

Information Request FAQ

How do I contact the Department of Revenue?

The Department of Revenue may be reached online, [here](#), by phone, or through the department's service centers. For phone or email assistance contact: Business taxes: (215)686-6600; Real estate taxes: (215)686-6442; email: revenue@phila.gov. For in-person service you can visit the [Municipal Service Building, Northeast Municipal Service Center](#) (Tax and Water Revenue,) and the [North Municipal Service Center](#) (Tax and Water Revenue).

What day is trash/recycling collection in my neighborhood?

To find out your current trash and recycling pickup date enter you exact address, [here](#). Trash and recycling are collected weekly. Items for collection may be set out no earlier than 5:00PM the day before pickup from October 1st to March 31st and no earlier than 7:00PM from April 1st to September 30th.

What is the phone number of my local police district?

The Philadelphia Police Department is divided into 21 police districts. To find you district enter you address, [here](#).

How can I reach my City Council representatives?

Contact information for City Council members can be found, [here](#). Dates and times for City Council hearings can be found, [here](#).

Can I set out bulk trash on the curb for pickup?

Bulk items that can be compacted by trash trucks, such as mattresses, box springs, and household furniture, may be set out with regular trash up to two items per week. Mattresses and box springs must be fully contained in a sealed plastic bag in order to be collected. Mattress bags can be purchased at any home improvement or hardware store. Toilets must be cleaned and without water for curbside pick up. Home appliances and tires must be brought to a sanitation yard. Computers and televisions must be dropped off at sanitation sites or discarded at scheduled household hazardous waste events.

How can I find out about a court date?

Customers looking for specific type of court (Veteran's Project Dawn, Small Amount of Marijuana) can contact criminal court listings by calling (215) 683-7297 or through their website, [here](#). Common Pleas Court Criminal Listings can be reached by calling (215) 683-7004, (215) 683-7005, or (215) 683-7006 or through their website, [here](#). Contact the Probation Department for Probation Violation Hearings at (215) 683-7530. Municipal Court Civil Listings Small Claims can be reached by calling (215) 686-2910. Common Pleas Court Civil Listings can be reached by calling (215) 686-7000 or by visiting their website, [here](#). For family Court Domestic Relations (including child support) call (215) 686-4000 or visit their website, [here](#). Family Court Juvenile Court Listings can be found by calling (215) 686-4000. Orphan's Court Listings can be reached by calling (215) 686-2230 or by visiting their website, [here](#). For Private

Criminal Complaints call (215) 686-7297. For traffic Court calls (855) 868-1575 or visits their website, [here](#).

How can I find out if a property has violations, licenses, or permits?

To find out if a property in Philadelphia has been issued a violation visit, [here](#). Enter the exact address into the Property History box on the left side of your screen and click the magnifying glass on the right. Any available information in the L&I database, including permits, licenses and violation will be listed if applicable. If there is no property history a no history found for this address will be displayed.

How do I find general information about the Water Department?

For questions regarding water emergencies, billing and meter insulation, or to reach a customer service representative call (215)686-6880. For payment options and locations please click [here](#), for more facts about water visit their website, [here](#).

How do I find general information about the Streets Department?

The Streets Department is responsible for maintaining clean and safe streets throughout the City of Philadelphia. The Streets Department consists of the following divisions: Sanitation, Highways, Traffic Engineering, Street Lighting, Survey and Design, and Administrative. The Streets Department Consumer Affairs can be reached at (215)686-5560, 8 AM - 5 PM Monday-Friday. For additional details please visit the streets department [website](#).