



HENRICO COUNTY

Department of Community Revitalization

CODE ENFORCEMENT

DIVISION OF COMMUNITY MAINTENANCE

The Division works cooperatively with citizens through education, volunteer assistance, and communication to gain voluntary compliance with county codes to promote a healthier and safer environment. Our motto is "Service through communication and care."

DID YOU KNOW?

Communication is the key to our success. If you would like a representative from our division to speak at your next neighborhood, civic, church, or organization's meeting, please call our office at 501-4757 to schedule a date. With you, we will continue to succeed in our neighborhoods.

ENFORCEMENT TOPICS

Our investigations apply to both commercial and residential properties, and specifically apply to:

- Tall grass and weeds
- Trash and debris
- Rodent control
- Inoperable motor vehicles
- Utility, recreational, and boat trailers
- Number of pets at one residence
- Outside storage of indoor items
- Large vehicles over 10,000 lbs gross weight and wreckers parked in residential districts
- Attention getting devices
- Signs prohibited or no sign permit
- Hours of business operated outside of original intent
- Operating a business in a residential district
- Portable on demand storage units
- Trailers or Motorhomes used as a residence
- Boarding houses
- Overcrowding issues

WHAT IF MY NEIGHBOR'S PETS BOTHER ME?

You may call Animal Control at 501- 5000 to report dogs running loose, incessant barking, stray animals, or abandoned animals.

If your neighbor has more than three adult pets living at their residence, please report this to Community Maintenance at 501-4757.

WHAT HAPPENS WHEN A VIOLATION IS OBSERVED?

Community Maintenance Inspectors will respond to a violation by contacting the property owner to explain the code and how to reach compliance. The inspector will make every effort to contact the property owner in person by leaving business cards, brochures, and notices at the dwelling and following up by the U.S. mail. Voluntary compliance is the goal of our program; However, if voluntary compliance is not reached by the deadline date, the County may arrange for contractor remediation at the property owner's expense or court action, depending on violation type.

HOW DO I REPORT A VIOLATION?

If you are aware of a property in Henrico County that is in violation of this ordinance, please contact the Division of Community Maintenance. The Build Henrico website and phone hotline are available 24 hours per day. When you report a problem, you will be required to give your name and telephone number. This information is kept confidential and will not be released under any circumstances. It will be used only when County staff require additional information to investigate the case or to update you on the status of your concern. Visit <https://henrico.us/build> or call (804) 501-4757, Option 1, to report a violation.