

Real Estate Tax relief is knocking

Save up to \$550 on your Real Estate Taxes

Apply for the Philadelphia Homestead Exemption
No income or age requirements - no catch

The Homestead Exemption saves the typical homeowner about \$550 on their Philadelphia Real Estate Tax every year. Not sure if you have the exemption? Visit property.phila.gov

- Applicants must live in the home as their primary residence
- No need to reapply unless you sell the property or the name on the deed changes.
- Applications are due September 13

It's easy to apply online, by phone, or in person

- Apply online at beta.phila.gov/homestead; or
- Call the Homestead Hotline at (215) 686-9200; or
- Visit a Department of Revenue service center

Center City
Municipal Services Building
Concourse Level
1401 John F. Kennedy Blvd.

North Philadelphia
Hope Plaza
N. 22nd & W. Somerset St.

Northeast Philadelphia
Municipal Services Building
7522 Castor Ave.



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE

(215) 686-9200

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Ayuda con los impuestos de propiedad está a su alcance

Ahorre hasta \$550 en sus impuestos de propiedad

Solicite la exención 'Homestead' de la Ciudad de Filadelfia

No hay requisitos de edad o de ingresos

La exención 'Homestead' (Homestead Exemption) típicamente rebaja la factura de los impuestos de propiedad de un dueño de casa en Filadelfia por alrededor de \$550 cada año. ¿No está seguro si ya beneficia de esta ayuda? Conéctese a property.phila.gov

- El hogar tiene que ser la residencia principal del solicitante
- No necesita renovar la solicitud cada año, a menos que cambie el nombre en el título de propiedad
- Presente su solicitud antes del 13 de septiembre

Es fácil de aplicar por Internet, teléfono o en persona

- Complete su solicitud en el sitio web beta.phila.gov/homestead, o
- Llame a la línea directa de Homestead al (215) 686-9200, o
- Visite un centro de servicio del Departamento de Ingresos de Filadelfia

Center City	North Philadelphia	Northeast Philadelphia
Municipal Services Building	Hope Plaza	Municipal Services Building
Concourse Level	N. 22nd & W. Somerset St.	7522 Castor Ave.
1401 John F. Kennedy Blvd.		



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CITY OF PHILADELPHIA

REAL ESTATE TAX RELIEF HOMESTEAD EXEMPTION

Please complete and return this form to the Department of Revenue by Sept. 13, 2019.

BASIC INFORMATION

1. Owner Name 1: _____
2. Owner Name 2: _____
3. Property Address: _____
4. OPA Account Number: _____
5. Mailing Address: _____
6. Phone: _____
7. Email: _____

HOMESTEAD INFORMATION

8. Is this Property your primary residence?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9. Do you claim anywhere else as your primary residence?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Is this residence part of a cooperative where some or all of the taxes are paid jointly?	<input type="checkbox"/> Yes If yes, what % ____	<input type="checkbox"/> No
11. Is part of the property used as a business or rental property?	<input type="checkbox"/> Yes If yes, what % ____	<input type="checkbox"/> No

I hereby certify that all the above information is true and correct.

Signature: _____

Date: _____

By signing this application I am asserting that I am the owner of the property listed above. I certify that all of the above information is correct. Any person who knowingly files an application which is false in any material matter shall be subject to payment of taxes due, plus interest, plus penalty and shall be subject to prosecution as a misdemeanor of the third degree and a fine up to \$2,500.

Mail completed applications to:

City of Philadelphia
Department of Revenue
PO Box 52817
Philadelphia, PA 19115



CITY OF PHILADELPHIA

REAL ESTATE TAX RELIEF - HOMESTEAD EXEMPTION APPLICATION

ABOUT THE HOMESTEAD EXEMPTION

Apply for the Philadelphia Homestead Real Estate Tax Exemption to save money on your real estate taxes. **A person must simply own the property and live in it as their primary residence. There are no other requirements.**

With a Homestead Real Estate Tax Exemption, the assessed value of each eligible homestead is reduced by the amount of the exemption before the real estate tax is computed. Please submit your application by September 13, 2019 to receive a Homestead Credit on your 2020 Real Estate Taxes.

HOMESTEAD APPLICATION INSTRUCTIONS

Questions 1 & 2: Fill in your name and the name of other owners, such as a co-owner of the property. The application must be signed by an owner for whom the property is his or her primary residence. If the property has more than one owner, signatures of additional owners are not required. Question 3: Fill in/confirm the address of the property for which you are seeking exclusion.

Question 4: The account number for which you are seeking a Homestead Exemption. You can find it on your real estate tax bill or online at www.phila.gov/opa.

Question 5: If your mailing address differs from the address of the property for which you are seeking a Homestead Exemption, fill in your mailing address.

Questions 6 & 7: List email and phone numbers.

Question 8: Only a primary residence of an owner of the property may receive the Homestead Exemption. This is where you intend to reside permanently until you move to another home. You may be asked to provide proof that this property is your primary residence, such as your driver's license, your voter registration card, or your personal federal income tax form.

Question 9: Do you have another residence which you claim as your primary residence? For instance, do you claim another state as your primary residence, or another county in Pennsylvania? The Homestead Exemption can only be claimed once, for a place of primary residence. You may not claim this property as your primary residence if you claim another property as a primary residence or if you receive a Homestead tax abatement or other homestead benefit from any other county or state.

Question 10: If you live in a unit of a cooperative and you pay all or a portion of your real property taxes jointly through a management agent or association, rather than paying your taxes separately from other units, check yes. If you answered yes, please indicate your proportionate share of ownership. You may be asked to provide a contact to confirm this information.

Question 11: Check yes if the property for which you are seeking a Homestead Exemption is used for other purposes, such as a business or rental property. For example, do you claim part of your home as a home office or deduct expenses for the business use of your home on your state or federal tax? If you answered yes, please indicate what percentage of the property is used as business or rental property.

CHANGE IN USE

If your property is approved as homestead and the use changes so that the property no longer qualifies for the Homestead Exemption, you must notify the Revenue Department (DOR) within 45 days of the change in use. If the use of your property changes and you are not sure if it still qualifies for the Homestead Exemption, you should contact the DOR.

