

RICHMOND'S GUIDE TO:

BEING A GOOD NEIGHBOR



Address:

900 EAST BROAD ST.
RICHMOND, VA 23219

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WWW.RVA311.COM • (804) 646-7000
HOURS: MON - FRI, 8 A.M. - 5 P.M.
WEDNESDAYS, 9A.M. - 5 P.M.



CITY OF RICHMOND

OFFICE OF THE MAYOR

Dear residents of Richmond:

I am pleased to offer the new Resident's Guide to Being a Good Neighbor.

Our city has so much to offer its residents. From historic architecture to diverse culture, from our engaged business community to a lush landscape of outdoor amenities, Richmond is uniquely magnetic. It's essential that we all do our part to keep our neighborhoods and public spaces clean and safe for future generations to enjoy and appreciate.

Life in Richmond is better when we work together!

That's why we are so proud to offer you this resource guide – we want you to join the team of stewards looking after our city. On behalf of your local government, I hope that you utilize this guide to not only preserve but improve our neighborhoods and public spaces, in turn empowering our communities. I look forward to working with you to continue building One Richmond, where all neighborhoods are home to clean, safe, and valued public spaces.

If you have a question or concern that is not included in the booklet, please contact RVA 311 by calling 3-1-1, visiting RVA311.com, or using the RVA311 mobile app.

Sincerely,
Levar Stoney
Mayor





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RICHMOND'S GUIDE TO BEING A GOOD NEIGHBOR

Richmond is a city of neighborhoods — each with its own tradition and personality. Each draws its identity from its own rich history, natural beauty, and the residents who live here. From the iron fronts of Jackson Ward to the restored warehouses Downtown and the burgeoning Southside communities such as Manchester, your neighborhood is a distinctive section of urban living that is so unique to Richmond.

There are many factors that make Richmond such a livable city: beautiful neighborhoods, unique architecture,

numerous cultural and educational opportunities, a diverse workforce, and residents and government working together to sustain these advantages.

In order to keep our neighborhoods thriving and safe, it is incumbent upon us as residents to know and abide by the laws and regulations in place for the health, safety, and welfare of our neighborhoods and our neighbors.

This booklet is a helpful guide that covers the responsibilities of both residents and the government in maintaining a safe, healthy, and vibrant neighborhood and a wonderful city in which to live.

How to use this guide

This booklet summarizes select city ordinances as of June 2021 and is not meant to be a complete account of all ordinances. City Council often amends ordinances so it is important to check with the responsible department indicated to ensure there have been no changes since this booklet was published.

At the end of some code sections, you will notice the penalty for violating an ordinance and the department to contact should you have questions. Contact information for each department is listed at the end of the booklet, as well as some additional information on penalties.

A complete listing and text of all city ordinances are available through the city's web page at www.RVA.gov or using the following link

library.municode.com/va/richmond/codes/code_of_ordinances

For questions, please contact our customer service team at RVA311 by dialing 3-1-1 or 804-646-7000, visiting RVA311.com, or using the RVA311 mobile app. You can submit requests via RVA311.com and the app anytime, day or night. Call Center hours are 8am-5pm Mon-Fri, with the exception of Wednesday being 9am-5pm.

Private Property



Requests for private property maintenance, construction, and public right of way issues can be submitted via the RVA311.com or the [RVA311 app](#).

Identification of Houses, Buildings and Apartments

Richmond Code § 24-25

Every house and building must have address numbers that can be easily read from the street. For more information, contact the Department of Planning and Development Review at 646-6398. Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Minimum Standards for Existing Housing and other Structures

Richmond Code § 5-1

The city of Richmond has adopted the Virginia Uniform Statewide Building Code for maintenance of existing houses and other structures. Virginia follows the standards laid out in the Virginia Maintenance Code.

These standards for the interiors of residential buildings include:

- Properly functioning kitchen sink
- Properly functioning bathroom sink, toilet, bathtub, or shower
- Running hot and cold water
- Adequate and safely functioning heat and electricity
- Well-maintained interior walls, floors, and stairs
- Smoke detectors are required in all residential units (homes and apartments)

Standards for the exteriors of all structures, whether residential or commercial, include:

- Well-maintained paint and exterior surfaces
- No deterioration
- No cracks in foundation walls
- Rain-tight roofs
- Gutters and downspouts in good repair
- Porches, railings, and balconies in good repair

Violation of these standards carries a maximum of \$2,500. Contact the Department of Planning and Development Review at 646-6398 for more information.

Permits Required for Work on Buildings

Richmond Code § 5-9

Property owners are required to obtain permits from Building and Inspections for repairs, remodeling work, additions, decks, new windows and doors, garages, sheds, and fences more than six feet tall. The building permit ensures the work will be done to building code standards.

According to Virginia Uniform Statewide Building Code, an application for a building permit can be submitted by:

- Owner
- Lessee
- Agent
- Licensed architect
- Licensed Contractor,
- Licensed Subcontractor employed in connection with the work
- Professional engineer acting on behalf of the owner

Once the application has been submitted, work cannot begin until an approved copy of the issued permit from Building and Inspections is received. This approved permit must be displayed at the site for public inspection until the work is complete. The time for issuance of a permit varies depending on the nature of the

work, the completeness of documents submitted for review, and the number of departments assigned to approve.

Stagnant Water

Richmond Code § 15-34

Owners and occupants are responsible for removing stagnant water from their properties. Mosquitoes breed in any outdoor container that holds or catches water. For more information, contact the Department of Planning and Development Review at 646-6398.

