

	Description
Alcoholic Beverage Control License Process	The State Alcoholic Beverage Control (ABC) Board conducts an administrative review of all ABC license applications for "on and off premises" consumption of alcohol. This review applies to all new locations as well as any existing locations that change corporate ownership, change ABC managers, or upgrade the type of license they currently hold. The City of Norfolk also reviews each application for on and off premise consumption. Time Frame: Determined by the Alcoholic Beverage Control Board
Barber & Beauty Shops; Nail, Tanning and Electrology Salons	A Norfolk Department of Public health permit is required to ensure that approved practices are used, and the public is protected from the transmission of disease. Time Frame: Prior to opening an establishment an inspection must be conducted by this office.
Bulk Refuse Containers	All bulk refuse containers or "dumpsters" are required to have a Bulk Refuse Container permit from the Norfolk Department of Public Health's Bureau of Environmental Health Services. All "dumpsters" must be screened and not visible from the public right of way. Time Frame: The Bureau of Environmental Health Services must be notified prior to container placement.
Business License	<p>All business and professional operations, according to Ordinance No. 38,573, must purchase a business license before commencing operation in the City of Norfolk, including Home Businesses and Special Events. Licenses expire December 31 of each year.</p> <p>In order to obtain a Norfolk City Business License, you must have a definite place of business. A definite place of business is an office or location where a regular and continuous course of dealing with the public occurs. In the City of Norfolk, zoning laws may prohibit your business from operating at certain locations, such as a residence. The address for your business must be approved by Zoning. A lease or some type of written documentation must be presented for this approval. Zoning charges a fee for this approval.</p> <p>Any person, partnership, limited liability partnership, limited liability company, or corporation using a name which does not identify the owner of the business must register a trade name with the Norfolk Circuit Court. Registering this name does not prevent your business name from being used by any other business. It is done to assist the public by providing information as to the person with whom the public will be dealing. There is a fee to register this name. This fee is paid to the Norfolk Circuit Court.</p>

<p>Care Facilities</p>	<p>Care facilities include: Day Care (adult and child), Homes for Adults, and Nursing Homes, Care Facilities are required to contact the Virginia Department of Social Services to obtain their standards for licensure. Included in these standards are requirements to contact the Norfolk Department of Public Health's bureau of Environmental Health Services and the Fire Department. Also, those Care Facilities serving food are required to obtain a permit to do so. Time Frame: Plan review may take from two days to two weeks.</p>
<p>Day Care Facility</p>	<p>A nonmedical facility for the daytime care of six or more adult persons who due to advanced age, handicap, or impairment require assistance and/or supervision during the day by staff.</p> <p>(i) An adult day care center shall comply with all applicable Commonwealth regulations regarding the licensing and operations of adult day care centers.</p> <p>(h) Day care center, child An establishment providing care and maintenance to six or more children separated from their parents or guardians during part of the day. A public school or a private elementary school having a similar curriculum and at least four grades, including kindergarten, shall not be considered a day care center.</p> <p>(i) The facility shall remain in compliance with all Commonwealth requirements for a child day care center.</p> <p>(ii) The facility shall include outdoor play areas that are:</p> <p>(A) Located to the side or rear of buildings, and not within ten feet of an occupied dwelling.</p> <p>(B) Completely enclosed by a fence that is at least four feet in height, and if adjacent to a Residential district, screened by a six-foot solid fence or wall along with a landscape buffer capable of reaching six feet in height at maturity.</p> <p>(C) Safely segregated from parking, loading, or service areas.</p> <p>(D) Used only between the hours of 8:00 a.m. and 6:00 p.m. if located within 100 feet of a residential dwelling.</p> <p>(iii) The facility shall provide a designated pickup and delivery area that is located adjacent to the day care center in such a way that children do not have to cross vehicular travel ways to enter or exit the center.</p> <p>(iv) The designated pickup and delivery areas shall be illuminated during any non-daylight hours that the facility is in operation.</p>
<p>Nursing Home Facility</p>	<p>An establishment licensed by the Commonwealth of Virginia providing comprehensive medical and nursing services for chronically ill, disabled, or convalescent patients who require supervised care on a 24-hour-a-day basis, regardless of age. The use includes facilities providing subacute level nursing care and restorative care. Accessory uses may include dining rooms and recreation and physical therapy facilities for residents, and offices and storage facilities for professional and supervisory staff. This use does not include congregate housing, group home, or group home for the handicapped, or hospitals, where more acute and specialized medical care is provided.</p>

