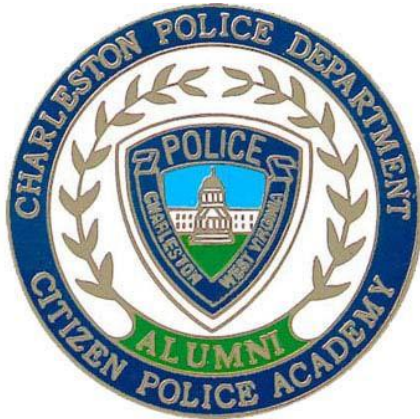




**Charleston  
Police Department**

**Citizens Police Academy**



The Charleston Police Department's Citizens Police Academy consists of a 11 week law enforcement program open to anyone interested 18 years of age and older. The academy is held twice per year in the spring and fall. Participants meet on Tuesday evenings from 6:00 pm to 9:00 pm at the Charleston Police Department Training Center. Each week, a different law enforcement topic is presented with classroom and hands-on instruction by police officers. A police ride along is also part of the class. This academy is offered free of charge to Charleston and surrounding residents and business owners. Applications are accepted year round and are available on our CPD website.

Find us on Facebook at Charleston Police Department Community Services and on the web at [www.charlestonwvpolice.org](http://www.charlestonwvpolice.org).



*Community Resource Guide*

*Charleston Police Department  
Public Services Division*



# Charleston Police Department

## Contact Numbers

- EMERGENCIES-911
- NON-EMERGENCY-(304)348-8111
- RECORDS DIVISION-(304)348-6400
- COMMUNITY SERVICES DIVISION-(304)348-6470 (Speeding, abandoned vehicles, animal control problems, child safety seats)
- SPECIAL ENFORCEMENT UNIT-(304)348-0530
- METRO DRUG UNIT-(304)348-6814
- CRIMINAL INVESTIGATION DIVISION-(304)348-6480
- CHARLESTON MUNICIPAL COURT-(304)348-8079
- CHARLESTON PARKING SYSTEM-(304)348-8158
- CHIEF OF POLICE-(304)348-6460
- WARRANTS DIVISION-(304)348-6402
- POISON CENTER— 800-222-1222

[www.charlestonwvpolice.org](http://www.charlestonwvpolice.org)

Facebook: Charleston Police Department Community Services Division

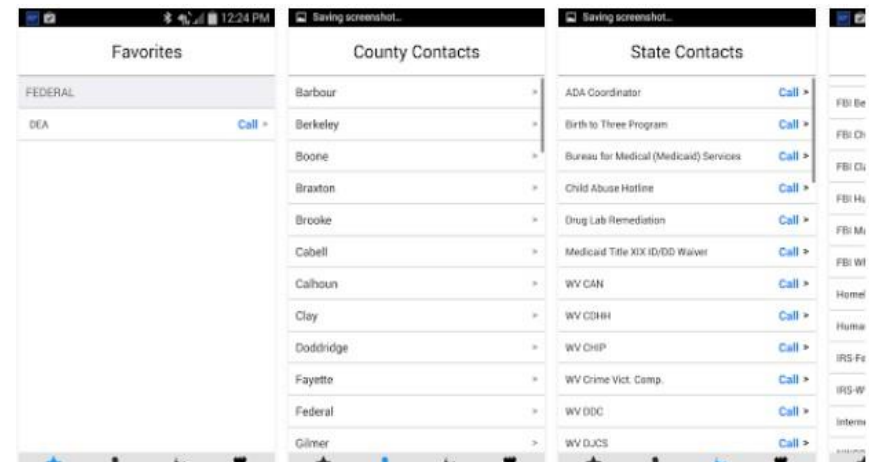
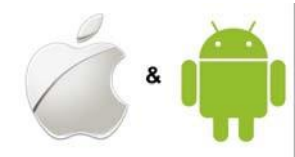
Sergeant Jason Webb  
Charleston Police Department  
Public Services Division Commander  
501 Virginia St. E.  
Charleston, WV 25301  
Office: (304) 348-6470 Ext. 4917  
[Jason.webb@charlestonwvpolice.org](mailto:Jason.webb@charlestonwvpolice.org)



WV

HELP

APP



WV HELP provides instant access to telephone numbers and resources available in West Virginia when you are dealing with a victim experiencing crime, violence, or abuse. This app is especially helpful to anyone working with children maltreatment. WV HELP provides information for each of West Virginia's 55 counties, and also at the state and federal level.

