

HENRICO.US



HENRICO POLICE

COMMUNITY RESOURCE GUIDE

*Solutions to crime and
quality-of-life concerns
in your community.*



**ONE TEAM. ONE COMMUNITY.
SAFER TOGETHER**

CRG-2021/JUL-TB/OCT-LB

COMMUNITY RESOURCE GUIDE

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COMMUNITY RESOURCE GUIDE

HOW TO USE THIS GUIDE

FORMAT

Each topic covered in this guide will include all or some of the following information,

- Code of Virginia and/or Henrico County Municipal Code if applicable
- Summary explanatory information
- Solutions
- FAQ's

LEGAL CITATIONS

To better understand how law enforcement officers address problems, the laws that govern their actions have been cited. The chapter, article, and section numbers address titles to the Henrico County Municipal Code and/or the Code of Virginia.

QUICK LINKS

- Code of Virginia: law.lis.virginia.gov/admincode
- Henrico County Municipal Code: henrico.us/government/municipalcode
- Henrico Police: henrico.us/police

EXPLANATORY INFORMATION

When necessary, additional information may be provided, such as definitions of terms, a brief synopsis of the laws cited, or guidance from law enforcement relevant to the topic. This information is included to assist in selecting the proper and most effective solution at the time.

A SET OF SOLUTIONS

As many solutions as possible are offered for each topic with the hope that at least one will fit the situation at the time. If a problem can be solved by contacting **Community Maintenance**, select that solution first. If the problem is a non-emergency and requires police, call **(804) 501-4838** or visit henrico.us/police

It is very important residents only call 911 in an emergency situation. This allows Henrico to allocate resources effectively, giving priority to the most serious, life-threatening situations.

FAQS

Answers to your most frequently asked questions are provided in some sections. Keep in mind, every situation is unique and the information provided serves as a guide not legal advice. If you have further questions about a topic in this guide, contact Henrico Police at **(804) 501-5000** or visit henrico.us/police. **Call 911 in an emergency.**

Helpful Abbreviations/Definitions:

HOA: Homeowner's Association

ICR: Incident Crime Report /Police Report

PO: Protective Order

NOISE COMPLAINTS INFORMATION & SOLUTIONS

HENRICO COUNTY MUNICIPAL CODE

CHAPTER 10 ARTICLE III noise

Read more about Henrico County's noise ordinance and exemptions at:

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH10EN_ARTIIIINO

Henrico County's "quiet times" are 11 p.m.-7 a.m. If a neighbor is creating bothersome noise outside of those times, it may not be considered a violation of the noise ordinance. Parts of the code section that address loud vehicle exhaust or music as well as barking dogs may have alternate solutions. For noise coming from a residence, the police can act as a liaison between neighbors if need be, however HOA's (Homeowner's Association) and property managers can also play an important role in problem solving.

SOLUTIONS

- If you feel comfortable, speak to your neighbor about your concern.
- Contact your property manager or HOA about the bothersome noise so they can make the resident of the community aware.
- Call Henrico police **non-emergency** at **(804) 501-5000** to have an officer respond and assist if you believe there is a violation of code.

NOISE COMPLAINTS FAQS

Q: What do I do if my neighbor's dogs bark all the time?

A: County ordinance allows officers to ticket a dog owner who allows their dogs to bark once a minute for ten consecutive minutes, any day of the week, any time of day. Call (804) 501-5000 for an officer to respond and determine if there is a violation.

Q: What do I do if my neighbor is having a very loud party at midnight?

A: Henrico county's "quiet times" are from 11 p.m. until 7 a.m. If a neighbor is creating bothersome noise during those times, it could be a noise ordinance violation. Specifically, parties with 10 or more people where the sound is audible within the dwelling (such as an apartment building), or audible from 100 feet, are prohibited under County Code, Sec. 10-68.

Q: I live in an apartment and my upstairs neighbor's children jump around and are noisy all day and night. What can I do?

A: This situation typically applies to multi-family living arrangements (apartment buildings). Such noise is not prohibited by law but can still be a nuisance. This should be addressed with apartment management as most leases contain "quiet enjoyment" clauses and the neighbor with the noisy children might be in violation of their lease.

Q: What can I do about a car that drives down my street with very loud music or bass?

A: **Section 10-68** of County code prohibits amplified sound from vehicles audible from 50 feet away with no restriction as to time of day or day of week. An officer can ticket the offending vehicle/driver when they hear it. This restriction does not apply to ice cream trucks which can play music to attract customers, but only between 7 a.m. and 9 p.m.

Q: The trash trucks are emptying dumpsters near my home at 6 a.m. and it is very loud. Is there anything I can do?

A: Trash collection can only be done between 6 a.m. and midnight in residential areas, they are granted an exception for the quiet times listed above. There is also an exception for neighborhoods zoned "Urban Mixed Use." In those areas, trash can be collected at any time of day.

TRESPASSING

INFORMATION & SOLUTIONS

CODE OF VA

18.2-119 Trespassing After Having been Forbidden to do so; Penalties.

<https://law.lis.virginia.gov/vacode/title18.2/chapter5/section18.2-119/>

If any person without authority of law goes upon or remains upon the property of another, after having been forbidden to do so, either orally or in writing, by the owner, lessee, custodian, or other person lawfully in charge, is considered trespassing. Further information about the legal definition of trespassing:

HENRICO MUNICIPAL CODE

Section 13-26 Trespass after having been forbidden to do so, penalties

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH13OF_ARTIICO_S13-26TRAFHABEFODOSOPE

TRESPASSING ENFORCEMENT AUTHORIZATION: Property owners requesting the Henrico County Police Division to serve as "a person lawfully in charge thereof" for the purposes of enforcing trespassing laws and forbidding others from trespassing on their property must make written application to the Chief of Police in accordance with County Ordinance 13-26.

