

GOOD NEIGHBOR GUIDE

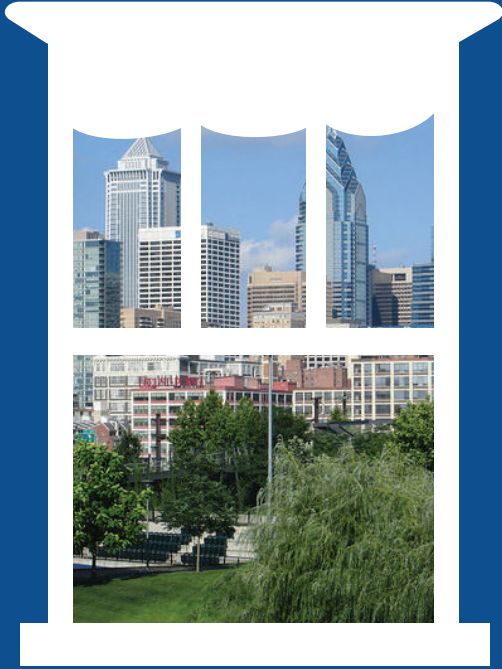
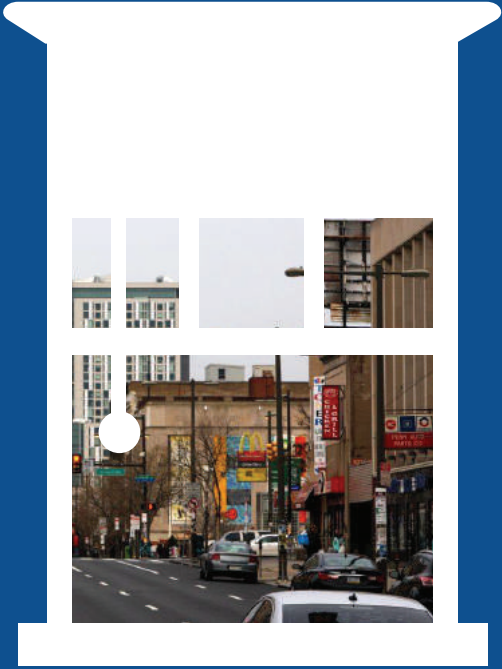
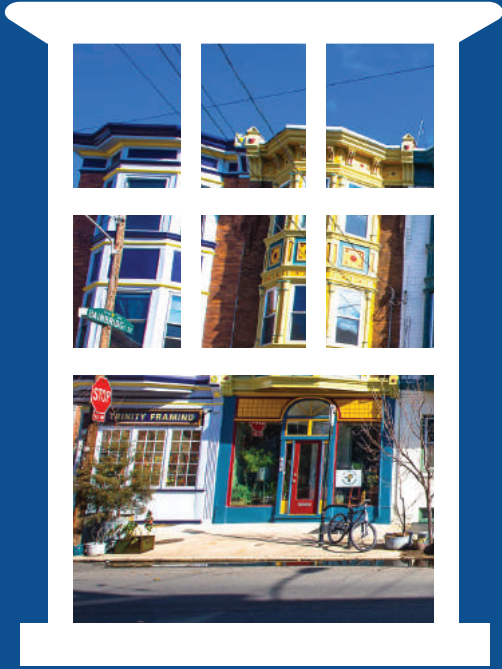


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Welcome

We are excited that Philadelphia, the City of Brotherly Love and Sisterly Affection, is your home. Whether you have lived here all your life or are new, this guide is designed to help you with another important goal – making sure that Philadelphia is a City of Neighborly Love.

Part of our mission at the Philadelphia Commission on Human Relations (PCHR) is to help people find common ground, so they can live in the same neighborhood without conflict. We also help people work together to improve their blocks and neighborhoods. Members of our Community Relations Division (CRD) assist in making this happen every day.

Our team works one-on-one with neighbors throughout the city. They conduct community workshops to help build skills for conflict resolution. They also provide more formal solutions, like mediation through our Dispute Resolution Program, to help build bridges and facilitate communication. If there is a disagreement in your community – but no violence or court action involved – chances are we can help you find ways to get along.

We created this Good Neighbor Guide to provide resources for you so that you can help make your community a great place to live.

Best wishes,

Rue Landau

Executive Director

Philadelphia Commission on Human Relations



How to Be a Good Neighbor

Understand the Problem, Find the Solution

If something bothers you, it will probably bother your neighbors too. Neighbors who are considerate of each other get along better. The key to better relationships is to know that people are different and have different cultural backgrounds, and to show respect for your neighbors, your block, and your city. You may already be familiar with some of these troublesome behaviors, but you may have no idea how you can tackle them. Learn how you can prevent issues from getting out of control and find solutions for persistent problems.

