



CITY OF COLONIAL HEIGHTS QUICK REFERENCE GUIDE

PUBLIC NOTICE

City Government Offices and Buildings are remaining closed to the public through Sunday, April 5th, 2020.

WITH THE CURRENT BUILDING CLOSURES, WE WANT TO ASSURE OUR COMMUNITY THAT WE ARE STILL WORKING VERY HARD TO SERVE YOU ALL. STAFF IN EACH DEPARTMENT ARE AVAILABLE AND READY TO SPEAK WITH YOU BY PHONE OR EMAIL. ONLINE SERVICES ARE ALSO AVAILABLE AND LINKS ARE INCLUDED IN EACH DEPARTMENT BELOW.

WHEN CALLING, IF YOU RECEIVE THE VOICEMAIL FOR A STAFF MEMBER, PLEASE LEAVE A DETAILED MESSAGE AND A STAFF MEMBER WILL RETURN YOUR CALL AS SOON AS POSSIBLE. WE WANT TO THANK EVERYONE FOR YOUR PATIENCE AS WE WORK TO SERVE YOU.

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Citizens Assistance Line: (804)520-9266 is available to call Monday-Friday 9:00 am – 4:00 pm. If you reach the voicemail, please leave a detailed message and your call will be returned within 24 hours. For weekend messages, calls will be returned on Monday.

City Clerk

Hours of Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- City Council Meetings and Correspondence

- Phone: (804)520-9360
- Fax: (804)524-8734
- Online Services: <http://www.colonialheightsva.gov/85/City-Council>

Circuit Court

Hours of Service: Monday – Friday

8:00 am – 4:00 pm

Services Provided:

- All Services will be provided by appointment only

- Phone: (804)520-9368
- Fax: (804)524-8726
- Online Services: None, Please call for assistance.

Chesterfield-Colonial Heights Social Services

Hours of Service: Monday – Friday

8:00 am – 4:00 pm (Closed to the Public/Available by phone)

Services Provided:

- Energy Assistance
- Employment Services
- Financial Assistance
- Food Assistance
- Mental Health
- Shelters

- Phone: (804)748-1100
- Online Resources: <http://www.colonialheightsva.gov/347/Youth-Family-Resource-Directory>
- Apply for Benefits: www.commonhelp.virginia

Commissioner of Revenue

Hours of Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- Elderly and Disabled Real Estate Tax Relief
- Business License
- Business Personal Property change
- Meals & Lodging tax
- Business Personal Property

(Payments can be made on-line or placed in the Dropbox in our City Hall Parking Lot)

- Phone: (804)520-9280
- Fax: (804)520-9250
- Payments: <http://www.colonialheightsva.gov/819/Pay-Online>
- Online Services: <http://www.colonialheightsva.gov/93/Commissioner-of-the-Revenue>
- Email: Bill Feasenmyer, Commissioner of Revenue at feasenmyerw@colonialheightsva.gov

Commonwealth's Attorney

Hours of Service: Monday – Friday

8:30 am – 4:00 pm

Services Provided:

- Prosecuting Crimes
- Consulting with the Police Department

- Phone: (804)520-9293
- Fax: (804)520-9229
- Online Services: None, Please call for assistance.

Economic Development

Hours of Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- Business Expansion
- Business Resources / Federal and State
- Business Location/Relocation
- Tourism

- Phone: (804)898-3002
- Online Services:
<http://www.colonialheightsva.gov/93/economicdevelopment>
- Facebook – Colonial Heights Economic Development

Finance Department

Hours of Phone Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- Payment Collections
- Accounts Payable
- Payroll
- Utility Billing
- Real Estate Assessments

- Finance Phone: (804)520-9332 Fax: (804)520-9723
- Utility Billing Phone: (804)520-9288 Fax: (804)524-8756
- Billing & Collections: (804)520-9320 Fax: (804)520-9253
- Real Estate Assessor: (804)520-9272 Fax: (804)520-9218
- Online Services: <http://www.colonialheightsva.gov/163/Finance>
- For Online Payments: <http://www.colonialheightsva.gov/819/Pay-Online> (Staff can assist with utility account set-up and questions over the phone.)