Yard Trees

Richmond Code § 11-105

Property owners are responsible for removing fallen trees, detached limbs, or branches on their property. For more information, contact the Department of Planning and Development Review at 646-6398 or 311. Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Grass and Weeds

Richmond Code § 11-105

Owners are responsible for ensuring the cutting of vegetation from the centerline of alleys to the centerline of the street and ensuring that no grass, weeds, or any other vegetation in yards grow higher than 12 inches. Trees, shrubbery, agricultural plants, garden vegetables, flowers, or ornamental plants are exceptions to this requirement. When in doubt about what a weed is versus an ornamental plant, call 311, and they will refer you to the appropriate department.

Owners must also ensure the removal of any unsafe conditions caused by tree limbs and shrubs encroaching on the public right-of-way. For more information, contact the Department of Planning and Development Review at

646-6398. Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Accumulation of Trash, Junk and Waste on Property

Richmond Code § 11-103

Property owners and tenants are responsible for removing trash, garbage, refuse, litter, junk, demolition materials, or other offensive or unhealthy substances on their property or any alley, sidewalk, public right-of-way, grass strips, or street bordering the property. For more information, contact the Department of Planning and Development Review 646-6398 or 311. Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Abandoned Motor Vehicles on Private Property

Richmond Code § 27-328

You cannot leave a motor vehicle, trailer, or semi-trailer on the private property of another person without that person's consent. If the property owner complains in writing that a vehicle has been left without consent for more than 72 hours, the motor vehicle may be moved by the Police Department to a storage garage or area. To report a violation, call the police non-emergency line at 646-5100. Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Inoperative Motor Vehicles on Private Property

Richmond Code § 27-328

Inoperable motor vehicles must be stored inside fully enclosed buildings. Inoperable vehicles include those that have been partially or totally disassembled by removing tires, wheels, the engine, or other essential parts required for the operation of the vehicle for 60 days or more, or on which there are neither valid license plates nor inspection stickers. For more information, contact the Department of Planning and Development Review at 646-6357 or 311.

Violation of this ordinance is a Class 1 misdemeanor, defined on page 17.

Parking of Trucks, Trailers, Mobile Homes in Residential Areas

Richmond Code § 27-203

Vehicles weighing more than 6,500 pounds may not be parked anywhere in residential areas. Trailers and motor homes of any weight may not be parked on streets in residential areas. This ordinance applies to all trailers, including those containing boats. The Richmond Police Department enforces these ordinances by issuing parking citations to the owners or operators of violating vehicles. To report a violation, call the police non-emergency line at 646-5100. The fine is \$120 for each citation.

Privately Owned Parking Areas

Richmond Code § 27-303

Owners of businesses and apartment buildings who maintain parking areas for patrons and residents may tow or immobilize vehicles left in their parking areas without permission. The owners of these vehicles can be charged for towing, storage, and other fees only if the parking area has a conspicuous sign, at least 36" x 30" with 3" letters warning that the parking area is for private parking and has a telephone number to contact when vehicles are towed.

Sidewalks and Alleys



Requests for abandoned vehicles on private property and public right of way issues can be submitted via the RVA311.com or the RVA311 app.

Unauthorized Encroachments and Uses of Street, Alley, Sidewalks and Public Ways

Richmond Code § 24-25

No one may trespass, use, or encroach upon a street, alley, sidewalk, or public right of way without authorization. For example, if you build a tool shed on your property and it extends out into the alley, this is an encroachment and requires authorization by filing an application with the Department of Public Works in Room 110 of City Hall.

Similarly, a hedge or shrub that extends beyond the property line onto the sidewalk is considered to be an unauthorized encroachment, as it blocks the right of way of pedestrians. For more information, contact the Department of Public Works at rightofway@Richmondgov.com. Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Removal of Rubbish, Debris, and Snow from Sidewalks

Richmond Code § 11-105

If you own property bordering on a public sidewalk, it is your responsibility to keep the sidewalk free of rubbish, debris, litter, and snow. Debris should never be placed in storm drains or inlets.

Snow must be removed within six hours after a snowfall ends. If snow stops falling during the night, the snow must be removed from the sidewalk by 11 a.m. the following morning. To report a violation, contact the Department of Public Works, 311.

Violation of the snow removal ordinance is a Class 4 misdemeanor. Violation of the debris ordinance is a Class I misdemeanor. Both are defined on page 17.

Snow Removal

If snow removal becomes necessary, city crews will work around the clock to improve travel

conditions on major transportation routes to allow emergency services, education, and commerce to continue with minimal interruption. At its core, snow removal is a public safety initiative.

Streets are cleared in the following order: Bridges, major thoroughfares, and major arterial streets will be cleaned as quickly as possible during and immediately after snowfall. Secondary arterial streets will be cleared to bare pavement within 24 hours of the snow's cessation, dependent upon accumulation and temperature. These streets include some GRTC bus routes.

Private property owners should not move snow from their driveways or parking lots into city streets. Doing so hampers the city's ability to clear roadways and could become a public safety hazard.

Trash



Requests for trash violations or issues can be submitted via RVA311.com or the [RVA311 app](#).

Residential Trash Collection

Residential trash is collected once per week in the city of Richmond. Supercans must be placed out by 6 a.m. on the collection date to ensure pick-up. The City recommends that you put yard debris, such as leaves, in biodegradable plastic or paper bags so that they can be recycled. Up to 10 bags of leaves will be removed during your weekly trash collection. Please call 311 or visit rva.gov/public-works/trash-collection

to find out what day collection occurs at your address.

Times and Places of Refuse Collection

Richmond Code § 23-44

City-issued supercans and recycling bins must be placed out for collection by 6 a.m. of the scheduled collection day but not earlier than 4 p.m. of the day preceding, except for any special times deemed necessary by the Director of Public Works. The city-issued supercans and recycling bins must be removed by 7 a.m. on the day following collection from city property and right-of-ways to include, but not be limited to, sidewalks, alleys, and median strips between sidewalks and roadways.

