



Making Yourself at Home

A GUIDE TO HOUSING RESOURCES IN THE CITY OF VIRGINIA BEACH

City of Virginia Beach
Department of Housing and Neighborhood Preservation
Municipal Center - Building 18A
2424 Courthouse Drive
Virginia Beach, VA 23456

More resources to assist you in protecting your family and property in case of an emergency situation can be found at WWW.VBGOV.COM/BEPREPARED.

Get Involved in Your Community

How can I help make a positive change/contribution in my community?

Get involved by attending civic league and Citizen Advisory Committee meetings, and joining the Neighborhood Watch Program.

Sign up for Nextdoor -- a private social network for your neighborhood: <https://nextdoor.com/city/virginia-beach--va/>.

Visit the OFFICE OF VOLUNTEER RESOURCES webpage for volunteer opportunities and information on the Neighbors Helping Neighbors initiative: www.vbgov.com/volunteer.

BEACH, which stands for Bringing an End to All City Homelessness, is a community partnership between citizens and faith, business, nonprofit and city organizations who are working together on making homelessness rare, brief and nonrecurring for families and individuals in Virginia Beach. Everyone is welcome to join. For more information, visit www.beach-cp.org.

The City of Virginia Beach Department of Housing & Neighborhood Preservation (DHNP) helps connect citizens to housing resources offered by the department and through partnerships with service providers and other organizations in the community. If you are in a housing pinch, the following resources listed in this booklet may help you find what you need.

For more information, contact:



Main: (757) 385-5750
Code Enforcement: (757) 385-4421
TDD: (757) 385-5794
HouseNP@vbgov.com
www.vbgov.com/housing



DHNP DOES BUSINESS WITH THE FEDERAL FAIR HOUSING LAW AND SECTION 504 PROGRAM ACCESSIBILITY REQUIREMENTS. DHNP COMPLIES WITH THE FAIR HOUSING ACT AND PROVIDES REASONABLE ACCOMMODATIONS AND MODIFICATIONS TO PERSONS WITH DISABILITIES. DHNP DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, DISABILITY, FAMILIAL STATUS, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY IN ADMISSION OR ACCESS TO ITS PROGRAMS.

If you are disabled, HUD also provides:

- A toll-free TTY phone for the hearing impaired: 1-800-927-9275
- Interpreters
- Tapes and braille materials
- Assistance in reading and completing forms

For more information or to file a fair housing complaint, the following organizations are available to help:

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD) FAIR HOUSING: Fair Housing and Equal Opportunity Complaint Hotline, 1-888-799-2085; HUD - Richmond Field Office, 600 East Broad St., 3rd Floor, Richmond, VA 23219. Call 1-800-842-2610. Visit www.hud.gov/fairhousing for more information.

VIRGINIA FAIR HOUSING OFFICE - DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION (DPOR): Call 1-888-551-3247; TDD: (804) 527-4290; 9960 Maryland Drive, Suite 400, Richmond, VA 23233. Visit www.dpor.virginia.gov for more information.

Emergency Preparedness

How can I protect my belongings in case of fire or other disaster? Where can I go if disaster strikes?

RENTER'S INSURANCE is designed to insure your household items in your rented home and help pay for a place to stay if needed. Contact your insurance agent or agency for information.

RED CROSS: (757) 486-1908, 829 Lynnhaven Parkway.

DEPT. OF HUMAN SERVICES: (757) 437-3200, 3432 Virginia Beach Blvd.

UNITED WAY HOTLINE: provides referral services for emergency needs. Call (757) 625-4543 or visit www.unitedwayshr.org.

FEDERAL EMERGENCY MANAGEMENT AGENCY: Provides financial assistance if the U.S. President declares further financial assistance from outside the city after a disaster strikes an area. Call FEMA at 1-800-462-9029 or 1-800-462-7585 TDD to register for assistance. Visit www.fema.gov.

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Subsidized & Affordable Rental Housing

What is subsidized housing? Do I qualify?

In subsidized apartments the government helps you pay your rent or offers special housing facilities to you based on your needs. To qualify for this assistance, you must be elderly (62 or older), disabled or fit into one of the income categories defined by the U.S. Department of Housing and Urban Development (HUD). These rates are based upon your yearly income and the number of people in your household. For income qualifying information, please call the apartment complex of your choosing directly. Please note these apartments may have waiting lists.

VIRGINIAHOUSINGSEARCH.COM is a free online resource that can help find a home that fits your needs and budget.

