Newcomer’s Guide | FEB. 2019

Welcome to the Isle!
As a new resident, you may have some questions about the County and the many services available to you. The following information is designed to help ease your transition into your new home and life here in Isle of Wight. If you would like additional information about visiting or relocating to Isle of Wight, please stop by our Visitor Center at 319 Main Street or give us a call at 757.357.5182 or toll-free at 800.365.9339.

Stay Informed

ISLE OF WIGHT COUNTY WEBSITE: iwus.net
ISLE OF WIGHT COUNTY SOCIAL MEDIA: iwus.net/Social-Media
SIGN UP FOR THE “ISLE CARES” E-Newsletter: IsleCares.com
ISLE OF WIGHT COUNTY PARKS & RECREATION: 757.357.2291, iwus.net/parks-and-recreation
SMITHFIELD & ISLE OF WIGHT TOURISM: 757.357.5182, 1.800.365.9339, VisitSmithfieldVA.com

Education

ISLE OF WIGHT COUNTY SCHOOLS: 820 West Main Street, Smithfield, VA 23430, 757.357.4393, iwcs.k12.va.us
ISLE OF WIGHT ACADEMY: (Private School) 17111 Courthouse Hwy., Isle of Wight, VA 23397, 757.357.3866, iwacademy.com

Taxes & Licenses

COMMISSIONER OF THE REVENUE: 757.365.6222, iwus.net/Commissioner-of-the-Revenue
TREASURER: 757.365.6228, iwus.net/Treasurer
STATE INCOME TAX: The Commissioner of the Revenue prepares and audits State Income Tax Returns. You must have your completed Federal Income Tax form and your W-2 in order to receive assistance. State Income Taxes are due by May 1st.
REAL ESTATE TAX: The real estate tax in Isle of Wight County is assessed by the Commissioner of the Revenue and collected by the Treasurer. The current real estate rate is 85 cents per $100 of the assessed value. Payments should be made to the Treasurer’s Office in two installments due June 5th and December 5th.
PERSONAL PROPERTY TAX: The personal property tax is assessed by the Commissioner of the Revenue and collected by the Treasurer. It includes vehicles, motorcycles, motor homes, boats and trailers. The current personal property rate is $4.50 per $100 of the assessed value. Payments should be made to the Treasurer’s Office in two installments due June 5th and December 5th.
PET LICENSE: If your pet is more than four months old, it must be vaccinated against rabies and be licensed with the County. This is required by Virginia Law and the Isle of Wight County Code. Pet licenses are available through the Treasurer’s Office and must be renewed annually by February 1st.

Courts

CIRCUIT COURT: 757.365.6233, iwus.net/clerk-of-the-circuit-court
GENERAL DISTRICT COURT: 757.365.6243, iwus.net/general-district-court
JUVENILE & DOMESTIC RELATIONS COURT: 757.365.6237, iwus.net/juvenile-and-domestic-relations-court
### Support Services

**ANIMAL SERVICES:** 757.365.6318, iwus.net/animal-services  
**DEPARTMENT OF SOCIAL SERVICES:** 757.365.0880, iowdss.com  
**HEALTH DEPARTMENT:** 757.357.4177, vdh.virginia.va.us  
**VOTER REGISTRATION:** 757.365.6230, iwus.net/Voter-Registration

**LIBRARIES:**  
- Blackwater Regional Library System, BlackwaterLib.org  
- Smithfield Branch, 255 James Street, 757.357.2264  
- Carrollton Branch, 14362 New Towne Haven Lane, 757.238.2641  
- Windsor Branch, 18 Duke Street, 757.242.3046  
- Smithfield Times *(Smithfield)*, 757.357.3288, SmithfieldTimes.com  
- Tidewater News *(Franklin)*, 757.562.3187, TidewaterNews.com  
- Windsor Weekly, 757.562.3187, WindsorWeekly.com

**PARKS & RECREATION:** 757.357.2291, iwus.net/parks-and-recreation

### Utilities

**CABLE & SATELLITE TELEVISION:**  
- Charter Spectrum, 833.694.9256, Spectrum.com  
- Direct TV, 877.966.2973, Directv.com  
- Dish Network, 877.647.7793, Dish.com