For assistance and to begin this process, contact **(804) 501-4838** to speak with your Community Officer.

SOLUTION #1

If the trespassing is in progress, call Henrico Police non-emergency at **(804) 501-5000**. Provide the dispatcher with a detailed description of the subject and location.

SOLUTION #2

If your property is properly posted with 'No Trespassing' signs, you can seek a warrant for the trespasser's arrest at the **Henrico County Magistrate's Office**, located at **4301 E. Parham Road** in Henrico, Va.

SOLUTION #3

If the person previously trespassed and is no longer on scene, you can report the incident by calling **(804) 501-5000**. If it is possible to ID this person, an officer will document the incident on an Incident Crime Report.

TRESPASSING FAQs

Q: I live in a subdivision and there is signage at the entrance to my neighborhood indicating “No Trespassing/No Soliciting.” A salesman is going door to door selling magazines. Is this considered trespassing?

A: No, this is not considered trespassing. If your home is on a public roadway (i.e. the roadway is maintained by Henrico County), solicitors have a right to walk down the street. Unless your individual property is posted “No Trespassing”, solicitors have not violated the law by knocking on your door. Police cannot force solicitors to leave a neighborhood where the roadways are public. “No Soliciting” signage cannot be enforced by police.

Q: My neighbor walks onto my property to trim bushes/trees that reach onto my property. Is this considered trespassing?

A: Yes, but only if you have given your neighbor verbal or written notice that they are not allowed to come on your property. In addition, your property must be properly posted with “No Trespassing” signs as well. However, if there is a dispute over where the property line is located, the situation may be a civil issue for which police have no authority.

Q: My roommate keeps bringing over his friend, who I don’t get along with and I don’t want him in my home. I’ve asked him to leave, but he refuses. Is this trespassing?

A: No, this would not be considered trespassing. You and your roommate have an equal say in whether someone is allowed in the residence.

Q: I have been letting a friend/relative stay in my home for the past six months. We have a verbal agreement that he is to pay rent every month, but he has not done so in the past two months. I told him to leave and he refuses. Can I call the police to have him removed?

A: No. Since you entered into a contract with your friend/relative, they are considered by law to be a tenant and must be evicted. Evictions are a civil process for which police have no authority over. Consider speaking to a civil attorney or contacting the Henrico County court clerk’s office for additional information.

Q: I own/manage a business in Henrico County. A customer caused a disturbance in the past and I told him that he had to leave and was banned from returning. Today, he came back. Is this trespassing?

A: Yes, this would be considered trespassing since you told them they were banned. You, as an agent of the property/business, have the authority to ban people from the business. It is always a good idea to document the date and time of the ban for court proceedings. If the person in question refuses to leave the store, call **911** for emergencies or **(804) 501-5000** for non-emergencies and officers will be dispatched.

COMMUNITY MAINTENANCE

TALL GRASS AND WEEDS

HENRICO COUNTY MUNICIPAL CODE

SECTION 135 Definitions

SECTION 136 Cutting of weeds required

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH10EN_ARTVWEGR_S10-135DE

Henrico County Code defines weeds as "any grass, weeds, bushes, poison ivy, poison oak or any other foreign growth other than trees, ornamental shrubbery, flowers and garden vegetables."

Any grass/weed growth higher than 12 inches is in violation of the county ordinance if:

1. It is on vacant developed or undeveloped property within the boundaries of a platted subdivision.
2. It is on any property zoned for residential, business, commercial or industrial use that is within 250 feet of property developed for residential use.

But is not in violation if:

1. It is on property required to remain natural to serve as a buffer.
2. It is on a protected wetland.

SOLUTION

Call the **Henrico County Community Maintenance hotline** at **(804) 501-4757** or file a complaint online at henrico.us/build/about/code-enforcement-and-complaints

Please assist the Community Maintenance inspectors by providing the following information:

- If the property is vacant or occupied
- If there are inoperable or unlicensed vehicles or trailers on the property
- If there is trash, garbage or litter on the property not stored in a covered, watertight container
- If there is evidence of rats on the property

An inspector will respond within three days of receiving the complaint. The owner will be given an opportunity to correct the problem voluntarily, otherwise the county will correct it at the owner's expense.

COMMUNITY MAINTENANCE RODENT CONTROL

HENRICO COUNTY MUNICIPAL CODE

SECTION 10-167 requires property owners to maintain their property in a rat-free condition.

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH10EN_ARTVIRA_S10-167CORARE

SOLUTION

Call the **Community Maintenance hotline** at **(804) 501-4757** or submit an online complaint at henrico.us/build/about/code-enforcement-and-complaints

Please assist Community Maintenance inspectors by providing the following information:

- If the property is vacant or occupied
- If there are inoperable or unlicensed vehicles or trailers on the property
- If there is trash, garbage or litter on the property not stored in a covered watertight container

COMMUNITY MAINTENANCE TRASH AND DEBRIS

HENRICO COUNTY MUNICIPAL CODE

SECTION 10-100 Prohibits the storage or accumulation of trash, garbage, refuse, litter and other substances that might endanger the health or safety of other county residents. All garbage, trash, refuse and litter must be placed in watertight containers and kept covered.

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH10EN_ARTIVTRGARELI_S10-100UNSTACRE

SOLUTION #1

Call the **Community Maintenance hotline** at **(804) 501-4757** or file a complaint online at henrico.us/build/about/code-enforcement-and-complaints

Please assist Community Maintenance inspectors by providing the following information:

- If the property is vacant or occupied
- If there are inoperable or unlicensed vehicles or trailers on the property
- If there is evidence of rats on the property

An inspector will respond within three business days of receiving the complaint. The owner will be given an opportunity to correct the problem voluntarily, otherwise the county will correct it at the owner's expense.

