

GOOD NEIGHBOR GUIDE



PHILADELPHIA COMMISSION ON
HUMAN RELATIONS

Table of Contents

Welcome 3

Introduction 4

Contact Us 5

Trash, Littering, & Dumping 6

Trespassing 7

Vandalism & Property Destruction 7

Block Cleanup 8-9

Pets 10

Ethnic Intimidation & Harassment 11

Noise 12

Hazardous Structures & Vacant Properties 12

Poor Parking & Blocked Driveways 13

Street Car Repair & Car Washes 13

Communication 14-15

Resources 16-18

Remember – Numbers to Know 19

Frequently Asked Neighbor Concerns 20-21



Welcome

Philadelphia is known as The City of Neighborhoods and each has its own diverse, energetic personality and culture.

Together these communities make our city a great place to make friends, raise a family and build a life. But great neighborhoods don't just happen. They are created through individual acts of communication, empathy and respect.

This guide is here to help us all make Philadelphia more neighborly — a city where civility, respect, and cooperation thrive.

The Philadelphia Commission on Human Relations (PCHR) is committed to fostering understanding and building connections that allow everyone to live peacefully and free from destructive conflict. We aim to ensure every resident feels safe, valued, and empowered to strengthen their community. Through our Community Relations Division, we partner with residents and local organizations to offer workshops that provide practical tools for preventing and de-escalating conflicts. Our Dispute Resolution Program further supports neighbors in bridging divides, improving communication, and resolving issues before they grow into larger challenges.

We invite you to explore the resources in this Good Neighbor Guide and join us in shaping a stronger, more connected Philadelphia. Together, we can create communities where everyone feels at home.

Respectfully,

Renee Chenault Fattah
Executive Director
Philadelphia Commission on Human Relations

Introduction

Urban living often means sharing close quarters, especially in Philadelphia, a city that pioneered row homes. It's essential to know and follow the City's guidelines designed to help residents live together harmoniously as good neighbors. Understanding how to share our limited space with those living next to and around us is crucial for maintaining a peaceful community.

If something bothers you, it's likely to bother your neighbor as well. Neighbors who are considerate of one another tend to have stronger relationships. The key to fostering better connections is recognizing and appreciating people's differences. It starts with respecting diverse backgrounds and showing consideration for your neighbors, your community, and our city of Philadelphia.

Learning how to prevent issues from escalating and finding solutions for persistent problems is essential. This guide provides the tools you need to make the most of being a good neighbor by offering strategies to keep problems in check and resolve ongoing issues. Inside, you'll find information on community organizations, resources to help improve your neighborhood, and tips on being a thoughtful and responsible neighbor.



Contact Info

Philadelphia Commission on Human Relations

601 Walnut Street, Suite 300 South
Philadelphia, PA 19106

Office hours: 9 a.m. - 2 p.m., Monday - Friday

Phone: 215-686-4670

Fax: 215-686-4684

Connect with us

www.phila.gov/PCHR

@PhillyPCHR on social media



Solicite una version en espanol de esta documento:

Llame al (215) 686-4670 o envíe un correo electrónico a pchr@phila.gov.

About the Philadelphia Commission on Human Relations

The Philadelphia Commission on Human Relations (PCHR) is the city's official civil rights agency. We enforce an important set of laws that prevent discrimination and promote equity and equality. We do this by educating neighbors, schools, and community organizations on protections afforded to them under the law, by mediating disputes, and overall, by promoting good will to the citizens of Philadelphia.

Trash, Littering & Dumping

Tossing trash on the streets, sidewalks, or the ground instead of using a trash bin is littering. Disposing of large objects, trash, or debris by leaving them on public or private property is dumping, and both acts give the impression of being a bad neighbor. Dumping is illegal!



To avoid littering, simply hold onto your trash until you find a trashcan, and encourage others to do the same. Keep a trash bin in a convenient spot in your home. For large items, take them to one of the City's Sanitation Convenience Centers for free disposal. **Scan the QR code to find a center near you.**



You can also **call 311** to report illegal dumping. If you capture a photo of the dumper's license plate, the City may be able to prevent them from returning to your neighborhood.

