



The NBN Academy presents  
**Code Enforcement  
During Covid-19**

**Agenda**

- Welcome & Live Poll
- Norfolk Cares – Halima Akar
- Neighborhood Quality – Sherry Johnson
- Neighborhood Engagement – Oneiceia Howard
- Q&A Open Session
- Evaluation Survey

**Housekeeping Items**

- Session is being recorded to post later.
- The Q&A panel is available for questions during the presentation. Call-in and other attendees will be un-muted at the end for open session questions.
- The Participant and Chat panels have been left open. Feel free to say “Hello” to your neighbors all together or privately. They will not be recorded.

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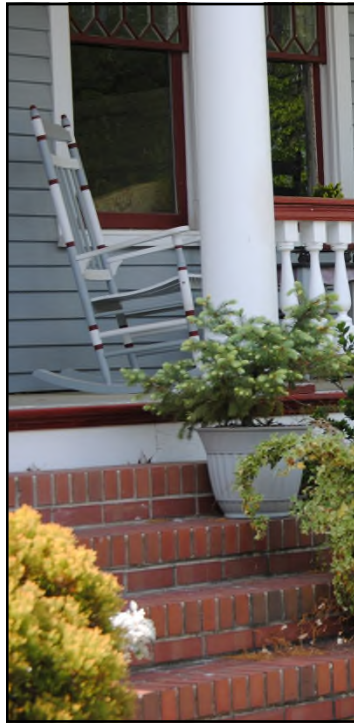
In January, the Trump administration declared a public health emergency and numerous state governments and federal agencies have been involved in the U.S. legislative response to the coronavirus outbreak.

State and local governments have begun to craft plans to reopen their economies as the risks of the COVID-19 pandemic begin to recede. Understanding the reopening processes will be challenging.

We ask that residents and businesses recognize that the health and livelihoods of many families have been affected by the COVID-19 pandemic and closures.



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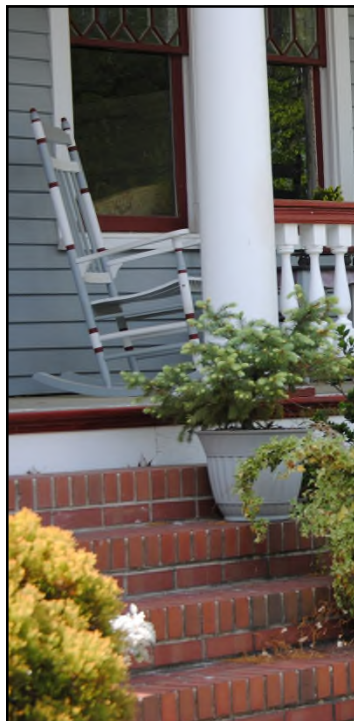


The Norfolk Cares Center is a single point of contact for visitors, residents and businesses to request a city service, report a concern, seek information about Norfolk, or follow-up on a previous request.

#### How Can I Submit a Service Request?

- Request a Service via WebPortal for myNorfolk
- Utilize the myNorfolk mobile application
- Via Social Media on Facebook and Twitter
- Email [healthyneighborhoods@norfolk.gov](mailto:healthyneighborhoods@norfolk.gov)
- TDD/TTY: #711 ask Operator for Norfolk Cares Assistance Center
- Call (757) 664-6510

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The COVID 19 pandemic has affected not only code compliance but general work on jobsites in the United States and around the world.

The pandemic has created a shift not only in the pure volume of contact into the Norfolk Cares Center but in the way we conduct city operations as a whole.

The current period of uncertainty is unlike anything the City of Norfolk has ever seen before, requiring staff members of all departments to proactively manage the risks that come along with the spread of the virus.

The City of Norfolk is taking sensible and reasonable steps to keep the community safe and informed. However, our reality is changing on a daily basis and the City is in regular communication with the Governors Office and public health officials who assist in guiding the public and affected organizations through a very anxious time.

As a result of COVID 19 many city services have revised their timelines for inspection and completion, we ask for your patience in regard to these changes as we continue to navigate uncharted waters.

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Top 5 Service Requests	Top 5 Service Requests Affected by COVID 19
Bulky Item Pick Up Request	Bulky Item Pick Up Request
Collection Complaint	Debris at Curb
Debris at Curb	Abandoned Vehicle On Street
Tall Weeds and Grass on Private Property	Tall Weeds and Grass on Private Property
Trash and Debris on Private Property	Parking Violations

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<b>Not Good</b>	<b>Better</b>	<b>Best</b>
	★	★

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### Helpful Tips

**Requests for bulk pickups are limited to 400 per day throughout the city, on residents' usual trash days.** When your request is successfully scheduled, you will receive confirmation. **Please do not set out items for pickup until you have received confirmation that your pickup was successfully scheduled.**

