

INFORMATION AND RESOURCES

Public Utilities (Water service)

Do you need water or trash service at your property?

If not, please call Public Utilities at (757) 385-4171 and state that your property was impacted by the tornado. Disconnecting services will save you the daily charges for water availability, sanitary sewer service, and trash service on your City Services Bill. Property owners will still be charged daily fees for stormwater unless the structure is demolished. Public Utilities will waive the set-up fee for affected properties when services are restored to the property.

For account-related questions or requests, please call (757) 385-4171 and state that your property was impacted by the tornado.

If you are demolishing the structure, need to have your water meter removed, or need to upgrade your meter size, please call (757) 385-4636.

Please ensure debris does not block access to your water meter, usually located in the ground near your front curb.

Virginia State Taxes

Residents whose properties were damaged and had not filed their 2022 Virginia State Tax Return by April 30 may request a waiver of the May 1, 2023, filing deadline and penalties by submitting a request for the waiver to the following address:

Virginia Tax
Office of Customer Services
P.O. Box 1115
Richmond, VA 23218-1115

Alternatively, requests can be faxed to the following the following phone numbers:

- For individuals: (804) 254-6113
- For businesses: (804) 254-6111

Planning/Development Services Center

- A dedicated DSC project manager will be assigned to streamline and expedite site plan review for the homes that need to be rebuilt.

INFORMATION AND RESOURCES

U.S. Mail

- City officials contacted the local post office and was advised that until the streets have been cleared and are safe for drivers to enter, residents can pick their mail up at the post office during window hours (10:00-5:00 M-F, 10:00-2:00 Sa)

Virginia Realtors Disaster Relief Fund

If you would like to apply for VAR Disaster Relief funds, please email your contact information to DisasterRelief@VirginiaRealtors.org.

Criteria:

- Disaster: property damage due to severe weather on April 30, 2023.
- Property located in Virginia Beach, as identified via Local Government Executive Order.
- Recipient is a full-time resident and US citizen or legally admitted for residence in the United States.
- Type of assistance:
 - Insurance deductible: Insurance deductible for claims for damage to the residence related to the disaster, up to \$1,000. Note that proof of an insurance claim filed with homeowners or renter's insurance must be provided.
 - Other: If the property is not insured or insurance will not cover the claim, assistance may be available.
- **Deadline for applications: July 1, 2023.**
- Required documentation:
 - Photo identification to show proof of residency (driver's license or other governmental documentation evidencing residency)
 - Copy of mortgage statement/mortgage payment coupon, copy of rent statement/lease agreement, or copy of insurance claim filed (as appropriate)
 - Proof of damage to primary residence (e.g., photos of damage; insurance estimate; copy of written claims, settlement proceed or claim status reports; and/or copy of all repair estimates from contractors)
- Other restrictions:
 - **Limit:** one award per property
 - Applications processed on a first-come, first-served basis for completed applications
 - Applications will be processed if received by the application deadline, or funding runs out, whichever is first