Plan a cleanup day. Sanitation's PMBC (Philadelphia More Beautiful Committee) can provide supplies and offer a special trash collection for your block. **To learn more, call 215-685-3971.**

Litter is not only an eyesore; it attracts insects, rodents, and spreads disease. Trash on the ground gives a neighborhood a 'run-down' and dirty appearance, signaling that residents don't care and potentially contributing to increased crime. When trash is dumped in an empty lot, it can be difficult to get it cleaned up.

IT'S THE LAW
Philadelphia Code – Title 10, "Regulation of Individual Conduct and Activity," Chapter 10-700 "Refuse and Littering," Section 10-703, and "Dumping of Debris and Short Dumping," Section 10-710.

“ We know our city struggles with quality of life problems like blight and graffiti and illegal dumping, abandoned cars and potholes, tractor trailers parked in neighborhoods; these problems negatively impact far too many communities. ”

Carlton Williams, director of the Office of Clean and Green Initiatives

Trespassing



Entering private property without permission or staying after being asked to leave is considered trespassing.

IT'S THE LAW

Philadelphia Code – Title 10, "Regulation of Individual Conduct and Activity," Chapter 10-800 "Safely," Section 10-840.

Trespassing is both illegal and dangerous. It can cause fear and anxiety for property owners, putting them on edge. In some cases, "No Trespassing" signs are posted to warn of dangerous conditions on the property. Ignoring these signs could result in serious injury or legal consequences.

Vandalism & Property Destruction

Defacing or destroying property is illegal and degrades the neighborhood's appearance. Graffiti and property damage make it harder to foster a strong, vibrant community and can reduce property values. Blighted neighborhoods are less attractive to buyers or renters, and the cost of removing graffiti or repairing damage can be significant. If caught vandalizing, you could face criminal charges or substantial fines.

Vandalism involves damaging public or private property, including vacant buildings or occupied residences. This can extend to public facilities like streetlights, statues, poles, and signs.



IT'S THE LAW

Philadelphia Code – Title 10, "Regulation of Individual Conduct and Activity," Chapter 10-500 "Property – Damaging, Defacing and Interfering With," Section 10-501.

Block Cleanup



Ice and snow are serious hazards. You don't want anyone, including yourself, to slip and suffer a serious injury near your property. Blocked curb cuts can make it difficult or impossible for people with disabilities to navigate safely.

Winter

Clear a 3-foot-wide path along the sidewalk in front of your home or business so pedestrians can easily pass by. Begin clearing within six hours after the snow stops, and make sure to keep curb-cut ramps free of snow and ice for neighbors with disabilities who use wheelchairs.

While shoveling can be exhausting, reserving a cleared parking spot with cones, chairs, or other objects is illegal. Philadelphia police are authorized to remove these items.



IT'S THE LAW

The Philadelphia Code – Title 10, "Regulation of Individual Conduct and Activity, Chapter 10-700 "Refuse and Littering," Section 10-720 "Snow Removal from Sidewalks."

Block cleanup con't.



Autumn

Falling leaves can block storm drains, which allow rain and melting snow to flow into the sewer system. To prevent flooding, keep storm drain inlets clear and avoid piling leaves where they can cause clogs.



A clogged inlet can lead to street flooding during heavy rains. While the PWD will clean the inlets, neighbors should help by ensuring leaves and trash are kept clear of the drains.

Summer

While it may be tempting to open fire hydrants to cool off during hot months, this is illegal and dangerous. Hydrants are meant for firefighting, and unauthorized use can pose safety risks.



Opening a hydrant without proper tools can damage it, making it unusable for the Fire Department during emergencies when it's most needed.