Any account holder who allows a city-issued supercan or recycling bin to remain on city property after 7 a.m. on the day following collection shall receive a notice from the Department of Public Works advising of the violation and allowing the account holder an opportunity to remove the city-issued supercan or recycling bin.

If the city-issued supercan or recycling bin is not removed in a timely manner from city property, the account holder will receive a civil penalty in the amount of \$50 for each calendar day that each city-issued supercan or recycling bin remains on city property, beginning with the most recent (past) pickup date. Such civil penalty shall be included on the account holder's monthly utility statement. It shall be subject to collection in the same manner as other utility charges, including delinquent charges for utilities. Items placed in non-city-issued cans or containers will not be collected, and a violation notification will be issued.

Supercans

Richmond Code § 23-43

By City Code, one supercan is provided to each household free of charge. A second

can may be purchased for \$55; just call 311 to order it and have the fee applied to your utility bill. You also may call 311 to request a replacement supercan if yours is damaged. It may take up to 7 - 14 business days for delivery.

Recycling

Richmond Code § 23-42

The City of Richmond offers a curbside recycling collection service through its partnership with Central Virginia Waste Management Authority (CVWMA). For questions regarding recycling, call the CVWMA at 804-340-0900.

The following items can be mixed together in your recycling bin: newspapers, mixed paper, aluminum cans, steel cans, aluminum foil, glass bottles/jars, plastics #1 - #7 bottles and containers, caps, and lids (free of food and residue) and food/beverage cartons such as milk, juice, juice boxes, etc. More information on this program is available online at www.rva.gov/public-works/clean-city-commission.

Bulk Item Collection

Richmond Code § 23-44

Bulk and brush collection coincides with your bi-weekly recycling collection week. The items will be collected from the same location as household trash collection. Place the items next to your recycle cart (out of the roadway) by 6 a.m. Make sure brush and twigs are no larger than 6 feet long and 3 inches in diameter. Smaller twigs and brush items need to be bundled and tied. Prohibited items include: tires, carpet, auto parts, and construction debris.

Collection of appliances is available for \$50 (per appliance/request), or within 24 hours for \$100 per request (with a receipt from the

Department of Public Work's main office located in City Hall, Suite 704).

Removal of Rubbish, Debris and Snow from Sidewalks

Richmond Code § 24-34

If you own property bordering on a public sidewalk, it is your responsibility to keep the sidewalk free of rubbish, debris, litter, and snow.

Snow must be removed within six hours after a snowfall ends. If snow stops falling during the night, snow must be removed from the sidewalk by 11 a.m. the following morning. For more information, contact the Department of Public Works, 311. Violation of the snow removal ordinance is a Class 4 misdemeanor. Violation of the debris ordinance is a Class I misdemeanor. Both are defined on page 17.

Removal of Noxious Matter and Nuisances

Richmond Code § 15-33

It is unlawful for any person to have or permit any noxious, unwholesome, or offensive matter or nuisance of any kind on their property. Contact the Department of Planning and Development Review at 646-6398. Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Hazardous Waste

The East Richmond Road Convenience Center at 3800 East Richmond Road accepts household hazardous waste from 7 a.m. to 3:30 p.m. on weekdays and from 8:30 a.m. to 2 p.m. on Saturdays. There is no fee required, though users will be required to provide proof of residency, such as a valid driver's license, utility bill, or vehicle registration.

Household hazardous waste items accepted at the facility include:

solvents (mineral spirits, paint thinner, turpentine, acetone); paints (oil or latex, polyurethane, tung oil, stains, varnish, shellac, tints, lacquer thinners, paint reducers, primers, varsol); fuels (gasoline, gasoline additives, #2 fuel oil, kerosene, diesel, chain saw fuel, motorboat fuel, oil additives); propane tanks; car fluids (motor oil, transmission fluid, antifreeze); car batteries (lead-acid batteries only) and cooking oil.

The facility cannot accept fire extinguishers, asbestos, road flares, herbicides or pesticides, explosives, or materials that are shock sensitive, radioactive, or infectious. Hazardous waste items from commercial entities or persons living outside of the city limits are not accepted at the facility.

Unlawful Dumping

Richmond Code § 11-102

You cannot dump trash, garbage, refuse, litter, junk, demolition materials, hazardous wastes, or other unsightly, unsanitary, or unhealthy substances on another person's property or any waters within the city. To report a violation, contact the Richmond Police Department at 646-5100. Violation of this ordinance is a Class I misdemeanor, defined on page 17. *Note that debris should never be placed in storm drains or inlets.

Accumulation of Trash, Junk and Waste on Property

Richmond Code § 11-103

Property owners and tenants are responsible for removing trash, garbage, refuse, litter, junk, demolition materials, or other offensive or unhealthy substances on their property or any alley, sidewalk, public right-of-way, grass strips, or street bordering the property. Debris should never be placed in storm drains or inlets.

For more information, contact the Department of Planning and Development Review at 646-6398 or 311. Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Public Conduct



Requests for graffiti can be submitted via the RVA311.com or the [RVA311 app](#).

Disorderly Conduct

Richmond Code § 19-113

State law gives landlords the right to take appropriate action against tenants or tenants' guests who are disorderly on the property. Disorderly use of the property includes loud music, overcrowding, unlawful sale of alcoholic beverages, gambling, indecent conduct, or drug and weapons offenses. To report a violation, call the police non-emergency line at 646-5100. Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Spitting in Public Places

Richmond Code § 19.1

Spitting in public places is against the law. Public places include any public building, public conveyances (such as buses), and sidewalks bordering any public alley, street, or lane. To report a violation, call the police non-emergency line at 646-5100. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17.

