

# Regional Housing Crisis Hotline

## JANUARY 2026 Resources

**Know your housing rights and avoid eviction!** VPLC's new website has easy to understand information about the eviction process, self-help legal defenses, access to free legal aid and help with other housing problems like repairs and illegal lockouts. [Eviction Defense Center](#)

[January 2026 Rental Assistance Wait List – Fill out form](#)

[Utility Assistance Wait List – Fill out form](#) for Norfolk, Chesapeake, and Virginia Beach

CRISIS FUEL ASSISTANCE: Heating fuel and utility bills from JANUARY 2-MARCH 15. Contact DSS at [855-635-4370](#) or through the [CommonHelp](#) website.

Please select your location from one of the following:

[Lower Peninsula](#) - Newport News, Hampton, Poquoson, lower York County

[Upper Peninsula](#) - James City County, Williamsburg, upper York County

[Portsmouth](#)

[Suffolk & Isle of Wight](#)

[Southside Cities of Norfolk, Chesapeake, Virginia Beach](#)

# Southside Cities of Norfolk, Chesapeake, Virginia Beach

## Rental Assistance:

- Hotline waitlist-screen for multiple agencies at the same time .
  - Screening is ONLY from the 6th-9th of each month. Use the link below for access to the self-serve waitlist or call 757-587-4202 during business hours.
  - Must have late notice in hand and can ONLY owe for the current month.
  - There are usually ONLY 30-50 referrals per month available for 300-400 eligible households
  - [January 2026 Rental Assistance Wait List – Fill out form](#)
- **CHESAPEAKE** Virginia Eviction Reduction Pilot Program
  - Clinic attendance required
  - There are client co-pays and maximum assistance amounts
  - Enroll at: <https://www.eventbrite.com/o/forkids-virginia-eviction-reduction-pilot-team-62763841843>
- **NORFOLK** Eviction Prevention Center-**ACCEPTING APPLICATIONS** on the 2nd Tuesday of the month at 10A <https://www.norfolk.gov/5097/Eviction-Prevention>
- 
- **NORFOLK** Virginia Eviction Reduction Pilot Program
  - Clinic attendance required
  - There are client co-pays and maximum assistance amounts
  - Enroll at: <https://www.eventbrite.com/o/forkids-virginia-eviction-reduction-pilot-team-62763841843>
- IF the owner or property manager has **been to court AND possession granted** the hotline can screen you for the Homeless Prevention program. Please allow 10-20 minutes for the intake and 30-45 minutes hold time when you call.

## Utility Assistance:

- Hotline waitlist-screen for multiple agencies at the same time
  - [Utility Assistance Wait List – Fill out form](#)
  - 757-587-4202
  - **Electricity** MUST be in disconnect status.
    - Can pay a maximum of \$600 toward down payment on payment plan, reconnect charge or prevention of disconnect.
    - Co-pays of any amount over \$600 must be made BEFORE you can be added to the waitlist.

- Account holders with a medical waiver do not require copays unless reconnect amount is over \$600
- NO assistance for bills in collections or previous residences
- **Water & Natural Gas**
  - Must have a late bill or facing disconnection
  - Can screen for any amount, although programs do have maximum assistance amounts
  - Some programs have income and co-pay requirements
  - NO assistance for bills in collections or previous residences

## Lower Peninsula-Newport News, Hampton, Poquoson, Lower York County

### Rental Assistance:

- HRCAP:
  - Visit [www.HRCAPinc.org](http://www.HRCAPinc.org) for online application or 757-247-0379.
  - Must be under 30% AMI, have **1 or more children** in the home, owe for only 1 month rent.
- Thrive Peninsula:
  - Visit [www.thrivepeninsula.org](http://www.thrivepeninsula.org) to complete a pre-screening application
  - Income and client co-pays required, maximum assistance limits, limited to once every 3 years
- Our Lady of Mt. Carmel: 757-596-1727
- Virginia Eviction Reduction Pilot Program
  - Call United Way for screening 757-229-2222
  - There are client co-pays and maximum assistance amounts
  - Can also provide limited assistance with employment and childcare expenses
- Hotline waitlist-screening for NEWPORT NEWS
  - Screening is ONLY from the 6th-9th of each month. Use the link below for access to the self-serve waitlist or call 757-587-4202 during business hours.
  - Must have late notice in hand and can ONLY owe for the current month.
  - First month rent MUST have deposit paid and lease or move-in letter
  - There are usually **ONLY 3-5** referrals per month for eligible Newport News households.
  - [January 2026 Rental Assistance Wait List – Fill out form](#)
- IF the owner or property manager has **been to court AND possession granted** the hotline can screen you for the Homeless Prevention program. Please allow 10-20 minutes for the intake and 30-45 minutes hold time when you call.

