

## **PROCEDURE FOR FILING A CLAIM WITH THE CITY OF ROANOKE**

Because the City of Roanoke is a Municipality, the State of Virginia code 15.2-209 states that all claims against any municipality within the commonwealth *must* be in the form of writing.

In writing your claim letter, you should include the following:

- A. Your Name, Address, and a Contact Number where we may reach you.**
- B. What happened?** *Give as many details as possible in the words of the claimant.*
- C. Where did the incident take place?** *State the exact location of the incident: physical address, street names, mile markers, landmarks. To aid in sustaining your claim you may provide photos of the exact location and surrounding areas so that the area can be easily identified.*
- D. When did the incident take place?** *The exact date of the occurrence and an approximate time.*
- E. A statement in your letter asking that the city of Roanoke pay for damages.**
- F. Provide repair estimates and/or receipts on a company's letterhead.**

The claimant has *six (6) months* from the date of the incident to file the claim against the City of Roanoke. Make sure that you sign your claim letter and include your *return address*.

Send the letter with supporting documents to:

**The Office of Risk Management  
Room 209  
215 Church Avenue, SW  
Roanoke, VA 24011**