Pet waste carries harmful bacteria, viruses, and parasites, which can cause serious illnesses in both humans and animals. Dog owners are required to pick up waste in yards within 12 hours, and it is illegal to leave dog waste on streets and sidewalks. It's a matter of courtesy — no one wants to step in it!

Having a dog is fun, but it comes with significant responsibility. You must ensure they are fed, walked, and cared for with love. In Philadelphia, it's also required to have a license to own a dog.



IT'S THE LAW

The Philadelphia Code – Title 10.
"Regulation of Individual Conduct and Activity, Chapter 10-700 "Refuse and Littering," Section 10-720 "Snow Removal from Sidewalks."

While feeding stray cats may seem kind, it can lead to large gatherings, which may result in fighting, disease, and the spread of parasites. Unspayed or unneutered cats can quickly multiply, exacerbating the stray cat problem.

Ethnic Intimidation & Harassment

Harassment can take many forms — physical, verbal, or virtual. Defacing a house or public/private property with symbols of hate incites fear of violence, especially among individuals from different racial, ethnic, or religious backgrounds. This also includes cyberbullying among children.

WHAT IS A HATE CRIME?

A **hate crime** is a criminal act motivated by prejudice or bias based on race, color, religion, sexual orientation, gender identity, gender, disability, national origin, ancestry, or age (over 65).

WHAT TO DO? I AM HATE VICTIM

If you receive a threat or are a victim of any crime, call 911 to report it and to get further assistance (e.g. medical attention and victim services). To report hate crimes and bias incidents (non-emergency), contact PCHR at 215-686-4670 or by using our online tool. We also have an anonymous hotline at 215-686-2856.

WHAT TO DO? I SEE A HATE CRIME BEING COMMITTED

It is crucial that you respond immediately when you believe a hate crime is being committed or has occurred. Call 911 and report it as soon as possible especially if someone is injured or there is risk of continuing violence.

WHAT IS A BIAS INCIDENT?

Offensive or hurtful act that is not a crime but is motivated by bias or prejudice.

WHAT TO DO? I AM BIAS VICTIM

To report bias incidents (non-emergency), contact the Philadelphia Commission on Human Relations (PCHR), at 215-686-4670 or by using our online tool. We also have an anonymous hotline at 215-686-2856.

WHAT CAN I DO TO HELP?

If you see a bias act occur among peers, say something. Be an **upstander** — not a bystander — and call it out or report it to a supervisor, property manager, or business owner.

HOW CAN PCHR HELP?

PCHR responds to acts of bias in multiple ways. We can address community tensions through facilitated discussions and mediation.

When a discriminatory act occurs in the workplace, housing or place of public accommodation, we can enforce the City's anti-discrimination laws.

If you see ethnic intimidation in your neighborhood, speak out and report it by calling the PCHR at 215-686-4670.

Philadelphia embraces diversity and rejects hate. Using hateful words or symbols is both painful and illegal. Intimidation impacts more than just the intended target — it alarms the entire community. Ethnic intimidation is never a joke; it carries a painful and offensive history, and its effects are far-reaching.

IT'S THE LAW

The Philadelphia Code – Title 10.
"Regulation of Individual Conduct and Activity," Chapter 10-200 "Ethnic Intimidation and Institutional Vandalism,"
Section 10-202.

Noise



Loud noise is not only annoying but also invades others' personal space. High volumes can damage your hearing and disrupt your neighbors, preventing them from enjoying their activities or getting a good night's rest. Excessive noise can also be dangerous, as it may drown out important sounds like alarms or oncoming traffic.

There are specific rules regarding acceptable noise levels in residential neighborhoods and public areas. Disturbing the peace, engaging in behavior that causes public annoyance or concern, or actions that risk harming others is considered disorderly conduct and can lead to penalties, even for minors.

IT'S THE LAW

The Philadelphia Code – Title 10, "Regulation of Individual Conduct and Activity," Chapter 10-400 "Noise and Excessive Vibration," Section 10-403. "Regulation of Individual Conduct and Activity," Chapter 10-1600 "Conduct in Public Places of Assembly; Administrative adjudication of Violations," Section 10-1603.