Skateboarding Prohibited in Certain Areas

Richmond Code § 19-293

City ordinance prohibits skateboarding on the premises of the main branch of the Richmond Public Library, City Hall, or Festival Park. To report a violation, call the police non-emergency line at 646-5100.

Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Glass not Allowed on Public Grounds

Richmond Code § 8-270

Glass bottles and containers are not allowed on any public grounds, parks, playing fields, or playgrounds. For more information, contact the Department of Parks, Recreation, and Community Facilities, 646-5733. Violation carries a maximum fine of \$100.

Graffiti

Richmond Code § 11-132

You cannot write, paint, draw, etch, scratch, or mark an inscription, word, figure, or design of any type on any public or private building without permission of the owner. Violation is a Class I misdemeanor, defined on page 17. To report a violation, contact **both** the Department of Public Works at 311 and the Police Graffiti Hotline at 646-1406.

Authority for City to Remove or Repair Defacement

Richmond Code §11-135

If graffiti is on your property and visible from a public right-of-way, such as street, sidewalk, or alley, the city has the authority to remove the graffiti. However, we encourage property owners to make all efforts to remove the graffiti on their own, and also make every effort to prevent further violations. Property owners can work with Richmond Police Department to apprehend violators and may contact the City of Richmond for assistance with removal. DPW will investigate and determine proper course of action. In order for DPW to investigate graffiti on private property, the property owner will be required to complete and submit the Consent to Enter and Release of Liability Agreement form and mail to: City of Richmond, Department of Public Works, 900 East Broad Street, Room 704, Richmond, VA 23219.

Go to www.rva.gov/public-works/graffiti-removal for details and the consent form. Note: please report all Graffiti through RVA311.

Parents Responsible for Damages from Graffiti

Richmond Code § 11-134

When graffiti is applied to public property by a minor, parents/legal guardians are responsible for the damages.

Curfew

Richmond Code § 19-385

Children under 18 are not permitted on public streets, alleys, parks, playgrounds, public buildings or grounds, places of amusement, entertainment, refreshment, or vacant lots between 11 p.m. and 5 a.m. It is the responsibility of the parent, guardian, or another adult responsible for the child to make sure that curfews are observed. In administering the curfew law, consideration is given to:

- A child who is with a parent, guardian, or other adult person authorized by the parents;
- A child who is on an emergency errand as directed by their parent, guardian, or approved adult;
- A child who is working, a child traveling directly to and from work and home, or,
- A child who is traveling to and from an event officially designated as a school activity.

Owners and operators of places of amusement, entertainment, or refreshment are responsible for making sure children on the premises are accompanied by a parent, guardian, or another authorized adult during the restricted hours. To report a curfew violation, call the police non-emergency line at 646-5100. Violation of curfew contains a maximum fine of \$500 and a mandatory 20 hours of community service.

Posting of Signs or Advertising Prohibited on Public Property

Richmond Code § 8-522

It is unlawful to paint, mark, write on, post, or put up any sign or any communication on a public passageway (streets, alleys, and bridges, for instance) or fixture (including telephone and light poles and mailboxes, among others). No advertising signs of any type are permitted in the public right-of-way. Exceptions include Neighborhood Watch signs and those authorized by City Council through the encroachment or other processes. For more information, contact the Department of Public Works at 311. Violation of this ordinance carries a maximum \$50 fine for each sign.

Noise

Richmond Code § 11-21

No one should make noise that annoys or disturbs the quiet, comfort, or rest of other people in any dwelling, hotel, or other type of residence. There are exceptions for acts declared loud and disturbing, which are deemed as emergencies. The following acts are considered loud and disturbing noises:

- The sounding of horns or signal devices on vehicles except as a danger signal;
- The playing of any radio, phonograph, or any musical instrument at a high volume, particularly during the hours between midnight and 7 a.m. to disturb others;
- Continuous noise from animals;
- Operation of vehicles that create loud, disturbing, grating, grinding, rattling, or other noises;
- Excessive noise in any area where signs are displayed indicating a school, institution of learning, the court (while in session), and any hospital;
- The blowing of steam whistles except to provide notifications associated with work or danger warnings;
- The creation of loud and excessive noise while loading or unloading any vehicle or

the opening of and destruction of bales, boxes, crates, and containers;

- The shouting and crying of peddlers, hawkers, and vendors;
- The use of any drum, loudspeaker, or other instrument or devices;
- Amplified sound from vehicles.

To report a noise violation, call the police non-emergency line at 646-5100. Violation of these ordinances is a Class 2 misdemeanor, defined on page 17.

Vehicle Parking, Stopping or Standing

Richmond Code § 27-218

There are numerous regulations regarding parking a vehicle on the public streets in the City of Richmond. These regulations include but are not limited to restrictions to parking in a loading zone, bus stop, or taxicab stand, parking within 20 feet of a crosswalk, parking on the wrong side of the road, and parking during peak traffic times of 7 a.m.-9 a.m. and 4 p.m.- 6 p.m. For more information, contact the Department of Public Works at 646-3684. Parking in violation of these regulations may incur a fine ranging from \$20-\$120.

Enhanced Speeding Penalty on certain Residential Streets; Signs

Richmond Code § 27-163

The purpose of this section is to implement the enhanced speeding penalties authorized by Code of Virginia, §46.2-878.2, for the operation of a motor vehicle above the maximum speed limit on certain residential streets. Operation of any motor vehicle above a maximum speed limit established for a highway in a residential district of the city, when indicated by signs placed in accordance with the provisions of this section, shall be unlawful and shall constitute a violation of this section. Violation of this section shall

constitute a traffic infraction punishable by a fine of no more than \$200, in addition to other penalties provided by law.