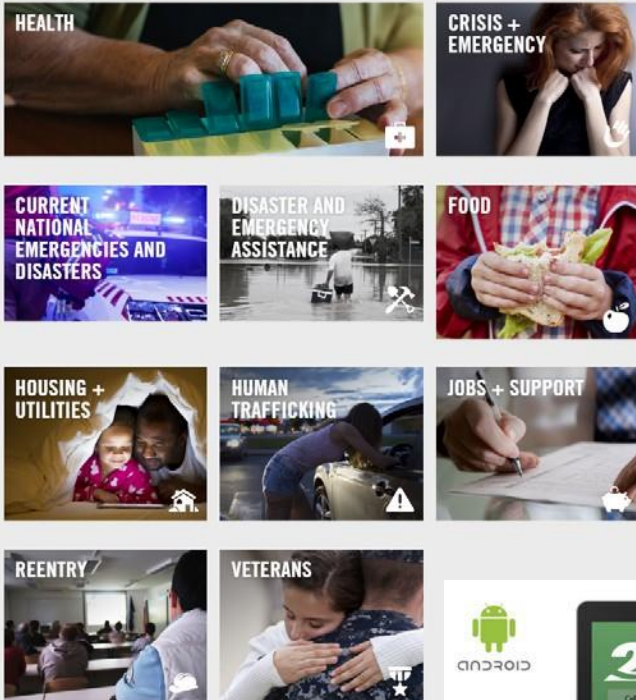
To use the app, simply select your county, choose a resource, and hit call to be connected to the given resource. WV HELP allows you to save resources as your favorite to provide even faster access in the future.

This app is strongly recommended for law enforcement, child protective services, prosecutors, victim advocates, teachers and child advocacy centers.



We are here to help.

Every day thousands of people across North America turn to 211 for information and support - whether financial, domestic, health or disaster. 2-1-1 is a free, confidential referral and information hotline that connects people from all communities and of all ages to essential health and human services they need, 24 hours a day, seven days a week.



*Get Connected, Get Answers*  
*With the free App!*



# YOU

It's OUR community.  
 Can Help!  
 See Something?



# Say Something!

Report Criminal Activity

DIAL 911 for Emergency Metro Communications

Non-emergency Metro Communications 304-348-8111

DIAL 211 "Linking People to Community Services in West Virginia"

Pretera 24-hour help line 1-877-399-7776 Behavioral Health Care and Addiction Treatment Abuse, Treatment and Behavioral Health Help for WV 1-844-HELP4WV or visit help4wv.com

City of Charleston - Traffic/Parking/Transportation—Traffic or Street Lamps 304-348-0739

CPD Community Policing /Animal Control/Traffic 304-348-6470

CPD Drug Unit 304-348-6814

City of Charleston Planning Division—Code Enforcement 304-348-8105

City of Charleston Building Commission – Dilapidated Housing 304-348-6833

Find us on the web at: [www.charlestonwv.gov](http://www.charlestonwv.gov) [www.charlestonwvpolice.org](http://www.charlestonwvpolice.org)

