

## Service Request FAQ

### **How do I report a building with outstanding maintenance issues?**

To report a building with non-working utilities, outstanding interior and/or exterior maintenance issues such as leaks in the ceilings, overgrown exterior and trash in backyard, deteriorated exterior walls and/or porches, contact Philly311. Once a request is entered the property will be inspected by the Department of Licenses and Inspections within 20 days. Depending on the issue, the property owner has up to 30 days to comply with violations. Thereafter, up to three re-inspections may be conducted to ensure violations were complied or resolved.

### **How do I get rubbish/recycling pickup?**

If an entire street has been missed, contact Philly311 to submit a request. A request for missed trash cannot be submitted until after 7:00PM. Trash should be set out at the curb or the edge of the driveway between 5:00PM the night before and 7:00AM the day of collection. To find the pickup day for your neighborhood visit, [here](#).

### **How do I report an abandoned vehicle?**

A vehicle may be considered abandoned if: it is not drivable, it presents a hazard, it has expired registration or inspection, or it was abandoned on private property. If you suspect a vehicle is abandoned, contact Philly311 to submit a request. The Police will decide if the vehicle is classified as abandoned. In some cases, the vehicle owner may receive a courtesy notice from the Police Department informing them of their intent to tow. After eleven days, if the owner has not brought their vehicle into compliance with the law, the Police Department will have the vehicle removed. The Police Department will be out to inspect the vehicle within 30 days. Inspection time may be extended due to seasonal resources.

### **Where can I report illegal dumping, left on the street, or sidewalk?**

An illegal dumping request can be submitted through Philly311. The Streets Department will pick up illegally dumped trash as long as it is in the street or on the sidewalk adjacent to a residence or vacant lot. The Streets Department will NOT pick up any illegally dumped trash on private property including trash that is leaning against a property or on the sidewalk in the front of an occupied residence if there is active construction on the block. The Streets Department will investigate and resolved within five business days. If you would like to report the violator of the illegal dumping please contact your local police district and ask for the appropriate Police Department's Code Violation Notice trained officer.

### **How can I report graffiti and/or tagging?**

To submit graffiti removal request contact Philly311. The City of Philadelphia's Graffiti Abatement Team (GAT) provides homeowners, businesses, and community organizations with free power wash and painting services to combat graffiti vandalism from their respective properties and neighborhoods. Graffiti removal takes place seven business days from the time it is reported depending on weather conditions. The Graffiti Abatement Team cannot remove graffiti under the following conditions: above the first floor on private property, along the

Amtrak, Conrail, or SEPTA rail corridors, acid etch from windows, schools and recreation centers when children are present, and during times when temperatures are below 40 degrees.

### **How do I report a street defect in the street?**

To report a pothole contact Philly311. Initial complaints will be investigated within 24 hours when called in before 2:00PM, and can take up to three business days to repair when completed by the Streets Department. Potholes filled by non-city agencies may take longer to fill. If the pothole request is forwarded to an outside agency or if the pothole is reclassified, the Streets Department will notify Philly311 of the change. Cave-ins can also be reported to Philly311. Cave-ins are very often caused by leaks under the street; the Streets Department will usually refer cave-ins to the Water Department for a sewer and lateral check. If the Water Department finds a leak in a sewer or water main, they will fix it and turn it back over to the Streets Department. If the Water Department finds a leak in the homeowner's lateral, they will issue a notice of defect to the homeowner, who must then hire a plumber to fix the problem. After the leak is fixed, or if no leaks are found, the Streets Department will fix the cave-in. Ditches are another street defect that can be reported to Philly311. The response time for a ditch repair is 45 business days. From July 1st to November 30th and from November 30th to June 30th the Streets Department will permanently repair as weather permits. In the meantime, the Streets Department will keep the ditch in a safe condition.



#### **Potholes**

Potholes are bowl-shaped openings up to 10 inches deep.



#### **Cave-ins**

Cave-ins (also called sinkholes) reach past the concrete base of the road.



#### **Ditches**

Ditches are rectangular excavations in the road made by utilities and plumbers to reach underground lines.

### **How do I report a broken or burned out street light?**

To report a street light outage contact Philly311. Initial complaints are investigated by a City contractor and repaired (if possible) or referred to either City crews or PECO. Depending upon the nature of the repair/outage, repairs are typically resolved within 10 business days.

### **How do I report a vacant house in violation of the doors and windows ordinance?**

To report a vacant house contact Philly311. The Doors and Windows Ordinance holds owners of vacant properties responsible for maintaining a standard of maintenance. It requires structures on the block that are at least 80% occupied to have actual doors and windows. Plywood is not a sufficient covering for windows and doors. Once a request is submitted the Department of Licenses and Inspections will inspect the property within 20 business days.

**How do I report a vacant lot?**

Submit the request through Philly311 and the Community Life Improvement Program (CLIP) will be out to look at the property. Pictures of the violation and notices will be sent to the property owner within 30 business days. The property owner will have 20 business days to comply with the violation notice. After the compliance period, a re-inspection of the property will occur within 10 business days. If the property owner complies and cleans the lot no work will be performed by the City and the case will be closed.

**How do I report a maintenance or safety issues with a construction site?**

If a construction site has any maintenance or safety issues, working without a permit, or if construction or demolition is conducted after hours, contact Philly311. The Department of Licenses and Inspections will inspect the construction site for violations within 10 business days.