



GUIDE TO HOMEOWNER RESOURCES

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DISCLAIMER

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HOUSING REPAIRS

**Building Materials Exchange
Impact Services**
111 W. Erie Ave. Phila., PA 19140
215.423.3613
www.impactservices.org

New and salvaged materials at low cost to low- and middle-income homeowners. Free membership allows up to 85% discount off of materials such as: paint, lumber, floor coverings, used appliances, mirrors, windows, toilets and sinks.

**Philadelphia Center for Independent Living
—Liberty Resources**
1341 N. Delaware Avenue, Suite 105 Phila., PA 19125
215.634.2000 TDD: 215.634.6630
www.libertyresources.org

- HOME MODIFICATION PROGRAM — adaptations for individuals with physical disabilities. Free services to low-income Philadelphians. (Ext. 365)

Philadelphia Housing Development Corp.
1234 Market St., 20th Floor
Phila., PA 19107
www.phdchousing.org

Services available for low-income Philadelphians:

- WEATHERIZATION — free weatherization and energy-efficiency improvements for owner-occupied houses. Services include: air-sealing measures; window and door repair or replacement; wrapping hot water-heaters, heating pipes and ducts; sealing basement openings, crawlspaces and chaseways; insulating and air-sealing of roof area; repair and efficiency modifications to central heating systems. **215.448.2161**
- BASIC SYSTEMS REPAIR PROGRAM — repairs include: Electrical/plumbing; roof (*leak must be causing severe damage*); walls/dangerous structural problems (*limited resources and lengthy waiting period*). **215.448.2160**

Philadelphia Neighborhood Housing Services

121 N. Broad St. Room 502
Phila., PA 19107
215.988.9879

www.info@phillynhs.org

- Community improvements (roofs, sidewalks, steps, etc.) for homeowners in the Carroll Park and Cobbs Creek sections of the city.
- Loans for home improvement to unbankable and low-income homeowners in Carroll Park, Cobbs Creek, Overbrook, Fern Rock, Ogontz and Reifield sections of the city.

UTILITIES ASSISTANCE

Energy Coordinating Agency of Philadelphia (ECA)

1924 Arch St., Phila., PA 19103

215.988.0929

www.ecasavesenergy.org

ECA'S Neighborhood Energy Centers provide a range of energy-bill payment assistance, education and conservation services.

- **HEATER HOTLINE** — emergency repair services for low income homeowners. **215.686.2590**
- **LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)** — helps homeowners or renters who are unable to pay their utility bills. **215.560.2970**
- **ENERGY EFFICIENCY AND CONSERVATION SERVICES** — provide energy conservation services to eligible households under contracts with local utilities and government. These include gas, water and electricity. **215.988.0929**
- **EMERGENCY FUEL ASSISTANCE PROGRAM (CRISIS)** — helps provide homeowners or tenants with heating including oil deliveries. Client must be without oil or heating service has been cut off (seasonal availability). **215.686.2590**
- **HOMELESSNESS PREVENTION PROGRAM** — case management for utilities assistance. Applicant must be facing a utility shut-off or in need of heating oil. Income guidelines and eligibility requirements apply. **215.988.0929**

Utility Emergency Services Fund (UESF)

125 S. 9th Street, Suite 501, Phila., PA 19107

215.829.0545

www.uesfacts.org

Provides up to \$500 to help pay gas, electric or water bill in shut-off status or already terminated. Applicant must have applied for and exhausted all governmental energy assistance programs available (LIHEAP and CRISIS). Must meet income guidelines.

PECO Energy

2301 Market St., P.O. Box 8699, Phila., PA 19101

Customer service: 1.800.494.4000; Gas or electric emergency: 1.800.841.4141

www.peco.com

- Customers can set up payment arrangements by calling **1.888.480.1533**.
- **Customer Assistance Program (CAP)**. The CAP Rate is designed for eligible customers, with an annual gross income at or below 150% of the Federal Poverty Income Guide. **1.800.774.7040**.
- **Low Income Usage Reduction Program (LIURP)** can help lower the amount of gas and electricity used in your home. Provides free weatherization measures installed in the home and conservation education. Income eligibility requirements. **1.800.675.0222**

Philadelphia Gas Works

1800 N. 9th St. Phila., PA 19122

215.235.1000

www.pgworks.com

- **CUSTOMER RESPONSIBILITY PROGRAM** — provides customers with two options for reducing their gas bill. Available to both heating and non-heating customers. Income guidelines apply. **215.686.6880**

Water Revenue Bureau

Municipal Services Building, 1401 JFK Blvd., Concourse Level, Phila., PA 19102

215.686.6880

www.phila.gov/waterrev

- **WATER REVENUE ASSISTANCE PROGRAM (WRAP)** — provides a credit up to \$200 to be used to enter into a repayment agreement or to combine with other energy grants to pay an arrearage in full. Income guidelines apply.
- **DISCOUNTS** — Income qualifying older adults 65 or older can receive a 25% discount.