Fire and EMS

Hours of Phone Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- Please call with any questions/concerns for any Fire/Safety Public Education & Information Services

- **Dial 911 for ALL EMERGENCIES**
- **Administration Phone: (804)520-9387**
- Fax: (804)520-9302

General District Court

Hours of Service: Monday – Friday

8:00 am – 4:00 pm

Services Provided:

- Traffic/Civil/Criminal filings
- Eviction proceedings
- Payment of court fees/costs
- Requests for records

- Clerk's Office: (804)520-9346
- Fax: (804)520-9370
- Online Payment Services: www.vacourts.gov (Payment Plans will be upheld through April 26, 2020.)

All court hearings have been suspended through April 26, 2020 and will be rescheduled through the clerk's office. ***Please contact the Clerk's office for any change of address at 804-520-9346. Any notice mailed will be mailed to the address listed on your court paperwork.***

Health Department

Hours of Phone Service: Monday – Friday

8:00 am – 4:30 pm (Note: Client Services will be limited from 8:00am-12:00pm, Monday – Friday BY APPOINTMENT ONLY.)

Services Provided:

- Immunizations
- STI Testing/Treatment
- Family Planning Services
- TB Screening
- WIC

- Phone: (804)520-9380
- Fax: (804)520-9222
- There are currently no Online Services available.

Human Resources

Hours of Phone Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- Employment Opportunities
- Employee Benefits & Programs

- Phone: (804)520-8749
- Fax: (804)524-8766
- Online Services:
<http://www.colonialheightsva.gov/214/Human-Resources>

(Note: The **Citizens Government Academy** has been CANCELLED and will be rescheduled if possible for a later time)

- **Unemployment Information and Filing: (Virginia Employment Commission)**
- Unemployment Insurance benefits are only provided by the Virginia Employment Commission (VEC)
- Petersburg (Tri-cities) Office
22 W. Washington Street
Petersburg, VA 23803
(804) 862-6155

- Call Center: (866)832-2363
- Online Services: <http://www.vec.virginia.gov/find-a-job/vec-local-offices>
- Online Claims System:
<http://www.vec.virginia.gov/unemployed/online-services/apply-for-unemployment-benefits>
- State Website: www.vec.virginia.gov

Juvenile & Domestic Relations Court

Hours of Phone Service: Monday – Friday
8:00 am – 4:00 pm (Closed to the Public)

Services Provided:

- Phone: (804)524-8741

- Emergency Protective Order

Library

Hours of Phone Service: Monday – Friday
9:00 am – 4:00 pm

Services Provided:

- Phone: (804)520-9384
- Fax: (804)524-8740
- Online Services: <http://www.colonialheightsva.gov/211/Library>

- E-Collections are available through the HOOPLA app
- Curbside Collection Service is now available for our residents to order books, audiobooks, and movies. Just call to place your order and schedule a pickup with our Library staff.

Planning Department

Hours of Phone Service: Monday – Friday
9:00 am – 4:00 pm

Services Provided:

- Phone: (804)520-9297

- **Building & Zoning Permit Applications**
All permit applications are available online. Paper applications are available for print online and may be submitted via mail (Attn: Planning Department) and fax (804-524-8755). When permit is approved, we will contact you with the fee; the fee may be paid via online or check through the mail.
 - Building Permit Applications: <https://www.colonialheightsva.gov/510/Building-Permit-Applications>
 - Zoning Applications: <https://www.colonialheightsva.gov/520/Zoning-Other-Permit-Applications>
- **Inspections**
Inspections are completed at the discretion of the Building Official, please contact the mainline to coordinate your inspection. Photo and video inspection documentation may be submitted to pereza@colonialheightsva.gov. In-person inspections may be scheduled, at the discretion of the Building Official. Outdoor inspections and indoor inspections can be performed with a limit of one person onsite. Third party inspections will be accepted.
- **Code Enforcement**
Code Enforcement has been temporarily suspended at this time with the exception of reinspection of ongoing cases, egregious cases, and tall grass enforcement (limited basis).
- **Planning & Community Development**
All inquiries will be answered via telephone and email. Public Meetings will follow the City's guidelines.