	<p>(i) Nursing homes shall remain compliant with all applicable Commonwealth regulations regarding the licensing and operation of a nursing home facility.</p> <p>(ii) The facility site shall have direct primary vehicular access to an arterial or collector street.</p> <p>(iii) Accessory uses are limited to those that primarily serve the residents and employees of the facility or their guests and shall not exceed 10 percent of the building's gross floor area.</p> <p>(iv) Generators or other resilient power supply systems shall be provided such that the facility may continue to operate HVAC and necessary medical equipment during time of extended power outages.</p>
Building Permits	<p>A building permit is required for most improvements made to real property, including alterations and repairs to structures. Building and related trade permits are issued by the City of Norfolk Development Services Center in City hall.</p> <p>TIME: Depending on complexity five (5) to twenty-four (24) days is required to review plans. When plans have been approved and permits issued, construction can begin.</p>
Architectural Review Board Process	<p>The Architectural Review Board Committee is responsible for reviewing new construction and any addition, alteration or improvement made to any structure in a Historic District, in the public right-of-way, or to property previously owned by the City, Examples of alternations and improvements include new roofs, siding windows, fences, rebuilding of porches, additions, etc. Time Frame: Two Weeks</p>
Development Certificate	<p>A development certificate provides an opportunity for approval of minor modifications of specific development standards in specific zoning districts, as long as the minor modifications further and are consistent with the purposes of the zoning district in which they are located, are consistent with the character of surrounding development, and provide compensating public benefits as part of the development for which the minor modifications are granted in accordance with this section. The purpose of this section is to identify the appropriate review procedure and other special standards for reviewing development certificate applications.</p> <p>B. DEVELOPMENT CERTIFICATE REVIEW PROCEDURE Development Certificate applications shall be reviewed using the procedures outlined in Section 2.3.3. Development Certificate Review Procedure.</p> <p>C. DEVELOPMENT CERTIFICATE REVIEW STANDARDS A Development Certificate shall be approved if the Planning Commission finds that all of the following standards are met:</p> <p>(1) The development proposed with the minor modification is compatible with surrounding land uses;</p> <p>(2) The development proposed is consistent with the comprehensive plan;</p>

	<p>(3) The uses proposed are allowed in the base and overlay districts where the development is located;</p> <p>(4) The modifications in development standards requested in the development certificate do not exceed those established in for the applicable zoning district.</p> <p>(5) Any modifications are the absolute minimum necessary to accommodate the development proposal; and</p> <p>(6) The proposed development complies with all applicable proffers and conditions applicable to the land.</p>
Drive-Thru Establishments	<p>MOST business utilizing a drive-thru service window for the sale of goods or the procurement of services must obtain a conditional use permit. conditional use permit uses are those uses having some potential impact to determine, against fixed standards, the desirability of permitting their establishment on any given site. They are uses that may or may not be appropriate in a particular location depending on a weighing in each case, of the public need and benefit against the local impacts. Time Frame: 2 to 2 1/2 months.</p>
Driveway Permits	<p>A Driveway Permit is required for any new construction or re-construction of driveways either in a commercial or residential district. The permit covers the cost of issuing the permit and inspection of the applicable work within the right-of-away. Time Frame: Dependent on the complexity of the work request.</p>
Erosion and Sediment Control Process	<p>An Erosion And Sediment (E &S) Control Plan must be submitted and a permit granted before any land disturbing activity greater than 2,500 square feet can occur. A land disturbing activity is: any land change, including but not limited to, clearing, grading, excavating, transporting and filling of land, or other construction activities which would disturb the natural vegetation or the existing contours of the land, which may result in soil erosion from water or wind and the movement of sediments. Time Frame: Up to 2 weeks for plan review.</p>
Flood Zone	<p>The Federal Emergency management Agency (FEMA) has designated areas in Norfolk that are subject to a one percent or greater chance of flooding in any given year as "areas of special flood hazards." As a result, the City has created Floodplain/Coastal hazard Overlay Districts (FPCHOs) to regulate construction in these areas of special flood hazards. Regulations within such districts are intended to reduce the loss of property and life, the creation of health and safest hazards, the disruption of commerce and governmental services, the extraordinary and unnecessary expenditure of public funds for flood protection and relief, and the impairment of the tax base.</p>
Food Establishments (Restaurant)	<p>All food establishments in the City of Norfolk require a health permit in accordance with Chapter 18 of the Code of the City of Norfolk and VA Regulations VR 355-35-01, Rules and Regulations Governing Restaurants. This permit ensures that regular inspections will be conducted by the Norfolk Department of Public Health requiring that food establishments maintain minimum safe and sanitary conditions for patrons. Time Frame: Plan review should take no more than five working days to complete.</p>

