

## WHERE TO FILE PERMITS, DOCUMENTS

### Marriage License Bureau

City Hall, Room 413  
**215-686-2233, 7285**

Office is open 8:30 a.m. to 4:30 p.m.  
Mon. - Fri., Wed. 8:30 a.m. to 7:30 p.m.  
Fee is \$50.

### Birth and Death Certificates

Division of Vital Statistics  
City Hall, Annex, Room 402  
**215-560-3055**

Birth Certificates are \$4. Death Certificates are \$3. One free birth and 10 free death certificates given to veterans and their dependents under 19.

### Licenses and Inspection Department

License Issuance Section  
Municipal Services Building Concourse  
**215-686-2490**

Licenses issued for parades, fireworks and dogs.

### Block Parties

Streets Department  
Municipal Services Building Room 940  
**215-686-5560**

Applications for Block Parties must be obtained three weeks before the event. At least 75% of the residents must sign a petition requesting the Block Party. Application fee of \$20 must be either check or money order. Parties may last from 8:00 a.m. to 8:30 p.m.

### Deeds, Mortgages, Power of Attorney, Accident Investigation

Records Department,  
Document Division  
City Hall, Room 166  
**215-686-2292**

Provides copies and recordings of documents.

### Filing for a Taproom License

Pennsylvania Liquor Control Board  
140 W. Germantown Pike, Suite 100  
Plymouth Meeting, PA 19462  
**610-940-1200**

### Voter Registration

City Commissioners Registration  
Division  
520 N. Delaware Avenue  
Riverview Place, 5th Floor  
**215-686-1500, 1501, 1502**

Registration forms here and at libraries, state stores, and political party offices.

### Posting Signs

Licenses and Inspection  
Municipal Services Building  
Concourse  
**215-686-2435**

Permits for political or advertising signs to be posted in the city. Illegally posted signs should be reported to **686-2463, 2464, 2465**.

### Driver's Licenses

Pennsylvania State Police  
2201 Belmont Avenue or Island Road  
near the airport.  
**1-800-932-4600**

Testing Tuesday through Saturday  
8:30 a.m. to 4 p.m.

## SENIOR CITIZEN PROGRAMS

### Commission on Services to the Aging

1401 Arch, 9th Floor  
**215-686-8450**

Develops programs for the aged including employment, retirement activities, financial assistance, legal aid and technical assistance.

### Philadelphia Corporation for Aging

111 North Broad Street  
**215-765-9000**

Provides seniors with homemakers, meals, transportation, financial aid, etc.

### Philadelphia Senior Center

509 South Broad Street  
**215-546-5879**

The general office will direct you to one of two Philadelphia centers offering a wide range of activities and services:

Martin Luther King, Jr.  
Older Adult Center  
2101-35 West Cecil B. Moore Avenue  
**215-978-2714**

Frederic R. Mann  
Older Adult Center,  
3201 North 5th Street  
**215-685-9844**

### Foster Grandparent Program

15th & JFK Boulevard  
**215-686-9050**

Seeks volunteer senior citizens interested in working with neglected children with special needs.

## EMPLOYMENT — WHERE TO APPLY

### Personnel Department

Civil Service  
City Hall, Room 127

Applications available here for more than 100 positions. No appointment is necessary. Office hours are 8:30 a.m. to 4:30 p.m. weekdays.

### Pennsylvania State Employment Service CHECK FOR NEAREST OFFICE TO YOUR HOME. 215-560-2253

Helps find employment for job applicants, no fee charged. Check the telephone book for the nearest office.

### El Congreso de Latino Unidos

719 W. Girard Avenue  
**215-763-8870**

Training and placement for the Hispanic community.

### Department of Recreation

1515 Arch Street, 10th Floor  
**215-683-3601**

Provides work opportunities and job training for 17- to 21-year-old men and women who are out of school.

## DISCRIMINATION

### Commission on Human Relations and Fair Housing Commission

34 South 11th Street, 6th Floor  
**215-686-4670**

Acts on complaints related to alleged discrimination in the city.