SOLUTION #2

Any chartered neighborhood association can organize and schedule a Saturday cleanup through the Henrico County Solid Waste Division of the Department of Public Utilities. The County will supply the refuse truck. Residents aged 18 years and older, will be responsible for loading household refuse and yard waste. For more information, call the **Department of Public Utilities** at **(804) 501-4275** or visit henrico.us/build/about/code-enforcement-and-complaints

SOLUTION #3

Volunteers, businesses, civic and special interest groups may adopt a road, park, school or community to clean up and help monitor litter. For more information contact **(804) 501-4502**, Keep Henrico Beautiful at khb@henrico.us or visit henrico.us/utility/keep-henrico-beautiful

ZONING ORDINANCE ISSUES

INOPERABLE AND/OR

ABANDONED VEHICLES

HENRICO COUNTY MUNICIPAL CODE

SECTION 10-3 Inoperable motor vehicles

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodetid=CD_ORD_CH10EN_ARTIINGE_S10-3INMOVE

Henrico County has restrictions on keeping more than one inoperable motor vehicle outside a fully enclosed building or structure on property zoned or used for residential purposes, or any property zoned for, commercial or agricultural purposes. For purposes of this section, the term "inoperable motor vehicle" means any motor vehicle, trailer or semitrailer that:

1. Is not in operating condition;
2. Does not display valid license plates;
3. Does not display valid inspection decal or
4. Displays an inspection decal that has been expired for more than 60 days.

SECTION 22-252 Definitions. Abandoned Motor Vehicles

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodetid=CD_ORD_CH22TRVE_ARTVIIAB_MOVE_S22-252DE

Abandoned motor vehicle means a motor vehicle, trailer or semitrailer that:

- Left unattended on public property in violation of a state law or local ordinance for more than 48 hours;
- Has remained for more than 48 hours on private property without property owner's consent, regardless of whether it was brought onto the private property with the consent of the owner or person in control of the property;
- Left unattended on the shoulder of a primary highway.

ZONING ORDINANCE ISSUES

INOPERABLE AND/OR

ABANDONED VEHICLES

If a vehicle is deemed abandoned or inoperable, the county can assist with notifying the owner and begin the process to remove the vehicle. An inoperable vehicle must have outward signs of being inoperable such as a flat tire or significant damage. An abandoned vehicle is one that has expired registration or state inspection sticker that has been sitting in one place for a significant amount of time.

SOLUTION #1

Call the **Community Maintenance hotline** at **(804) 501-4757** or submit an online complaint at henrico.us/build/about/code-enforcement-and-complaints

Build Please assist Community Maintenance inspectors by providing the following information;

- If the property is vacant or occupied
- If there are inoperable or unlicensed vehicles or trailers on the property
- If there is trash, garbage or litter on the property not stored in a covered, watertight container

SOLUTION #2

Abandoned or inoperable vehicles parked on a public roadway, may also be reported to **Henrico Police** at **(804) 501-5000**. If the vehicle is deemed inoperable or abandoned, an officer can place a tow warning on the vehicle, giving the owner 48 hours to remove the vehicle. Should the owner fail to remove the vehicle, it will be towed and stored at the owner's expense.

ZONING ORDINANCE ISSUES

TRAILERS

HENRICO COUNTY MUNICIPAL CODE

SECTION 24-102 defines conditions under which trailers may be stored on residential property.

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH24ZO_ARTXXIISURE_S24-102TRTRPA

One travel, utility and/or boat trailer may be stored on residential property if:

- It is used as an accessory;
- It is parked or stored in the rear, side yard, carport or garage on the same lot with the principal use;
- It is not occupied for living or business purposes;
- The wheels or other transporting devices are not removed except for repairs;
- It is not connected to any utility service;
- It is not connected to the ground or to any other structure in any manner that would prevent its ready removal.

SOLUTION

Call the **Community Maintenance hotline** at **(804) 501-4757** or submit an online complaint at henrico.us/build/about/code-enforcement-and-complaints

Please assist the Community Maintenance inspectors by providing the following information:

- If the property is vacant or occupied
- If there are inoperable or unlicensed vehicles or trailers on the property
- If there is trash, garbage or litter on the property not stored in a covered, watertight container
- If there is evidence of rats on the property

An inspector will respond within three days of receiving the complaint. The owner will be given an opportunity to correct the problem voluntarily, otherwise the County will correct it at the owner's expense.

ZONING ORDINANCE ISSUES

TRUCKS, COMMERCIAL TRAILERS AND WRECKERS

HENRICO COUNTY MUNICIPAL CODE

SECTION 24-96 defines conditions under which these vehicles may or may not be parked.

The phrase "empty weight" used below is defined as the weight used for registration purposes by the Virginia Department of Motor Vehicles.

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH24ZO_ARTXXIISURE_S24-96OREPARE

A truck or commercial vehicle with an empty weight greater than 10,000 lbs. may not be parked in any area of a residential district, except a farm, and except while being loaded or unloaded.

No commercial enclosed or flatbed trailer or any wrecker may be parked in a residential district, regardless of their empty weight, except while being loaded or unloaded.

SOLUTION #1

Call the **Community Maintenance hotline** at **(804) 501-4757**.

Please assist Community Maintenance inspectors by providing the following information:

- If the property is vacant or occupied
- If there are inoperable or unlicensed vehicles or trailers on the property
- If there is trash, garbage or litter on the property that is not stored in a covered, watertight container
- If there is evidence of rats on the property
- Where the vehicle is located on the property
- A description of the vehicle, including license plate number
- Any other information regarding the condition of the vehicle or trailer

An inspector will respond within three days of receiving the complaint. The owner will be given an opportunity to correct the problem voluntarily, otherwise the county will correct it at the owner's expense.