Hazardous Structures & Vacant Properties

A sudden building collapse can damage nearby cars, block roadways, weaken adjacent structures, or even result in fatalities. Never enter a vacant building — you could be charged with trespassing, and the risk is not worth it.

Poorly maintained buildings with cracked walls, loose materials, or risk of collapse pose serious hazards.



IT'S THE LAW

Sections PM-305, 310 & 311 of the Philadelphia Property Maintenance Code. Section PM-306 of the Philadelphia Property Maintenance Code.

Even vacant buildings and lots require upkeep, including security and cleanliness. Property owners must obtain a vacant property license if their buildings become unoccupied.

Poor Parking & Blocked Driveways



Parking in areas where it is prohibited or failing to adhere to posted time limits is considered illegal.

IT'S THE LAW

The Philadelphia Code – Title 10, "Regulation of Individual Conduct and Activity, Chapter 10-800 "Safety", Section 10-823 "Driveways;" and Title 12, "Traffic Code, Chapter 12-900, "Parking Regulations and Penalties," Section 12-913 and Section 12-2405.

Blocking driveways can frustrate neighbors and hinder access for those needing to reach work or the hospital. Taking up excessive space can prevent others from parking, while poor parking practices may obstruct traffic flow, making it difficult for police, emergency vehicles, buses, or trash trucks to perform their duties. Parking on sidewalks poses hazards for pedestrians and children at play, and occupying disability parking spaces makes it challenging for individuals with disabilities to find safe and accessible parking.

Street Car Repair & Car Washes

Running a business in the street can be bothersome and hazardous to neighbors. Unlicensed operations may not dispose of dangerous materials properly. Motor oil and other waste must be discarded legally to prevent contamination of the stormwater system.



Operating an unlicensed business, such as detailing or washing cars on the street, is prohibited. This rule also applies to fixing cars in public areas, except in emergencies.

IT'S THE LAW

The Philadelphia Code – Title 12, "Traffic Code," Chapter 12-900 "Parking Regulations and Penalties," Section 12-902.

Communication

Your behavior affects your neighbors, just as their behavior affects you. The key to minimizing conflict with your neighbor is to take responsibility for being a good neighbor yourself. Simple consideration and appropriate communication with your neighbor is all that is necessary.

Meet Your Neighbor

Introduce yourself, perhaps at the mailbox, when taking a walk or when you see the moving boxes arrive. Learning your neighbors' name and regularly offering a cordial "good morning" or "hello" can be the start of a positive relationship.

Keep Your Neighbors Informed

Contact your neighbor before you do something that might affect them – such as hosting a big party, building a fence, etc. Informing your neighbors ahead of time allows them to make plans or tell you how your project will affect them.

Observe the Platinum Rule

Treat your neighbors the way they would like to be treated. Set an example by being considerate about noise from vehicles, tools, stereos, group activities, and pets. If your neighbor does something you like, tell them!

Be Appreciative

If your neighbor does something you like, tell them! They will be pleased you noticed the yard work or the new paint job. It will be easier to talk to them when they do something that you don't like.

Be Aware of Differences

Differences in age, ethnic background, years in the neighborhood, etc. can lead to conflicting expectations or misunderstandings unless we make an effort to communicate and understand each other.

Consider the View from Your Neighbors' Yard

How does your compost pile, dog run or son's car parts look from your neighbors' backyard or windows? Keep areas that are in other's view reasonably presentable.

Communication con't

Constructive communication can resolve conflict, and talking things over directly is the best way to handle problems.

Don't Assume Discussing an Issue will Aggravate Your Neighbor

Time and time again, we've found that neighbors are not aware that their actions are negatively affecting others. Usually, people are willing to make changes if you approach them respectfully.

Don't Assume You Know Your Neighbors' Intentions

If your neighbor does something that irritates you, don't assume that it was done on purpose. Giving them the benefit of the doubt will make it easier for you to talk about the situation.

