



CITIZEN SERVICE GUIDE

City of Hopewell, VA



UNPRECEDENTED TIMES

John M. Altman, Jr., City Manager

We are in the midst of uncertain times as the COVID-19 pandemic continues to present disruptions to our normal lives. As we continue to see new cases in Virginia, it is essential that everyone follow the public health recommendations on social distancing and good hygiene. We need to do everything we can to protect ourselves, our family and loved ones, and our community.

All city buildings and facilities will remain closed to the public through April 24th in alignment with Governor Northam's Executive Order. City staff remains diligent to ensure services and operations continue. This is an up-to-date guide of the operating hours and contact information for each of our city departments. This guide will be updated as new information becomes available.

If you have general questions, please call the City of Hopewell's COVID-19 hotline at 804-541-2391. This hotline is answered Monday-Friday from 8:30am-8pm.

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CHILDREN'S SERVICES ACT:

Hours of Service:

Calls are being monitored daily. Please leave a message if your call isn't answered.

Services Provided:

- All normal services are provided with social distancing practices, digitally or over the phone.

Phone Number: 804-541-2470

Website: www.hopewellva.gov/children-services-act-csa/

CITY CLERK:

Hours of Service:

Monday-Friday: 8:30am-5pm

Services Provided:

- All normal services are provided digitally or over the phone.

Phone Number: 804-541-2249

Website: www.hopewellva.gov/city-clerk/

CITY MANAGER:

Hours of Service:

Monday - Friday: 8:30am-5pm

Services Provided:

- All normal services are provided digitally or over the phone.

Phone Number: 804-541-2243

Fax Number: 804-541-2412

Website: www.hopewellva.gov/city-manager/

CIRCUIT COURT:

Hours of Service:

Monday-Friday: 8:30am-4pm

Services Provided:

- Normal services are provided
- Building access is limited to 2 people at a time.

Phone Number: 804-541-2239

Fax Number: 804-541-2438

Website: www.hopewellva.gov/clerk-of-circuit-court/

COMMISSIONER OF THE REVENUE:

Hours of Service:

Monday-Friday: 8:30am-5pm

Services Provided:

- All normal services are provided digitally or over the phone.

Phone Number: 804-541-2238

Fax Number: 804-541-2207

Website: www.hopewellva.gov/commissioner-of-revenue/

- Citizens can find relevant forms on this webpage.

COMMONWEALTH'S ATTORNEY:

Hours of Service:

Monday-Friday: 8:30am-4pm

Services Provided:

- All services are provided digitally or over the phone. There is no public access to office.

Phone Number: 804-541-2255

Fax Number: 804-541-2338

Website: <https://hopewellva.gov/commonwealths-attorney/>

DEPT. OF DEVELOPMENT

Hours of Service:

Monday-Friday: 8:30am-5pm

Services Provided:

- Permit Application Drop Off: Monday-Friday: 10am-3pm at the old Police Station, or the drop box located behind City Hall. Permits can be mailed to the Department of Development at 300 N Main Street Hopewell, VA 23860. Permits can also be emailed to devdept@hopewellva.gov, but payments must be mailed to the address on the permit or application. Please call ahead for permit cost 804-541-2226. Only checks are accepted at this time.
 - Citizens can email devdept@hopewellva.gov with any permitting questions.
- All other services are provided digitally or over the phone.

Phone Number:

- 804-541-2220: Planning and Zoning; Zoning Violations, Inoperable Vehicles, Trash Totter Violations
- 804-541-2226: Building Inspections, Building Code Enforcement, Trash and Debris Violations, Tall Grass Violations, and Property Maintenance

Fax Number: 804-541-2318

Website: www.hopewellva.gov/development/

- Permits can be downloaded at <https://hopewellva.gov/planning-and-development-forms-applications-and-permits/>.

DEPT. OF SOCIAL SERVICES

Hours of Service:

Monday-Friday: 8:30am-4:30pm

Services Provided:

- To request a replacement EBT card please call 1-866-281-2448.
- Please drop off any documents in the drop box located in the front of the building.
- To place a Child or Adult Protective Services complaint after 4:30pm, please call 1-800-552-7096.
- All other services are provided digitally or over the phone.

Phone Number: 804-541-2330

Website: www.hopewellva.gov/social-services/

- To apply for benefits, please visit www.commonhelp.virginia.gov or call 1-855-635-4370.

DISTRICT COURT:

Hours of Service:

Monday - Friday: 8:30am-4pm

Services Provided:

- Normal services are provided
- Building access is limited to 2 people to a time

Phone Number: 804-541-2257

Fax Number: 804-541-2364

Website: <http://courts.state.va.us/courts/combined/hopewell/home.html>

ECONOMIC DEVELOPMENT:

Hours of Service:

Monday-Friday: 8:30am-5pm

Services Provided:

- All normal services are provided digitally or over the phone.