ZONING ORDINANCE ISSUES

PETS & ANIMALS

HENRICO

COUNTY MUNICIPAL CODE

Chapter 5 of the Municipal Code outlines Animals and Animal Related Concerns within Henrico County.

https://library.municode.com/va/henrico_county/codes/code_of_ordinances?nodetd=CD_ORD_CH24ZO_ARTVOMIREDIUS_S24-13.01DESTCOPEUS

Henrico County ordinances specifies only three adult pets may be kept at a residence located in a duly platted and recorded subdivision. For more information, follow the link provided:

henrico.us/revit/community-maintenance/pets

SOLUTION #1

Report all animal **neglect or abuse** to **Henrico Animal Protection Police** at **(804) 501-5000**. If the violation is strictly the number of animals with no signs of neglect or abuse refer to the following solutions.

SOLUTION #2

Call the **Community Maintenance hotline** at **(804) 501-4757** or submit an online complaint at henrico.us/build/about/code-enforcement-and-complaints

Please assist Community Maintenance inspectors by providing the following information:

- If the property is vacant or occupied
- If there are inoperable or unlicensed vehicles or trailers on the property
- If there is trash, garbage or litter on the property not stored in a covered, watertight container
- If there is evidence of rats on the property

An inspector will respond within three days of receiving the complaint. The owner will be given an opportunity to correct the problem voluntarily, otherwise the county will correct it at the owner's expense.

SOLUTION #3

Obtain a conditional use permit from the **Henrico Planning Department** at **(804) 501-4602**. This permit allows for a private kennel in a residence. A "private kennel" is defined as a premises used by the property's occupants for the care of four or more cats, dogs, pets, fowl or domestic animals that are at least four months old for noncommercial purposes.

ZONING ORDINANCE ISSUES

OUTSIDE STORAGE OF

HOUSEHOLD APPLIANCES,

FURNITURE & BUILDING

HENRICO COUNTY MUNICIPAL CODE

Section 24-95 Section 7(m)

Additional requirements, exceptions to outside storage

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH24ZO_ARTXXIHELOYABURE_S24-95ADREEXMO

Household appliances or furniture manufactured and sold for indoor use may not be placed in yards. Building materials may not be stored outside of a fully enclosed building unless they are being used:

- for agricultural operations OR in substantial and continuing construction activities

SOLUTION

Call the **Community Maintenance hotline** at **(804) 501-4757**.

Please assist Community Maintenance inspectors by providing the following information:

- If the property is vacant or occupied
- If there are inoperable or unlicensed vehicles or trailers on the property
- If there is trash, garbage or litter on the property that is not stored in a covered, water tight container
- If there is evidence of rats on the property
- Where the appliances, furniture and/or building materials are located on the property
- How long the appliances, furniture and/or building materials have been in place
- A description of the types of appliances, furniture and/or building materials

An inspector will respond within three days of receiving the complaint. The owner will be given an opportunity to correct the problem voluntarily, otherwise the county will correct it at the owner's expense.

DOGS AND CATS

DOGS RUNNING AT LARGE AND VICIOUS DOGS

HENRICO COUNTY MUNICIPAL CODE

SECTION 5-29 outlines various unlawful acts related to dogs and cats including animals running at large

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH5AN

Henrico County prohibits dogs, except those used for hunting, to run at large within the county. At this time, there are no laws against cats roaming free in Henrico County.

SOLUTION

Call the **Henrico Police non-emergency (804) 501-5000** and ask for an **Animal Protection Police Officer** to respond. You will be asked to provide the exact location of the dog, direction it was traveling and a description of the dog.

HENRICO COUNTY MUNICIPAL CODE

SECTION 5-30 Control of dangerous or vicious dogs

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH5AN_ARTIIDOCA_DIV1GE_S5-30CODAVIDO

SOLUTION

If there is **immediate danger** or a person or animal is **currently being attacked**, call **911**.

If you have questions or need to report an incident involving a vicious animal, call **Henrico Police non-emergency (804) 501-5000** and ask for an **Animal Protection Police Officer** to respond. You will be asked to provide the exact location the dog was last seen. It's direction of travel and a description of the dog.

DOGS AND CATS

DOG LICENSES

HENRICO COUNTY MUNICIPAL CODE

SECTION 5-49 Required; tax year; amount of tax; exemptions from tax.

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH5AN_ARTIIDOCA_DIV2DOLI_S5-49RETAYEAMTAEXTA

SECTION 5-57 Dogs not wearing tag presumed unlicensed.

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeId=CD_ORD_CH5AN_ARTIIDOCA_DIV2DOLI_S5-57DONOWETAPRUN

It shall be unlawful for any person residing in the county, other than a releasing agency that has registered as such with the Henrico Police Animal Protection Unit, to own a dog four months of age or older unless such dog is licensed as required by this division.

The licensing period for an individual dog license issued after November 14, 2017, shall be equal to the dog's lifetime, but the license shall remain valid only as long as the dog's owner resides in the county and the dog's rabies vaccination is kept current.

The licensing period for a kennel shall be for the calendar year, from January 1 to December 31.

A dog license issued under this division is nonrefundable, nontransferable, and will not be prorated. The license tax is in addition to any fee due under this chapter for a dangerous dog registration certificate. The license tax shall be payable to the office of the director of finance or at such substation as shall be designated by the director of finance, and shall be in the following amounts:

- For each dog, \$10.00
- For each duplicate tag, \$1.00
- For each kennel for up to 50 dogs, \$50.00
- There is no fee for service animals

SOLUTION

If you have questions about dog licensing, call **(804) 501-5000** or visit henrico.us/police and ask for an **Animal Protection Police Officer** to contact you.