## Utility Assistance:

- HRCAP:
  - Visit [www.HRCAPinc.org](http://www.HRCAPinc.org) for online application or 757-247-0379.
  - Must be under 30% AMI, have 1 or more children in the home, maximum assistance amounts apply
- Thrive Peninsula:
  - Visit [www.thrivepeninsula.org](http://www.thrivepeninsula.org) to complete a pre-screening application
  - Income and client co-pays required, maximum assistance limits, limited to once every 3 years
- The Salvation Army:
  - **CALL DIRECT FOR INFORMATION 757-838-4875**
  - Electricity MUST be in disconnect status.
  - Can pay a maximum of **\$600** maximum toward down payment on payment plan, reconnect charge or prevention of disconnect.
  - Co-pays of any amount over \$600 must be made BEFORE an appointment can be scheduled
  - Account holders with a medical waiver do not require copays unless reconnect amount is over \$600
  - NO assistance for bills in collections or previous residences
  - PIPP customers must have a disconnect notice. Initial payments on the PIPP do not usually count
- Newport News Waterworks: [www.nnva.promise-pay.com](http://www.nnva.promise-pay.com) to learn about their new payment plan options. Accounts that owe \$50 or more are eligible.

## Upper Peninsula

### Rental Assistance:

- WHOM 757-253-0664
- Virginia Eviction Reduction Pilot Program
  - Call United Way for screening 757-229-2222
  - There are client co-pays and maximum assistance amounts
  - Can also provide limited assistance with employment and childcare expenses
- IF the owner or property manager has **been to court AND possession granted** the hotline can screen you for the Homeless Prevention program. Please allow 10-20 minutes for the intake and 30-45 minutes hold time when you call.

## Utility Assistance:

- Salvation Army of Williamsburg. 757-229-6651.
  - Maximum assistance \$300/year.
  - Electric only.
- The Hotline is NOT screening for any community partner programs/referrals
- Newport News Waterworks: [www.nnva.promise-pay.com](http://www.nnva.promise-pay.com) to learn about their new payment plan options. Accounts that owe \$50 or more are eligible.

## Portsmouth

### Rental Assistance:

- Hotline waitlist-screen for multiple agencies at the same time .
  - Screening is ONLY from the 6th-9th of each month. Use the link below for access to the self-serve waitlist or call 757-587-4202 during business hours.
  - Must have late notice in hand and can ONLY owe for the current month.
  - There are usually ONLY 30-50 referrals per month available for 300-400 eligible households

### [January 2026 Rental Assistance Wait List – Fill out form](#)

- Virginia Eviction Reduction Pilot Program-Clinics posted regularly
  - Clinic attendance required
  - There are client co-pays and maximum assistance amounts
  - Enroll at: <https://www.eventbrite.com/o/forkids-virginia-eviction-reduction-pilot-team-62763841843>
- IF the owner or property manager has **been to court AND possession granted** the hotline can screen you for the Homeless Prevention program. Please allow 10-20 minutes for the intake and 30-45 minutes hold time when you call.

## Utility Assistance:

- The Salvation Army of Portsmouth. 757-393-2519
  - **Electricity** MUST be in disconnect status.
    - Can pay a maximum of \$600 maximum toward down payment on payment plan, reconnect charge or prevention of disconnect.
    - Co-pays of any amount over \$600 must be made BEFORE an appointment can be scheduled
    - Account holders with a medical waiver or over age 60 do not require copays unless reconnect amount is over \$300
    - NO assistance for bills in collections or previous residences

- **Water & Natural Gas**
  - Some programs have income and co-pay requirements
  - NO assistance for bills in collections or previous residences

## Suffolk & Isle of Wight

### Rental Assistance (Suffolk ONLY):

- IF the owner or property manager has **been to court AND possession granted** the hotline can screen you for the Homeless Prevention program. Please allow 10-20 minutes for the intake and 30-45 minutes hold time when you call.
- The Hotline is Not screening for any rent assistance partners at this time

### Utility Assistance Suffolk & Isle of Wight:

- Currently Closed