Carrying Firearms in Public Places

Richmond Code § 19-335

No person shall possess, carry, or transport any firearms, ammunition, or components/ combination thereof in any building or public park, recreation/community center facility, public street, road, alley, or sidewalk or public right-of-way or any other place of whatever nature that is open to the public and is being used by or is adjacent to a permitted event or an event that would otherwise require a permit.

Willfully Discharging Firearms in Public Places

Richmond Code § 19-327

No one can willfully discharge a firearm in any public place. Call 911 immediately if you hear gunfire. Violation of this ordinance is a Class 1 misdemeanor, defined on page 17.

Shooting Arrows

Richmond Code § 19-328

It is unlawful for any person to discharge arrows from a bow or crossbow in any street or public alley of this city or to shoot an arrow from any bow at or upon the property of another without permission. To report a violation, call the police non-emergency line at 646-5100. Violation of these ordinances is a Class I misdemeanor, defined on page 17.

Fireworks

Richmond Code § 13-197

Under Virginia law, fireworks displays are limited to those intended for public viewing outdoors. The use, sale, or possession of all fireworks is illegal, except by a licensed pyrotechnician with a municipal permit granted by the Fire Marshall. The display must

meet the requirements of the State of Virginia Fire Prevention Code and must be covered by a bond in an amount set by the Fire Marshall to cover any damages that may arise. For more information, contact the Department of Fire and Emergency Services at 646-6640. Failure to follow these regulations is a Class 1 misdemeanor, defined on page 17.

Drinking Alcoholic Beverages in Public Places

Richmond Code § 19-4

It is unlawful for any person to have an open alcoholic beverage container in their possession while in a public place (street, alley, public building).

It is also unlawful to take a drink of an alcoholic beverage or to offer a drink to another, whether the drink is accepted or not, at or in any public place. To report a violation, call the police non-emergency line at 646-5100. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17.

Motor Vehicles



To report a parking violation, please call SP+ parking at 649-3025 or non-emergency police at 646-5100. Requests for a parking permit, parking violation, or citation concern can be submitted via the RVA311.com or the RVA311 app.

Parking in Richmond

Richmond's neighborhoods have limited parking for residents therefore parking without a permit on designated residential streets is restricted to residents of a Residential Parking District and guests of the residents (with a temporary permit or an annual visitors pass). The decal helps to ensure that residents of densely populated areas have reasonable access to parking near their residences. Cars parked in violation will be ticketed and possibly towed. Visit www.rva.gov/public-works/parking-enterprise for more details.

Abandoned Motor Vehicles on Private Property

Richmond Code § 27-330

You cannot leave a motor vehicle, trailer, or semi-trailer on the private property of another person without that person's consent. If the property owner complains in writing that a vehicle has been left without consent for more than 72 hours, the motor vehicle may be moved by the Police Department to a storage garage or area. To report a violation, call the police non-emergency line at 646-5100.

Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Inoperative Motor Vehicles on Private Property

Richmond Code § 27-328

Inoperable motor vehicles must be stored inside fully enclosed buildings. Inoperable vehicles include those that have been partially or totally disassembled by the removal of tires, wheels, the engine, or other essential parts required for the operation of the vehicle for 60 days or more, or on which there are neither valid license plates nor inspection stickers. To report a violation, call the police non-emergency line at 646-5100.

Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Restricting Parking Districts

Richmond Code § 27-281

Eligibility for obtaining a permit to park in a restricted parking district is limited to residents and property owners. A parking citation may be issued to those who park a vehicle in a restricted district without the necessary permit.

To report a violation, call the police non-emergency line at 646-5100. For permit information or to pay fees, contact the Department of Public Works at 646-3684. For permit information and payment of fines. Fines range from \$40 for each citation to \$100 for illegal possession or use of a residential parking permit.

Non-Commercial Use of Sound Trucks and Sound-Amplifying Equipment

Sound amplifying equipment and sound trucks may be used for non-commercial purposes with the following limitations:

- The only sounds permitted are music and human speech;
- Sound trucks may be operated only between the hours of 10 a.m. and 4:30 p.m.;
- Stationary sound equipment may only be used between the hours of 10 a.m. and 11 p.m.;
- Human speech or music that is amplified should not be slanderous in nature;
- The volume of sound should not be audible above the level of conversational speech 200 feet from the property on which the sound originates;
- These provisions do not apply to the operation of sound-amplifying equipment at sporting or athletic exhibitions, entertainments, performances, religious gatherings, or other public gatherings;

Violation of this ordinance is a Class I misdemeanor, defined on page 17. To report a violation, call the police non-emergency line at 646-5100.

Sound Trucks and Sound-Amplifying Equipment

Richmond Code § 7.64.020

You cannot operate a sound truck for commercial advertising purposes within the City. You also cannot use sound-amplifying equipment if the sound emits onto public property. To report a violation, call the police non-emergency line at 646-5100. Violation of this ordinance is a Class I misdemeanor, defined on page 17.

Unattended Motor Vehicles on Public Property

Richmond Code § 27-329

A motor vehicle, trailer, or semi-trailer on public property that is unattended may be towed by or under the direction of a police officer if it constitutes a traffic hazard, is illegally parked, is left unattended for more than 10 days, or is immobilized by weather conditions or other emergencies. To report a violation, call the police non-emergency line at 646-5100.

Inoperable and Abandoned Motor Vehicles on Public Property

Richmond Code § 27-329

If a motor vehicle, trailer, or semi-trailer is abandoned, it may be towed if it is not in operating condition or it does not display valid license plates and valid inspection decals, and it has been left unattended on public property for more than 48 hours. To report a violation, contact SP + parking at 649-3025 or non-emergency police at 646-5100. Violation of this ordinance is a Class 1 misdemeanor, defined on page 17.