<https://www.facebook.com/ChasWVPoliceCommServ/>

## Who To Call At City Hall

Subject	Department	Person	Phone #
Addressing Assignments	Planning	Mark Snuffer	304-348-8105
Annexation Requests	Planning	Dan Vriendt	304-348-8105
B&O Tax, Fire, Reuse, User Fee	City Collector's	Tonya Cotton	304-348-8024
Brush & Tree Limb Pickup	Street Dept		304-348-6859
Building Permits	Building Dept	Susan Johnson	304-348-6833
City Budget/Contracts	City Manager	Jonathan Storage	304-348-8014
City Council Agendas-City Code	City Clerk's	Nikki Smith	304-348-8179
City Landfill	WV Waste Serv.		304-925-1192
City Purchasing	City Manager	Andy Wood	304-348-8014
City Rights of Way Questions	City Engineer	Arron Morris	304-348-8106
Closing Streets for Events	Police Dept.	Chief's Office	304-348-6460
Computer Technology	Information Serv.	Peter Gallo	304-348-8048
Contractor Licensing	Building Dept.	Susan Johnson	304-348-6833
East End Historic District	Planning Dept.	Lori Brannon	304-348-8105
Employment-City	Human Resources	Charlie Thompson	304-348-8015
Fire Code Inspections	Fire Prevention	Lt. Wes Smith	304-348-8058
Flood Plain Management	Planning Dept.	Mark Snuffer	304-348-8105
Garbage Collection	Refuse Dept.		304-348-6832
Graffiti Removal Hotline	Parks & Recreation		304-348-6860
Grants	MOECD	Brian King	304-348-8035
Grass/Weeds	Public Grounds		304-348-6458
Grave Plots-Springhill	Springhill Cemetery	Jim Harris	304-348-8010
Historic Landmarks Com.	Planning Dept.	Lori Brannon	304-348-8105
Housing-Public Housing Sec 8	Housing Authority	Mark Taylor	304-348-6451
Housing Programs	MOECD	Larry Malone	304-348-8035
Mayor Amy Goodwin	Mayor's Office		304-348-8174
Municipal Business Licensing	City Collector's	Karen Martin	304-348-8024
Neighborhood Planning	Planning Dept.	Lori Brannon	304-348-8105

### Housing

Habitat for Humanity.....	304-720-0141
Charleston Kanawha Housing Authority.....	304-348-6451
HUD.....	304-347-7000
Rebuilding Together Charleston.....	304-343-4663
Religious Coalition for Community Renewal.....	304-346-6398

### Legal Services

Legal Aid.....	304-343-4481
WV Lawyer Referral.....	800-642-3617
Senior Legal Aid.....	800-229-5068

### Senior Services

Adult Day Care.....	304-348-0727
Aging, Disability and Resource Center.....	866-981-2372
Central Charleston Senior Center.....	304-348-0726
Consumer Protection for Seniors.....	304-558-8986
Council for Independent Living.....	304-766-2245
Kanawha Valley Senior Services.....	304-348-0707
Metro Area Agency on Aging.....	304-766-4106
Senior Nutrition Program.....	304-755-2385
Retired Senior Volunteer Program.....	304-340-3636
Senior Employment Program.....	304-755-2385
WV Bureau for Senior Services.....	304-558-3317

### Shelters

Davis Child Shelter.....	304-345-3891
Jericho House.....	304-727-0179
Patchwork.....	304-340-3670
Roark-Sullivan Lifeway Center.....	304-340-3616
Samaritan Inn.....	304-343-9632
Sojourners.....	304-340-3562
Union Mission Crossroads.....	304-343-4352

### Transportation

KAT (Special Needs).....	304-343-0489
Kanawha Valley Senior Services.....	304-348-0726
KRT.....	304-343-7586
Good News Mountaineer Garage.....	304-344-8445
Presteria Non-emergency Medical Transportation.....	304-741-2460

### Veterans

Vet Center.....	304-343-3825
Veterans Affairs.....	304-558-3540



**Employment**

Career Consulting Services.....	304-344-2273
Center for Economic Options.....	304-345-1298
Goodwill Industries.....	304-346-0811
Kanawha Co. Schools Adult Basic Ed.....	304-755-5536
KISRA.....	304-768-8929
Senior Employment Program.....	304-755-2385
Workforce WV Career Center.....	304-558-0342

**Family Resource Centers**

CAMC Family Resource Center.....	304-388-2545
East End Coalition FRC.....	304-344-1656
KCS Parent Community, Resource Center.....	304-348-7715
UKV Starting Points FRC.....	304-595-5521

**Food Pantries and Soup Kitchens**

Catholic Charities.....	304-345-2103
Common Grounds.....	304-720-9690
Covenant House Food Pantry.....	304-344-8053
Manna Meals.....	304-345-7121
Trinity's Table.....	304-342-5212