DOGS AND CATS

RABIES VACCINATIONS

CODE OF VA

SECTION 3.2-6521 Rabies inoculation of dogs and cats

law.lis.virginia.gov/vacode/title3.2/chapter65/section3.2-6521/

The owner or custodian of all dogs and cats **four months of age and older** shall have such animal currently vaccinated for rabies by a licensed veterinarian or licensed veterinary technician who is under the immediate and direct supervision of a licensed veterinarian on the premises unless otherwise provided by regulations.

SOLUTION #1

The Henrico Police Animal Protection Police Unit conducts rabies clinics four times a year. To learn more about the clinics and when they are scheduled, visit henrico.us/police/animal-protection-unit. It will take you to the Animal Protection Police page where you will find a list of each year's scheduled rabies clinics. You may also call the Animal Shelter at **(804) 727-8800**, Monday through Saturday between the hours of 10 a.m. to 4:30 p.m. for more information on vaccination clinics.

SOLUTION#2

Schedule an appointment with your choice of veterinary clinic to receive the vaccination and proper documentation to keep on file.

PROPERTY CRIMES

LARCENY

CODE OF VA

SECTION 18.2-95 Grand Larceny

law.lis.virginia.gov/vacode/18.2-95/

SECTION 18.2-96 Petit Larceny defined

law.lis.virginia.gov/vacode/18.2-96/

Vehicle thefts and larcenies from vehicles are typically crimes of opportunity and can oftentimes be avoided by doing the following:

- Do not leave valuables in your vehicle
- Always lock your vehicle
- Do not leave your vehicle unattended while running

The majority of these crimes happen in residential areas in the late evening and overnight hours, or in cold temperatures, when vehicles are left running and unattended.

SOLUTION #1

Report all suspicious activity to **Henrico Police non-emergency** at **(804) 501-5000**.

SOLUTION #2

Report all incidents of theft to **Henrico Police** at **(804) 501-5000**. While reports can be taken over the phone, if evidence is left behind, an officer may be dispatched to assist. If you witness the crime taking place and the suspect is still on scene, **call 911**.

PROPERTY CRIMES

BURGLARY & RELATED OFFENCES

CODE OF VA

SECTION 18.2-89 burglary, how punished

law.lis.virginia.gov/vacode/title18.2/chapter5/section18.2-89

SECTION 18.2-90 entering dwelling house, etc., with intent to commit murder, rape, robbery or arson

law.lis.virginia.gov/vacode/18.2-90

SECTION 18.2-91 entering dwelling house, etc., with intent to commit larceny, assault and battery or other felony

law.lis.virginia.gov/vacode/title18.2/chapter5/section18.2-91

SECTION 18.2-92 breaking and entering dwelling house with intent to commit other misdemeanors

law.lis.virginia.gov/vacode/title18.2/chapter5/section18.2-92

SECTION 18.2-94 possession of burglarious tools, etc.

law.lis.virginia.gov/vacode/title18.2/chapter5/section18.2-94

The acts of breaking and/or entering are associated with the charge of burglary. The level of severity of the charge depends on what other acts accompanied the breaking and/or entering, and whether the offender was armed with a deadly weapon.

Be suspicious if:

- You see individuals in a parked car at a residence for a long period of time who are not associated with that residence.
- You see indications of unlawful entry, such as a broken or open window or door at a residence where you know the occupants are away.
- You see individuals on the property that are not associated with the property that are looking into windows or trying to open doors.

SOLUTION #1

Call the police at **911** if you believe that an act of breaking and/or entering IS occurring, IS ABOUT TO occur or HAS JUST occurred.

SOLUTION #2

Call the police at **(804) 501-5000** if an act of breaking and/or entering has occurred previously and there is **no immediate danger** to persons and/or property. **Example:** you have already been through the entire house and realize later that items are missing and you are confident there is no suspect still in the house.

PROPERTY CRIMES

VANDALISM

CODE OF VA

SECTION 18.2-137 injuring, etc., any property, monument, etc.

law.lis.virginia.gov/vacode/title18.2/chapter5/section18.2-137/

Vandalism is the unlawful destruction, defacement, damaging, removal (without the intent to steal) or breaking down:

- Property, real or personal, not his own
- Monument or war memorial
- Monument designating the boundaries of any city, town, tract of land or any tree marked for that purpose

Whether an act of vandalism is a misdemeanor or felony is determined by the value of or damage to the property in question.

SOLUTION #1

Call the police at **911** if the vandalism is occurring, is about to occur or has just occurred and there might be a chance of apprehending the offenders at that time.

SOLUTION #2

Call the police at **(804) 501-5000** if the vandalism has occurred earlier and there are no suspects on scene.

MENTAL HEALTH FAQS & RESOURCES

If you believe that you are in crisis or another person is in crisis, please call the [Henrico Mental Health Crisis Line](#) at **(804) 727-8484**.

If the situation is **life threatening**, call **911**. To report suspected mental health concerns where you believe someone is in need of services at a later date, you can contact [Henrico Mental Health](#) or [Henrico Police](#) at **(804) 501-5000**.

The threshold for a police officer to take a person into custody against their will for a mental health concern is very high. Henrico Police will work with all available resources and family members to provide care for the person while ensuring their safety.

For more information, on an emergency custody order, see code section below
law.lis.virginia.gov/vacode/37.2-808/

FAQs

Q: My neighbor appears to be a hoarder and I'm worried about vermin, what should I do?