FALSE OR FRAUDULENT APPLICATIONS

The OPA may select, randomly or otherwise, applications to review for false or fraudulent information. Any person who files an application that contains false information, or who does not notify the assessor of a change in use which no longer qualifies as homestead property, will:

- Be required to pay the taxes which would have been due but for the false application, plus interest.
- Be required to pay a penalty equal to 10% of the unpaid taxes.
- If convicted of filing a false application, be guilty of a misdemeanor of the third degree and be sentenced to pay a fine not exceeding \$2,500. This application must be signed by an owner for whom this property is his or her primary residence. If the property has more than one owner, signatures of additional owners are not required. By signing this application, the applicant is affirming or swearing that all information contained in the application is true and correct.

Mail completed application to:

**City of Philadelphia
Department of Revenue
PO Box 52817
Philadelphia, PA 19115**



Low Income Senior Citizen Real Estate Tax Freeze Program

Are you a homeowner?

**We may be able to help you save money
on your Real Estate Taxes!**

This program saves money for senior citizens who live in and own their home. Your taxes can be “frozen” so that they will not increase in the future.

Deadline to apply is September 13

Get more information and an application at:

beta.phila.gov/senior-freeze

or call **(215) 686-6442**

To qualify you must be:

- In the year of application, you must be 65 years or older; or 50 years old and the spouse of someone who was 65 years old at their time of death.
- Have a total annual household income of \$27,500 or less for a single person; \$35,500 or less for a married couple.



**CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE**



(215) 686-6442

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Programa de congelamiento del impuesto sobre bienes inmuebles para personas mayores de bajos recursos

¿Es usted propietario?

¡Podemos ayudarlo a ahorrar dinero de sus impuestos sobre bienes inmuebles!

Este programa ayuda a ahorrar dinero a las personas de mayor edad que son propietarias y ocupan su vivienda. Sus impuestos pueden congelarse para que no aumenten en el futuro.

La fecha límite para aplicarse es el 13 de septiembre

Encuentre más información en el sitio web del Departamento de Ingresos

beta.phila.gov/senior-freeze

or llame al **(215) 686-6442**

Para calificar, debe:

- En el año de la presentación de la solicitud, usted debe tener 65 años de edad o más; o tener 50 años y ser viudo/a de alguien que tenía 65 años al momento de su fallecimiento.
- El total de ingresos familiares debe ser de \$27,500 o menos por año para una persona soltera, o \$35,500 o menos para un matrimonio.



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2019 APPLICATION FOR SENIOR CITIZEN REAL ESTATE TAX FREEZE

New applicants only. If you participated in this program last year, you are automatically enrolled this year.

Print Property Address

OPA Account Number

 - -

Print Owner's Name

Owner's Social Security Number

 - -

Is this your primary residence?

Yes No

Filing Status:

Single Married

Owner's Birth Date

 - -

Print Spouse's Name

Spouse's Social Security Number

 - -

If qualifying spouse is deceased, enter the date of death:

 - -

Spouse's Birth Date

 - -

Do you claim anywhere else as your primary residence?

Yes No

Is this residence part of a cooperative where some or all of the taxes are paid jointly?

Yes No

Is your property used for something other than your primary residence, such as a business or rental property?

Yes No

If yes, what percentage is used for business or rental? %

Household Income To qualify, total income must be \$27,500 or less for a single person or \$35,500 or less for a married couple.

- | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|---|---------------------------------------------------------|-------|
| 1. Total 2017 Social Security and Supplemental Security Income (less any Medicare Part B premiums).....1. | <input style="width: 20px; height: 20px;" type="text"/> | , | <input style="width: 20px; height: 20px;" type="text"/> | . 0 0 |
| 2. Total 2017 Gross Pensions, Annuities, Veterans' & Railroad Retirement Benefits, and taxable portion of Individual Retirement Accounts (IRAs).....2. | <input style="width: 20px; height: 20px;" type="text"/> | , | <input style="width: 20px; height: 20px;" type="text"/> | . 0 0 |
| 3. Total 2017 Salary, Wages, Bonuses, Commissions, Income from Self-Employment and Partnership Income (Do not subtract losses).....3. | <input style="width: 20px; height: 20px;" type="text"/> | , | <input style="width: 20px; height: 20px;" type="text"/> | . 0 0 |
| 4. Total 2017 Interest, Dividends, Capital Gains, Prizes (Do not subtract losses).....4. | <input style="width: 20px; height: 20px;" type="text"/> | , | <input style="width: 20px; height: 20px;" type="text"/> | . 0 0 |
| 5. Total 2017 Net Rental Income and Net Business Income (Do not include rent you pay; do not subtract rental or business losses from your total income).....5. | <input style="width: 20px; height: 20px;" type="text"/> | , | <input style="width: 20px; height: 20px;" type="text"/> | . 0 0 |
| 6. Total 2017 Other Income (Including but not limited to Cash Public Assistance, Unemployment and Workers' Compensation, Alimony, Support Money, Gifts totaling more than \$300, Life Insurance Death Benefit Payments exceeding \$10,000 per person).....6. | <input style="width: 20px; height: 20px;" type="text"/> | , | <input style="width: 20px; height: 20px;" type="text"/> | . 0 0 |
| 7. TOTAL ANNUAL HOUSEHOLD INCOME (Add Lines 1 through 6).....7. | <input style="width: 20px; height: 20px;" type="text"/> | , | <input style="width: 20px; height: 20px;" type="text"/> | . 0 0 |

Under penalties of perjury, as set forth in 18 PA C.S. §§ 4902-4903 as amended, I swear that I have reviewed this return and accompanying statements and schedules, and to the best of my knowledge and belief, they are true and complete.

Owner's Signature _____ Date _____ Spouse's Signature _____

E-mail Address _____ Phone # _____

INSTRUCTIONS

If you participated in this program last year, it is not necessary to complete this application as you are automatically enrolled in the program this year.

To qualify, total income must be \$27,500 or less for a single person or \$35,500 or less for a married couple.

Print your Property Address and Office of Property Assessment (OPA) account number.

Print the owner's name, Social Security number, and birth date. Check the box indicating the appropriate Filing Status. If you check "Married", print spouse's name, Social Security number and birth date. If the qualifying spouse is deceased, enter the date of death. If you are not at present married, you are considered single for the purpose of this application form.

In the year of application, you or your spouse must be 65 years of age or older, or you must be over 50 years of age and your deceased spouse was at least 65 years old at the time of their death. **You must send proof of age with your application. Do not send original documents; only photocopies will be accepted.** Examples of proof of age are a Social Security award letter, driver's license or birth certificate. Any document that clearly shows a date of birth will be accepted for consideration.