### PA Human Relations Commission

Broad & Spring Garden Sts., Rm. 711  
**215-560-2496**

Investigates problems of discrimination related to housing, employment, public accommodations, education and the handicapped.

## UTILITY EMERGENCIES

### Water Department

**215-685-6300 (24 hours)**  
or **215-686-1776**

Repairs broken street mains, flooded cellars, stopped-up sewers, etc. Underground pipes will be thawed out for \$125.00.

### Philadelphia Gas Works 215-235-1212 (24 hours)

Inspects gas odors and malfunctioning heaters.

### Philadelphia Electric 215-841-4141 (24 hours)

Repairs electrical cutoffs, investigates gas odors, downed wires, etc.

### Heating Division

Department of Licenses and Inspections  
Municipal Services Building, Rm. 780  
**215-686-2590**

Will restore heat for tenants who are ill or have other hardships and will bill the landlord for the cost.

### Home Weatherization Program 215-448-2161

Provides insulation, caulking, weather-stripping and storm windows for low-income homeowners. Priority given to senior citizens.

## BUSINESS

### Licenses and Inspections Department

Municipal Services Building Concourse  
**215-686-2490**

Provides information on those business operations needing a license.

### Small Business Administration

900 Market Street  
Robert Nix Federal Building  
Suite 500  
**215-580-2722**

Provides advice to future business owners through counseling and monthly workshops.

### Philadelphia Industrial Development Corporation

1500 Market Street  
**215-496-8020**

## STREET REPAIRS

### Streets Department

Highway Division  
Municipal Services Building, 9th Floor  
**215-686-5560**

Sends repair crew for potholes and broken curbs. Sidewalks must be repaired by the property owner.

## TRASH AND GARBAGE REMOVAL

### Sanitation Division

Streets Dept., Municipal Services  
9th Floor, Municipal Service Building  
**215-686-5560**

Emergency collection service for dead animals or wreckage resulting from a disaster is available seven days a week.

## TRAFFIC SIGNS AND SIGNALS

### Traffic Engineering Division

Streets Department  
Municipal Services Building  
**215-686-5531**

Replacement or repairs of missing street signs and traffic lights. Investigates dangerous situations caused by heavy traffic.

## ADDITIONAL LIGHTING FOR STREETS AND ALLEYS

### Street Light Department

Municipal Services Building,  
Room 800  
**215-592-5683 (24-hour number)**

Inspects street lighting on request.

## VACANT BUILDINGS AND LOTS

### Department of Licenses and Inspections

Municipal Services Bldg., Room 710  
**215-686-2463**

Inspects vacant buildings when illegal conditions are reported. The city will tear down any vacant building in danger of collapse and board up any vacant building not secured.

## ENVIRONMENT

### Fairmount Park Commission

Horticulture Division  
Memorial Hall  
**215-685-0096**

Recommends contractors and issues permits for tree trimming or planting. Free advice available.

### Fairmount Park Recycling Center

Fairmount Park Commission  
Off Ford Road and Chamounix Drive  
**215-685-0115**

Offers free firewood, mulch, wood chips and compost Monday through Friday, 7:30 a.m. to 3 p.m. Firewood must be cut with a power saw.

### Air Management Services

Department of Public Health  
321 University Avenue  
**215-823-7586**

Investigates sources and tries to eliminate smoke or odors.

Noise Complaints..... **685-7580**

## PROTECTION UNDER THE LAW

### Lawyer Reference Service

1339 Chestnut Street  
**215-238-1701**

Helps consumers find an attorney. \$3 consultation fee. Appointment is necessary. Open 9 a.m. to 4:30 p.m.

### Community Legal Service

Juniper and Locust Streets,  
Sylvania House  
**215-981-3700**

Free legal advice for low-income residents.

### Women Against Abuse Center

100 S. Broad Street, 5th Floor  
**215-686-7082**

Evenings and weekends call  
**215-386-7777**

Legal advice free to low-income residents plus information on emergency shelter.