**INTERNET PROVIDERS:**  
- Charter Spectrum, 888.438.2427, Spectrum.com  
- HughesNet *(Satellite)*, 866.946.2741, HughesNet.com  
- DSL, 877.665.0730, FIOS.verizon.com  
- FIOS, 800.837.4966, FIOS.verizon.com  
- HughesNet *(Satellite)*, 866.946.2741, HughesNet.com  
- FIOS, 800.837.4966, FIOS.verizon.com

**WIRELESS BROADBAND PROVIDERS:**  
- AT&T, 888.333.6651, ATT.com  
- Verizon Wireless, 800.256.4646, verizonwireless.com  
- Sprint, 866.866.7509, Sprint.com  
- T-Mobile, 877.353.3615, T-Mobile.com

**ELECTRICITY:**  
- Community Electric Cooperative, 757.242.6181, ComElec.coop  
- Dominion Energy, 866.366.4357, Dom.com

**NATURAL GAS:**  
- Columbia Gas of Virginia, 800.543.8911, ColumbiaGasVA.com

**RECYCLING:**  

**SOLID WASTE DISPOSAL:**  
- Public Works/Solid Waste Division, Isle of Wight, 757.365.1652, iwus.net/Solid-Waste

**WATER/SEWER:**  
- Public Utilities Department, Isle of Wight County, 757.365.6284, iwus.net/Public-Utilities  
- Town of Smithfield Water Department, 757.357.4254  
- Town of Windsor Water Department, 757.242.4288

### Who do I call if...

**I need to change my voter registration and/or find my local polling precinct?** Voter Registrar, 757.365.6230  
**I need a special garbage pickup?** Bay Disposal & Recycling, 757.857.9700  
**My neighbor's dog just won't stop barking?** Animal Services 757.365.6318  
**I want to report a pothole or debris?** Virginia Department of Transporation (VDOT), 1-800-FOR-ROAD (To report a pothole or debris on roads in Smithfield, contact the town’s Public Works Department at 757.365.4200.)  
**I want to report clogged storm drains?** Public Utilities/Stormwater Division, 757.365.1659  
**I need to contact the sheriff for a non-emergency?** Sheriff’s Office, 757.357.2151  
**I need to contact the Emergency Services - Fire & Rescue Response for a non-emergency?** Emergency Services Department, 757.365.6308  
**I need information about building permits and/or inspections?** Building Inspections, 757.365.6215
**Elected Officials and Constitutional Officers**

**BOARD OF SUPERVISORS**
- William M. McCarty (Chairman), Newport
- Joel C. Acree (Vice-Chair), Windsor
- Richard L. “Dick” Grice, Smithfield
- Rudolph Jefferson, Hardy
- Don Rosie, Carrsville

**CLERK OF THE CIRCUIT COURT**
- Sharon N. Jones

**COMMISSIONER OF THE REVENUE**
- Gerald H. Gwaltney

**COMMONWEALTH’S ATTORNEY**
- Georgette C. Phillips

**SHERIFF**
- James R. Clarke

**TREASURER**
- Judith C. Wells

Contact information at: iwus.net

**SCHOOL BOARD MEMBERS**
- Vicky Hulick (Chair), Newport
- Jackie Carr (Vice-Chair), Carrsville
- Kirstin Cook, Smithfield
- Julia Perkins, Windsor
- Alvin Wilson (Chair), Hardy

Contact information at: iwcs.k12.va.us

**SMITHFIELD TOWN COUNCIL**
- T. Carter Williams (Mayor)
- Michael G. Smith (Vice Mayor)
- Valerie C. Butler
- Wayne Hall
- Beth Haywood
- Randy Pack
- Denise N. Tynes

Contact information at: smithfield.va.gov

**WINDSOR TOWN COUNCIL**
- Glyn T. Willis (Mayor)
- Durwood V. Scott (Vice Mayor)
- Walter Bernacki
- Kelly Blankenship
- J. Randy Carr
- George Stubbs
- Greg Willis

Contact information at: windsor.va.gov

**EMERGENCIES**

**EMERGENCY SERVICES - FIRE & RESCUE RESPONSE & SHERIFF’S OFFICE:** 911

**SIGN UP FOR IW•ALERT:**
Receive instant alerts on severe and unexpected incidents and weather: 757.365.6308, IWAlert.net.

**EMERGENCY SERVICES:** 757.365.6308

**ANIMAL SERVICES DIVISION:** 757.365.6318

**PUBLIC UTILITIES:** 757.365.6284