Complete the Household Income section as indicated. **Documentation for proof of income may be requested at the discretion of the Philadelphia Department of Revenue.** The Philadelphia Department of Revenue is authorized to perform an income verification check with the Internal Revenue Service and the Pennsylvania Department of Revenue Bureau of Individual Taxes. If at any time your income is found to exceed the program limits, you will be billed for additional monies due.

Sign and date the application, include your daytime telephone number and e-mail address.

**MAIL TO: PHILADELPHIA DEPARTMENT OF REVENUE
P.O. BOX 53190
PHILADELPHIA, PA 19105**

QUESTIONS: 215-686-6442 E-mail: revenue@phila.gov

www.phila.gov/revenue



Owner-Occupied Real Estate Payment Agreement Program

Get a fresh start on delinquent Real Estate Taxes. You do not need a down payment!

The Owner-Occupied Real Estate Payment Agreement Program (OOPA) allows residents who own and occupy their homes to make monthly payments on back taxes. Payments are based on household income and family size.

Eligibility requirements

- Proof of income is required
- Proof of residency is required
- Applicants must remain current on future Real Estate Taxes. You can pay future years in full, or add them to your agreement in some cases.

Learn more at www.phila.gov/revenue or call (215) 686-6442

Monthly Payment Calculations

Example for a family of two, if monthly income is:

- **\$4,081 or more:** you pay 10% of your monthly income.
- **\$2,916 - \$4,080:** you pay 10% of monthly income. We'll waive 100% of penalties.
- **\$1,750- \$2,915:** you pay 8% of monthly income. We'll waive 50% of your interest and 100% of penalties.
- **\$876 - \$1,749:** you pay 5% of your monthly income. 100% of interest and 100% of penalties are waived.
 - ! At this income, if you are 65 years or older, 55 years old and a widow, or permanently disabled, you pay 0% of monthly income.
- **Less than \$875:** you pay \$0. We'll waive 100% of interest and 100% of penalties.

Contact us for exact payment amounts for your household.





Owner-Occupied Real Estate Payment Agreement Program (Programa de Acuerdo de Pago de Bienes Inmuebles Ocupados por el Propietario)

Comience de cero con los Impuestos
de Bienes Inmuebles adeudados.
¡No necesita un pago inicial!

El Programa de Acuerdo de Pago de Bienes Inmuebles Ocupados por el Propietario (OOPA) permite que los residentes que son dueños de sus viviendas y las ocupan realicen pagos mensuales de impuestos atrasados. Los pagos se calcularán en base al nivel de ingresos del hogar y al número de integrantes del grupo familiar.

Requisitos de elegibilidad

- Se requiere prueba de ingresos
- Se requiere prueba de residencia
- Los solicitantes deben mantenerse al día con los próximos Impuestos a los Bienes Inmuebles. Puede pagar los próximos años en su totalidad o puede agregarlos, en algunos casos, a su acuerdo.

Conozca más en www.phila.gov/revenue o llame al (215) 686-6442

Cálculos de pagos mensuales

Ejemplo para una familia de dos, si su ingreso mensual es de:

- **\$4,081 o más:** usted paga el 10% de su ingreso mensual.
 - **\$2,916 - \$4,080:** usted paga el 10% de su ingreso mensual. Otorgaremos una exención del 100% de las multas
 - **\$1,750- \$2,915:** usted paga el 8% de su ingreso mensual. Otorgaremos una exención del 50% de su interés y el 100% de las multas.
 - **\$876 - \$1,749:** usted paga el 5% de su ingreso mensual. Exención del 100% de interés y 100% de las multas.
- ! Con estos ingresos, si usted es mayor de 65 años, de 55 años y viuda o tiene una discapacidad permanente, paga el 0% del ingreso mensual.
- **Menos de \$875:** usted paga \$0. Otorgaremos una exención del 100% del interés y el 100% de las multas.

Comuníquese con nosotros para saber los montos de pago exactos para su vivienda.

Owner Occupied Payment Agreement (OOPA) Application

The OOPA program allows people who own and live in their home to make affordable monthly payments on property taxes that are past due. There is **no down payment required** and your monthly payments will be based on a percentage of your monthly income.

Everyone must complete pages 1-3 of this application. You may need to complete additional worksheets. These worksheets can be found at beta.phila.gov/oopa under "forms" or call (215) 686-6442.

1 Do you live in the property?

YES NO



If you answered **no** to this question, you do not qualify for OOPA. The OOPA program is only for people who own and live in their home. You may still qualify for a Standard Payment Agreement. Visit www.phila.gov/payment-plans for more details.

2 Applicant Information

Applicant Name _____

Property Address _____

OPA Account Number _____

Mailing Address _____

Birth Date _____

Phone _____

Email Address _____

How many people live in your household? _____



Section 2 - Document Check List

Ownership and ID (provide one)

- Photo ID issued by the U.S. Federal Government, or Commonwealth of Pennsylvania, or City of Philadelphia

Residency (provide two showing current address)

- Utility Bills (PECO, PGW, PWD), or
- Photo ID issued by the U.S. Federal Government, Commonwealth of Pennsylvania or City of Philadelphia, or
- Social Security (SSA, SSDI, SSI) award letters

3 A. Additional Application Information

Please answer yes or no to the following questions. You may need to provide more information based on your answers.

YES NO Is your name on the deed of your home?

YES NO Is your name on the property tax bill?



If you answered **no** to any of these questions, you must complete the **Tangled Title Worksheet** found at beta.phila.gov/oopa under "forms" or call (215) 686-6442.

What is a tangled title? A tangled title is when you have an ownership interest in a home, but are not named on the deed. For example you may reside in the home of a deceased homeowner or you may be in a rent-to-own lease. If you are unsure if you have a tangled title, ask a Revenue representative or a housing counselor.

YES NO Do you have a permanent disability?

YES NO Is your spouse deceased?

If you answered **yes** to any of these questions, please provide additional documents:



Disability (need one)

- SSDI/VA/Black Lung award letter, or
- Physicians Statement proving disability, use the **Disability Verification Form** found at beta.phila.gov/oopa under "forms" or call (215) 686-6442.



Widowhood

- Copy of death certificate of spouse

Continue to next page



Owner Occupied Payment Agreement (OOPA) Application



3 B. Do you want free housing counseling?

It may be helpful to talk to a free housing counselor before you sign your payment agreement so that you enter the best plan for you. A housing counselor can also help you apply for a Homestead Exemption to reduce your yearly tax bill. You may also be eligible for free legal help.

