewell News	Hopewell Publishing Company. See link on www.arls.org	458-8511
• Archived articles		
Hunting License	Commissioner of the Revenue	541-2237
	Treasurer's Office	541-2240
I		
Inoperable Vehicles (expired tags, parked in yard, etc.)	Police	541-2222
Invoices/Billing	Finance	541-2254
J		
Justice of the Peace	Magistrate	524-6600/6611
L		
Landfill (Closed - See Convenience Center)	Public Works	541-2295
Library	Appomattox Regional Library System www.arls.org	458-6329
M		
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
N		
Neighborhood Assistance	Neighborhood Assistance & Planning	541-2220
Newsletter (City E-Currents)	Intergovernmental & Public Affairs	541-2270
P		
Parks and Playgrounds	Recreation & Parks	541-2304
• Vandalism		
• Litter		
• Damaged Equipment		
Parking Tickets –Payments		
• Violations	Police Department	541-2272
• Warrants/Summonses	General District Court	541-2257
Personal Property		
• Taxes	Treasurer's Office	541-2240
• Value	Commissioner of the Revenue	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



City of Hopewell Citizen Inquiry Referral List

Post Office	Customer Service	458-4350
Potholes	Public Works	541-2295
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	541-2205
	Finance/Accounting	541-2252/2254

R

Railroad Repairs	Engineering	541-2319
	Public Works	541-2295
Rats	Health Department	458-1297
• In Sanitary Sewer	Hopewell Regional Wastewater Treatment 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, Family and Senior Citizen programs		
• Special Events		
• Sports		
Recycling	Recycling Hotline	340-0900
	Public Works	541-2295
	Keep Hopewell Beautiful	541-2220
Refrigerators (Disposal)	Public Works	541-2295
• Freon Removal Coupon	Treasurer's Office	541-2240
Refuse Pickup	Republic – Trash pickup hotline	425-0500
Refuse & Sewer Bills	Hopewell Payments	477-8336
	https://hopewellpayments.com	
Reserve-A-Truck	SERVICE DISCONTINUED	N/A

S

Sanitary Sewer Repairs	Hopewell Regional Wastewater Treatment Facility	541-2210
Sewer Backup	Hopewell Regional Wastewater Treatment Facility	541-2210
	Dispatcher (after 4:30 & Weekends)	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	477-8336
	https://hopewellpayments.com	
Sidewalks (Construction or Repair)	Public Works	541-2295
Special Events – Application	Intergovernmental & Public Affairs	541-2270
• Parades, Walks, Festivals, etc.		
Street Complaints		
• Cave-ins	Public Works	541-2295
• Cleanup	Public Works	541-2295
• Gravel/Grading	Public Works	541-2294



City of Hopewell Citizen Inquiry Referral List

• Light Installation	Public Works	541-2294
• Light Repairs	Public Works	541-2295
• Street Lights	Public Works	541-2319
• Street Overlay	Engineering	541-2295
• Street Sweeping	Public Works	
Surveys, Plats (copy of recorded documents)) Circuit Court Clerk's Office	541-2239

T

Tall Grass/Weeds	Development-Property Maintenance	541-2226
Taxes		
• Forms, Preparation, etc.	Commissioner of the Revenue	541-2237
• Personal Property, Real Estate Taxes (Payment)	Treasurer's Office	541-2240
Taxicab Permits	Police – Services Division	541-2272
	City Manager's Office	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	458-5536
Traffic (Lights, Signs, etc.)	Public Works	541-2294
Traffic Tickets (Payments)		
• Warrants/Summonses		
• Parking Violations (with envelope)	General District Court	541-2257
	Police Department	541-2272
Trash Pickup	Trash Pickup	425-0500
Tree Removal/Trimming		
• City Property	Public Works	541-2295
• Private Property	Property Owner's Responsibility	N/A

U

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	477-8336
Utility Cuts	Fire (Inspections)	541-2227

V

Visitor Center	Chamber of Commerce	458-5536
Voter Registration	Registrar	541-2232

W

Water Leaks	Virginia American Water Co.	1-800-452-6863
Website (www.hopewellva.gov)	Intergovernmental & Public Affairs	541-2270



**City of Hopewell
Citizen Inquiry Referral List**

Wills (Probate)	Circuit Court Clerk's Office	541-2239
Y		
Yard Sale Permits	Treasurer's Office	541-2240
Z		
Zoning Inquiries	Development	541-2220