**Financial Assistance**

Consumer Credit Counseling.....	304-720-3640
Capital Resource Agency.....	304-414-4475
Heart and Hand.....	304-744-6741
Mountain Mission.....	304-344-3407
Salvation Army.....	304-343-4548
Social Security.....	800-772-1213
Union Mission.....	304-925-0366
Unemployment Compensation.....	304-558-0291
WVDHHR.....	304-746-2360

**Health Care/Clinics/Hospitals**

Cabin Creek Health Center.....	304-595-5006
CAMC.....	304-388-5432
FamilyCare Hills Plaza.....	304-720-4466
FamilyCare West Side Elementary.....	304-414-4415
Kanawha-Charleston Health Dept.....	304-344-5243
KISRA Family Planning Clinic.....	304-205-0540
St. Francis Hospital.....	304-347-6500
Thomas Memorial Hospital.....	304-766-3600
WV Health Right.....	304-343-7000

<u>Subject</u>	<u>Department</u>	<u>Person</u>	<u>Phone #</u>
Parking Meters	Parking System	Terri Allen	304-348-0734
Parking Tickets	Parking Division	Terri Allen	304-348-8158
Paving of City Streets	City Engineer	Chris Knox	304-348-8106
Property Maint/Building Code	Building Dept.	Geary Oxley	304-348-6833
Rat & Mosquito Infestations	Kan-Char Health Dept.		304-348-8069
Recycling	Recycling Dept.	John Shannon	304-348-6832
Rezoning Requests	Planning Dept.	John Butterworth	304-348-8105
Sanitary Sewer Backups	Char. Sanitary Board	Jim Mullins	304-348-6876
Sanitary Sewer Tap Requests	Char. Sanitary Board		304-348-1084
Septic Tanks	Kan-Char Health Dept.		304-344-5243
Sewer Bills	Char. Sanitary Board		304-348-1084
Sidewalk Main. Comp.	City Engineer	Andy Antill	304-348-8106
Storm Water Drainage Comp.	City Engineer	Steve Birurakis	304-348-8106
Storm Water Main. Program	City Engineer	Steve Birurakis	304-348-8106
Street Naming/Addressing	Planning Dept.	Mark Snuffer	304-348-8105
Street Dedication Requests	Planning Dept.	Libby Ballard	304-348-8105
Street Lights & Signs	Traffic Engineering	Matt Hartline	304-348-8108
Subdivision/Boundary Adj.	Planning Dept.	John Butterworth	304-348-8105
Substandard Property	Building Dept.	Tony Harmon	304-348-6833
Traffic Lights	Traffic Engineering	Matt Hartline	304-348-8108
Trash Pickup	Refuse Collection	John Shannon	304-348-6832
Utility Cuts in City Streets	City Engineer	Roger Miller	304-348-8106
Variances, Conditional Permits	Planning Dept.	Lori Brannon	304-348-8105
Vehicles-Junk Cars Private Prop.	Planning Dept.	Cathy Peal	304-348-8105
Unlicensed & Abandoned Veh.	Police Dept.	Traffic Division	304-348-6470
Yard Waste	Refuse Collection	Barbara Goff	304-348-6832
Zoning Permits	Planning Dept.	Mark Snuffer	304-348-8105
Zoning Violations	Planning Dept.	Katrina Eldridge	304-348-8105

***Let's get Charleston  
UP TO CODE!***

Charleston is the capital city of West Virginia, and our elected leaders, staff, and citizens work every day to develop our city as the cultural, recreational, and business capital of the Appalachian Mountain region. In support of that mission, this brochure was designed to inform property owners of the most common violations of zoning and property maintenance codes occurring within our city, so that our citizens are armed with the information they need to prevent these violations in the future.