A: If you believe your neighbor's hoarding is creating hazards, your best course is to call police to investigate. Officers will determine what other resources might be needed (i.e. Zoning, Building Inspections, Health Dept., etc.) to get problems under control. Moreover, Henrico Police has a special unit called CIT (Crisis Intervention Team). CIT is staffed with officers who've received extensive training in dealing with mental health consumers and will typically get involved with hoarding situations due to the mental health connection.

Q: My neighbor is elderly, living alone, doesn't appear to be caring for himself and won't accept help, what should I do?

A: A call to the non-emergency number is warranted. **(804) 501-5000** Officers will conduct a "welfare check" on your neighbor. From that visit, an assessment will be made as to how best to assist this citizen. It could be that other resources such as Adult Protective Services, CIT, Henrico Mental Health and Zoning could be brought in to help.

MENTAL HEALTH

MARCUS ALERT

CODE OF VA

SECTION 9.1-193(F) stipulates localities must establish a voluntary database to provide first responders with relevant mental health and emergency contact information so they may respond appropriately to an emergency or crisis in which an individual suffers from a behavioral health illness, mental health illness, developmental or intellectual disability, or brain injury.

<https://law.lis.virginia.gov/vacode/title9.1/chapter1/section9.1-193/>

If you are an individual with a behavioral health illness, mental health illness, developmental or intellectual disability, or brain injury; the parent or legal guardian of such individual if the individual is under the age of 18; or a person appointed the guardian of such person, you may provide identifying information along with health information concerning a behavioral health illness, mental health illness, developmental or intellectual disability, or brain injury to this database.

Providing this information is voluntary and will only will be made available to the 9-1-1 Alert System and the Marcus Alert System which provides first responders with relevant mental-health and emergency contact information during an emergency or crisis.

SOLUTION

Henrico County's Marcus Alert Database online form is located at henrico.us/services/marcus-alert-database.

JUVENILE LAWS AND CODES

CURFEWS FOR JUVENILES

JUVENILE LAWS AND CODES

CODE OF VA

SECTION 15.2-926 prohibiting loitering; frequenting amusements and curfew for minors; penalty
law.lis.virginia.gov/vacode/title15.2/chapter9/section15.2-926/

HENRICO COUNTY MUNICIPAL CODE

DIVISION 2 Curfew

Section 13-147

library.municode.com/va/henrico_county/codes/code_of_ordinances?nodeld=CD_ORD_CH13OF_ARTVCU

It is unlawful for a minor to remain in a public place in the county during **curfew** hours, except as provided unless accompanied by a parent. **Those hours are 11 p.m. - 6 a.m.** There are several exceptions listed such as returning from employment or a medical emergency.

FAQ's

Q: I feel that I am no longer able to take care of my child because they keep breaking the law and don't listen to me – what are my options?

A: In situations where a juvenile is being completely unruly, disregarding the law and authority, and other similar circumstances, the parent should call police and have the situation documented. While this won't result in an immediate solution, the long-term documentation allows a case to be built. A parent or guardian can seek a CHINS (Child In Need of Services) petition with Juvenile and Domestic Relations Court. Again, this isn't an immediate action as it needs to be proven to the courts beyond a reasonable doubt that the child needs to be remanded to Juvenile Detention. There are various steps and alternatives the courts try to enact before placing a juvenile into detention.

Q: My child and I got into an argument and/or my child is disrespecting me and I want them out of the house.

A: Until your child reaches the age of 18, you are legally responsible for them meaning you must provide the basic necessities (housing, clothes, food, etc.) Because of this, parents and guardians cannot "kick" a juvenile out of the house, lock them out because they came home past curfew, or refuse them entry as this could result in a child neglect charge. Having the juvenile stay with another family member or guardian would be advisable until tensions die down. Juveniles are not taken to Juvenile Detention without serious cause.

Q: I can't get my child to get out of bed and go to school – what can I do?

A: Truancy (refusal to go to school) is not an issue that requires a police response. Officers cannot forcefully require your child to go to school. The role officers play is in notifying the school – schools handle truancy issues almost exclusively. A truancy officer from within the guidance counselor's office will handle any follow-up or charges which could result in the juvenile being court-mandated for behavioral or remedial classes. The parent or legal guardian would be involved with any court process.

VIRGINIA PROTECTIVE ORDERS

OVERVIEW OF PROTECTIVE ORDERS

CODE OF VA

SECTION 19.2-152.10 Protective Orders

law.lis.virginia.gov/vacode/title19.2/chapter9.1

A protective order (also known as a restraining order), is a legal document issued by a judge or magistrate to protect the health and safety of you, your children and/or other family or household members from any act involving violence, force or threat that results in bodily injury, or that places a person in fear of death, sexual assault or bodily injury. **Protective Orders do not replace calling 911 if you feel you are in immediate danger.**

The person requesting the protective order is called the **petitioner** and the person from whom the petitioner is seeking protection is called the **respondent**.

Depending on the type (see page 27) the protective order can prohibit a respondent from:

- engaging in further acts of abuse or violence
- from having contact with the petitioner or the petitioner's family or household members
- impose other conditions on the respondent to protect the safety of the petitioner

You can petition for a protective order in the jurisdiction you live or in the jurisdiction where an act of abuse, violence, force or threat occurred. When petitioning for a protective order, it is important to provide all known information about a respondent's frequented locations (e.g. home, workplace, etc.) to assist law enforcement in serving the respondent with the order. **The respondent must be served with a court-issued protective order for the conditions to be enforced.**

Petitioners should retain copies of any protective orders issued and **contact 911 if the respondent violates conditions of an order** prohibiting contact, trespassing at a premise, or committing another act of family abuse or act of violence, force, or threat.

