



UPDATE March 20, 2020

March 20, 2020 (5:00 pm) - Update Colonial Heights (City Offices & Building Closed to the Public through Sunday, April 5, 2020)

City of Colonial Heights City offices and buildings will be closed to the public through Sunday, April 5, 2020. City staff will be reporting to work on a more limited basis during this time, and City administrative hours will be modified to 9 a.m. to 4 p.m.

Exception to Building Closure at City Hall: The Board of Equalization will still meet on Wednesday, March 25, 2020 from 2:00 p.m. to 7:00 p.m. as previously advertised. The meeting will occur in the City Hall Council Chambers located at 201 James Avenue.

City Departments will still be working (although some services are limited) and will be able to answer calls or respond to voicemails and emails.

Colonial Heights Courthouse - For more information on court operations please visit the following website: <http://www.courts.state.va.us/main.htm> or call the appropriate Court as listed on the [City phone list](#).

For assistance with City Services, please call City offices as listed on the [City phone list](#), or call the City's Citizens Assistance Line at (804) 520-9266 from 9:00 am to 4:00 pm, Monday through Friday.

- **PARKS INFORMATION (Parks Status Information)**
- **LIBRARY INFORMATION (E-Collections and Curbside Service are available)**

- **RESTAURANT LIST** (Colonial Heights Restaurant Service Status)

Need to pay a bill? (To Pay Online- Click Here)

Some things to know during this time of City Building Closures:

- There are **NO Credit card fees** for online payments during these closures- Residents are encouraged make payments online at **www.colonialheightsva.gov**
- **Business Licenses, Lodging Taxes, Meals Taxes and Other Payments** are now accepted online at **www.colonialheightsva.gov**.
- **Cigarette Stamps-** if you need cigarette stamps, please call **520-9320** and we will assist you.
- **Credit card fees** are waived for online payments - residents are encouraged make payments online.
- The City has a drop box in the parking lot if citizens want to drop a payment off. It is emptied twice daily.
- **New utility customers** should provide information over the phone and email a copy of the lease, deed and driver's license to **piotrowskid@colonialheightsva.gov**. If a deposit is required residents should make it on-line and call back with confirmation number. We will continue to do this as long as necessary.
- **Utility billing** is processing new applications and terminations upon request via phone (520-9288). Tips from the CDC on How to Protect Yourself are available here: **<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>**