### Women Organized Against Rape

1233 Locust Street, Suite 202  
**215-985-3333**

(24-hour hotline number)

Services available to rape victims. Representatives will meet victims at hospitals and accompany victims to court. Also offers educational programs for rape prevention and general awareness, Crisis Counseling, referral, long-term individual and group counseling is also available.



## HOME AND NEIGHBORHOOD

**Philadelphia Housing Authority**  
2012-18 Chestnut Street  
**215-684-4000**  
Provides adequate rental housing for low-income families.  
Public housing applications at 3010 Market Street.

**Philadelphia Housing Development Corporation**  
1234 Market Street, 17th Floor  
**215-448-3000**  
Rehabilitation of Vacant Houses/Current. Eligible low-income families may receive grants to repair vacant home or current dwelling.

**Philadelphia Housing Development Corporation**  
1234 Market Street  
**215-448-3000**  
Potential homebuyers receive advice to evaluate their financial positions.

**Housing Association of Delaware Valley**  
1500 Walnut Street, Suit 601  
**215-545-6010**  
Programs for low- to moderate-income residents with housing problems.

**Visiting Nurse Association of Greater Philadelphia**  
1 Winding Drive  
**215-473-0772**  
Offers all aspects of home health care at no cost to the consumer if the services are not covered by an insurance policy.  
From infants to the elderly.

**215-473-0772**

1 Winding Drive

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Rehabilitation of Vacant Houses/Current. Eligible low-income families may receive grants to repair vacant home or current dwelling.

**215-448-3000**

1234 Market Street, 17th Floor

**Philadelphia Housing Development Corporation**

Community-based advocate for patients. Complete medical care is offered at the centers. Hours vary, so check with the center before going.

**215-685-5675**

Department of Public Health

**Community Health Services**

Eight Centers in Philadelphia:  
Broad and Lombard .....215-875-6570  
1720 South Broad.....215-685-1803  
555 South 43rd Street.....215-685-7500  
4400 Haverford Ave.....215-685-7600  
1900 North 20th Street..215-685-2930  
131 E. Chelton Ave. ....215-685-2253  
2230 Cottman Ave. ....215-685-0600

Recommend a list of general practice physicians.

**Philadelphia County Medical Society**  
2100 Spring Garden Street  
**215-563-5343**

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2100 Spring Garden Street  
**215-563-5343**  
Recommends a list of general practice physicians.

**Office of Mental Health and Retardation**  
Department of Public Health  
1101 Market Street, 7th Floor  
**215-592-5400**  
A referral service to aid the mentally handicapped.

**Veterans Outreach Center**  
801 Arch Street, Suite 102  
**215-627-0238, 0239**  
Provides psychological and readjustment counseling for combat veterans. No charge.  
Hours: Monday, 8 a.m. to 9 p.m.; Tuesday thru Friday, 8 a.m. to 4:30 p.m.

## EMERGENCY NUMBERS

All lines are open 24 hours each day.  
**Inspector General's Office**  
Medical emergencies ..... 911  
Poison Information  
Center ..... 1-800-222-1222  
Suicide and Crisis Information  
Center ..... 215-686-4420  
Child Abuse .... 215-686-3512, 3515  
Women  
Against Abuse ..... 215-386-7777  
(evening and weekend help is available at 8th and Race Streets)

**RAT AND INSECT CONTROL**  
Department of Public Health  
1953 W. Indiana Avenue  
**215-685-9000**  
Inspects homes and makes suggestions for a rat-free environment. Rat bites should be reported immediately.

**Environmental Health Services**  
Department of Public Welfare  
500 South Broad Street  
**215-685-6572**  
Offers advice on mosquito control and other insect problems.  
321 University Avenue, 2nd Floor  
**215-685-7492**  
Offers advice on food protection, regulates food establishments, water and sewage, injury prevention, car seats and boat emergencies.

**LEAD PAINT INSPECTION**  
Department of Human Services  
1 Parkway  
1515 Arch Street  
**215-683-6014**  
Helps children who are neglected, seeking adoption, etc. Finds for families who would like to provide a foster home for surfaces suspected of containing lead paint will be inspected for a nominal fee. Blood tests for children are free.