Phone Number: 804-541-2243

Fax Number: 804-541-2412

Website: www.hopewellva.gov/economic-development-office/

FINANCE:

Hours of Service:

Monday-Friday: 8:30am-5pm

Services Provided:

- All normal services are provided digitally or over the phone.

Phone Number: 804-541-2342

Fax Number: 804-541-2318

Website: www.hopewellva.gov/finance/

FIRE AND RESCUE:

Hours of Service:

24/7 for emergencies please dial 911

Services Provided:

- All normal services are provided with social distancing practices, digitally or over the phone.

Phone Number: 804-541-2288

Fax Number: 804-541-2309

Website: <https://hopewellva.gov/fire-rescue/>

HUMAN RESOURCES:

Hours of Service:

Monday-Friday: 8:30am-5pm

Services Provided:

- All normal services are provided digitally or over the phone.

Phone Number: 804-541-2211

Fax Number: 804-541-2339

Website: www.hopewellva.gov/human-resources/

LIBRARY:

Hours of Service:

Currently closed

Services Provided:

- Please visit their website for digital resources

Email: admin@arls.org

Website: www.arls.org

OFFICE ON YOUTH

Hours of Service:

Monday-Friday: 8:30am-5pm

Services Provided:

- Please visit the Office on Youth's website for virtual services provided.
- All normal services are provided digitally or over the phone.

Phone Number: 804-930-6207

Website: www.hopewellva.gov/office-on-youth/

POLICE DEPARTMENT:

Hours of Service:

- 24/7 for emergencies, please dial 911
- Police Lobby & Records: Monday-Friday: 8:30am-5:30pm

Services Provided:

- All normal services are provided with social distancing practices, digitally or over the phone.

Phone Number:

- Non-Emergencies: 804-541-2222
- Records: 804-541-2272

Website: www.hopewellva.gov/police/

PUBLIC WORKS:

Hours of Service:

Monday-Friday: 8am-4:30pm

Services Provided:

- All normal services are provided with social distancing practices, digitally or over the phone.

Phone Number: 804-541-2295

Fax Number: 804-541-2456

Website: www.hopewellva.gov/public-works/

RECREATION AND PARKS:

Hours of Service:

Monday-Friday: 8:30am-5pm

Services Provided:

- Please visit Recreation and Park's website for park updates and digital resources and programming.
- Some services are provided digitally or over the phone.

Phone Number: 804-541-2353

Website: www.hopewellrecandparks.com/

SHERIFF'S OFFICE:

Hours of Service:

Monday-Friday: 8:30am-4:30pm

Services Provided:

- All normal services are provided with social distancing practices.
- Building access is limited to 2 people at a time.

Phone Number: 804-541-2300

Fax Number: 804-541-2346

Website: <https://hopewellva.gov/sheriff/>

TREASURER'S OFFICE:

Hours of Service:

Monday-Friday: 8:30am-5pm

Services Provided:

- All normal services are provided digitally or over the phone.
- Citizen payments can be dropped in the brown drop box behind City Hall.

Phone Number: 804-541-2240

Fax Number: 804-541-2444

Website: <https://hopewellva.gov/treasurer/>

VICTIM WITNESS:

Hours of Service:

Monday-Friday: 8:30am-4pm

Services Provided:

- All normal services are provided digitally or over the phone.
- Please contact the Domestic Violence Hotline at 1-800-838-8238 if Victim Witness is unable to help in your situation.
- Dial 911 in case of emergency.

Phone Number: 804-541-2352

Fax Number: 804-541-2345 (send to the attention of Victim Witness)

VOTER REGISTRAR:

Hours of Service:

Monday-Friday: 8:30am-5pm

Services Provided:

- Citizens can go online to register to vote, or via email or fax.
- Please call to make an appointment for Candidate/Campaign finance filing.
- All other services are provided digitally or over the phone.

Phone Number: 804-541-2232

Fax Number: 804-452-5828

Website: www.hopewellva.gov/director-of-elections-general-registrar/

WATER RENEWAL:

Hours of Service:

Monday-Friday: 8:30am-4:30pm; Please leave a message and someone will return your call.

Services Provided:

- All normal services are provided with social distancing practices, digitally or over the phone.

Phone Number:

- Department: 804-541-2210
- Sewer Billing & Payments: 804-477-8336

Fax Number: 804-541-2441

Website: www.hopewellva.gov/h2o/