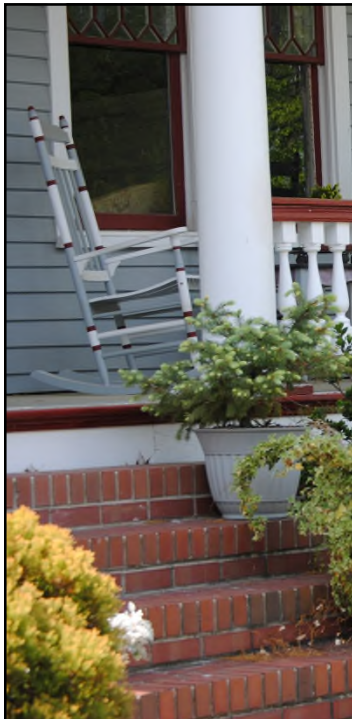
Due to high call volume you may experience a greater hold time than usual. You can reach the Norfolk Cares Center 24 hours a day, 7 days a week from the comfort of your home by visiting [myNorfolk.org](http://myNorfolk.org) or from the palm of your hand by downloading the myNorfolk app in the Apple App Store or the Google Play Store.

Typical completion timeframes **will not be the same** in light of the current pandemic and safety precautions City employees must take for themselves and for the safety of our residents.

U.S. Weekly Jobless Claims now exceed 40 million since the start of the pandemic and some of our neighbors may have difficulties in maintaining neighborhood standards and in completing the routine maintenance they normally might have.

The City of Norfolk has cut down on its staffing and service delivery which included the furloughs of 550 part time city employees and contractual staff.

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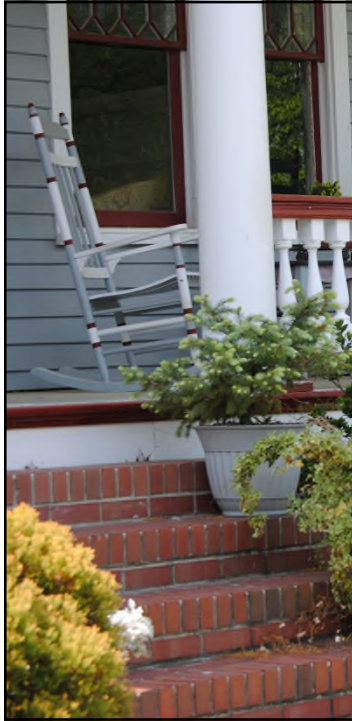
## NEIGHBORHOOD QUALITY MISSION

The Division of Neighborhood Quality **supports the highest quality of life in all Norfolk's neighborhoods by maintaining citywide standards** for addressing blight, nuisances and environmental conditions in coordination with other city departments, agencies, residents and businesses.

*The Department of Neighborhood Development invests in residents, resources, and solutions to develop a **GREATER** quality of life for all neighborhoods in the City of Norfolk.*

500 E Main Street, Suite 9  
Norfolk, Virginia 23510  
664-4080

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## Codes Have an Ancient History!!

### The Code of Hammurabi

Around 1700 BC, King Hammurabi of Babylon set down in writing, hundreds of the Laws of the Kingdom, addressing many general topics of daily life. The following are excerpts from the King Hammurabi Code of Laws, thought by many to be the first written building code:

229- If a builder builds a house for someone, and does not construct it properly, and the house which he built falls in and kills the owner, then the builder shall be put to death.

230- If it kills the son of the owner, the son of that builder shall be put to death.

232- If it ruins goods, he shall make compensation for all that he has ruined, and inasmuch as he did not construct properly this house which he built and it fell, he shall re-erect the house from his own means.

### How has **COVID-19** affected application of both State Housing Codes and City Ordinances??

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## VIRGINIA MAINTENANCE CODE & **COVID-19**



The Virginia Maintenance Code is adopted by the state to regulate all existing structures.

This includes both interior and exterior of all structures and addresses health, sanitation and safety.

This is a Minimum standard.

*Post **COVID-19** interior inspections have changed and must comply with all the health and safety protocols in place to protect both inspection staff and the public.*

*All inspections and enforcement may be delayed due to the **COVID-19** response and all factors that have affected our community will be considered.*

*Loss of jobs, loss of income, illness, caring for family, housing difficulties are all to be considered when a violation is noted.*

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**Neighborhood Quality's Primary Responsibility is the Enforcement of the Virginia Maintenance Code**



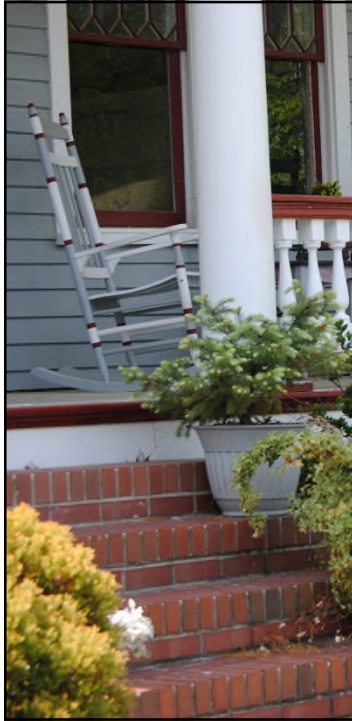
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**Neighborhood Quality is also Responsible for Some City Ordinances and Zoning**