Don't Wait to Talk About Things that Bother You

If your neighbor does something that bothers you, let them know. By communicating early and calmly, you take a big step forward toward resolving the problem.

Be Calm

If a neighbor approaches you, listen carefully. If you can listen and react defensively, then their anger will subside, the lines of communication will remain open, and there is a good chance of working things out.

Listen Well

When you discuss a problem, try to understand how your neighbor feels. Understanding will increase the likelihood of a solution that works for you both. Summarize what you hear and ask questions to clarify your understanding of the problem.

Be Respectful

Talk directly with the neighbor. Don't gossip about how they told you how they feel. If you can listen and not react defensively, then their anger will subside, the lines of communication will remain open, and there is a good chance of working things out.

Resources: On the Ground Partners

Block Captain

Perhaps you, or someone you know, would make a great block captain. Do you already have a block captain? Get to know that person and offer your help. Scan QR code to learn more about becoming a block captain.



Registered Community Organization (RCO)

An RCO is one way Philadelphia residents can gain access to information and become informed participants of the zoning process. They work within the guidelines provided by the Philadelphia City Planning Commission (PCPC).



Condo or Co-Op Owners Associations

There are many condo communities in the city. If you are part of a condo association, or you are interested in moving into a condo, here are some of the condo association's responsibilities:

- Sets and enforces rules for the property.
- Collects monthly, quarterly or annual dues.
- Maintains and repairs shared areas such as parks, elevators or swimming pools.
- Seeks to maintain or boost values of the units on the property.
- Follows federal, state and local housing laws.

Community Development Corporation (CDC)

The following is a description of a CDC and the corporation's responsibilities:

- Non-profit organization that works to better neighborhoods in need
- Helps to solve issues such as building or rebuilding neighborhood business districts and affordable homes
- Provides services such as health care, job training, or education.
- Receives private and public funds.
- Works with, but is not part of, local government.

Scan to find your local CDC member.



Philadelphia More Beautiful Committee (PMBC)



The PMBC is a unit of the Philadelphia Streets Department, Sanitation Division. If you are interested in a clean neighborhood, you can organize to make it happen.

211 - United Way

The partnership with United Way gives Philadelphia residents access to resources for crisis and emergencies, housing and utility expenses, and violence prevention. The calls are free and confidential.

Philadelphia Anti-Drug/Anti-Violence Network (PAAN)



PAAN is a non-profit dedicated to addressing drug abuse and violence among Philadelphia youth and their families. They offer drug counseling and job readiness programs.

CORA Good Shepard Mediation



CORA Good Shepherd is a nonprofit justice center that offers conflict mediation through dialogue processes.

Combating the Opioid Epidemic

The City is working to save lives, improve access to help, and reverse the negative effects opioids have had on our communities by strengthening prevention and education.

- Learn how to get and use naloxone (Narcan®), a medication that can reverse an opioid overdose.
- Anyone can access naloxone from a pharmacy by getting a prescription from their doctor or using the Pennsylvania Naloxone Standing Order written for the general public found on the www.health.pa.gov website.

If you think someone is overdosing, always call 911. Seek treatment to prevent overdose. For more information call (800) 662-HELP (4357). If you have questions about naloxone, email overdose.prevention@phila.gov.

Resources: City Agency Resources

Office of LGBTQ+ Affairs

- Advocates for the inclusion and protection of LGBTQ+ people and advancement of the LGBTQ+ community
- Works to advocate for LGBTQ+ issues in all areas of City of government
- Serves as the contact between the LGBTQ+ community and the City
- Helps develop policy about civil rights issues affecting LGBTQ+ people

City Hall, Room 115 | Philadelphia, PA 19107
Phone: 215.686.0330
Website: <https://www.phila.gov/LGBT>

Town Watch Integrated Services

- Safe Corridors is a program that protects students traveling to and from school.
- Citizens Emergency Response Training (CERT) teaches groups what to do in case of disaster.
- Drug prevention, leadership, and anti-bullying programs.
- Neighborhood cleanups.