Subsidized Apartments in Virginia Beach

The following apartments are neither owned, operated, nor managed by the City of Virginia Beach. Each management may have different criteria for renting. The rent is subsidized, but you **MUST** meet the apartment's rental criteria for credit, etc. Please call each apartment for rental criteria, availability and application procedures. Not all shelters or subsidized apartments have immediate vacancies, so call often for updates.

Apartment Name	Location	Phone Number
Atlantis Apartments	999 Atlantis Drive	(757) 428-3200
Carriage House	5340 Carriage House Drive	(757) 499-8593
Friendship Village	1235 Friendship Square	(757) 428-3748
Seahaven Apts.	16th St.	(757) 428-3748
Twin Canal Village	1480 Drawbridge Circle	(757) 471-7007

ELDERLY HOUSING

Apartment Name	Location	Phone Number
Beth Sholom Sands	6405 Auburn Drive	(757) 420-0891
Luther Manor	350 Malibu Drive, #346	(757) 463-3510
Russell House	900 First Colonial Road	(757) 481-0770
Sullivan House	2033 General Booth Blvd.	(757) 563-9955

Get a copy of your credit report (fees may apply):

EQUIFAX CREDIT INFORMATION SERVICES, INC. (www.equifax.com)
To order report (800) 685-1111 / To report fraud (800) 525-6285

EXPERIAN (www.experian.com)
To order report (888) 397-3742 / To report fraud (888) 397-3742

TRANSUNION LLC (www.transunion.com)
To order report: (800) 888-4213 / To report fraud: (800) 916-8800

How does my credit factor into being able to rent?

Almost all apartment complexes will check your credit. This includes many of the subsidized apartments. If your credit does not meet the standards already set by management, then you may be denied. Good credit is imperative for renting in Virginia Beach!

Who can I contact for help with financial planning and budgeting?

Contact CONSUMER CREDIT COUNSELING at (757) 473-2227.

Fair Housing

The Fair Housing Act protects people from discrimination when they are renting, buying, or securing financing for any housing. The Act prohibits discrimination in housing on the basis of:

- Race
- Color
- National Origin
- Religion
- Sex
- Disability
- Familial Status
- Sexual Orientation
- Gender Identity
- Elderliness*

* Being 55 or older; under Virginia Fair Housing Law

If you think your rights have been violated, the HOUSING DISCRIMINATION COMPLAINT FORM is available to download, or complete and submit online at: WWW.HUD.GOV/COMPLAINTS/HOUSEDISCRIM.CFM. You may also write HUD a letter or contact the HUD Office nearest you. You have one year after an alleged violation to file a complaint with HUD, but you should file it as soon as possible. Send the Housing Discrimination Complaint Form or a letter to the HUD Office nearest you, or call that office directly.

SOUTHEASTERN TIDEWATER OPPORTUNITY PROJECT, INC. (STOP): HUD-approved counseling agency, which assists with foreclosure counseling. Call (757) 858-1360 or visit www.stopinc.org.

What about other cities? Can I seek housing in other neighboring cities?

There are housing authorities/departments in other cities. There is no guarantee that housing will be available in these cities.

CHESAPEAKE REDEVELOPMENT & HOUSING AUTHORITY: Call (757) 523-0401 or visit www.crhava.org.

NORFOLK REDEVELOPMENT & HOUSING AUTHORITY: Call (757) 623-1111 or visit www.nrha.us.

PORTSMOUTH REDEVELOPMENT & HOUSING AUTHORITY: Call (757) 399-5261 or visit www.prha.org.

SUFFOLK REDEVELOPMENT & HOUSING AUTHORITY: Call (757) 539-2100 or visit www.suffolkrrha.org.

And if I have other legal questions, who can I contact?

EASTERN VIRGINIA LEGAL AID SOCIETY: Call (757) 627-5423 or visit www.valegalaid.org.

Credit & Budgeting

Your credit report can be viewed as your adult report card of your debts, requests for credit and paying habits over the years. Your credit history will follow you for your life. Therefore, it is extremely important -- and your responsibility -- that you take care of your credit. Regardless of what other people do, you are the one responsible for your credit. Only request credit when you are serious about accepting it. Do your research: check into interest rates, repayment requirements and length of the loan with various companies before completing applications. Pay your bills on time -- send payments five to seven days before the bill's due date to ensure it is received on time. If an account is delinquent, take action. Develop a budget (contact a local credit counseling agency for free help) and know how much you can pay. Then call the company to make payment arrangements. Bad credit can easily spiral and cause huge problems. If you feel that you are in over your head, get help! Call your creditors, seek to consolidate, cut up cards, pay down debts, pay on time to prevent late fees and increase income.

