

**Graffiti Reporting Process  
Downtown Norfolk Business Improvement District**

One of the most effective ways to combat graffiti is to photograph the graffiti, report it to the police, and remove it immediately. Our goal within the Business Improvement District is to have graffiti removed within 24 hours of its appearance.

Working in close cooperation with the City of Norfolk Police Department, both the Public Safety Ambassadors and the Clean Team Ambassadors are trained to both spot and report graffiti. We also encourage downtown property owners, business owners, and residents to assist in keeping downtown graffiti free. If you see graffiti, we encourage you to follow the process outlined below.

- I. As soon as you see Graffiti on or around your property, please call or text **757-377-9544**. After business hours, provide:
  - i. Your Name and Company/Business
  - ii. A phone number where you can be reached
  - iii. Exact location of the Graffiti
  - iv. **Pictures, if possible**
- II. Once the DNC receives the call, an Ambassador will be dispatched to take a picture of the Graffiti.
- III. Once we have the picture of the Graffiti, we will file a complaint with the Norfolk Police department on your behalf.
- IV. Also, at that time an Ambassador will be assigned to remove the Graffiti within 24 business hours.
- V. We will attempt to remove the Graffiti with our Graffiti removal products. If unsuccessful we will ask the Property manager/owner to get us matching paint and we will paint over the Graffiti. Note: we will only use paint that has been supplied by the property or business owner.
- VI. If the Graffiti is above 7 feet, we are not able to remove it and you will have to find an independent contractor. If you must hire an independent contractor, please let us know the cost of that service so that we can provide that information to the police.

Thank you for helping us *Keep Downtown Norfolk Friendly, Safe & Spotless.*