

HOMETOWN HEROES – VETERANS BANNERS FREQUENTLY ASKED QUESTIONS

Q: What is the Hometown Heroes-Veterans Recognition Program?

A: This is a special program which seeks to recognize the contributions made to the United States by U.S. military veterans; and to make area residents aware of their unselfish service to the Nation.

Q: Who is eligible to be recognized with a banner?

A: Any man or woman who has served in one or more of the following: U.S. Army/Army Reserve, U.S. Navy/Navy Reserve, U.S. Marine Corps/Marine Corps Reserve, U.S. Air Force. Air Force Reserve, Army National Guard, Air Force National Guard, U.S. Coast Guard/Coast Guard Reserve, U.S. Merchant Marine, Women Airforce Service Pilots

Q: Does the veteran have to be or have been a Hopewell resident?

A: No. Anyone with some local affiliation is eligible (examples: a current resident who wishes to honor a family member who is a veteran; or an area employer who wishes to honor an employee who is a veteran; or a person who wishes to honor a friend who is a veteran).

Q: Who may apply to purchase a banner?

A: Anyone who wishes to be a donor.

Q: How do I get a banner?

A: Complete the Banner Application Form which is available on the City of Hopewell website. Follow the application instructions contained on the website.

Q: How much does it cost to purchase a banner?

A: Each banner costs \$100.00

Q: Are there limits to the length of the Donor Name?

A: Yes, only 17 total spacers are available for the donor name. In many cases, a group name may be best, such as "The Smith Family" or "Kaczinski Family" or "The McCarthy's"

Q: Can I purchase more than one banner?

A: Yes, more than one banner may be purchased

Q: How do I pay for the banner?

A: The City prefers that donors pay by cash, check or money order. Credit card payments are accepted, but an additional \$3.00 processing fee is charged.

Q: What photograph should I use?

A: Any photo, black and white or color is acceptable, but it is preferred that the veteran be in uniform in the photo. The image must be in digital (electronic file) format so it may be transferred to the banner. The digital image must be in JPEG format and at least have a resolution of 300 dpi.

Q: I only have an old photo of the veteran. Where can I get a digital image made of the photo?

A: Old photos can be copied at many photo shops or drug stores who offer photo services. CVS and Walgreen's in Hopewell, and Staples and Walmart in Colonial Heights offer this copying service.

Q: What form of electronic photo is acceptable when applying for a banner?

A: There are two:

1. Digital photos may be submitted electronically (e-mail) to: jburt@hopewellva.gov.
2. Digital photos may also be submitted using a CD or flash drive. A CD or flash drive may be sent with an application by regular mail or presented in person at the Department of Development Office, Hopewell City Hall, 3rd Floor, 300 North Main Street, Hopewell, VA 23860.

IMPORTANT! Regardless of how the digital photo is submitted, please make sure the photo includes the veteran's full name, period of service, and the donor's name and contact telephone number; just in case the photo becomes separated from the application.

Q: How do I know that my application has been accepted?

A: Donors will receive a receipt once the application is process. The receipt will be transmitted to the donor the same way the application was received. For example, if the application was sent by mail, the receipt will be return to the donor by mail.

Q: When I purchase a banner, does it belong to me or the City of Hopewell?

A: The banner belongs to the donor. It is on loan to the City for the duration of the program. It will be returned at the donor's request.

Q: What happens if I want to keep the banner?

A: The application form contains a line which asks if the donor wishes the banner to be returned after this year's display. If the box is check, the banner will be retuned at the end of this year's program.

Q: How is the banner ordered?

A: After the City receives an application it is reviewed for completeness and clarity. If the form is complete, the City orders the banner from the banner supplier.

Q: What if the form is not complete or the City has a question?

A: The donor will be contacted and the problem or issue addressed. Once clarified, the banner will be ordered from the banner supplier.

Q: What if the City has a problem with the form and the issue cannot be resolved?

A: In the very rare instance that a problem cannot be addressed or clarified, the banner will not be ordered and the purchase price refunded to the donor.

Q: When will the banners be displayed and for how long?

A: The banners will be displayed from June 30th through Veterans Day (November 11th) 2018.

Q: Where will the banners be displayed?

A: It is planned to display the banners on North Main, Library, East Cawson, East Broadway and Appomattox Streets. Banners will be displayed from the light fixtures lining those streets.