INTELLECTUAL DISABILITIES/REFERRALS FROM CSB

Apartment Name	Location	Phone Number
Baker House	Herbert Moore Road	(757) 497-1900

Affordable Rental Housing Apartments in Virginia Beach

The following apartments are neither owned, operated nor managed by the City of Virginia Beach. They are listed as an alternative for those who need an apartment that rents at or below the fair market rent. Not all apartment sizes in each complex will be at or below fair market rent. These are **NOT** low rent units. You **MUST** meet the apartment's rental criteria for credit, income, rental history, etc. Call each apartment for prices, availability, qualifying criteria and the application process.

Apartment	Location	Phone
Aden Park	5161 Weaver Drive	(757) 497-0381
Albert Court	624 Albert Ct., Apt. 101	(757) 287-9925
Apple Blossom	1321 Linkhorn Circle, Unit 205	(757) 425-1515
Baker Woods	5609 Lone Holley Lane	(757) 961-9966
Barberton Apartments	605 Barberton Drive	(757) 428-9167
Berkshire Apartments	301 Oakshire Drive	(757) 425-8530
Bridle Creek Apartments	1508 Halter Drive	(757) 495-2855
Brookfield Apartments	1101 Craftsman Drive	(757) 420-7732
Crescent Square Apartments	1333 Diamond Springs Road	(757) 578-1776
Eastwyck Village Apartments	1201 Edenham Ct.	(757) 366-0440
Ebbetts Plaza	512 Featherstone Ct.	(757) 499-3965
Greenlakes Apartments	3218 Greenlakes Drive	(757) 340-0542
Hamptons	5781 Lake Edward Drive	(757) 490-0056
Hilltop South Apartments	464 Lisa Square	(757) 425-1162
Holland House (<i>seniors 55+ only</i>)	721 Chimney Hill Parkway	(757) 498-9225
Jamestown Commons (<i>seniors 55+ only</i>)	1025 College Park Blvd.	(757) 361-6900
Kings Row	3020 Kings Row Ct.	(757) 340-1651
Lynnhaven Cove (<i>seniors 62+ only</i>)	5020 Lynnhaven Parkway	(757) 467-4000
Lynnhaven Landing Apartments	352 Fernwood Ct., #101	(757) 486-4044
Mayfair Apartments	5026 Newtown Arch, #103	(757) 499-8888
Ocean Gate	1248 Nauticus Circle	(757) 422-6100

Apartment	Location	Phone
Oconnee	2565 Oconnee Ave.	(757) 287-9925
Princess Anne Commons <i>(seniors 62+ only)</i>	4924 Princess Anne Rd., Ste. 106	(757) 490-7001
Ridgewood Club Apartments	4594 Wicklow Place	(757) 499-5444
Rosegate Apartments	205 Rosegate Place	(757) 486-7317
Sea Pine	952 Maximus Square	(757) 425-7519
Silver Hill at Thalia <i>(seniors 55+)</i>	4373 Bonney Road	(757) 431-2290
Tallwood	5705 Schoolhouse Road	(757) 502-5400
Thalia Landing	4101 Pine Oak Circle	(757) 306-0023
Victoria Place <i>(seniors 55+ only)</i>	4629 Shore Drive	(757) 313-2323
Waypoint at Lynnhaven	1301 Pine Cone Circle	(757) 468-2000
Wesleyan Place	5445 Wesleyan Drive	(757) 473-1490

VIRGINIAHOUSINGSEARCH.COM is a free online resource that can help find a home that fits your needs and budget.

What is Housing Choice Voucher Program housing and how can I apply?

Housing Choice Voucher Program housing means that the government helps you pay your rent by offering a voucher for a specified amount of money. You can use this voucher for any rental property that will accept it. **In Virginia Beach, the waiting list for the Housing Choice Voucher Program is closed. Currently, no applications are being accepted.** Please call DHNP at (757) 385-5750 or check www.vbgov.com/housing periodically to find out if applications are being taken.

Landlord / Tenant Issues

I am a tenant having problems with my landlord. How do I find out about my rights as a tenant?

Visit www.dhcd.virginia.gov/index.php/dhcd-resources/landlord-tenant-handbook.html or call DHNP at (757) 385-5750 for a copy of the Virginia Landlord/Tenant Handbook.

Several other agencies may be able to help:

VIRGINIA BEACH OFFICE OF CONSUMER AFFAIRS: Answers to landlord/tenant questions and which laws apply. Call (757) 385-6373.