Would you like to be referred to free housing counseling? YES NO

If you answered YES:

What is the best time to call you? Morning Afternoon Evening

Can we text you? Yes No

4 A. Household Income - all applicants

Please use the worksheet below and enter the monthly household income:

INCOME SOURCE	APPLICANT	SPOUSE	HOUSEHOLD MEMBERS	TOTAL
Social Security Benefits (include SSI, SSD, etc.)				
Take-Home (net) Pay				
Pension				
Unemployment Compensation				
Worker's Compensation				
Net Self-Employment Income				
Net Rental Income				
Other				
Other				
TOTALS				

Section 4 - Document Checklist

You will need to provide proof of income. Please provide all that apply to you.

- Pay stubs from current employer
- W-2 or state/federal tax return
- Social Security (SSA, SSDI, SSI) award letters
- Pension statements
- Unemployment/Workers compensation statements or award letters
- Other documentation as needed

4 B. Household Income - Applicants with no income to report

Check this box if you have no monthly income.

You must complete the Zero Income Worksheet found at beta.phila.gov/oopa under "forms" or call (215) 686-6442.

Continue to next page

Owner Occupied Payment Agreement (OOPA) Application



5 How should we calculate your monthly payment?

- Monthly payment based on a percentage of your income.** This is usually the most affordable option and no additional documents are required.
- Monthly payment based on an individualized review of your income and expenses.** This option requires that you disclose information on your monthly expenses in addition to your monthly income. We reserve the right to disallow expenses that are not reasonable and necessary.
- You must complete Section 4A on page 2, and the Monthly Expenses Worksheet** found at beta.phila.gov/oopa under “forms” or call (215) 686-6442. Please provide documentation verifying each expense.

6 Should we contact anyone else about this application?

- Check here if you are working with someone to complete this application. If checked, please provide their name and contact information:

- No. I am not working with anyone.

7 Signature

The Department of Revenue will also use this application to enroll you in the Homestead Exemption program if you do not already have it. The Homestead Exemption can save you money on your property taxes.

I have reviewed all the information on this form, and on any accompanying statements or forms. This information is true and correct to the best of my knowledge, information and belief.

Applicant Signature

Date

Applicant printed name



Email Completed forms to: revenue.payment.agreement@phila.gov

or return by mail:

City of Philadelphia
Department of Revenue, Taxpayer Services
P.O. Box 53250
Philadelphia, PA 19101

or return in person:

Municipal Services Building
Department of Revenue
1401 John F. Kennedy Blvd—Concourse
Philadelphia, PA 19102

Hope Plaza
N. 22nd & W. Somerset St.
Philadelphia, PA 19132

Northeast Municipal Services Center
7522 Castor Ave.
Philadelphia, PA 19152

Owner Occupied Payment Agreement (OOPA) Tangled Title Supplement



You should complete this form if your name is not on the deed to the home you live in, but you have a legal interest in the property.

You must submit supporting documentation with this form. Please see the other side of this sheet for more details.

Affirmation of ownership interest

I, _____, hereby make the following statements of fact subject to the penalties of 18 Pa.C.S. § 4909 relating to unsworn falsification to authorities, that to the best of my knowledge, information, and belief:

1. I currently reside at _____, Philadelphia, Pennsylvania ("the property").
2. I have resided at this address for ____ years and ____ months.
I have not moved or maintained a primary residence at any other address during this timeframe.
3. I have an ownership interest in the property because (check any that apply):

<input type="checkbox"/>	I inherited the property from (name of previous property owner):
	Their relationship to me is:
	I inherited the property in this month and year (usually when the owner on the current deed died):
<input type="checkbox"/>	I purchased the property from (name of previous property owner):
	This purchase was through a rent-to-own agreement in this month and year:
<input type="checkbox"/>	I have some other ownership claim which I describe further here:

Signature

- I intend to take all reasonable efforts to obtain a deed to the property within the next 3 years.
- I have attached supporting documentation (see the other side of this form for more information)

I declare that I have examined all the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge, information and belief.

Signature _____

Date _____

Attach completed form and documentation to your OOPA Application

Contact (215) 686-6442 with questions about this form.

Owner Occupied Payment Agreement (OOPA) Tangled Title Supplement—Required Documentation

Document Check List

If your name is not on the deed to your property but you believe that you have an ownership interest in the property, you must submit one of the pieces of documentation listed below.

You can submit multiple documents from the list below to show your ownership interest in the property. For example, if your mother entered into a rent-to-own agreement with the property owner and your mother has passed way, you can provide documentation proving the rent-to-own agreement) and documentation proving your relationship with your mother.

- Proof showing that you lived in the property at least 14 years ago.

If you were the owner listed on the deed but a fraudulent deed was recorded taking title out of your name:

- A police report that you have filed for the fraudulent deed (“property theft”), or
- Proof of court action (e.g., a “complaint”) that has been filed in court to get rid of the fraudulent deed.

- If your relative was the owner listed on the deed (the “original owner”) but a fraudulent deed was recorded taking title out of the original owner’s name:

- The deed where the original owner got title AND the death certificate of the original owner AND documentation from one of the categories listed below (numbers 4 through 10) showing your connection to the original owner, or
- A police report that you have filed for the fraudulent deed (“property theft”) AND documentation from one of the categories listed below (numbers 4 through 10) showing your connection to the original owner, or
- Proof of court action (e.g., a “complaint”) that has been filed in court to get rid of the fraudulent deed.

- A deed that puts title into your name that is notarized, but which has not been recorded at the Recorder of Deeds.

- A divorce decree, or other family court order, that gives you title to the property.

- Letters Testamentary or Letters of Administration that name you as the executor/administrator of the property owner’s estate – either a certified copy or a copy with the Register of Wills’ seal on it.

The property owner’s death certificate AND a

- marriage certificate that shows that you and the property owner were married – either certified copies or copies with the Pennsylvania Department of Health’s seal on it.

- The property owner’s death certificate AND your birth certificate that lists the property owner as your mother or father – either certified copies or copies with the Pennsylvania Department of Health’s seal on it.

The property owner’s will that leaves the property to you AND the property owner’s death certificate (the death certificate must be either a certified copy or a copy with the Pennsylvania Department of Health’s seal on it). If the property owner’s will leaves the property to someone else, and that other person then left a will leaving the property to you, you should provide wills and death certificates for both people.

- A rent-to-own agreement (AKA lease/purchase agreement or installment land contract) signed by the property owner AND documentation showing that you have made payments to the property owner in at least 3 different months.