(Note: When mailing FedEx/UPS packages, please do not require a *signature confirmation* so items may be delivered via dropbox outside.)

Police

Hours of Phone Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- Certain reports - may ask you to either report by phone or minimize contact by taking information outside
- Public fingerprinting services are suspended
- Accident Reports – obtained from <http://crashlogic.com> \$11.00 fee
- FOIA requests made by phone 804-520-9314 or email mcquagef@colonialheightsva.gov
- Safe Exchange Zone – open and available in designated spaces in front of the PD (***Please observe 6 foot social distancing***).
- Animal Shelter – hours M-F 9am-3pm, adoptions by appointment only – call 804-520-9397 (to view animals visit our Facebook page – Colonial Heights Animal Shelter Volunteers

- **Emergency Phone: Dial 911**
- **Non-Emergency Phone: (804)520-9300**
- Animal Shelter: (804)520-9397
- Fax: (804)520-9226

Public Works/Engineering

Hours of Phone Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- Private Development Plan/Plat Review
- Administration of Roadway Construction Projects
- Maintains City's Roadway Signs, Signals, and Pavement Markings
- Maintains Records of All Public Easements, Right of Ways, Water and Sewer Books, Subdivision Plat Files
- Right of Way Permits

- Phone: (804)520-9334
- Online Services: <https://www.colonialheightsva.gov/67/Public-Works>
- Permit Application Website: <https://www.colonialheightsva.gov/330/Documents-Online>

Public Works/Streets & Utilities

Hours of Phone Service: Monday – Friday

7:00 am – 2:00 pm

Services Provided:

- Water Breaks
- Sewer Backups
- Pothole Repair
- Maintains Drainage Structures within City Right of Way
- Operates City Recycling Center

- Phone: (804)520-9372
- **After Working Hours: (804)520-9300**
- Online Services (Report a Concern): <https://www.colonialheightsva.gov/> (Click on Report a Concern icon on right side of page)

Recreation & Parks

Hours of Phone Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- Senior Center (Facebook Live Fitness Class available each weekday at 10:30 am-Posts will remain available)
https://www.facebook.com/CHseniorcenter/videos/220230035701041/?notif_id=1584973876503725¬if_t=page_post_reaction&ref=notif
- Senior Transportation continues their normal schedule for medical only.
- The following are a list of current cancellations:
 - Youth Baseball and Softball Leagues
 - Youth Soccer Leagues & Adult Softball Leagues
 - All Recreation and Parks activities, classes, events, trips, and rentals through May 1st
 - All Community Center, Park Shelter, and Field Reservations through May 1st
 - Senior Center will remain closed through May 1st
 - Fort Clifton Festival will be postponed until further notice

- Phone: (804)520-9390
- Department Updates Online:
<http://www.colonialheightsva.gov/AlertCenter.aspx?AID=200>

Registrar

Hours of Phone Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- Voter Registration
 - To register to vote, update your registration information, or apply to vote absentee, use the Virginia Department of Elections website, www.elections.virginia.gov
- Absentee Voting
- Process Candidates for Local Elections
 - Local Candidate filings (City Council and School Board) for the November General Election are currently by appointment only.

- Phone: (804)520-9277
- Fax: (804)520-9209
- Online Services: <https://www.elections.virginia.gov/>

If possible, please conduct business with the Voter Registration & Elections office by phone (520-9277), email schottj@colonialheightsva.gov, mail or online.