**Building Commission**  
915 Quarrier Street, Ste 5  
Charleston, WV 25301  
304.348.6833

**Planning & Zoning Department**  
915 Quarrier Street, Ste 1  
Charleston, WV 25301  
304.348.8105

**Disability Services**

Aging Disability and Resource Center.....	304-720-6863
Appalachian Center for Independent Living.....	304-965-0376
ARC of the Three Rivers.....	304-344-3403
Birth to Three Childhood Language Disorders Center.....	304-342-7582
Community Access, Inc.....	304-766-2413
Community Services, Inc.....	304-201-7799
Children's Therapy Clinic.....	304-342-9515
Down Syndrome of WV.....	304-776-0984
Fair Shake Network toll free.....	304-766-0061
Goodwill Industries.....	304-346-0811
Lions Club: Eyeglasses.....	304-760-7160
Quota Club: Hearing Aids.....	304-414-4405
Pretera Family Support.....	304-341-0511
Legal Aid.....	1-866-255-4370
Traumatic Brain Injury.....	877-724-8244
WV Advocates.....	304-346-0847
WV Learning Disabilities Assoc.....	866-985-3211
WV Rehabilitation.....	304-356-2371
WV Society for Blind.....	304-766-2505

**Disaster Services**

American Red Cross.....	304-340-3650
Salvation Army.....	304-343-4548

**Domestic Violence Services**

Rape/Sexual Assault Services.....	304-340-3676
WV Coalition Against DV.....	304-965-3552
YWCA Resolve Family Abuse.....	304-340-3549
YWCA Resolve Court Advocacy.....	304-610-1575

**Education/Training**

Apprenticeship for Child Dev. Specialist toll free.....	866-982-2237
Charleston Job Corp.....	304-414-4435
Garnet Career Center.....	304-348-6195
Goodwill Industries.....	304-346-0811
Head Start.....	304-346-1942
Kanawha County Schools.....	304-348-7770
KISRA.....	304-768-8924
Literacy Volunteers-Kanawha.....	304-343-7323
Mountaineer Challenge Academy.....	800-529-7700
Robert C. Byrd Institute toll free.....	800-469-7224
Safe Schools Helpline.....	866-723-3982
WVDHHR/WV Works.....	304-746-2360
YWCA Sojourner's Education/ Job Readiness Center.....	304-340-3516

**Addictions/Counseling/Mental Health Services/Transitional Living**

Alcoholics Anonymous.....	800-333-5051
ASPEN (Adolescent Suicide Prevention and Early Intervention).....	304-414-3070
Children First.....	304-553-1055
Family Counseling Connection.....	304-340-3676
Highland Hospital.....	304-926-1669
Highland Partial Program.....	304-926-6010
Kanawha Pastoral Counseling.....	304-346-9689
Kanawha Valley Fellowship Home.....	304-342-8051
Mattie V Lee Home.....	800-642-3434
Narcotics Anonymous.....	304-344-4442

**Consumer Protection**

Attorney General.....	800-368-8808
Insurance Commission.....	888-879-9842
Product Complaints.....	800-638-2772
Public Service Commission.....	800-344-5113

**Crisis Intervention**

Rape/Sexual Assault Services/REACH Program.....	304-340-3676
Suicide Prevention Lifeline.....	800-273-8255



Inoperable Vehicles

An inoperable vehicle is one that does not display a current license tag, is not equipped with all the parts that are required to legally and safely operate it on public streets, and/or cannot be driven under its own power. Inoperable vehicles must be stored in an area that is screened from view by walls and a roof. However, one inoperable vehicle may be stored in an area not screened from view for up to 7 days as repairs or arrangements for alternative storage are made.

Surfacing

Areas used for off-street parking must be surfaced with a solid material with sufficient strength to support the vehicles loads to be imposed. In the case of single family and duplex dwellings, angular and interlocking gravel may be used if proper edging is installed to keep the gravel from entering the yard or right-of-way, and if the area connecting the parking space to the street is paved.



Recreational Vehicles

Recreational vehicles and trailers designed to be towed by another vehicle must be stored on a paved surface and parked behind the front building line. However, parking of recreational vehicles in the front yard for the purposes of visitation, packing and/or unpacking for travel is permissible for a maximum of 7 consecutive days, with a maximum of 14 days per year.