1515 Arch St., 11th floor | Philadelphia, PA 19107
Phone: 215.686.1459
Website: <https://www.phila.gov/townwatch>

Office of Domestic Violence Strategies

- Develop safe and supportive policies for families affected by domestic violence
- Work with City and community agencies to ensure access to inclusive services
- Educate City agencies and providers about what survivors of domestic violence need

1401 John F. Kennedy Blvd, Suite 630 | Philadelphia, PA 19102
Phone: 866.723.3014
Website: <https://www.phila.gov/ODVS>

Office of the Victim Advocate

- Advocates for victims' rights within enforcement systems and city government.
- Supports local victim service agency partners to enhance services delivered and increase their capacity to serve victims.

100 S. Broad St., Suite 440 | Philadelphia, PA 19102
Phone: 215.686.2115
Website: <https://www.phila.gov/departments/office-of-the-victim-advocate>

Office of Immigrant Affairs

- Works to promote the well being of Philadelphia's immigrant communities.
- Helps develop policies and programs that will provide opportunity and access to services.
- Works to facilitate the inclusion of immigrants into the civic, economic, and cultural life of the city.
- Highlights the essential role that immigrants have played and continue to play in our city.

City Hall, Room 162 | Philadelphia, PA 19107
Phone: 215.686.0876
Website: <https://www.phila.gov/OIA>

Mayor's Office For People With Disabilities

- Safe housing
- Employment opportunities
- Voting
- Barrier-free designs, sidewalk ramps
- Education opportunity
- Recreation, arts, and culture
- Behavioral health services
- Health and human services

City Hall, Room 260D | Philadelphia, PA 19107
Phone: 215.686.2798
Website: <https://www.phila.gov/departments/mayors-office-for-people-with-disabilities>

Philadelphia Veterans Advisory Commission

- Works to connect Philadelphia's Veterans to the benefits and services they deserve,
- Finds and makes referrals to government agencies and social services to provide them with counseling or other services.
- Connect veterans with the information, organizations, and resources they need.
- Assists transitioning service members and their families returning home from service.

City Hall, Room 127 | Philadelphia, PA 19107
Phone: 215.686.3256
Website: <http://www.phlveterans.com>

Resources: City Agency Partners

Community Life Improvement Program (CLIP)

- Remove graffiti vandalism from buildings, street signs, and other street fixtures.
- Enforce the City's regulations to make sure vacant lots and areas are kept clean.
- Lend supplies and offer trash pickup for CLIP-coordinated neighborhood cleanups.
- Provide adult non-violent offenders the opportunity to complete their community service sentences by cleaning and beautifying the city.

8716 Frankford Ave., Philadelphia, PA 19136
Phone: 311
Website: phila.gov/CLIP

Mayor's Office of Black Male Engagement

The Mayor's Office of Black Male Engagement (OBME) works to close the opportunity divide for men and boys of color. As the work is inclusive, they also serve Latino, Asian, immigrant, and other populations of men and boys in Philadelphia.

OBME also coordinates My Brother's Keeper Philadelphia, a program that aims to dismantle systems of inequality.

City Hall, Room 115 | Philadelphia, PA 19107
Phone: 215.686.0332
Website: <https://www.phila.gov/OBME>

Mayor's Commission on Aging

The commission provides Philadelphia's seniors with:

- Access to benefits and programs.
- Employment and financial services.
- Access to food and meal delivery.
- Health and senior centers.
- Housing security (foreclosure prevention).

1401 John F. Kennedy Blvd., 16th floor | Philadelphia, PA 19102
Phone: 215-686-8452
Website: www.phila.gov/aging

Mayor's Office of Engagement for Women

The Office of Engagement for Women (OEW) promotes economic, educational, and social opportunities for Philadelphia's women, girls, and individuals who identify as female. They support public policy and advocacy initiatives relating to:

- Leadership development.
- Education.
- Health and wellness.
- Civic engagement.
- Gender equality.
- Social justice.