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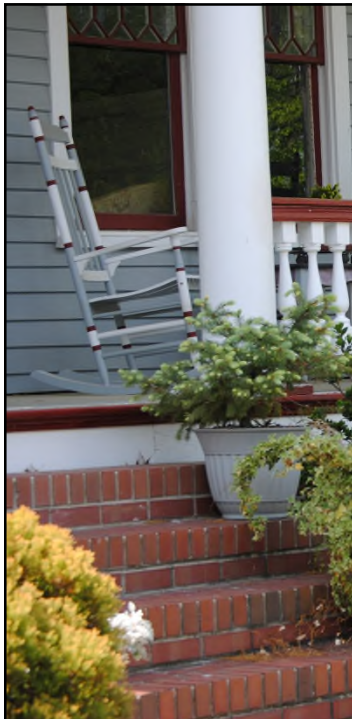


## Code Enforcement with a Heart



*& a little  
Common Sense  
on the side!*

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## A NEIGHBORHOOD'S BEST ASSETS...PEOPLE

- Olde Huntersville neighborhood created and used their own neighborhood standards door hangers
- Fairmount Park neighborhood has a brochure that speaks to their community expectations
- Use the civic league newsletter to post tips and provide useful phone numbers and websites
- Lend a helping hand, even if no one is looking
- Educate, inform, and engage your neighbors



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### COMMUNITY RESOURCES

SPSA Norfolk Transfer Station, 3136 Woodland Avenue, 757.961.3981:

- Saturday 8:00 a.m. - 12 p.m. for commercial and Norfolk residents
- Saturday noon - 4:00 p.m. for Norfolk residents only
- Sunday noon - 4:00 p.m. for Norfolk residents only
- Household Waste Disposal - Every Tuesday and Saturday, 12:00 p.m. - 4:00 p.m.



Norfolk Drop-Off Recycling: 1176 Pineridge Road and 1188-A Lance Road

Both accept the same recycling items that are accepted in the city's curbside collection program and are open 24 hours a day, 7 days a week.

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### COMMUNITY RESOURCES

Resources and technical support are offered through the Division of Neighborhood Engagement

Email the division at [neighborhoodengage@norfolk.gov](mailto:neighborhoodengage@norfolk.gov) or contact your Neighborhood Development Specialist



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### For more information ...

**Main page:** [www.norfolk.gov/neighborhoods](http://www.norfolk.gov/neighborhoods)

This is a portal into all the Department of Neighborhood Development's divisions and resources. Take the civic engagement quiz and read inspiring neighborhood stories.

**Neighborhood Quality:** [www.norfolk.gov/neighborhoodquality](http://www.norfolk.gov/neighborhoodquality)

Access the "Common Code Violations" brochure in English and Spanish, take a Codes Quiz, see an intro video and find more information. Select the "Code Enforcement vs. Neighborhood Standards" tab to learn more and to find a video of one neighborhood's definition of neighborhood standards.

**NBN Library:** [www.norfolk.gov/nbnlibrary](http://www.norfolk.gov/nbnlibrary)

The NBN Library has nearly all our resources from past NBN Academy courses including examples mentioned today. The link to today's video will be posted within the next 48 hours.

**Halima Akar**

Customer Service Manager  
Norfolk Cares  
[Halima.akar@norfolk.gov](mailto:Halima.akar@norfolk.gov)

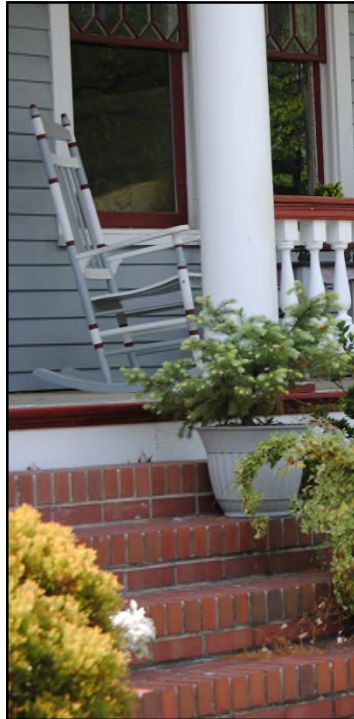
**Sherry Johnson**

Division Head  
Neighborhood Quality  
[Sherry.johnson@norfolk.gov](mailto:Sherry.johnson@norfolk.gov)

**Oneiceia Howard**

Division Head  
Neighborhood Engagement  
[Oneiceia.howard@norfolk.gov](mailto:Oneiceia.howard@norfolk.gov)

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QUESTIONS

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