**Children and Youth Agency**  
Department of Human Services  
1 Parkway  
1515 Arch Street  
**215-351-7200**  
Day care provided for the children of working parents. Registration held at 63 centers.

**Childhood Lead Poison Prevention Program**  
2100 W. Girard Avenue  
**215-685-2797**  
Surfaces suspected of containing lead paint will be inspected for a nominal fee. Blood tests for children are free.

## GUIDE



## to Philadelphia Services



**Compliments of Representative Babette Josephs**

Pennsylvania House of Representatives – 182nd District

**District Office**  
1528 Walnut Street, Suite 1901  
Philadelphia, Pennsylvania 19102  
t. 215.893.1515  
f. 215.560.5816

**Harrisburg Office**  
House Box 202020  
Harrisburg, Pennsylvania 17120  
t. 717.787.8529  
f. 717.787.5066  
e. b josephs@pahouse.net  
www.babette.org



Immigration and Naturalization  
Service ..... **1-800-375-5283**  
(for forms)  
U.S. Weather Bureau .. **215-936-1212**  
U.S. Customs ..... **215-597-4605**  
Food and Drug  
Administration..... **215-597-4390**

## GENERAL INFORMATION

**Commission on Human Relations**  
**215-686-4675**  
Will provide speakers for church, school or civic groups.

**Women's Humane Society**  
3839 Rich Lieu Road  
**215-750-3100**  
Provides shelter for lost, sick and injured animals.

**Veterans Advisory Commission**  
City Hall, Room 317  
**215-686-3256, 3257**  
Assists veterans and their families with pensions, education, benefits, disability compensation.

**Consumer Credit Counseling Service of Delaware Valley**  
1211 Chestnut Street  
**215-563-5665**  
Offers free advice to consumers with poor credit ratings who want to improve their financial situation. This agency does not lend money.

## THE MAYOR'S OFFICE CITY HALL ROOM 143

**Information Office**  
**215-685-3600**  
Provides information, brochures available, etc.

**Complaints Office**  
**215-686-3000**  
Staff hears complaints and suggests solutions or refers consumer to the appropriate agency.

**Office of Consumer Services**  
**215-686-7599**  
Hears complaints on unsatisfactory products and services and offers advice for resolutions.

**Mayor's Commission on People with Disabilities**  
**215-686-2798**  
Offers information and referral services to the handicapped. Free guidebook lists facilities for the handicapped.

## PHILADELPHIA FEDERAL OFFICES

Federal Information  
Center ..... **800-688-9889**  
Federal Bureau of  
Investigation..... **215-418-4000**  
U.S. Post Office ..... **1-800-ASK-USPS**  
Social Security  
Administration..... **215-991-3900**  
or **1-800-772-1213**  
Veterans  
Administration..... **1-800-827-1000**  
Income Tax  
Information ..... **1-800-829-1040**

## PROTECTION UNDER THE LAW (continued)

**The Victim Witness Unit**  
District Attorney's Office  
1421 Arch Street  
**215-686-8026**  
Offers information and counseling to crime victims and witnesses. Provides transportation for sick and elderly to and from court.

**Alleged Police Misconduct Complaints**  
Police Department, Administration Building, 8th and Race Streets  
**215-685-5056, 5057**  
Complaint forms are available in English and Spanish at all police districts, Room 143 City Hall Annex, Commission on Human Relations and City Council Members' offices.

**Department of Licensing and Inspection**  
Municipal Services Building, 7th Floor  
**215-686-2463**  
Hears a variety of housing complaints. Resident must make time for inspector to visit the home.

**Office of Emergency Shelter and Services**  
141 N. Juniper Street  
**215-686-7152**  
Provides shelter for homeless women and children.

**Philadelphia Commission on Fair Housing**  
1321 Arch Street  
**215-686-3237, 3238, 3239**  
Offers advice on signing leases, rent increases, tenant's rights, eviction, etc.