LEGAL RESOURCES

**Community Legal Services/
Philadelphia Legal Assistance**
1424 Chestnut St., 5th Floor Phila., PA 19102
215.981.3700

Represents low-income Philadelphians in civil matters. Phone calls are accepted Monday, Wednesday and Friday from 9-11 a.m. Walk-in assistance is available Monday, Wednesday and Friday from 9 a.m. to 1 p.m.

**Department of Licenses & Inspections
Municipal Services Bldg, 1401 JFK Blvd.,
11th Floor, Phila, PA 19102**
215.686.2463; 215.686.2464; 215.686.2465
www.phila.gov/li/index.html

- **COMPLAINT AND INSPECTION REQUESTS** — Outlines the responsibilities of owners for maintaining a house in a safe and clean condition. Enforces City of Philadelphia Housing Code and investigates complaints about code violations, including fire safety, water and sewage systems, heating and repairs.

Philadelphia Bar Association/Legal Line
215.238.6333
www.philabar.org/public/lrs/lrs.asp
Directs callers to appropriate agencies or legal aid organizations for help and, where appropriate, refers callers to attorneys in private practice to represent them in legal matters. Calls accepted Monday through Friday from 9 a.m. to 5 p.m.

**Philadelphia Volunteers for the Indigent
Program (VIP)**
www.phillyvip.org

Provides low-income individuals representation in civil matters by referring them to volunteer lawyers, paralegals, and others who provide legal services free of charge.

- **REAL ESTATE** — Establish title or obtain possession of residence, e.g., actions for quiet title, partition or ejectment, as well as some zoning cases.
- **PROBATE** — Small estates, the only asset of which is the home in which the client lives
- **ESTATE PLANNING** — Drafting wills, advanced health care directives ("living wills") or durable powers of attorney

LOW INCOME INDIVIDUALS CAN CONTACT VIP THROUGH COMMUNITY LEGAL SERVICES.

SeniorLAW Center
Land Title Building, 100 S. Broad St., Suite 1810,
Phila., PA 19110
215.988.1244
www.seniorlawcenter.org

Legal services for low income senior citizens.

- **HOUSING** — mortgage foreclosures; sheriff sales; clearing title to property; deed transfers; code enforcement; property taxes; home repair contractor problems; other housing, consumer and advance planning problems facing older homeowners.

OLDER ADULT PROGRAMS

Philadelphia Corporation for Aging
642 N. Broad St. Phila., PA 19131
215.765.9000
www.pcaphl.org

- PCA SENIOR HELPLINE — provides information on senior citizen programs.
215.765.9040
- SHARP — home repairs include replacing exterior doors and locks, rebuilding basement steps, making minor plumbing repairs and replacing electrical switches, outlets and fixtures. Priority service is given to low-income people with physical disabilities who are more than 75 years old and living alone.
- ADAPTIVE MODIFICATION PROGRAM (AMP) — provides major modifications to the houses of people of all ages with physical disabilities.
- EMERGENCY FUND — offers small grants to adults older than 60 years old to meet emergency energy, food, housing and medical needs.
- PROPERTY TAX REBATES — for older adults 65 years or older. Must have owned and occupied your house or apartment, nursing home or similar residence in Pennsylvania; been a widow or widower during all or part of the previous year; or been permanently disabled during all or part of the previous year. Income guidelines apply. Proof of ownership is required.

The Center for Advocacy for the Rights and Interests of the Elderly (“CARIE”)
100 N. 17th St., Suite 600, Phila., PA 19103
215.545.5728; Toll Free: 1.800.356.3606

- The CARIE LINE — available Monday through Friday, 9 a.m. to 5 p.m., providing information and assistance in: Caregiver Resources; Discounts for Seniors; Insurance Options; Legal Resources; Elder Abuse and Crime Against the Elderly; Mental Health Services; Entitlements; Health Services; Long Term Care Services; Transportation for Seniors; Nutritional Resources; Utilities Assistance; Housing Alternatives.
- Elderly Victims Emergency Security Fund (EVESF) — serves older Philadelphians, age 60 and over, who are on a limited income and are victims of crime and abuse. Provides assistance to secure homes and prevent further victimization by replacing or repairing door and window locks, replacing doors and windows or installing security bars on windows.

Pennsylvania Occupational Therapy Association (“POTA”)
100 South 21st St., Harrisburg, PA 17104
1.800.871.7682
www.pota.org

POTA serves a membership of Pennsylvania occupational therapy practitioners for the purpose of insuring access to occupational therapy services. Occupational therapists work with people to promote health, productivity and quality of life, teaching “skills for the job of living.”

VACANT LOTS

Philadelphia Green
Pennsylvania Horticultural Society
100 N. 20th Street - 5th Floor, Phila., PA 19103
215.988.8800
www.pennsylvaniahorticulturalsociety.org/phlgreen/

Works with community organizations to clear debris, plant trees and grass, and install fencing or other protective barriers.

Small Vacant Lot Abatement Program
City of Philadelphia
Office of Housing and Community Development
215.686.9749; 215.686.9744

The program allows homeowners, neighborhood residents and organizations to clean, maintain and acquire small vacant lots in their communities. Priority is given to property owners who live adjacent to the vacant lot. Call for an application.