



## City of Hopewell Citizen Inquiry Referral List

Nature of Inquiry	Department(s)	Telephone
<b>A</b>		
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>B</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
	<a href="http://thebeacontheatreva.com/">http://thebeacontheatreva.com/</a>	
Benefits (*SNAP and **TANF)	<a href="https://commonhelp.virginia.gov/access/">https://commonhelp.virginia.gov/access/</a>	541-2330
<ul style="list-style-type: none"> <li>• Supplemental Nutrition Assistance Program</li> <li>• Temporary Assistance for Needy Families</li> </ul>	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"> <li>• Permit for Oversized Vehicles</li> <li>• Parked on Street</li> <li>• Title and Registration</li> </ul>	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
<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	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



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Chamber of Commerce	458-5536
CodeRED Citizen Notification Service	Emergency Services or online at <a href="http://www.hopewellva.gov">www.hopewellva.gov</a>
Code Violations, tall grass, etc.	541-2298
Community Center	Development-Property Maintenance 541-2226
<ul style="list-style-type: none"><li>• Membership Information</li><li>• Facility Rentals</li><li>• Programs</li><li>• Aquatics</li></ul>	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
<b>D</b>	
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
<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> 541-2211/2246
<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 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
<b>G</b>	
Garnishees	Payroll 541-2315
Gravel Requests (City rights-of-way)	Public Works 541-2295



## City of Hopewell Citizen Inquiry Referral List

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	Hopewell Publishing Company. See link on <a href="http://www.arls.org">www.arls.org</a>	458-8511
• Archived articles		
Hunting License	Commissioner of the Revenue	541-2237
	Treasurer's Office	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	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
	<a href="https://hopewellpayments.com">https://hopewellpayments.com</a>	
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
	<a href="https://hopewellpayments.com">https://hopewellpayments.com</a>	
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 ( <a href="http://www.hopewellva.gov">www.hopewellva.gov</a> )	Intergovernmental & Public Affairs	541-2270



**City of Hopewell  
Citizen Inquiry Referral List**

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