VIRGINIA PROTECTIVE ORDERS

TYPES OF PROTECTIVE ORDERS

CODE OF VA

SECTION 19.2-152.8 There are three types of protective orders: emergency, preliminary, and permanent.

law.lis.virginia.gov/vacode/title19.2/chapter9.1/section19.2-152.8

SECTION 16.1-228 Definitions: Family abuse; Family or household member

law.lis.virginia.gov/vacode/title16.1/chapter11/section16.1-228

Emergency Protective Order (EPO)

- An EPO can be petitioned at a Magistrate’s Office 24 hours a day, 7 days a week.
- If an EPO is issued, it will be valid for 72 hours, or until the next day the courts are in session.
- An EPO may be issued when the petitioner is being, or has been, subjected to an act of family abuse, or act of violence, force, or threat and there is probable danger of further acts being committed by the respondent.

The type of relationship that you have (or had) with the person who is threatening or harming you determines where you need to petition for a protective order. If the respondent is a family or household member, you will petition the Juvenile & Domestic Relations Court. All other petitions go through General District Court.

Preliminary Protective Order (PPO)

- A PPO must be issued by a judge. To petition for a PPO, a petitioner must go to the Juvenile and Domestic Relations Court or General District Court, depending on the type of relationship between the petitioner and respondent. An EPO is not required prior to petitioning at the appropriate court. To determine which court you must petition, refer to the FAQs section (page 28).
- Most courts have specific times you may petition. In Henrico County, try to arrive at the appropriate court at 8 a.m. Petitions must be filed no later than 11 a.m. Mondays-Thursdays, and no later than 10 a.m. on Fridays.
- A PPO may be issued if the petitioner is, or has been, within a reasonable period of time, subjected to an act of family abuse, or an act of violence, force or threat by the respondent.
- Upon issuance of a PPO, a full hearing will be scheduled within 15 days. At the time of the full hearing, a petitioner may request a permanent protective order (see below).

Permanent Protective Order (PO)

- A PO can only be issued by a judge and only after there has been a PPO hearing.
- A PO may be issued for a specified period of time, up to a maximum of two years.
- Either party (petitioner or respondent) may at any time file a written motion with the issuing court requesting a hearing to dissolve or modify the order.

VIRGINIA PROTECTIVE ORDERS

FAQS

Q: I want to petition for a PPO; where should I go?

A: If you and the respondent are a family or household member according to the definition below, you should petition the Juvenile and Domestic Relations Court. If your relationship is not included in the definition below, you should petition the General District Court.

§ 16.1-228 "Family or household member" means (i) the person's spouse, whether or not he or she resides in the same home with the person, (ii) the person's former spouse, whether or not he or she resides in the same home with the person, (iii) the person's parents, stepparents, children, stepchildren, brothers, sisters, half-brothers, half-sisters, grandparents and grandchildren, regardless of whether such persons reside in the same home with the person, (iv) the person's mother-in-law, father-in-law, sons-in-law, daughters-in-law, brothers-in-law and sisters-in-law who reside in the same home with the person, (v) any individual who has a child in common with the person, whether or not the person and that individual have been married or have resided together at any time, or (vi) any individual who cohabits or who, within the previous 12 months, cohabited with the person, and any children of either of them then residing in the same home with the person. (Virginia Code §16.1-228).

Q: What can I do if my neighbor is bothering me and I want them to stay away?

A: Unfortunately, neighbor disputes typically do not constitute reasonable grounds for the issuance of a protective order, Unless there has been act of violence, force or threat that resulted in bodily injury or placed you in fear of death, sexual assault or bodily injury. Instead, to address neighborhood issues, reach out to your **Henrico Police Community Officer** to explore options applicable to your situation. Find out who your community officer is online at henrico.us/services/community-policing or call **(804) 501-4838**.

Q: I'm afraid of my significant other and think they might hurt me or destroy my property.

A: If you are experiencing abuse from your partner, call Henrico Police. Officers can document the situation and provide resources for assistance. Dependent on the situation, the law may require the responding officer to make an arrest. An officer may be able to petition for an EPO on your behalf or provide additional information for your safety. **Call 911 in an emergency or (804) 501-5000 for a non-emergency.**

Q: I have a protective order against an individual, and they've contacted me. Is this a violation?

A: If the protective order has not expired and it prohibits the respondent from having contact with you, call police. The responding officer will verify if the respondent has been served with the protective order and if the contact is a violation. If you can safely locate a copy of the protective order, the officer may ask to see a copy. If the officer determines a violation has occurred, he or she will arrest the respondent, swear out an arrest warrant on your behalf, or advise you to respond to the Magistrate's Office to obtain a warrant. **Call 911 in an emergency or (804) 501-5000 for a non-emergency.**

VIRGINIA PROTECTIVE ORDERS

ADDITIONAL RESOURCES

There are many other resources available for deterring future acts of family abuse, or acts of violence, force, or threats. A protective order is merely one of many tools available to help protect you and your loved ones. Oftentimes, additional resources, such as the ones below, are necessary or help to ensure your safety and the safety of your family and household members.

- Greater Richmond Regional 24-Hour Helpline: **(804) 612-6126**
- Safe Harbor Shelter: safeharborshelter.com
- Henrico County Division of Police, Non-Emergency: **(804) 501-5000**
- Henrico County Victim Witness Assistance Program: **(804) 501-1680**
- Henrico County Juvenile and Domestic Relations Court: **(804) 501-4688**
4201 E. Parham Rd., Henrico, VA 23228
- Henrico County General District Court: **(804) 501-4723**
4301 E. Parham Rd., Henrico, VA 23228
- Henrico County Magistrate's Office: **(804) 501-5285**
4301 E. Parham Rd., Henrico, VA 23228
- **I-CAN! Virginia** is a free online program that helps with the preparation of court forms required to petition for a PPO. I-CAN! Virginia is also available in Spanish. courts.state.va.us/courtadmin/aoc/judpln/programs/afapo/home.html

Always call 911 in a life-threatening emergency.