**Open Storage**

The storage, collecting, dismantling, salvaging or repairing of more than one piece of machinery, including inoperable vehicles and appliances, must be screened from view by walls and a roof.

**Junk, Garbage & Debris**

Junk, garbage and debris are prohibited from being left in the yard and must be disposed of properly. This includes, but is not limited to, auto parts, appliances, furniture, building materials, tires, discarded paper, cardboard, plastics, etc. Tree trimmings, fallen limbs, and yard waste must also be properly disposed of.

Garbage may be set at the curb for pick up no earlier than 7 pm the evening before pick up is scheduled for the neighborhood. Contact the City’s Refuse & Recycling Department at 304.348.6831 for more information or to schedule pick up of larger items.



**Yard Maintenance Standards**

Grass and weeds taller than 10 inches in height are prohibited. If a property owner fails to respond appropriately to the City’s notice of violation, the City or a contractor hired by the City may enter the property, eliminate the offending grass and weeds, and pass the cost of that removal on to the owner of the property.

**Vacant & Unsecured Structures**

Structures which are unprotected as a result of the omission or disrepair of windows, doors, hatchways or other enclosures are required to be secured in order to prevent further deterioration and/or unauthorized entry. If a property owner fails to respond appropriately to the City’s notice of violation, the City or a contractor hired by the City may enter and secure the property, passing the cost on to the owner of the property.

**Food Assistance**

Food Pantries	Address	Time	Phone #
Canaan United Methodist Church	401 Roane St.	1:00 pm—3:00 pm	304-343-3059
First Presbyterian Church	16 Leon Sullivan	8am-11:30am	304-343-8961
Harvest Time Church of God	1704 W. Washington	2:00-3:30pm	304-343-9332
Mountain Mission	1620 7th Avenue	9am-3pm	304-344-3407
Salvation Army	302 Tennessee Ave.	9am-11:30am	304-343-4548
Union Mission Ministries	700 South Park Rd.	9am-4pm	304-925-0366
Bream Memorial Presbyterian	317 W. Washington	10am-1pm	304-346-0426
Calvary Baptist Church	510 Maryland Ave.	10am-2pm	304-343-4391
Hissom Family Tabernacle	1301 Pennsylvania	1pm-4pm	304-343-7046

**Hot Meals Served**

Christ Church United Methodist	1221 Quarrier St.	5pm-6pm	304-342-0192
Harvest Time Church of God	1704 W. Washington	2:00-3:30pm	304-343-9332
Roark-Sullivan Lifeway Center	505 Leon Sullivan	5pm-5:30pm	304-340-3581
Simpson Mem. United Methodist	607 Shrewsbury St.	F-11:30am-12:30 pm	304-343-1873
Mtn Mission Soup Kitchen	1620 7th Ave.	11:30am-1:30 pm	304-344-3407
Trinity Table	1600 Kan Blvd E	Sunday 5-6:30pm	304-342-5212
Mann Meal, Inc.	1105 Quarrier St.	B-8-9am	304-3457121
		L-1130-1pm M-S	
		1230-2pm Sunday	



- Additional protection can be obtained by planting vines and bushes along the sides of the buildings. They help keep vandals away from the walls and cover areas that might otherwise be vandalized.
- Have plants at sidewalk level. If raised planter boxes are used, the sides should be at least 4 feet high or their tops should be uncomfortable for seating. By making them very narrow and allowing plants to grow over them, it will make them less desirable.
- Install surveillance cameras to cover public areas. Have security personnel monitor these cameras and ask persons engaged in prohibited conduct to leave the property. Security personnel should also patrol the property at random times.
- If security personnel are not available or if it is not practical to monitor the cameras all the time, install video analytics or intelligent video software in your camera system. It will alert you when something suspicious occurs. Lights could be turned on at night when motion is detected, and audio announcements could warn trespassers that the police would be called if they do not leave the property immediately.
- If signs stating that security or surveillance cameras are installed are posted, and the cameras are not monitored all the time, the warning should also include that caveat. This is important in keeping people from having a false sense of security and expecting help in the event they are attacked.