- A letter from an attorney who is helping you get title to the property – The letter should be on the law firm’s letterhead; explain the facts and your legal claim to the property; state that the attorney is representing you to help you obtain title; state that the attorney will notify the City if he/she stops representing you; and include the attorney’s Pennsylvania attorney identification number.

- A letter from a legal services agency that is helping you get title to the property – The letter should be on the agency’s letterhead; explain the facts and your legal claim to the property; state that the agency is looking for an attorney to help you obtain title; state that the agency will notify the City if it is not able to find an attorney to help you; and include the Pennsylvania attorney identification number for an attorney at the agency.

Owner Occupied Payment Agreement (OOPA) Expenses Supplement



This form is ONLY to be used if you want a payment agreement based on a comparison of your income and expenses.

You must disclose your household income and how you spend your money in a month. We reserve the right to disallow expenses that are not reasonable and necessary. Any extra money in your budget must be paid to property taxes.

1 Applicant Information

Applicant Name

OPA Account Number

2 Household Expenses

Please use the worksheet below and enter average monthly household expenses:

HOUSING EXPENSES	AMOUNT	LIVING EXPENSES	AMOUNT	LIVING EXPENSES	AMOUNT
First Mortgage		Telephone		Car Loan	
Second Mortgage		Groceries (exclude Food Stamps)		Car Insurance	
Current Year Property Taxes		Clothing		Car Maintenance (oil changes, repairs)	
Homeowner's Insurance		Laundry		Transportation (gas, SEPTA)	
Electric Service		Toiletries and Paper Goods		Child Support / Alimony	
Gas Service		Housing Allowance (People in the home x \$40)		Tithe/Religious Donation (not more than 10% of income)	
Water / Sewer Service		Other Household Goods		Life Insurance	
Oil Service		Medical and Dental Expenses		Other	
Home Maintenance		Medical and Dental Insurance		Other	
Child Support/ Alimony		Prescriptions		Other	
HOUSING SUBTOTAL		LIVING EXPENSES SUBTOTAL		LIVING EXPENSES SUBTOTAL	

TOTAL OF ALL EXPENSES

Continue to next page...



Owner Occupied Payment Agreement (OOPA) Expenses Supplement



3 Calculate

Subtract expenses from your income to calculate tax payment amount

A. Total Household Income (from page 2 of OOPA application)		<input type="text"/>
B. Total Household Expenses (from previous page)	-	<input type="text"/>
C. Amount available for monthly Real Estate tax payment		<hr/> <input type="text"/>

4 Signature

I declare that I have examined all the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge, information, and belief.

Applicant's Signature

Date

Applicant's Printed Name

OPA Account Number

Attach completed form and documentation to your OOPA Application

Contact (215) 686-6442 with questions about this form.

Owner Occupied Payment Agreement (OOPA) Zero Income Supplement



This form is ONLY to be used if you have no monthly income.

1 Applicant Information

Applicant Name

OPA Account Number

2 Affirmation of Zero Income

I affirm that I have no income at this time. When my income commences, I will immediately notify the City of Philadelphia Department of Revenue.

The information I have provided is true and complete to the best of my knowledge.

Applicant's Signature

Date

Applicant's printed name

! Notice

Section 19-1305 of the Philadelphia Municipal Code states: No person shall intentionally make any false statement when applying to enter into an installment payment agreement. If it is determined that a taxpayer entered into an installment payment agreement on the basis of an intentionally false statement, the agreement shall be null and void.

✓ Attach completed form to your OOPA Application

Contact (215) 686-6442 with questions about this form.

**Owner Occupied Payment Agreement (OOPA)
Disability Verification Form -
Physician's Statement of Permanent and Total**



A claimant not covered under the federal Social Security Act or the federal Railroad Retirement Act who is unable to submit proof of permanent and total disability may submit this Physician's Statement. The physician must determine the claimant's status using the same standards used for determining permanent and total disability under the federal Social Security Act or the federal Railroad Retirement Act. CAUTION: If the claimant applied for Social Security disability benefits and the Social Security Administration did not rule in the claimant's favor, the claimant is not eligible for an OOPA based on a disability, but may meet income eligibility limits.

Do not submit medical records unless requested by the Philadelphia Department of Revenue.

Confidentiality Statement. All information on this Physician's Statement and claim form is confidential. The department shall only use this information for the purposes of determining the claimant's eligibility for an Owner Occupied Payment Agreement.

1 Applicant Information

Applicant Name

OPA Account Number

2 Physician's Certification

I certify the claimant named above is my patient and is permanently and totally disabled under the standards that the federal Social Security Act or the federal Railroad Retirement Act requires for determining permanent and total disability. Upon request from the Philadelphia Department of Revenue, I will provide the medical reports or records indicating diagnosis and prognosis of the claimant's condition, including signs, symptoms and laboratory findings, if applicable or appropriate.

Physician's Signature

Date

3 Description of Disability

Describe the Claimant's Permanent and Total Disability. Briefly describe the reason(s) the above-named claimant is totally and permanently disabled.

4 Physician Identification Information

Name

National Provider Identifier

Business name, if applicable

Address

City

State

Zip code

Office email address

Office telephone

Attach completed form to your OOPA Application

Contact (215) 686-6442 with questions about this form.

New ways to get help with your water bill

Having a hard time paying your water bill?
Philadelphia is helping more people get lower bills.

What's new?

- **Expanded eligibility** through the new Tiered Assistance Program (TAP)
- **You don't need to be behind** on your bill to apply for help—so don't wait for a shutoff!
- **One application** to find the best program for you
- **Get a more predictable bill every month** making it easier to budget and plan
- **More ways to apply:** online and by mail
- **We get the process started for you** by filling in your customer information when you request the application

Who should apply?

If you are having trouble paying your water bill, fill out our one-stop application. We have assistance for people with lower incomes or those experiencing special hardships. We also have senior discounts and other ways to help. If we have a program that can help, we'll let you know and help you get signed up!

In Philadelphia, we estimate approximately **60,000 customers** are now eligible for assistance



Amanda's household of 5 people could lower their monthly bill from **\$89 to \$58.**



Hector is a senior with some unpaid bills. He and his wife could lower their monthly bill from **\$72 to \$33.**

Sample amounts shown. Savings amounts will vary based on individual customer's information.

Based on \$28,000 annual household income, with customer water usage history of 8 CCF/month.