- **FACADE PROGRAM:** Provides assistance with the correction of exterior code violations and makes adaptations or modifications for accessibility and usability to allow physically or sensory disabled residents to remain in their homes.

HOME WEATHERIZATION INITIATIVE: The Southeastern Tidewater Opportunity Project, Inc. (STOP) provides weatherization services to qualified low-income residents. Regulated by the Department of Energy, services include reducing air leakage, wrapping water heaters and insulating and venting attics. Call (757) 858-1397 or visit www.stopinc.org.

Housing Counseling, Financial Assistance & Legal Resources

If I can't find housing to fit my income, where do I go?

DHNP provides housing counseling services to help you with general housing questions. However, this service does not manage individual subsidized or conventional apartments. Call (757) 385-5750.

VIRGINIAHOUSINGSEARCH.COM is a free online resource that can help find a home that fits your needs and budget.

What other agencies could I try? The following agencies may be able to help:

CHILD SUPPORT ENFORCEMENT: Pembroke Office Park, Pembroke 6 Building, Suite 500, Virginia Beach. Call (757) 465-6880.

SOCIAL SECURITY ADMINISTRATION: 2875 Sabre Street. Call (757) 498-8726.

VIRGINIA BEACH COOPERATIVE EXTENSION: Offers free and confidential financial counseling, nutrition and parenting information. Call (757) 385-4769.

COMMUNITY HOUSING PARTNERS: Provides housing services for the elderly, handicapped and homeless, as well as affordable rental housing for many different households. Call (757) 425-6231 or visit www.communityhousingpartners.org.

OCEANA AUXILIARY NAVY RELIEF SOCIETY: Provides emergency financial assistance for rent, utilities and emergency travel expenses in cases of death or illness for active duty personnel, dependents or retired personnel. Call (757) 425-5756.

The MILITARY CRISIS LINE offers confidential help for service members and their families. Call 1-800-273-8255, press 1.

Resources for Veteran Households

The HAMPTON VA MEDICAL CENTER provides health care services to Veterans in southeastern Virginia and northeastern North Carolina. Call (757) 722-9931 or visit www.hampton.va.gov.

The VA MID-ATLANTIC HEALTH CARE NETWORK offers a variety of health services for Veterans. Visit www.visn6.va.gov.

VIRGINIAHOUSINGSEARCH.COM is a free online resource that can help find Veterans housing that fits your needs and budget.

The VETERANS CRISIS LINE offers confidential help for Veterans and their families. Call 1-800-273-8255, press 1.

Resources for Home Repair

I need to make necessary repairs to my home but can't afford them. What assistance is available?

The OWNER OCCUPIED REHABILITATION PROGRAM provides assistance to eligible low- and moderate-income homeowners in Virginia Beach with needed home repairs that they otherwise may not be able to afford to make. Assistance is provided in the form of a low interest, deferred loan and/or a grant, depending on the type of work that needs to be done. Assistance is provided based on the availability of funding. Call the VIRGINIA BEACH COMMUNITY DEVELOPMENT CORPORATION at (757) 463-9516 for more information. Two programs are available:

- EMERGENCY HOME REPAIR: Provides assistance with the removal of an existing or imminent health and/or safety hazard, and makes adaptations or modifications for accessibility and usability that will allow physically or sensory disabled residents to remain in their homes.

VIRGINIA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES: Answers landlord/tenant and law questions, and can advise you about problems with memberships in health spas and campgrounds. Call toll-free: 1-800-552-9963; visit www.vdacs.virginia.gov.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD): Answers questions about HUD subsidized apartments. Call toll-free: 1-800-842-2610; www.hud.gov.

VIRGINIA HOUSING DEVELOPMENT AUTHORITY: Answers questions about VHDA subsidized apartments. Call 1-804-782-1986 or toll free 1-800-227-VHDA; visit www.vhda.com.

Homelessness Prevention & Resources

If you are experiencing homelessness or are at risk of losing your home, call the REGIONAL HOUSING CRISIS HOTLINE at (757) 227-5932, Monday - Friday, 8 a.m. to 7 p.m., to access assistance in Virginia Beach.

Eligible homeless families and individuals will be connected to a case manager at DHNP and assessed for shelter, transitional housing and permanent housing programs based on their circumstances.

Those who are at risk of losing their home will be assessed for financial assistance or other safe and appropriate alternatives to prevent homelessness.

What can I do if I am facing eviction, prior to receiving a writ of possession (Eviction Notice)?

Call the REGIONAL HOUSING CRISIS HOTLINE for homeless prevention information and services at (757) 227-5932.