Signs The sign regulations prohibit the use of the following types of signs:

- banners, pennants and streamers
- portable signs
- roof signs
- digital signs
- signs that include flashing lights or moving parts



The ordinance also prohibits the erection of a sign on a tree or utility pole and temporary signs in a public right-of-way.

A sign structure no longer containing a sign must be removed, as must any sign which no longer advertises a legitimate business, product or service.

The ordinance also regulates, the size, height, number, and location of signs to be placed on all commercial and non-residential properties.

### Fences

On residentially zoned properties, fences may not exceed 4 feet in height in the front or street side yards. Fences in side and rear yards are permitted at up to 6.5 feet in height. They may be constructed in a wide range of materials, including but not limited to wood, stone, brick, and vinyl. Razor wire and electrified wire are prohibited.



On commercially zoned properties, fences can be up to 10 feet in height.

On industrially zoned properties, fences can be up to 15 feet in height.

In all cases, a clear vision triangle must be maintained at street intersections and driveways.

## DID YOU KNOW?

- The City of Charleston's Building Commission employs 8 inspectors to enforce the International Building Code and the International Property Maintenance Code throughout the City of Charleston. The most common violations they address involve garbage and debris, yard maintenance, and vacant and unsecured property. With questions on these and related items, contact the Building Commission at 304.348.6833.
- The Planning Department employs 2 zoning administrators to enforce the City of Charleston's Zoning Ordinance. The most common violations they address involve inoperable vehicles, recreational vehicles, open storage of machinery, prohibited signage, and fences. With questions on these and related items, contact the Planning Department at 304.348.8105.
- Code violations can be reported anonymously by phone to the appropriate City department or online at <http://www.charlestonwv.gov/government/citizen-support>. Our enforcement officers will not, under any circumstances, share the identity of the individual reporting the violation.
- When reporting a violation, please include the specific address of the property to be evaluated. If the address is unknown, describe the location in as much detail as possible, providing landmarks and identifiers that will enable enforcement officers to quickly locate the property in question.
- Any work beyond the general maintenance of a property requires City permits. This includes, but is not limited to, new construction, remodeling, reroofing, plumbing, and electrical work. Additionally, the installation of signage, fencing and paving requires City permits. When in doubt, contact the City to inquire prior to undertaking any project on property within the City of Charleston.
- If a property owner does not respond to the required legal notifications, the City can mow high grass and weeds or secure a vacant property and bill the property owner or place a lien on the property.
- City staff is available to attend neighborhood meetings to review and explain code requirements. Contact the Building Department at 304.348.6833 and the Planning Department at 304.348.8105 to request our involvement in your next discussion on the condition of properties in your community.

## Tips for Avoiding Problems with the Homeless

Talk to the Charleston Police Department Community Services Division, Sgt. Jason Webb about any problems with homeless people.

### The following tips will help you avoid problems with homeless people.

- Any signs should be at least 18 by 24 inches in size, have a font visible from the nearest public street, not be accessible to vandals and be posted at the entrances - spaced evenly on the boundaries of the property.
- Use caution is dealing with them. Do not offer food or money. It may encourage more panhandling. If you are inclined to help the homeless, it is better to contribute to local charities, missions, food banks or social service organizations that assist the needy.
- Do not permit anyone to camp or loiter on your property.
- Do not allow anyone to store shopping carts, bedding or other personal belongings on your property.
- Restrict access to sidewalk overhangs, alcoves, or other areas protected from inclement weather.
- Lock or remove handles from water spigots.
- Keep trash dumpsters locked when not being filled or emptied.
- Secure outside storage sheds or containers.
- Lock or turn off exterior power outlets.
- Lock gates after hours.
- Install motion-activated exterior lighting after hours.
- Trim landscaping to eliminate hiding places.
- Canopies of mature trees should be maintained at least 8 feet above the ground.
- Bushes should be trimmed to less than 3 feet except where privacy or environmental noise mitigation is a primary concern, or where higher plants would not block any views/lighting/camera coverage or provide hiding places.
- Keep property free of trash, litter, junk, etc.
- Use graffiti-resistant paint or anti-graffiti coatings on the sides of the building and any other design features that could be vandalized.