Based on primary account holder 65+ yrs and \$16,000 annual household income, with customer water usage history of 6 CCF/month, and \$200 arrears w/payment charges of \$16.67/month.

START HERE:

▶ phila.gov/water-bill-help or call **215.685.6300**

To request an application, you'll need your **9-digit Water Access Code** shown at the top of any recent water bill.

TIP: For the application, you'll need to show **proof of monthly income** for all members of your household. Be prepared to submit a month's worth of your household's most recent paystubs, or the previous year's tax returns.

Gather copies of that info ahead of time so you're ready to fill out the form.

A full checklist of required documents is posted at <http://www.phila.gov/water-bill-help>



PHILADELPHIA
WATER
DEPARTMENT



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU

Maneras nuevas de obtener ayuda con su factura del agua

¿Tiene problemas para pagar su factura del agua? Filadelfia ayuda a que más personas reciban facturas con montos más bajos.

¿Cuáles son las novedades?

- **Prórroga de la elegibilidad** a través de Tiered Assistance Program (Programa de Asistencia en Niveles, TAP)
- **No es necesario que se atrase** en el pago de su factura para solicitar la asistencia, ¡así que no espere a que le corten el servicio!
- **Una aplicación** para encontrarle el mejor programa
- **Reciba una factura más predecible cada mes**, facilitando la elaboración de presupuestos y planes
- **Más vías para aplicar:** en línea, personalmente y por correo
- **Nosotros iniciamos el proceso por usted** llenando la planilla de información del cliente cuando solicite una aplicación

¿Quién puede aplicar por ayuda?:

Si tiene problemas para cancelar su recibo de agua, llene nuestra aplicación en un solo lugar. Ayudamos a personas con ingresos más bajos o aquellos que atraviesan momentos difíciles. También tenemos descuentos para personas de la tercera edad y otras maneras de ayudar. Si contamos con un programa que pueda ayudar, ¡se lo informaremos y lo ayudaremos a inscribirse en él!

En Filadelfia, se estima que unos **60,000 clientes** son elegibles en este momento para la asistencia.



El grupo familiar de Amanda, integrado por 5 personas, podría reducir su factura mensual de **\$89 a \$58.**



Hector, de la tercera edad, tiene algunas facturas sin pagar. Él y su esposa podrían reducir su factura mensual de **\$72 a \$33.**

Se muestran algunas cifras. Los montos del ahorro variarán de acuerdo con la información individual del consumidor.

Con base en un ingreso familiar de \$28,000, con un historial de uso de agua por cliente de 8 centímetros cúbicos por pie (CCF/month) al mes.

Con base en el titular principal de cuenta de edad igual o superior a 65 años y un ingreso familiar anual de \$16,000, con un historial de uso de agua por cliente de 6 ccf al mes y retrasos por \$200 con cobros de \$16.67 al mes.

▶ EMPIEZA AQUI:

Phila.gov/water-bill-help o llame al 215.685.6300:

Para solicitar una aplicación, necesitará su **código de acceso de agua de 9 dígitos** que se muestra en la parte superior de cualquier factura de agua reciente.

CONSEJO: A efectos de la aplicación, deberá mostrar un comprobante de los ingresos mensuales de todos los miembros de su grupo familiar. Esté listo para enviar los recibos de nómina más recientes, con validez de un mes, de su grupo familiar o la declaración de impuestos del año anterior. Reúna las copias de esa información con antelación para que esté listo cuando deba llenar el formulario.

Se publicará una lista de verificación de todos los documentos solicitados en el sitio www.phila.gov/water/BillHelp



PHILADELPHIA
WATER
— DEPARTMENT —



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU

Customer Assistance Application Checklist

Make sure your application can be processed!

TIPS: When gathering the proof required to submit with your application:

Applying online?



- Scan each page of your paperwork, (save as jpg, tif, png, or pdf)

OR



- Take a clear photo of each page with your phone's camera, and email them to yourself.

Save the photos or scans to a folder on the computer so they are ready to upload.

Applying by mail?

- Do not send originals! Documents you send will **NOT** be returned.

Applying with in-person help?

- Make photocopies, place in a folder, and bring the folder with you when you visit the partner location. If you can't make copies, call the location to find out if they can assist you.

To apply, you must be an official water customer with an account.

Water Access Code: You'll need the **9-digit number** in the upper right of any recent water bill

General information for you AND for each household member: We'll ask for:

- First and last names

AND

- Birth dates

AND

- Social Security Numbers for anyone 18–65.

Proof of residency for you only: The item must be dated within the past 6 months. Include **ONLY ONE** of the following items:

- Current government issued ID with current address (such as driver's license or ID card)

OR

- Current rental agreement, or agreement for sale for the dwelling unit

OR

- Recent utility bill, tax bill, or other tax record.

OR

- Lease, rent book, or money order receipts that show your address.

TIP: If you use a document with many pages for your proof of residency, you only need to submit the first summary page showing your name and address.

☐ Proof of *all* income for you AND for each household member (age 18 or older):

For EACH person in your household, please gather proof of *all* income using items from the following list of acceptable documents:

- Prior year's federal income tax return (you'll just need the page that shows name and gross income)

OR

- Pay stubs (must be consecutive and cover at least 30 days)

OR

- Benefit award letter or statement, such as:
 - unemployment compensation printout, **or**
 - worker's compensation award, **or**
 - Social Security letter, **or**
 - pension letter, **or**
 - welfare benefits statement

OR

- Income support statement
For example: if you receive Child Support, we'll ask for some proof of the current amount and source, such as:
 - a letter from childsupport.state.pa.us, (you'll need to login to the site) **or**
 - Fill out the page of the application called "Attachment A: Income Support Documentation"

! Missing proof of income is one of the biggest reasons for rejected applications.

Please make sure you have proof of the income amount for every person in your household (age 18 and older).

For example, if **two** adults live in your home, you'll need to gather **two** proofs of income.

i If household members are under 18: they do not need proof of income.

i If they are over age 18 and have no income: When filling out a paper application we'll ask you to make a note of their situation, such as 'Unemployed' or 'Student'.

Or, if you apply online, you'll enter the number '0' for their income.

Not applying for Special Hardship? You're done with your checklist!

THE FOLLOWING INFO IS **ONLY** FOR PEOPLE APPLYING FOR A **SPECIAL HARDSHIP CLAIM**

What are "Special Hardships?"