Sheriff

Hours of Phone Service: Monday – Friday

8:00 am – 4:00 pm

Services Provided:

- Providing courthouse and courtroom security
- Serving court orders from all three courts and subpoenas from outside jurisdictions
- Making arrests at the courthouse on outstanding warrants
- Providing custody, control, and transportation of prisoners or inmates entrusted to the Sheriff's custody or that have been arrested by the Colonial Heights Police Department

- Phone: (804)520-9352
- Fax: (804)520-9248
- Online Services:
<http://www.colonialheightsva.gov/266/Sheriff>
Note: Access to the Courthouse is restricted unless by appointment or under emergency conditions.

Trash/Recycling Services (CVWMA/CFS) – Curbside Services

Hours of Phone Service: Messaging Services available 24/7

Services Provided:

- Curbside Trash and Recycling Services

- Phone: (804)425-0500
- Email Services: customerservice@cvwma.com
- Website Updates: <http://cvwma.com/cvwma-education/covid-19-and-cvwma-collections/>

Central Virginia Waste Management

Authority (CVWMA) operations are continuing, with a very limited staff physically in the office, most employees working remotely. With limited capabilities to operate a call center remotely, we are handling calls and emails for service related issues and information requests by asking those who need to contact us, call (804) 340-0900 for recycling and (804) 425-0500 for trash and leave a voice message or email customerservice@cvwma.com. There may be a delay in responding, but we are making every effort to address all calls and service needs as quickly as possible.

City Recycling Center (Behind the Sheetz on Conduit Road)

**Hours of Phone Service: Friday & Saturday
8:00 am – 5:00 pm (Closed 12-1 for lunch)**

Services Provided:

- Valid Proof of Residency Required
- Disposal of Household Hazardous Waste
- Disposal of Organic Waste (Stumps, trees & limbs *(must not exceed 6 inch diameter)*, yard clippings, leaves)

- Phone: (804)425-0500
- Email Services: customerservice@cvwma.com
- Website Updates: <http://cvwma.com/cvwma-education/covid-19-and-cvwma-collections/>

Treasurer

**Hours of Phone Service: Monday – Friday
9:00 am – 4:00 pm**

Services Provided:

- State Income and State Estimated Taxes
- Payments must be made by check/money order and dropped in the dropbox in the City Hall parking lot. For questions call during office hours.

- Phone: (804)520-9321
- Fax: (804)524-8751
- Online Services: <http://www.colonialheightsva.gov/90/Treasurer>
- State Website: www.tax.virginia.gov

Victim Witness Assistance Program

Hours of Phone Service: Monday – Friday

8:30 am – 4:00 pm

Services Provided:

- Inform victims of their rights and provide area resources that are available to them.
- Provide information and assist victims in requesting/obtaining a protective order and addressing safety concerns.
- Advanced notification if a defendant is released from jail.
- Provide emotional support and guidance to victims in crisis.
- Referrals to social services, support groups, legal aid, counseling, shelters, etc.
- Provide advanced notification of court dates, bond hearings, continuances, etc. and case status information.

- Phone: (804)520-9258
- Email Contacts:
 - Laure A. Hahn, Director HahnL@coloniaheightsva.gov (Email monitored after hours/weekends)
 - Kim Vesely, Program Assistant/Advocate Veselyk@colonialheightsva.gov
 - Even though criminal docket cases have been continued to a later date; staff is still providing services and escorting victims to bond hearings and protective orders.
 - For any victim of crime who needs information or assistance in obtaining a protective order or any other services of the Victim

Youth and Human Services

Hours of Phone Service: Monday – Friday

9:00 am – 4:00 pm

Services Provided:

- Youth & Family Resources
- Service Referrals to outside agencies
- Commonwealth Alliance Drug Rehabilitation Education Resources (CADRE)
- Juvenile Services

- Phone: (804)520-9286
- Online Services: <http://www.colonialheightsva.gov/267/Youth-Human-Services>
- <https://www.211virginia.org/consumer/index.php>

(Note: All Court and Community based programs are closed until April 23, 2020.)