<p>Food Trucks/Mobile Food Vendors</p>	<p>All mobile food vendors (trucks, carts, and stands) require a Norfolk Department of Public Health permit and a "tracking decal." Time Frame: Mobile vendors must seek approval from the Health Department prior to obtaining a business license. Tracking decals and health permits expire on December 31 of each year. Additionally the City regulates the location and total number of mobile food vendors in the Downtown area.</p>
<p>Food Establishments (Cont.)</p>	<p>Food vendors at indoor or outdoor festivals are required to have a Norfolk Department of Public Health permit and will undergo periodic inspections during an event. Further, the Seven Venues Department must be contacted to conduct business at City festivals. Time Frame: Food vendors must submit a completed application for "Temporary Food Permit" at least one (1) week prior to an event.</p>
<p>Historic District</p>	<p>A Certificate of Appropriateness is required for any new construction, addition, improvement or alteration made to any structure in a Historic District (See also the Architectural Review Board Process). A Certificate of Appropriateness is also required for signs, ancillary mechanical equipment, off-lot parking, moving structures, and demolition of structures.</p>
<p>Hotels or Motels</p>	<p>A building or a group of buildings containing 10 or more sleeping and lodging units offered to the public and intended primarily for use by transient persons or tourists on an overnight or short-term lodging basis (by the day or week). A hotel or motel is distinguished from a multi-family dwelling in which rentals or leases are primarily for weekly or longer periods and occupancy is primarily by residents rather than transients. A hotel or motel includes furnished rooms which may include kitchen facilities, a lobby, clerk's desk or counter, facilities for registration and keeping of records related to the guests, and linen and housekeeping services.</p> <p>(i) Length of stay shall be limited to 30 days, except where permitted by Chapter 22 of the City Code.</p>
<p>Certificate of Occupancy (change description)</p>	<p>Certain neighborhoods in Norfolk have been designated by Norfolk City Council as an Occupancy Permit area. This designation means that once a housing unit (single-family home or apartment unit) becomes vacant for any reason, it cannot again be occupied until it has been inspected and brought into compliance with the Property Maintenance Code. The unit's compliance status is confirmed by issuance of an Occupancy Permit. Temporary Occupancy permits can be issued if the unit is being rehabilitated and can be occupied through the course of the rehabilitation. Once issued, an Occupancy Permit is valid for the period of tenancy or one year, whichever is longer.</p>

<p>Preliminary/Final Subdivision Review</p>	<p>When dividing or joining property City code requires that a preliminary plat be prepared and reviewed by the Departments of Public Works, Utilities, City Planning and Codes Administration and the Real Estate Assessor. After preliminary approval has been obtained, a final plat must be prepared by a license surveyor and submitted for approval and recordation by the city. Time for processing and review of the preliminary plat is normally 30 days, unless Chesapeake Bay Preservation Area review is required. Time Frame: Review of the final plat must be completed within 60 days of submittal.</p>
<p>Rat Free Certificates For Demolition</p>	<p>Rat Free Certificates are required prior to any demolition of existing structures. Time Frame: Permits will be granted by the Norfolk's Department of Public Health. Bureau of Environmental Health Services within three to four days if no rat infestation is observed. The process will be extended approximately two weeks if an infestation needs to be treated and abated. Rat Free Certificate expires 30 days from issuance. After 30 days, application must be reactivated, and an additional \$30 fee is required.</p>
<p>Rental of City Building & Facilities</p>	<p>The rental or use of City property/buildings requires a right of entry or lease agreement between the City and the user. Further, liability insurance will be required listing the City of Norfolk as additional insured. Contact the City's Real Estate Bureau for additional information.</p>
<p>Rezoning</p>	<p>A rezoning is required when a property owner proposes to use his or her land for purposes other than those permitted by the Zoning Ordinance in a given zoning district. A request for a change of zoning allows the proposed land use to be reviewed as to its appropriateness in the zoning district and will require a public hearing through the planning commission process as well as council approval. 2 1/2 to 3 months.</p>
<p>Right Of Way Encroachment Permit</p>	<p>An encroachment is any object of private ownership (i.e. awning, fence, building), existing or proposed, that extends into the Public Right of Way. An application to request said encroachment is reviewed by City agencies that are affected by the encroachment. If review comments are positive or can be accommodated, an ordinance allowing the encroachment is prepared for action by City Council. Encroachments require the City be insured against liability and exist at the pleasure of the City Council. Time Frame: Time for processing, review, preparation of ordinance and presentation is normally eight to ten weeks.</p>
<p>Site Plan Review Process</p>	<p>Site Plan review is required for any new construction or substantial reconstruction (renovation or alteration of more than 50% of the floor area of existing structure). Minor additions, accessory structure and single-family homes outside of the Chesapeake Bay Preservation Area do not require Site Plan Review. Time Frame: If all city agencies approve the plans on the first review, processing is normally two weeks. Re-submitted plans are reviewed within one week.</p>