What supportive services are available in the community for the homeless and at-risk?

Contact the following agencies specific to your situation:

For victims of domestic violence, sexual assault or human trafficking, call the COORDINATED CRISIS RESPONSE HOTLINE at (757) 251-0144; phone is answered 24 hours a day.

DAY SUPPORT SERVICES PROGRAM: DHNP operates the day support service center at 825 18th St. Services and resources include housing support, laundry, showers, mail delivery and other community resources. The center is open Monday - Friday, 8 a.m. to 5 p.m.; during Winter Shelter months, 7:15 a.m. to 5 p.m. Day support services end at 3:30 p.m. Call (757) 437-4911.

JUDEO-CHRISTIAN OUTREACH CENTER: Offers the Winter Shelter Program for singles in the winter months only (October - April). Call (757) 491-2846 or visit www.jcoc.org.

LOVING & CARING FOR THE HOMELESS: Provides services for single women and women with children. Must own car and have job. Male children must be 12 years old or younger. Call (757) 430-4101.

REFERRALS TO SHELTERS FOR PREGNANT TEENS: BIRTHRIGHT, (757) 489-0222; CATHOLIC CHARITIES, (757) 467-7707; KEIM CENTER (also offers pregnancy testing, ultrasounds, advocacy for pregnant mothers and parenting classes, all at no cost), (757) 499-4444; LIBERTY GODPARENT HOME (Lynchburg, Virginia), 1-800-542-4453.

SETON HOUSE: Offers counseling to teenagers in crisis. Call the 24-HOUR CONFIDENTIAL HOTLINE at (757) 498-HELP (4357). Visit www.setonyouthshelters.org.

Additional Agencies in South Hampton Roads that May be Able to Help:

RED CROSS: Offers shelter in times of emergencies. The local Red Cross is at 829 Lynnhaven Parkway. Call (757) 486-1908 or visit www.redcross.org/local/va.

SALVATION ARMY: Men's Shelter, 203 W. 19th St., Norfolk, (757) 622-3471 or 5524 Virginia Beach Blvd., Virginia Beach, (757) 499-0032. Visit www.virginiasalvationarmy.org/hrva/programs/mens-shelter/.

UNION MISSION: Men and Family Shelter, 130 Brooke Ave., Norfolk, (757) 627-8686. Also takes women and children. Men: Ext. 200; Women (without children): Ext. 331; Women (with children): Ext. 335. Visit www.unionmissionministries.org.

UNION MISSION CHILDREN'S HOME/HOPE HAVEN: Offers shelter for distressed children ages 4 to 18. Located at 3000 North Landing Road. Call (757) 427-1500 or visit www.unionmissionministries.org.

Resources for Disabled Households

ENDEPENDENCE CENTER: Provides housing counseling, referrals to resources for equipment and other counseling for disabled persons. Call (757) 461-8007 or visit www.endependence.org.

HOPE HOUSE FOUNDATION: Provides housing and necessary support services for people with disabilities in Hampton Roads. Call (757) 625-6161 ext. 512. Visit www.hope-house.org/.

DEPT. OF HUMAN SERVICES DEVELOPMENTAL SERVICES DIVISION: Provides assistance for persons with intellectual disabilities and their families. Call (757) 385-0600.

DEPT. OF HUMAN SERVICES MENTAL HEALTH SUBSTANCE ABUSE DIVISION: Offers programs and services for persons with mental illness and/or substance use disorders. Call (757) 385-0888.

Resources for Active Military Households

NAVY RELIEF: Oceana, (757) 433-3383; Little Creek, (757) 462-1596; Hampton Boulevard, (757) 322-1171; Portsmouth, 953-5956. Norfolk Navy Welcome Center, (757) 445-2832.

FLEET AND FAMILY SUPPORT CENTER: Fort Story (emergency funds for active duty and retired Army personnel), (757) 422-7311; Red Cross (counseling and assistance for military, veterans and families), (757) 486-1908; Base Housing Office - Little Creek (helps locate off-base housing), (757) 464-3465.

NAVY FAMILY SERVICES: Offers marital and financial counseling and referrals to other resources for Navy personnel, their spouses and family members. Call (757) 433-2912.

NAVY FAMILY ADVOCACY: Program assists victims of domestic violence. The services are for military personnel, their spouses and family members. A variety of support services can be accessed by calling (757) 444-2230 (NOB), (757) 433-2555 (Oceana), (757) 363-4285 or (757) 462-7563 (Little Creek), (757) 492-6342 (Dam Neck), or (757) 953-7801 (Portsmouth).