These are reasons why customers may still be eligible for lower bills, even if their income is too high to qualify for income-based assistance. To apply for this, a customer should be able to show hardships occurred **within the last 12 months.**

Examples include:

- increased household size
- job loss (*lasting over 4 months*)
- serious illnesses or high medical bills (*lasting over 9 months*)
- death of a primary income-earner
- domestic violence

Even if a customer has not experienced one of these hardships, claims are considered individually and help may still be available.

THIS CHECKLIST IS **ONLY** FOR PEOPLE APPLYING FOR A **SPECIAL HARDSHIP CLAIM**

☐ Hardship Documentation

Please gather **ONLY ONE** of the following pieces of proof **from the last 12 months**:

- Official document demonstrating hardship claim, such as:
 - birth or adoption certificate
(for increase in household size) or
 - employment termination letter or unemployment compensation printout *(for loss of job lasting over 4 months) or*
 - hospital admission or discharge documentation
(for serious illness lasting over 9 months) or
 - death certificate
(for loss of the household's primary wage earner) or
 - safe harbor program admission documentation
(for victims of domestic violence or abuse)

OR

- Proof of current monthly household expenses, including most recent bills or statements for expenses paid by you such as:
 - housing/mortgage **and**
 - utilities **and**
 - medical **and**
 - childcare

OR

- Proof of recent hardship claim approval by a state or local agency

OR

- Other documentation, which will be reviewed by the Water Revenue Bureau

TIP: If you are using bills or statements with many pages for your Hardship Documentation, you only need to submit the first summary page of each bill, showing your name and amount due.



Water Revenue Bureau Standard Payment Agreement

Are you unable to pay the full amount of your water bill? The Water Revenue Bureau's Standard Payment Agreement can help.

The Standard Payment Agreements allows customers to make monthly payments on past due water bills. No age or income requirements.

Program Requirements

- Requires a 25% down payment
- Remaining balance is divided into 3-to-12 monthly payments
- Customers must pay current bill PLUS the monthly amount of the past due agreement
- Bill must be in your name

**If agreement goes into default, any future agreements will require a 50% down payment*

APPLY TODAY—CALL 215-685-6300



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE

For more information visit the Department of Revenue website at www.phila.gov/revenue

Stay Connected  

1401 JFK Boulevard, Concourse Level, Philadelphia, PA 19102

Hon. James Kenney
Mayor

Rob DuBow
Finance Director

Frank Breslin
Revenue Commissioner

Revised 1/19



Junta de Ingresos del Agua Acuerdo de Pago Estándar

¿No puede pagar el monto total de su factura de agua? El Acuerdo de Pago Estándar de la Junta de Ingresos del Agua puede ayudarle.

Los Acuerdos de Pago Estándar permiten a los clientes hacer pagos mensuales sobre las facturas de agua vencidas. No hay requisitos de edad o ingresos.

Requisitos del Programa

- Requiere un pago del 25% por adelantado
- El saldo restante se divide en 3 a 12 pagos mensuales
- Los clientes deben pagar la factura actual MÁS el monto mensual del contrato vencido
- La factura debe estar a su nombre

**Si el acuerdo entra en mora, cualquier acuerdo futuro requerirá un pago del 50% por adelantado*

POSTÚLESE HOY MISMO—LLAME AL 215-685-6300



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE

Encuentre más información en el sitio web del Departamento de Ingresos en www.phila.gov/revenue

Siga conectado



1401 JFK Boulevard, Concourse Level, Philadelphia, PA 19102

El Hon. Alcalde
James Kenney

Rob DuBow
Director Financiero

Comisionado Frank Breslin
Director de Cobro de Ingresos

Revisado 1/19



Additional Resources for Homeowners

Catastrophic Loss

Property owners who have suffered damage to a structure, due to a fire or other natural disaster resulting in a decrease of 50% or more in property value, may qualify for a reduction in their property assessment.

You must file a *Catastrophic Loss application* in order to report the loss, so that the Office of Property Assessment (OPA) can determine the new market value for the property. Any adjustment in the assessment of real property will be reflected in the form of a credit for the next tax year.

Your application must be submitted to the OPA within the remainder of the fiscal year in which the catastrophic loss occurred, or within six months of the date on which the catastrophic loss occurred, whichever time period is longer.

For more information visit www.phila.gov/opa.

Disabled Veterans Real Estate Tax Exemption

Veterans (or their surviving spouses) who have a 100% service-connected disability may qualify for a Real Estate Tax Exemption.

Applicants with an annual income of \$85,168 or less are eligible for the Exemption. Once the Exemption has been granted, there is a periodic review every five years.

For more information or to apply, contact the Philadelphia County Veterans Affairs Director at 215-686-3256.

Homeowners Emergency Loan Program (HELP)

The Philadelphia Water Department administers an emergency repair program for defective water and sewer service lines. This no-interest repair loan program is for homeowners in imminent danger of shutoff because of a violation notice. For more information or to apply for a HELP loan call 215-685-4901 or visit PWD website at www.phila.gov/water.

EXTENDED BUSINESS HOURS (CENTER CITY LOCATION ONLY) February 2— April 15th

Monday through Thursday
8:30 a.m. — 7:00 p.m.

Friday
8:30 a.m. — 5:00 p.m.

Saturday
10:00 a.m. — 2:00 p.m.

Business Services: 215-686-6600
Taxpayer Services: 215-686-6442
Water Revenue Bureau: Walk-ins only

Services offered during Extended Hours
Pay water bills
Print bills or payment coupons
Submit completed tax returns
Obtain blank tax return forms
Set up new tax accounts
Edit/change tax account information
Apply for assistance programs

IMPORTANT WEBSITES TO REMEMBER

- ⇒ Atlas.phila.gov- Get the history of permits, licenses, and inspections at any address, view recent activity around your address, such as crimes, 311 service requests, and more!
- ⇒ Property.phila.gov– View valuation and physical details of any property within the City of Philadelphia.
- ⇒ www.phila.gov/pay– Pay Real Estate Taxes, Business Taxes and Water bills

GET SOCIAL WITH US!

Find us on Facebook, Twitter and YouTube





**CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE**

Payment Options

PAY ONLINE

eCheck: www.phila.gov/pay

You will need your:

- Account number
- Email address
- Bank's nine-digit routing number
- Checking/Savings account number

Free and most convenient way to pay.

Credit Card/Debit Card: www.phila.gov/pay

You will need your:

- Account number
- Email address
- Bank's nine-digit routing number
- Checking/Savings account number

The service provider charges a fee of 2.45% or \$1.95, whichever is greater, for credit cards. Visa debit cards have a \$5.95 payment processing fee for all taxes.