City Hall, Room 115 | Philadelphia, PA 19107
Phone: 215.686.2154
Website: <https://www.phila.gov/OEW>

Department of Behavioral Health & Intellectual disAbility Services (DBHIDS)

DBHIDS works with the Philadelphia School District, child welfare and judicial systems, and with families and communities to provide care and services for:

- People with mental illness
- People struggling with addictions
- People with intellectual disabilities

They also help people with intellectual disabilities live self-determined lives in their communities by providing quality support and services.

1101 Market St., Suite 700 | Philadelphia, PA 19107
Phone: 215-685-5400
Website: www.phila.gov/DBHIDS

Mayor's Office of Youth Engagement

- Bridge the gap between the older and younger generations.
- Suggest ways for City government to better serve youth residents within city limits.
- Work with city youth to develop and harness leadership skills.
- Assist in creating public service programs that improve the lives of city youth.

City Hall, Room 115 | Philadelphia, PA 19107
Phone: 215.686.2159
Website: <https://www.phila.gov/youthengagement>

REMEMBER

If you witness or are concerned about a crime, call "911"

Concern	Where to go
<ul style="list-style-type: none"> • Illegal dumping • Overflowing trash dumpster 	Department of Sanitation 3-1-1
<ul style="list-style-type: none"> • Building alarm or loud noise • Bad smell 	Air Management Philadelphia Health Department 215-685-7580
<ul style="list-style-type: none"> • Abandoned or dangerous building • Car being repaired in the street • Littered lot 	Philadelphia Licenses & Inspections (L&I) 3-1-1
<ul style="list-style-type: none"> • Tree touching wires • Tree fallen on power lines 	Emergency Services PECO 800-841-4141
<ul style="list-style-type: none"> • Abandoned car • Immobilized car 	Neighborhood Services Unit Philadelphia Police Department 215-685-9500
<ul style="list-style-type: none"> • Leak in the street or sidewalk • Broken inlet cover • Knocked over fire hydrant • Water in the basement 	Philadelphia Water Department 215-685-6300
<ul style="list-style-type: none"> • Barking dog • Stray animals • Persistent poop (more than 12 hours) in yard • Farm animals (pigs, chickens, etc.) in yard 	Animal Care and Control Team (ACCT Philly) 24-hour Emergency: 267-385-3800
<ul style="list-style-type: none"> • Nuisance bar or stop-n-go • Underage drinking • Speakeasies 	Liquor Control Enforcement Pennsylvania State Police 800-932-0602
<ul style="list-style-type: none"> • Potholes • Broken street light • Missing/broken street sign • Uncollected trash/recycling • Snowy/icy road • Block party permit • Dangerous sidewalk 	Department of Streets 215-686-5560
<ul style="list-style-type: none"> • Smell of gas 	Philadelphia Gas Works 215-686-5560

Frequently Asked Neighbor Concerns

What do I do about people hanging out in front of a home or business for no reason?

Answer: Call 911

Loitering can be both an inconvenience and uncomfortable. We recommend hanging out on your steps or porch. Meet in an open and accessible location. Do not block sidewalks, doorways, or business entrances.

Law: The Philadelphia Code – Title 10. "Regulation of Individual Conduct and Activity," Chapter 10-600 "Public Places – Prohibited Conduct," Section 10-603.

I live in a small row home. My neighbor has like 10 people living there. What can I do?

Answer: Call 311 and report to L&I. If children are involved, call DHS.

Each home has a limited amount of living and sleeping space; overcrowding is unhealthy. The formula for the number of people allowed to live in a space is determined by the City and based on a location's total space and square feet. The City could issue an order that would require the residents to vacate the property.

Law: Section PM-202 and PM-404 of the Philadelphia Maintenance Code, and Section 14-102(49) of the Philadelphia Zoning Code.

