

Norfolk Quality at a Glance

November 15, 2025



THE CITY OF
NORFOLK
DEPARTMENT OF NEIGHBORHOOD SERVICES

1



Neighborhood Quality's Purpose

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.**

2

Our Focus

- Being the Pulse of the Community
- Neighborhood Resilience (To Withstand Shocks and Stresses)
- **Neighborhood Revitalization**
- Community Engagement and Education
- **Thought Leader**
- Not Just Being Successful, But Being of **Significance**



3

Neighborhood Quality's Primary Responsibility is Enforcement of the Virginia Property Maintenance Code PRIVATE PROPERTY



and City Ordinances



4

Slide 4

PK2 Pierce, Kimberley, 4/1/2019

**UNOV &
Co-Extensive Authority**

Waste Management
Planning
Right of Way
Stormwater
Health Department
Parks & Forestry
Parking
Police (CRO)











5

Neighborhood Quality Program Services



City and State Code Enforcement
Nuisance Abatement
Demolition
Derelict Structures
Vacant Building Registration
Fire Red Tag
Virginia Natural Gas Red Tag
Hotel/Motel Inspections
After Hours Emergency
"Board up" and "Demolition"
Damage Assessment
Graffiti "Tag Out"
Elevator Program
Special Projects



NOTICE OF UNSAFE OR UNFIT HABITATION PLACARD
VIRGINIA MAINTENANCE CODE
SECTION 106.1

6

Neighborhood Quality's Programs and Strategies

- **Nuisance Abatement:** a program that addresses citywide building and nuisance code violations through, but not limited to, nuisance trash and debris removal, abatement by securing open and vacant structures and demolitions due to non-compliance.
- **Derelict Structure:** if a building is vacant, boarded up, and not connected to utilities for more than six (6) months, owner must submit plan for full rehab/demo or City can demolish.
- **Alternative Summer Hours:** a strategy to enhance the visibility of Neighborhood Quality in neighborhoods after normal operating hours of the city as well as a strategy to educate the residents about code compliance and how it elevates the quality of life for neighborhoods.
- **Neighborhood Action Team:** conducts joint inspections with all stakeholders to comprehensively address the chronic violations and report status.
- **Court Ordered Landlord Education Course:** Working with Rent Ready, City Attorney's Office and General District Court to identify landlords who are repeat offenders and are court ordered to attend the Renting Smart Academy.
- **MyNorfolk Implementation:** Identifying chronic offenders of city ordinances and housing codes.
- **Data Driven Asset Management.** Strategic allocation of personnel resources into areas based on informed data.

7

7

Neighborhood Quality By the Numbers

Fiscal Year

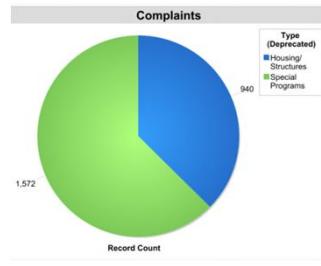
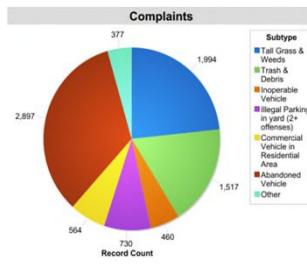
July 1, 2024 –June 30, 2025

33,598 Total Inspections

15,848 Violations Issued

8,539 Total Nuisance Complaints

2,512 Total Housing and Red Tag Complaints



8

4



Minimum Standard vs Neighborhood Standard

9

9

Code
Enforcement
with a Heart &
a Side of
Common
Sense



10

5