TRAFFIC SAFETY

TRAFFIC COMPLAINTS

To complain about any traffic safety problem, use one of the solutions below. Solutions #1 and #2 are used when a particular incident at a particular time needs to be addressed immediately. Solutions #3 and #4 are used to try to solve recurring traffic problems that occur over periods of time.

Because the phrase “traffic calming” may be unusual to many people, a section on traffic calming follows the solutions. The article concludes with a short question and answer section and a set of examples to help you decide which solution is appropriate for your needs.

SOLUTION #1

If there is a **life threatening** incident requiring immediate attention, call **911** and **stay on the line** with the communications officer.

SOLUTION #2

If there is an incident requiring immediate attention that is **not life threatening**, call **(804) 501-5000** and **stay on the line** with the communications officer.

SOLUTION #3

Call the **Traffic Safety Hotline (804) 501-7843** to report ongoing traffic problems such as speeding, reckless driving, traffic light violations, parking violations, and other moving violations.

- Be prepared to give the following information:
 - Your name.
 - Your phone number and/or e-mail address.
 - Where and when the repeated violations occur - be as specific as possible

FOR EXAMPLE

A. "We have a problem in the afternoon."

- This statement is very vague.

B. "People are running the red light in the afternoon."

- This statement is better, but it is still vague.

TRAFFIC SAFETY

TRAFFIC CALMING PROGRAM

SOLUTION #4

Contact the **Henrico County Department of Public Works** to request **TRAFFIC CALMING** solutions.

- Public Works Phone (General Info): 804-501-4393
- Public Works Fax (Traffic): 804-727-8343
- Public Works Email: trafficcalming@henrico.va
- Public Works address:
Henrico County Department of Public Works Traffic Engineering Division
P.O. Box 90775, Henrico, VA 23273-0775

TRAFFIC CALMING

Henrico County's Neighborhood Traffic Calming Program is administered by the Henrico County Department of Public Works for the purpose of addressing traffic concerns on neighborhood streets.

There are two phases to the program:

1. The first phase includes community education, traffic signs, police enforcement, and increased fines for speeding. If the first phase is ineffective, then a second phase review is done in which physical devices are considered.
2. During the second phase, traffic engineers work with police, fire and rescue services to determine the best plan for the neighborhood.

The Traffic Calming Program is designed for residential streets. To be eligible, the street must have a speed limit of 35 mph or less, and must have traffic volumes of less than 4,000 vehicles per day.

To read more about traffic calming, click the link below
henrico.us/works/traffic/traffic-calming-program/

DIRECTORY

COMMUNITY RESOURCES

CRISIS AND MENTAL HEALTH HELPLINES AVAILABLE 24 HOURS

Emergency (Police, Fire, Rescue)	911
Henrico Mental Health Emergency Services	(804) 727-8484
National Suicide Prevention Lifeline	(800) 273-8255

PARA OBTENERASISTENCIA EN ESPANOL DURANTE LAS

24 horas, llame al	(888) 628-9454
Poison Control Center	(800) 222-1222
Project Lifesaver	(804) 501-5577
Greater Richmond Regional Hotline	(804) 612-6126

SUBSTANCE ABUSE SERVICES

Al-Anon	(804) 569-5155
Alcoholics Anonymous	(804) 355-1212
Henrico Mental Health	(804) 727-8515
McShin Foundation	(804) 249-1845
Narcotics Anonymous	(800) 777-1515
SAARA Center for Recovery	(804) 762-4445
Salvation Army Men’s Adult Rehab Center	(804) 359-0269
SAMHSA National Help Line	(800) 662-4357

ABUSE AND RAPE

Child Abuse and Neglect Hotline	(800) 552-7096
Greater Richmond Regional Hotline	(804) 612-6126
Henrico Adult Protective Services	(804) 501-7346
Henrico Social Services	(804) 501-4001
Henrico Victim/Witness	(804) 501-1680

LAW ENFORCEMENT

Non-emergency (Police, Fire, Rescue)	(804) 501-5000
Crime Stoppers	(804) 780-1000

FOOD

Feed More	(804) 521-2500
Lamb’s Basket	(804) 565-8007

DIRECTORY OF COMMUNITY RESOURCES

HOUSING AND SHELTER

General Intake	(804) 648-4177
Greater Richmond Regional Hotline	(804) 612-6126

MENTAL HEALTH

Catholic Charities Counseling	(804) 285-5900
Henrico Mental Health	(804) 727-8515
Jewish Family Services	(804) 282-5644
MHAV Warm Line	(866) 400-6428
National Alliance on Mental Illness	(804) 285-1749
National Youth Crisis Hotline	(800) 662-4357
SAMHSA National Help Line	(800) 662-4357
VOCAL	(804) 343-1777

LEGAL SERVICES

Central Virginia Legal Aid	(804) 648-1012
Henrico Magistrate	(804) 501-5285

HEALTH AND DENTAL

Cross Over Health Care	(804) 648-1012
Daily Planet	(804) 783-0678
Health Brigade (Formerly Fan Free Clinic)	(804) 358-6343
Henrico East Public Health Department	(804) 652-3190
Henrico West Public Health Department	(804) 501-4522
Planned Parenthood	(804) 213-0216
VCU Medical Center	(804) 828-9000
VCU Dental Care for Adults	(804) 828-9190
VCU Dental Care for Children	(804) 828-9095

OTHER

Virginia 211	211
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