Zip Check (Water Revenue only)

You may authorize your bank to electronically transfer payment from your bank account to the Water Revenue Bureau for your monthly bills on a regular basis. This free service automatically deducts your water bill from your bank account each month. You will receive a billing notification before the money is withdrawn every month so you know how much is being withdrawn. Please call [215-686-6959](tel:215-686-6959) to get a payment authorization form or for any questions regarding Zip Check.

PAY BY MAIL:

Real Estate Tax Payments

Department of Revenue
P.O. Box 8409
Philadelphia, PA 19101-8409

Water Bill Payments

Water Revenue Bureau
P.O. Box 41496
Philadelphia, PA 19101-149

PAY IN PERSON:

Municipal Services Building

1401 J.F.K. Boulevard
Philadelphia, PA 19102
Concourse Level
8:30 am to 5:00 pm - Monday through Friday**

North Philadelphia Municipal Services Center

Hope Plaza
2761 N. 22nd Street
Philadelphia, PA 19132
Phone: (215) 685-9735
Monday through Friday 8:30 am to 5:00 pm

Northeast Municipal Services Center

7522 Castor Ave.
Philadelphia, PA 19152
Phone: (215) 685-0480
Monday through Friday 8:30 am to 5:00 pm



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
1401 John F. Kennedy Boulevard
Philadelphia, PA 19102

Taxpayer Services Referrals

Office of Property Assessment (OPA)

601 Walnut St., Suite 300W
Curtis Center
215-686-4334
www.phila.gov/OPA

Office of Judicial Records

City Hall, Room #262
215-686-6665

Department of Records & Deeds

City Hall, Room 154
215-686-2260
www.phila.gov/records

Law Revenue Bureau

MSB, 1401 JFK Blvd., Room 580
215-686-0500
www.phila.gov/revenue

Philadelphia Sheriff's Office

100 S. Broad St., 5th Floor
215-686-3565 (Real Estate)
215-686-3530 (Main)
www.officeofphiladelphiasheriff.com

Tax Review Board

Land Title Building
100 S. Broad St., 4th floor
215-686-5216
www.phila.gov/trb

Judgments & Petitions

1339 Chestnut St., 10th Floor
215-686-7989
www.fjdclaims.phila.gov

Register of Wills

City Hall, Room 180
215-686-6255
www.phila.gov/wills

Inheritance Tax

City Hall, Room 177
215-686-2918
www.phila.gov/wills

Pennsylvania Department of Revenue

Senior Citizen Rent Rebates
110 N. 8th St.
888-222-9190
215-560-2056 (Personal Income Tax)
www.revenue.pa.gov

Federal Building (Internal Revenue Service)

600 Arch St.
1-800-829-4933 (Business & Specialty Tax)
www.irs.gov

Philadelphia Water Department

1101 Market St., 5th floor
215-685-6300
www.phila.gov/water

Real Estate Tax Customer Service	215-686-6442
Business Tax Customer Service	215-686-6600
Water Revenue Customer Service	215-685-6300
Pay-by-phone: (real estate & business tax)	1-877-309-3710
Refuse Collection Customer Service	215-686-5090

Department of Revenue Satellite Offices

North Philadelphia Municipal Services Center
Hope Plaza
2761 N. 22nd St.
215-685-9733, 9736, 9737, or 9741
Monday - Friday (8:30 am - 5 pm)

Northeast Municipal Services Center
7522 Castor Ave.
215-685-0480
Monday - Friday (8:30 am - 5 pm)

IMPORTANT TELEPHONE NUMBERS

Philly 3-1-1 -- City's Non-emergency Contact Center

City Government Services

Abandoned House @ Vacant Lots	215-686-2463
Human Relations Commission	215-686-4670
Health Department	215-686-5000
Mayor's Action Center	215-686-3000
Philadelphia Corp. for Aging	215-765-9000
Philly 311	3-1-1
Recreation Department	215-683-3600
Records Department	215-686-2260
Voter's Registration	215-686-1500

Senior Citizen Services

Philadelphia Corp. for Aging	215-765-9000
Senior Law Center	215-988-1242
Community Legal Services	215-227-2400

Emergency Services

American Red Cross	215-299-4000
Child Abuse Hotline	215-683-6100
Office of Emergency Shelter/SCVS	215-686-5671
Salvation Army	215-787-2800
United Way	866-SAFE-014

Federal Government

Federal Information	800-688-9889
Post Service Information	800-275-8777
Social Security	800-772-1213

HOUSING

Real Estate Taxes	215-686-6442
Fair Housing	215-686-3237
Division of Housing & Community Devel.	215-686-9749
Philadelphia Housing Authority	215-684-4000
Phila. Housing Development Corp.	215-448-3000
Redevelopment Authority	215-854-6500
HUD Resource Center	800-225-5342
Property/Rent Rebate	215-560-2056
Tenant Union Representative Network	215-940-3900

Legal Assistance

Community Legal Services	215-981-3700
District Attorney	215-686-8000
Phila. Bar Association	215-238-6300
Lawyer Referral (Bar Association)	215-238-6333
Public Defender Association	215-568-3190
Victim Services (DA's Office)	215-686-8027

Police

Police, Fire, Medical Emergency	911
Abandoned Cars	215-683-2777
Community Relations	215-686-3380
General Information	215-686-3149

Motor Vehicle & Parking

Department of Motor Vehicles	800-932-4600
Handicapped Parking	215-683-9736
Moving Violations	215-686-1675
Parking Violations	215-561-3636
Phila. Parking Authority	215-683-9600

State Government Services

Commonwealth Information Center	800-932-0784
Vital Records (Birth/Death Certificates)	215-560-3054

Streets Department

Sanitation	215-686-5560
Recycling	215-685-7329
Street Repair	215-686-5560
Street Lighting	215-934-5030
Signs (Repair/Replacement)	215-686-5560
Alley Lights	215-686-5516

Utilities

Philadelphia Electric (PECO) PECO	215-841-4000
Emergency Philadelphia Gas Works	215-841-4141
PGW Emergency	215-235-1000
Philadelphia Water Dept. (PWD)	215-235-1212
Water Revenue Customer Service	215-685-6300
TAP Water Assistance	215-686-6880
	215-685-6300

Utility Grants

LIHEAP	215-560-2970
Heater Hotline	215-568-7190