



City of  
Philadelphia

## Resource Assistance Directory:

Support and Services Following the Northeast Plane Crash

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City of Philadelphia Aircraft Crash 24/7 Recovery Helpline  
**215-586-3400**

### Health and Wellness

#### Local Health Center: Health Center 10

For questions about the Health Center on Cottman Ave (Health Center 10), residents can call (215) 685-0639 or visit at 2230 Cottman Avenue, Philadelphia, PA 19149.

#### Mental Health Services (DBHIDS)

Mental health services are available through the City's Department of Behavioral Health and Intellectual Disability Services (DBHIDS) for anyone impacted. Call 988 or visit [DBHIDS.org](https://dbhids.org).

- Therapists, grief counseling, support groups, bereavement support, and more: visit <https://healthymindsphilly.org/>, call (215) 685-7408, or visit [Bereavement Support](#) on [phila.gov](https://phila.gov).
- DBHIDS Trauma Initiatives & [Resources](#)
- Suicide and Crisis: [988Philly.org](https://988philly.org) in addition to calling or texting **988**
- [Network of Neighbors](#): A trauma response network

### Property Concerns

**Access to Property (Philadelphia Fire Department)**

The Philadelphia Fire Department has stationed a Community Action Team (CAT) unit in the Roosevelt Mall parking lot to help residents. If you live in the 7200 block of Calvert, Rupert, Leonard, Hanford, or Bradford streets and need to access your home, please call (267) 250-8046 to request an escort. Make sure you leave your name, number, and address. We know it's hard revisiting the scene of tragedy, and it's especially hard when that scene is your home.

**Business Support (Department of Commerce)**

The City's Department of Commerce is working to assist local businesses. Businesses that have property damage or operational challenges due to local road closures can contact the Department of Commerce's Mayor's Business Action Team 215-683-2100 or [business@phila.gov](mailto:business@phila.gov).

**Damage Report Survey (Office of Emergency Management)**

If your property was affected by the plane crash, the Office of Emergency Management would like to hear from you. Please take a short survey located at [www.phila.gov/damagereporter](http://www.phila.gov/damagereporter) to help OEM determine the areas and extent of damage. Dial 3-1-1 to complete your damage survey over the phone.

**Home Permit/Other Property Needs (Department of Licenses & Inspections)**

Residents concerned about structural damage can call 311 or contact the Department of Licenses and Inspections' Contractual Services Unit (CSU) directly at (215) 686-2480 (7:00 a.m. - 3:30 p.m. daily). Inspectors will visit homes in the affected area free of charge.

**Housing Damage (American Red Cross Southeastern Pennsylvania)**

Residents whose homes were damaged can connect with a Red Cross caseworker about additional resources which may be available. Call 1-800-Red-Cross (1-800-733-2767).

**Housing Support (Philadelphia Housing Development Corporation)**

PHDC can support households that need to change residence through their [FreshStartPHL](http://FreshStartPHL) program. Rent and grant assistance to offset relocation costs may be available. Contact them via email [FreshStartPHL@phdc.phila.gov](mailto:FreshStartPHL@phdc.phila.gov) for information and applications. People can also contact PHDC at 215-448-3004.

### **Scam Awareness (State Attorney General)**

Residents and businesses should be aware and cautious of potential scams while fixing their damaged property. Property owners who feel that there was an attempt or have been victimized may file a complaint with the Pennsylvania Office of Attorney General's Bureau of Consumer Protection by visiting the [website](#), emailing [scams@attorneygeneral.gov](mailto:scams@attorneygeneral.gov), or by calling the office at 1-800-441-2555. Read more from the [Attorney General](#) about avoiding home improvement scams.

## **Environmental Health**

### **Chemical Smells and Air Quality (The Department of Public Health)**

After Public Health Department testing, the current air quality is safe. Residents are encouraged to contact Air Management Services at 215-685-7580 concerning chemical smells. Residents are encouraged to contact Air Management Services at 215-685-7580 for complaints about chemical smells. For questions about the Health Center on Cottman Ave (Health Center 10), they can call (215) 685-0639.

### **Water (Philadelphia Water Department)**

The Philadelphia Water Department reports that water is safe to use and drink. Drinking water quality was not affected by the crash. Any questions for the Water Department, call the 24-hour PWD hotline: 215-685-6300.

## **Tax Assistance**

### **Real Estate Tax Adjustment (Office of Property Adjustment)**

You may qualify for a Real Estate Tax Adjustment after a catastrophic loss. Damaged properties may qualify for a reduced property assessment. Impacted property owners should complete the [application](#) for a catastrophic loss real estate tax adjustment and return the form to the Office of Property Assessment (OPA):

- Return in person or by mail:  
Office of Property Assessment  
601 Walnut St., Suite 300 W.  
Philadelphia, PA 19106
- Return by email: [abatements@phila.gov](mailto:abatements@phila.gov)

**Tax Assistance (Department of Revenue)**

Property owners who are struggling to file or pay on time as a result of the incident can reach out to Revenue for assistance at [revenuetaxadvisors@phila.gov](mailto:revenuetaxadvisors@phila.gov).

**Document Replacements****Document Replacement (Register of Wills)**

The Register of Wills, John P. Sabatina, announced free document replacement services for essential records that have been destroyed or damaged by the crash. Documents available from the Register of Wills include marriage records, pending probate documents, and other records managed by the Register of Wills.

If you or a loved one have lost important legal documents due to this disaster, please contact the Register of Wills office or your elected representative in City Council, Pennsylvania Senate, or Pennsylvania House of Representatives for assistance. For more information, visit [www.phila.gov/wills](http://www.phila.gov/wills) or call 215-686-6250.

**Voter Identification Cards (Office of City Commissioners)**

If you need a voter identification card, the Office of City Commissioners will work to replace them at no charge. Registered voters can request a copy by calling 215-686-VOTE. Cards will be mailed to you. If this is not possible, please arrange with OCC staff to be picked up.

**Community Outreach****Community Engagement (Mayor's Office of Community Engagement)**

Contact Basil Lester at 215-873-3743, District 6 Manager, Mayor's Office of Community Engagement.

**Public Information (Office of Emergency Management)**

Residents or businesses affected by the aircraft incident can text RECOVERPHL to 888-777 to get the latest updates and information sent straight to their phones. Text READYPHILA to 888-777 to get emergency and awareness information year-round.

**Faith Based Resources****Faith Based Concerns (Mayor's Office of Faith-Based Affairs)**

Contact Bishop Wilfred Speakes at 267-246-8677 or Imam Quaiser Abdullah at 215-823-9782 from the Mayor's Office of Faith-Based Affairs

## How To Donate

### Donations

Donating to the One Philly Fund helps provide immediate, essential support to victims of the recent airplane disaster on January 31, 2025, in Northeast Philadelphia. Community contributions demonstrate our city's solidarity, resiliency, and ensure those affected receive the assistance they deserve to begin their recovery journey. Click [here](#) to donate today or visit the [website](#) or email [onephillyfund@phila.gov](mailto:onephillyfund@phila.gov)