<p>Conditional use permit Process</p>	<p>conditional use permit uses are those uses having some potential impact or uniqueness which require a careful review of their location, design, configuration, and impacts to determine, against fixed standards, the desirability of permitting their establishment on any given site. They are uses that may not be appropriate in a particular location depending on a weighing, in each case, of the public need and benefit against the local impacts. time Frame: 2 to 2 1/2 months</p>
<p>Street Closure Process</p>	<p>Anyone wishing to close, vacate or discontinue a street or portion of a street permanently, must submit a statement requesting same to the Department of City Planning. Temporary street closures must work through the Department of Public Works Right of Way Division Time Frame: 3 to 3 1/2 months</p>
<p>Tax Abatement</p>	<p>Application process and basic requirements for residential and commercial/industrial structures varies, the applicant is encouraged to contact designated City offices for more information. It is important to note that NO WORK can commence on projects prior to the approval or issuance of a building permit to qualify for the program. The initial application requires four copies of building plans, survey, elevation drawings and specifications be submitted to the Department of Planning/Development Services Center for zoning approval. After this preliminary review, applicant must complete both the building permit application and tax abatement application with accompanied by a non-refundable fee of \$50 for Residential, and \$250 for Commercial/Industrial structures to start the formal review process which involves a site visit from the Real Estate Assessor's office.</p>
<p>Tree Protection</p>	<p>Protection is extended to all trees on City Property including those planted within the street right-of-way and the Chesapeake Bay Preservation Act Resource Protection Area; generally, the area 100 feet shoreward of the Wetlands Declination Line. Permits are necessary to disturb trees in any way within these areas or to work within drip lines. Trees on private property outside the CBPA Resource Protection Area are not controlled by city ordinance. Time Frame: 1-10 working days.</p>
<p>Waste Management Fees and Services</p>	<p>The City of Norfolk's Division of Waste Management in the Department of Public Works provides municipal refuse collection to 75,000 residences and small businesses citywide. Our goals are to keep Norfolk as clean and beautiful as possible, to stretch tax dollars by collecting refuse and yard waste in an efficient manner, and to accomplish these goals in a manner that is convenient for our customers.</p>

<p>Water & Sewer Hookups</p>	<p>The Department of Utilities is the municipal service organization that treats Norfolk's drinking water and maintains the lines that deliver it to you. The department also maintains the sanitary sewer lines which carry the wastewater away from your home or business to the wastewater treatment facility owned and operated by the Hampton Roads Sanitation District (HRSD). Time Frame: For new construction where there is no existing water and sewer service, the average time frame for a water tap and meter installation is six (6) weeks. The average time frame for the installation of a sewer tap, if done through Utilities bid process, is six (6) to eight (8) weeks. For construction where there is existing water and sewer service, the average time frame for a water meter installation is one (1) week. If a sewer tap exists at the property line, there is no waiting time to connect.</p>
<p>Wetland/Dune Permit Process</p>	<p>If a project involves the use, development or any other activity that will impact a wetland, a wetland permit is required. In most cases, projects require permits from both the Norfolk Wetlands Board and the U. S. Army Corps of Engineers. The Bureau of Environmental Services will assist in determining which federal, state or local agencies will need to review the project. Securing wetland permits may be required prior to approval of a project under other City development programs. Coastal primary sand dunes and beaches are found along most sites boarding the Chesapeake Bay shoreline in Norfolk. Development in these areas is regulated under local ordinance of the Norfolk Wetlands Board. If a project involves the use, development or any other activity that will impact a coastal primary sand dune or beach, a dune/beach permit is required. The Bureau of Environmental Services will determine whether a permit is required. Time Frame: 2 to 3 months.</p>