Vehicle Parking, Stopping or Standing

Richmond Code § 27-218

There are numerous regulations regarding the parking of a vehicle on the public streets in the City of Richmond. These regulations include but are not limited to restrictions to parking in a loading zone, bus stop, or taxicab stand; parking within 20 feet of a crosswalk; parking on the wrong side of the road, parking during peak traffic times of 7 a.m.-9 a.m. and 4 p.m.- 6 p.m. For more information, contact the Department of Public Works at 646-3684. Parking in violation of these regulations may incur a fine ranging from \$20-\$120.

Enhanced Speeding Penalty on certain Residential Streets; Signs

Richmond Code § 27-163

The purpose of this section is to implement the enhanced speeding penalties authorized by the Code of Virginia, §46.2-878.2, for the operation of a motor vehicle above the maximum speed limit on certain residential streets. Operation of any motor vehicle above a maximum speed limit established for a highway in a residential district of the city, when indicated by signs placed per the provisions of this section, shall be unlawful and shall constitute a violation of this section. Violation of this section shall constitute a traffic infraction punishable by a fine of not more than \$200, in addition to other penalties provided by law.

Parks & Playgrounds



Camping

Richmond Code § 8-273

Camping and tenting are not allowed on any public grounds, parks, or playing fields; neither is lying on any benches located on any such public property. For more information, contact the Department of Parks, Recreation, and Community Facilities at 646-5733. Violation is a Class I misdemeanor, defined on page 17.

Hours

Richmond Code § 8-280

Parks, playgrounds, and recreation areas are open at sunrise and close at sunset each day of the year unless a permitted special event is in progress.

- Opening and closing hours are posted at the entrances of the various parks.
- People are prohibited from entering or occupying a park when the park is closed.

For more information, contact the Department of Parks, Recreation, and Community Facilities at 646-5733. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17.

Fees

Richmond Code § 8-279

Portions of parks and recreation facilities may be reserved for special events. User fees are charged based on the size and length of the event. For more information, contact the Department of Parks, Recreation, and Community Facilities at 646-5733.

Glass not Allowed on Public Grounds

Richmond Code § 8-270

Glass bottles and containers are not allowed on any public grounds, parks, playing fields, or playgrounds. For more information, contact the Department of Parks, Recreation, and Community Facilities at 646-5733. Violation carries a maximum fine of \$100.

Carrying Firearms in Public Places

Richmond Code § 19-335

No person shall possess, carry, or transport any firearms, ammunition, or components/combination thereof in any building or public park, recreation/community center facility, public street, road, alley, or sidewalk or public right-of-way or any other place of whatever nature that is open to the public and is being used by or is adjacent to a permitted event or an event that would otherwise require a permit.

Relic Hunting

Richmond Code § 8-286

Relic hunting is prohibited in all city parks except when special permission is granted by the Department of Parks, Recreation, and Community Facilities for official archeological investigations. For more information, contact the Department of Parks, Recreation and Community Facilities, 646-5733. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17.

Dogs are Prohibited in Parks & Recreation Areas

Richmond Code § 4-246

Whether leashed or unleashed, dogs are prohibited in certain parks such as Maymont Park, the Azalea Gardens in Bryan Park, recreation and children's play areas, and other posted areas unless an exception is granted by special permit. For more information, contact the Department of Parks, Recreation, and Community Facilities at 646-5733. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17.

Restraint of Dogs in certain Parks

Richmond Code § 4-246

It is required that all dogs are leashed in city parks where dogs are permitted. To report a violation, contact the Department of Parks, Recreation, and Community Facilities at 646-5733. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17.

Pets & Animals



Restraints

Richmond Code § 4-243

All dogs must be kept under restraint by a hand-held leash or confined within a fenced area. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17. For more information, contact Richmond Animal Care and Control at 646-5573.

Dangerous and Vicious Dogs

Richmond Code § 4-242

A dangerous dog is one that has injured a person or a companion animal or killed a companion animal. If a court finds an animal to be dangerous, the owner must pay a fee of \$50 to register the dog as a dangerous dog, post warnings about the dog, and keep it secured. A vicious dog is one that has killed or seriously injured a person or continued to exhibit dangerous behavior after the owner was ordered by a court to take steps to control it.

A court must order vicious dogs to be euthanized. For more information, contact Richmond Animal Care and Control at 646-5573. Violation of a court order concerning a dangerous or vicious dog is a Class 1 misdemeanor, defined on page 17.

Proper Care and Control

Richmond Code § 4-244

Owners must exercise proper care and control of dogs and cats and prevent them from becoming a nuisance. A nuisance animal is any

animal that harasses passersby, attacks other animals, trespasses on school property, recreational areas, or playgrounds; is repeatedly at large; damages property, or barks, whines, or howls excessively. Animal control may issue a summons to the owner of a dog determined to be a nuisance.

Female dogs and cats in heat must be confined within a secure enclosure to avoid contact with a male dog or cat. For more information, contact Richmond Animal Care and Control at 646- 5573. Violation is a Class 4 misdemeanor, defined on page 17.

Animal Licenses

Richmond Code § 4-187

If you own a dog or cat over the age of 4 months, it must be licensed and vaccinated against rabies. Your pet must wear a metal identification tag including, but not limited to, City license and rabies tags, when not indoors or on the property of the owner. Permit required. For more information, contact Richmond Animal Care and Control at 646-5573. Violation of these ordinances is a Class 3 misdemeanor, defined on page 17.

