



Department of Records

CITY OF PHILADELPHIA

Guidance on Operations During COVID-19 Closure

March 17, 2020

In accordance with the City's announcement of March 16, 2020 (link to full press release below), all non-essential City of Philadelphia government operations are halted, and all City government buildings will be closed to the public, effective Tuesday, March 17, 2020. (Staff will report to work on Tuesday, March 17.)

Beginning Wednesday, March 18, all non-essential City workers will not need to report to work.

Link to full press release: <https://www.phila.gov/2020-03-16-city-announces-new-restrictions-on-business-activity-in-philadelphia/>

Document Recording: E-Recording Only Will Continue

The Records Department has determined that the document recording operation is an essential service and has therefore designated its document recording staff (Intake Unit and Indexing Unit) as essential employees, who will record and index e-recorded documents remotely during the closure. We will be unable to process in-person and mail recordings during the closure as we will not have staff in our offices during that time.

We, therefore, encourage everyone who is able to e-record their documents to register with one of the following three e-recording companies authorized to record through our e-recording system:

Simplifile

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

CSC eRecording

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

Avenu Insights & Analytics

- **Phone: 800.556.7274**
- **Email: erxsupport@avenuinsights.com**
- **Website: avenuinsights.com**

All Other Department of Records Services:

The Department of Records has deemed all its other services (www.phila.gov/records) to be non-essential in light of COVID-19. Accordingly, we will not have employees in our offices for the duration of the closure to provide in person services or to respond to mail. We do provide the following services online:

- **To Research Property Records Online: epay.phila-records.com**
- **To Research Property Information Generally: atlas.phila.gov**
- **For Information About Deed and Mortgage Fraud: phila.gov/deed-fraud**