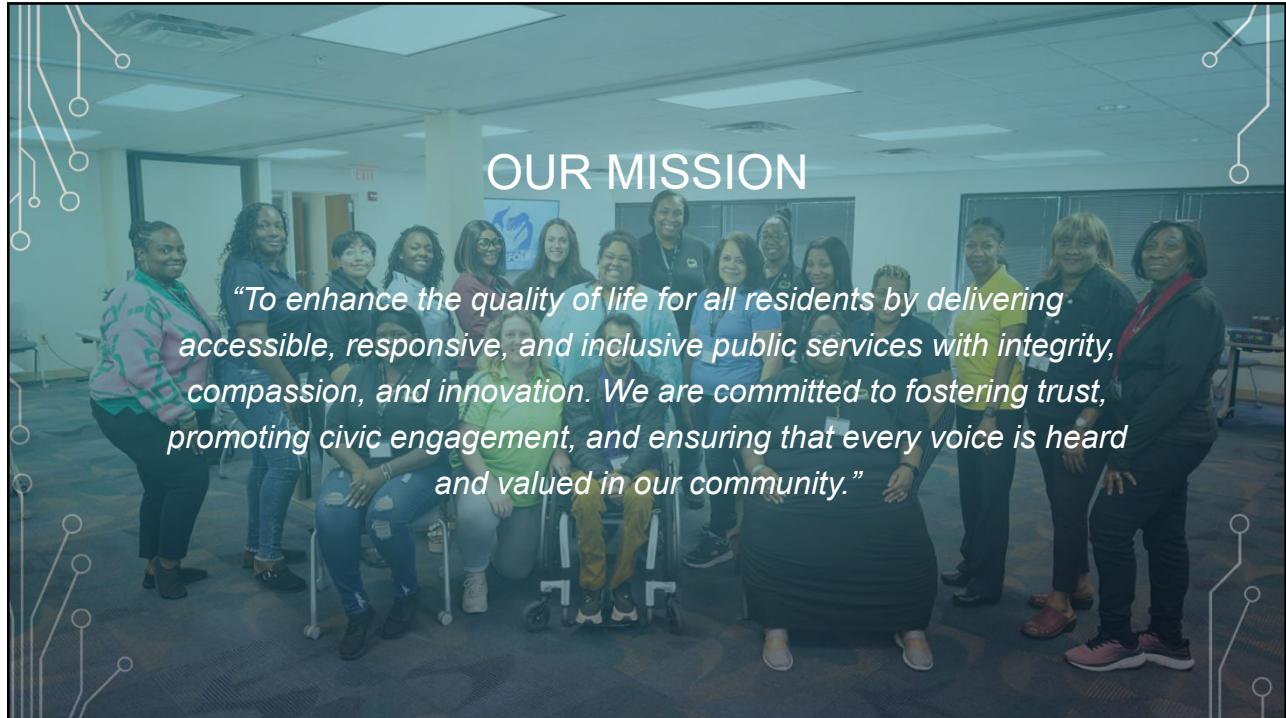


1



2

HOW CAN I REPORT CONCERNS?

- Telephone – (757) 664-6510 8:00 am – 4:00 pm
- Email – healthyneighborhoods@norfolk.gov
- Web Portal – www.myNorfolk.org
- Mobile App – Download myNorfolk App from Apple App Store or Google Play Store
- TDD/TTY: #711 ask Operator for Norfolk Cares Assistance Center



3

HOW IS MY SERVICE REQUEST PROCESSED?

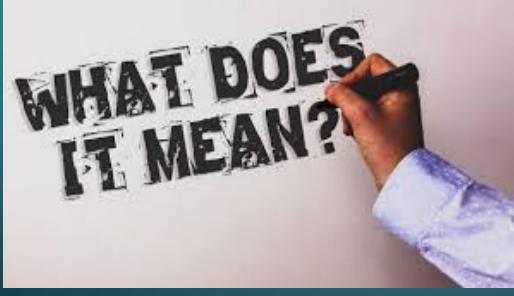
How Is My Service Request Processed?



- 01 Request is received from the web portal, mobile app, email or telephone call
- 02 Request is entered into the myNorfolk system and routed to the appropriate department depending on the SR Type
- 03 The department the request is sent to is responsible for investigating the service request. The request can also go to departments direct system for fulfillment
- 04 Once the investigation or resolution is achieved the staff member or system provides the status through to completion
- 05 The myNorfolk System is updated and the service request is closed

4

MYNORFOLK STATUS CODE MEANINGS



- **Open** – Service Request is Open Awaiting Assignment
- **In Progress** – Service Requests is Assigned and is Currently In Progress
- **Closed** – Service Request has been closed by the associated department
- **Processed** – Service Request has been processed in a backend system not connected with myNorfolk or Service Request is invalid or unfounded

5

WHAT THE NORFOLK CARES CENTER IS NOT HERE FOR

- Repeatedly and falsely reporting a neighbor for code violations (e.g., property maintenance, noise, number of animals) often due to personal disputes
- Unrealistic Service Request Expectations that cannot possibly be fulfilled or enforced (e.g., my neighbor's container was placed out at the curb at 4:59 pm, cans are not supposed to be out until 5:00 pm as our trash day is tomorrow; my neighbor's grass will get tall please issue them a violation now by the time you get here it will be tall)
- Individual interests over neighborhood good: While all residents want efficient services, individual interests often conflict with the broader neighborhoods needs (e.g., I would like to have a stop sign placed in front of my house)



6

HELP US TO HELP YOU RESOLVE YOUR CONCERN

- Create an account on the myNorfolk platform, it allows you to keep record of all your concerns
- Provide your contact information, Contact information gives the assigned department the ability to contact you and to ask follow up questions to ensure resolution of your concern
- If you choose to call the Norfolk Cares Center by telephone, please do not rush the Citizen Service Advisor through the call. They must collect all necessary information, and they must ask clarifying questions. Especially when reporting 5+ service requests as each request must be entered separately
- When reporting please be clear in location and navigational details. If you say when someone comes out here, they will see it you stand the chance of the staff person not seeing it and delaying fulfillment of your service request



7



8