Impounding Unrestrained and Unlicensed Dogs and Cats Generally

Richmond Code § 4-275

Animal control officers may impound unrestrained dogs of unknown ownership and dogs whose owners are known but cannot be located. Unlicensed dogs and cats may be impounded based upon a resident complaint that an animal control officer verifies after investigating such complaints. Animal control may dispose of impounded animals or place them with a new owner if the owner fails to pick them up after five days. For more information, contact Richmond Animal Care and Control at 646-5573. The fine for having an unrestrained dog is \$15 on the first offense and \$25 for a second or subsequent offense.

Animal Waste

Richmond Code § 4-90

You are responsible for removing waste deposited by your pets on public or private property, including your own property. A pooper-scooper or a plastic bag may be used to remove waste. The waste must be placed in a plastic bag and in a container that is rat-proof and air-tight. For more information, contact Richmond Animal Care and Control at 646-5573. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17.

Breeding Permits

Richmond Code § 4-307

If you are selling or transferring a dog or cat in a public place, you must get a breeding permit from the city. For more information, contact Richmond Animal Care and Control at 646-5573. Violation of this ordinance carries a maximum \$150 fine.

Vaccination of Dogs and Cats Required

Richmond Code § 4-365

Dogs and cats four months of age or older must be vaccinated against rabies and against other diseases as specified by the medical certificate. For more information, contact Richmond Animal Care and Control at 646-5573. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17.

Reporting of Dogs or Cat Bites and Rabid Animals

Richmond Code § 4-370

Anyone bitten by either a dog or a cat should report it within 24 hours to the Richmond City Health District. If the bite occurs at night, on weekends, or holidays, the report may be made to the Police Department. Any person that knows a dog or cat afflicted with rabies should report this to the Richmond City Health District at 205-3500.

Abandoning Animals in a Public Place is Prohibited

Richmond Code § 4-129

Violation of this ordinance is a Class 3 misdemeanor, defined on page 17.

Cruelty to Animals

Richmond Code § 4-96

It is illegal to torture, ill-treat, abandon, maim or mutilate animals. Depriving animals of necessary food, drink, shelter, or causing unnecessary suffering is both unlawful and abusive. For more information, contact Richmond Animal Care and Control at 646-5573. Violation of this ordinance is a Class 1 misdemeanor, defined on page 17. Additional penalties are provided by state law/Virginia Code §3.1-796.94).

Disposition of Deceased Dogs or Cats by Owner

Richmond Code § 4-248

Owners are responsible for the proper disposal of deceased cats and dogs. Owners may call the city Animal Shelter to pick up and properly dispose of the dog or cat. The animal shelter will pick up a dead animal for a \$10 fee to defray the cost of providing the service. The animal for pick up must be placed inside a labeled, large plastic bag and moved onto public property such as the curb or the rear alley. The owner may bury or cremate (by an authorized dealer) instead of contacting animal control. For more information, contact Richmond Animal Care and Control at 646-5573.

Drugs & Alcohol



Alcoholic Beverages

Richmond Code § 19-4

You cannot carry an open alcoholic beverage container in a public park, playground, or city street without a special permit issued by the Richmond Police Department. For more information, contact the Virginia Department of ABC, 213-4624. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17.

Alcohol Nuisance

Under Virginia Code §4.1-317, property owners can be criminally and civilly liable if their properties are maintained or otherwise used to violate any law concerning the possession, consumption, or distribution of alcoholic beverages. To report a violation, contact the Police Department CAPS Unit at 646-2277. Violation of this law is a Class I misdemeanor, defined on page 17.

Drinking Alcoholic Beverages in Public Places

Richmond Code § 19-4

It is unlawful for any person to have an open alcoholic beverage container in their possession while in a public place (street, alley, public building). It is also unlawful to take a drink of an alcoholic beverage or to offer a drink to another, whether the drink is accepted or not, at or in any public place. To report a violation, call the police non-emergency line at 646-5100. Violation of this ordinance is a Class 4 misdemeanor, defined on page 17.

Drinking or Possessing Alcoholic Beverages in or upon Public School Grounds

Richmond Code § 19-5

No one can possess or drink any alcoholic beverage in or on the grounds of any public

elementary or secondary school during school hours or at any time when school or student container in a public park, playground, or city street without a special permit issued by the non-emergency police at 646-5100. Violation of this ordinance is a Class 2 misdemeanor, defined on page 17.

Drug Blight

Richmond Code § 11-154

A property owner who allows the presence of persons under the influence of controlled substances or the use of the property to possess illegally, manufacturing, or distribute controlled substances may be found responsible for drug blight on the property.

Upon affirmation that drug blight exists on a property, the Chief of Police executes an affidavit which is then served on the property owner, who is given 30 days to take corrective action.

If the property owner fails to do so, the city may commence corrective action. Penalties may include removal, repair, or securing of any building, the costs for which may be charged to the property owner and constitute a lien against the property with the same priority as liens for unpaid local taxes.

Property owners are urged to contact the Police Department if they have questions about illegal drug usage on their property. Under Virginia law, property owners who have received notice about drug use on their properties may be criminally charged. Under Virginia Code §18.2-258, owners can be criminally and civilly liable if their properties are frequented by persons who use, sell, or are under the influence of illegal drugs. To report a violation, contact the Police Department, CAPS Unit, at 646-2277. Violation of this law is a Class I misdemeanor, defined on page 17.

Emergency Preparedness: Get Involved

Emergencies and disasters are a part of life. Metro Richmond is vulnerable to a variety of hazards including flooding, hurricanes, winter storms, tornadoes, hazardous material incidents, and power outages.

Building a safe and resilient community relies upon informed individuals and trained volunteers. Major disasters can overwhelm first responder agencies, but coordinated assistance from properly trained individuals can help greatly.

