



Department of Records

CITY OF PHILADELPHIA

Guidance on Operations During COVID-19 Closure Updated July 14, 2020

The Records Department remains closed to the public for in-person services due to COVID-19. However, as described below we now have limited staff in our offices on a part time basis during regular business hours to process mail, e-mail and phone requests from the public.

Note that when we re-open for in-person services to the public, we will be going to an appointment-only system. We will provide guidance on the appointment system in the near future.

Please check our website (www.phila.gov/records) regularly for updates, as we will continue to modify our services in accordance with public health guidance.

Contact information for different services is listed below. For general questions, please contact us at records.info@phila.gov or (215) 686-2262.

1. Document Recording (City Hall, Room 111; (p) 215-686-1483):

A. E-Recording: As has been the case throughout the closure, the Records Department continues to e-record and index documents. This remains the most efficient way to record a document. Therefore, we encourage everyone who is able to e-record their documents to register with one of the following two e-recording companies authorized to record through our e-recording system:

Simplifile

- Phone: 800.460.5657
- Email: sales@simplifile.com
- Website: simplifile.com

CSC eRecording

- Phone: 866.652.0111
- Email: erecording@cscglobal.com
- Website: erecording.com

B. Mail-In Recordings: We now have limited staff in the recording office from 8 am to 4:30 pm from Monday to Friday to process documents mailed to our office for recording and to respond to phone requests.

C. Notary Commissions: Because we are currently unable to see in-person customers, we cannot swear-in notaries. Please see the PA Department of State's website for information on who else can swear in a notary, as well as other helpful information. [Notice: COVID-19 Notary Public FAQs](#). Once you are sworn-in, please follow these steps:

- Mail your original executed bond and oath of office, a copy of a valid photo ID, and a self-addressed stamped envelope together with a business check or money order for \$103.50 made payable to the "City of Philadelphia" to: City of Philadelphia Records Department, City Hall Room 111, Philadelphia, PA 19107. **We are aware of the Department of State's extension of the 45-day period and will process your commission in accordance with the applicable extended deadline.**
- Upon our receipt of your validly executed original bond and oath of office and a copy of a valid photo ID, we will mail you back the following in your self-addressed stamped envelope: (1) your original unsigned commission; and (2) a signature form for the Prothonotary's Office.
- Sign both your original commission and the Prothonotary's Office signature form upon receipt, and return both to us in one of the following two ways (**There is no additional fee to process the Prothonotary's Office signature form**):
 - Option One – Scan and Email Us a Digital Copy of Your Signed Commission and Prothonotary's Office Signature Form: Scan an image of your signed commission and Prothonotary's Office signature form, and email them to us at records.info@phila.gov. Please ensure your scans are readable. Upon receipt of readable scanned images of your validly signed commission and Prothonotary's Office signature form, we will record your bond, oath of office and commission and process your recording fee. You keep your original signed commission for your records. We will deliver your signature form to the Prothonotary's Office and email you back a time-stamped copy of your signature form. We strongly recommend that you use Option One if possible as it will enable us to process your commission quicker.

- Option Two – Mail Us Your Signed Original Commission and Prothonotary’s Office Signature Form: Mail your original signed commission and Prothonotary’s signature form to: City of Philadelphia Records Department, City Hall Room 111, Philadelphia, PA 19107. You must also include a self-addressed stamped envelope. Upon receipt of your original validly signed commission, we will record your bond, oath of office and commission and process your recording fee. We will deliver your signature form to the Prothonotary’s Office and then mail your original signed commission and a time-stamped copy of your signature form back to you for your records in your self-addressed stamped envelope.
- We will then file a copy of your bond and oath of office with the Department of State.

D. Deed Fraud: If you believe you may be a victim of deed or mortgage fraud or have a question about a letter you received from the Department of Records notifying you that a document was recorded against your property, please go to www.phila.gov/deed-fraud for information on what to do next.

2. Property Record Research:

A. Researching Property Records (City Hall, Room 154; (p) 215-686-2292) and Property Boundaries (City Hall, Room 168, (p) 215-686-1487): Limited staff are back in Room 154 on Tuesdays and Thursdays, 8 am to 4:30 pm, and in Room 168 on Mondays, Wednesdays and Fridays, 8 am to 4:30 pm, to process requests submitted by email, regular mail or phone.

B. Online Property Record Resources:

- Research Property Records Online: <https://epay.phila-records.com/phillyepay/web/login.jsp?>
- Research Property Information Generally, Including Boundaries: <https://atlas.phila.gov/>

3. Public Safety Reports (City Hall, Room 170; (p) 215-686-2266): Limited staff are back part time in the office on Tuesdays and Thursdays, 9 am to 5:30 pm, to process applications for public safety reports (traffic accidents, police incident, EMS, etc.) submitted by email, regular mail or phone.

4. Regulations: For information about regulations proposed or enacted by City departments, boards and commissions, please visit <https://regulations.phila-records.com/>. If you would like to submit a hearing request for a proposed regulation that is within its 30-day comment period, please send it to regulations@phila.gov or mail it to City of Philadelphia Department of Records, City Hall, Room 156, Philadelphia, PA 19107.

5. City Archives (548 Spring Garden Street; (p) 215-685-9401): Limited staff are back part time at the City Archives on Monday, Wednesday and Friday, 8 am to 5 pm, to process requests for historical public records submitted by email, regular mail or phone.