My neighbor's son blasts music at night outside. What can I do?

Answer: Call 911

There are rules about the types of noise and sound levels that are acceptable in residential neighborhoods and public areas. Disturbing the peace, acting in ways that cause public annoyance or concern, or behaviors that risk harming others is disorderly conduct and can be punishable even if you are underage.

Law: The Philadelphia Code – Title 10. "Regulation of Individual Conduct and Activity," Chapter 10-400 "Noise and Excessive Vibration," Section 10-403. "Regulation of Individual Conduct and Activity," Chapter 10-1600 "Conduct in Public Places of Assembly; Administrative Adjudication of Violations," Section 10-603.

How can I organize my block for cleanups?

Answer: Become a block captain

As a neighbor, you can always organize a block cleanup with your neighbors, but if you don't have a block captain, contact PMBC at 215.685.3971 or use the online form to express interest and receive a petition in the mail. Once you collect the signatures of at least 51% of the residents on your block to sign the petition, you can be named block captain.

How can I keep my block safe?

Answer: Various

You can start by becoming a block captain. Connect with your local police district and get your neighbors to help by staying involved. TWIS (Town Watch Integrated Services) offers support for neighbors looking to keep their neighborhood safe.

Who do I call about overgrown trees or grass?

Answer: 311

CLIP (Community Life Improvement Program) partners with businesses, organizations, and residents to keep Philadelphia clean. If there are overgrown trees or grass on a property, they can come out and clear it up. They also remove graffiti vandalism from buildings, street signs, and other street fixtures.

Frequently Asked Neighbor Concerns

My neighbor has water leaking from the sidewalk. Who do I call?

Answer: Philadelphia Water Department (PWD) 215.685.6300

Call PWD if you see water or sewage coming from the curb or street. They will determine the responsible party and properly give notification or make the necessary repairs.

What can I do if the trash on my street isn't picked up?

Answer: Call 311.

If it is your normal trash day and your trash wasn't picked up, contact the Department of Sanitation. Before calling, note that trash pickup may be delayed because of holidays or special circumstances.

My son is returning home from jail. Are there any resources to help him?

Answer: Office of Reentry Partnerships (ORP) 215.683.3370

ORP is a hub for referrals, resources, and training for individuals returning to civilian life after incarceration. The goal of the organization is to reduce the rate of recidivism.

My grandmother died and I live in her house. I'm her only living relative. The bills are still in her name. How do I get the house and bills in my name?

Answer: Tangled Title Program 215.523.9550

A tangled title happens when someone lives in a house but is unable to prove ownership because the name does not appear on the deed. This occurs after a parent or grandparent passes away without a will or without having put the current occupant's name on any paperwork.

A truck keeps dumping tires in the empty lot across from my house. Can I report them?

Answer: Yes. Call 311

Dumping is illegal. If able, take a picture of the dumper's license plate, the City may be able to stop them from returning to your neighborhood. If you work with your block captain, you can plan a cleanup day and enlist the help of CLIP and PMBC to lend you a hand and offer supplies to assist with the cleanup.

Law: The Philadelphia Code – Title 10. "Regulation of Individual Conduct and Activity," Chapter 10-700 "Refuse and Littering," Section 10-703, and "Dumping of Debris and Short Dumping," Section 10-710.

My neighbor uses our block as a car lot. The cars don't have license plates and stay in a spot for weeks. What can I do?

Answer: Call 311

Cars or trucks that won't start, run on their own, have flat or missing tires, or are without proper license plates can be considered abandoned. Be sure to have the following information when submitting a report: The exact address, whether the steering column is broken, the condition, the make and model, the color, the body style, and the license plate and state, if applicable.

Law: The Philadelphia Code - Title 12. "Traffic Code," Chapter 12-1100 "Miscellaneous Regulations and Penalties," Section 12-1120 "Abandoned Vehicles."



601 Walnut Street
Suite 300 South
Philadelphia, PA 19106
www.phila.gov/humanrelations