There are many ways to prepare or responsibly get involved, especially before a disaster occurs:

Prepare:

- Build an emergency kit (for 72hrs)
- Make an emergency plan
- Stay informed

Get involved:

- Learn first aid
- Volunteer and receive training to support disaster and preparedness efforts in the city
- Teach preparedness curriculum in community organizations

When disasters strike, people look for ways to help. Contact the Office of Emergency Management for additional information at 646-2500 or visit our webpage at: www.rva.gov/emergency-management/about-emergency-management.

Classification of Misdemeanor Offenses



Class 1: Up to twelve (12) months in jail and \$2,500 in fines, either or both.



Class 2: Up to six (6) months in jail and \$1,000 in fines, either or both.



Class 3: Up to \$500 in fines.



Class 4: Up to \$250 in fines.

Neighborhood FAQs

Who do I call for a tree down in the road?

If the tree is blocking the road or in power lines, please report it to the police non-emergency number at 646-5100. Less severe circumstances can be reported by calling 311, visiting RVA311.com, or using the RVA311 app.



My car was towed, how do I get it back?

If your vehicle was towed from public property contact Seibert's Towing at 233-5757. If your vehicle was towed from private property, call 646-5100 and press option 1.

How do I report a property maintenance issue?

Contact 311 by calling, visiting RVA311.com, or using the RVA311 app.

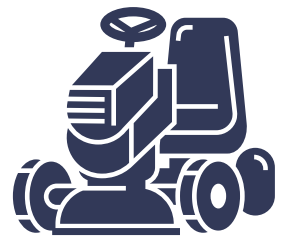


How do I report a crime or suspicious incident?

If it is in progress, call or text 911. If not, call the police non-emergency number at 646-5100. Learn more about calling and texting 911 at www.rva.gov/911/getting-help-through-911.

Who is responsible for cutting grass and removing trash from the alley, sidewalk and grass strip in the front of a house?

Any person who owns or occupies the property adjacent to these areas.



Does the Fire Department inspect child car seats?

Yes, three of the fire stations in Richmond will inspect child car seats between the hours of 8 a.m. and 8 p.m. Please visit www.rva.gov/fire-emergency-services for more information.

Contact Index

RVA 311

Download the app!

www.rva311.com

Animal Care & Control

1600 Chamberlayne Avenue
Richmond, Virginia 23222
Animal Care & Control Main line: (804) 646-5573
Lost/Found Animal: (804) 646-5573
Animal Abuse Hotline: (804) 240-1040
After Hours Emergencies: (804) 646-5100

Dominion Power

Number: 1-888-667-3000

Finance

900 E. Broad Street
Parking - Room 102
Richmond, Virginia 23219
Customer Service: (804) 646-7000 or 311
finance@richmondgov.com

Fire & Emergency Services

201 E. Franklin Street
Richmond, Virginia 23219
Fire Marshall: (804) 646-2500
fire@richmondgov.com

Natural gas, water, sewer

Number: (804) 646-4646

Parks, Recreation and Community Facilities

1209 Admiral Street
Richmond, Virginia 23219
Customer Service: (804) 646-5733
AskParkRec@richmondgov.com

Planning and Development Review

900 E. Broad Street, Room 110
Richmond, Virginia 23219
Customer Service: (804) 646-6304
Permits and Inspections: (804) 646-4169
Fax: (804) 646-6948
Zoning Administration: (804) 646-6340
Zoning Administration Fax: (804) 646-6948
AskCommunityDevelopment@richmondgov.com

Police

200 W. Grace Street
Richmond, Virginia 23220
Emergency: 911
Non-emergency: (804)-646-5100

Public Utilities Customer Service Center

900 E. Broad Street, Room 115
Richmond, Virginia 23219
Customer Service: (804) 646-4646
dpucustserv@richmondgov.com

Public Works

900 E. Broad Street, Room 704
Richmond, Virginia 23219
Customer Service: (804) 646-7000 or 311
askpublicworks@richmondgov.com

Richmond City Health District

400 E. Cary Street
Richmond, Virginia 23219
Customer Service: (804) 205-3500 or 311
askhealth@richmondgov.com

Richmond Department of Emergency Communications (911)

Call or text 911 in an emergency
(804) 646-5100 for non-emergencies
(804)-646-5911 (business phone)
911rva@richmondgov.com

Important: Emergency: 911 • Customer Service: 311

Hispanic Liaison Office: 804-646-0145 • Social Services: 804-646-7000 or 311

Health Department: 804-205-3500 • Public Works: 804-646-7000 or 311

POP QUIZ!

What did you learn?

- 1. At what time must your supercans and recycling bins be placed out for collection?**
 - a. 7 a.m. of the scheduled collection day
 - b. 6 a.m. of the scheduled collection day
 - c. 10 a.m. of the scheduled collection day
 - d. 4 p.m. of the scheduled collection day
- 2. True or false: It's legal to drink alcohol in public as long as you are 21 or older and don't use a glass container.**
 - a. True
 - b. False
- 3. Who is responsible for cleaning up your animal's waste on public or private property?**
 - a. The Department of Public Works
 - b. The property owner
 - c. Myself
 - d. Concerned citizens
- 4. True or false: A motor vehicle on public property that is unattended may be towed by or under the direction of a police officer if it is illegally parked.**
 - a. True
 - b. False
- 5. Whom should you call when there is a tree down in the road?**
 - a. City Council
 - b. Department of Public Works
 - c. Someone with the tools to clean it up
 - d. The Police non-emergency line

WHAT NOW?



**Share this
booklet with
a friend**



**Follow the
guidelines**



Ask questions



Address:

900 EAST BROAD ST.
RICHMOND, VA 23219

Contact:

WWW.RVA311.COM • (804) 646-7000
HOURS: MON - FRI, 8 A.M. - 5 P.M.
WEDNESDAYS, 9A.M. - 5 P.M.