

HOW DO I REPORT A VIOLATION?

If you are aware of a property in Henrico County that is in violation of these ordinances, please call the Division of Community Maintenance hotline at (804) 501-4757. **The hotline is available to address your concerns 24 hours per day.** When you call to 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 complainants of the status of their concerns.

24 Hour Hotline: (804) 501-4757

For more information or to report violations, please visit our website:

www.co.henrico.va.us/maint



Proud of our progress;
Excited about our future.

BUILDING MAINTENANCE

Building Maintenance is the resource to contact for violations regarding **existing structures**. They investigate the following concerns:

- 1) Graffiti
- 2) Unsafe structures
- 3) Houses that need painting
- 4) Shutters, siding, or gutters falling off

If you are aware of a house affected by any of these conditions, please call 501-5869.

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.

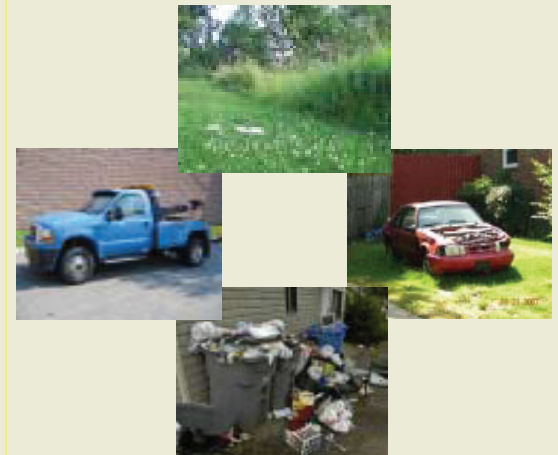


Revised December 2013

County of Henrico, Virginia



Code Enforcement



Department of Community Revitalization

P.O. Box 90775
Henrico, VA 23273-0775
Phone: (804) 501-4757
Fax: (804) 501-7630

www.co.henrico.va.us/maint

MISSION STATEMENT

The Department of Community Revitalization coordinates the County's programs and services intended to promote healthy, vibrant, and attractive residential, commercial, and industrial communities.

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. The Division's motto is: "Service through communication and care"

PURPOSE OF BROCHURE

This brochure describes the property maintenance and zoning issues that the Division of Community Maintenance handles. We are dedicated to providing excellent customer service to our citizens, and teaching them about the proper maintenance of their neighborhoods and communities.

THE DIVISION OF COMMUNITY MAINTENANCE

Community Maintenance enforces environmental and zoning ordinances, which apply to both commercial and residential properties. Our investigations specifically apply to:

- 1) Tall grass and weeds
- 2) Trash and debris
- 3) Rodent control
- 4) Inoperable motor vehicles
- 5) Utility, recreational, and boat trailers
- 6) Number of pets at one residence
- 7) Outside storage of indoor items
- 8) Large vehicles over 10,000 lbs gross weight parked in residential districts
- 9) Wreckers parked in residential districts
- 10) Attention getting devices
- 11) Signs prohibited or no sign permit
- 12) Hours of business operated outside of original intent
- 13) Operating a business in a residential district
- 14) Portable on demand storage units
- 15) Trailers or Motorhomes used as a residence
- 16) Boarding houses
- 17) Overcrowding issues

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.

COMMUNICATION

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.