Being Neighborly

Trash, Littering & Dumping

Quick definition

Tossing trash on the streets, sidewalk or ground instead of a trash bin is littering. Getting rid of large objects, trash, or debris by leaving it on public or private property is dumping. Both acts make you seem like a bad neighbor. Dumping is illegal.



Examples

Dropping your potato chip bag or soda can on the ground instead of placing it in a trash bin is littering. Dumping broken furniture in an empty lot on your block is forbidden. Putting trash on your curb when it is not your scheduled pick-up day also is not allowed. People from outside of your neighborhood dumping their trash on your block is illegal.



Why it's a problem

Litter is an eyesore; it attracts insects, rodents and disease. Trash on the ground makes a neighborhood look "run down" and dirty. It looks like the residents do not care and contributes to crime in the neighborhood. When trash is dumped in an empty lot it may be hard to get someone to clean it up.



Solution

There is a right way to avoid littering; carry your trash with you that extra minute until you find a trashcan. Ask others to do the same. Keep a trash bin in a convenient place in your home so you're prepared. Take large items to one of the City's Sanitation Convenience Centers for free disposal. Go to phila.gov/services and click on "Trash, recycling & city upkeep" to find a sanitation center near you.

You can call 311 to report illegal dumping. If you take pictures of the illegal dumper's license plates, the City may be able to stop them from returning to your neighborhood. Plan a cleanup day. The City's Community Life Improvement Program (CLIP) can even lend you supplies and offer trash pickup for your neighborhood cleanups. Call 311 to learn more.



Law

You can find this law in 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.

Being Neighborly

Loitering & Gathering

Quick definition

Hanging out for no reason or purpose or preventing people from comfortably getting access to and from a home or business is loitering.



Examples

Standing for a long time in front of a store making it hard for someone to enter. Sitting on someone else's stoop without permission. Standing around at a subway station stop in a group or alone without ever boarding a train.



Why it's a problem

Loitering is getting in the way and inconveniencing other people. It can be difficult, intimidating, and dangerous to push through a crowd.



Solution

Hang out on your own steps or porch. Do not get together in places not intended for that purpose. Meet your friends at a park or another open accessible location. Do not block sidewalks, doorways, or business entrances; and avoid gathering in large groups at transportation stations.



Law

You can find this law in The Philadelphia Code – Title 10. "Regulation of Individual Conduct and Activity," Chapter 10-600 "Public Places – Prohibited Conduct," Section 10-603.

Being Neighborly

Trespassing

Quick definition

Entering a private space or property without permission or remaining on the property after the owner asks you to leave is trespassing.



Examples

Jumping a fence that has a sign warning people not to enter. Entering or trying to re-enter someone else's property uninvited. Re-entering a park or recreation center after hours is trespassing.



Why it's a problem

Trespassing is dangerous and illegal. Your actions could make people frightened. If you are on their property uninvited, it puts them on the defensive. Sometimes people post no-trespassing signs because a property is dangerous. If someone enters a space posted with a no trespassing sign they could get seriously hurt.



Solution

Pay attention to "No Trespassing" warnings. Do not enter a private space or property without permission. Leave if you are asked by the owner.



Law

You can find this law in The Philadelphia Code – Title 10. "Regulation of Individual Conduct and Activity," Chapter 10-800 "Safely," Section 10-840.

Being Neighborly

Vandalism & Property Destruction

Quick definition

Damaging any public or private property, vacant buildings or occupied residences. Property destruction includes public facilities like poles, lights, statues, and signs.



Examples

Breaking windows of the empty house on the corner or knocking out the bulbs in streetlights. Tagging a fence or building with graffiti.



Why it's a problem

Defacing property is illegal and makes the neighborhood look less attractive. A lot of damage and graffiti in a neighborhood makes it hard to build a strong neighborhood, and less desirable to sell or rent a home there and invites more blight. Removing graffiti and repairing property damage can be expensive. If you are caught destroying property, you could be charged with a crime or face substantial fines.



Solution

Report instances of vandalism to 311. Talk with your neighbors and block captains about graffiti and damages occurring in your community. You can report graffiti for removal by calling 311. When possible, install outdoor security lights or cameras to discourage mischief-makers.



Law

You can find this law in The Philadelphia Code – Title 10. "Regulation of Individual Conduct and Activity," Chapter 10-500 "Property – Damaging, Defacing and Interfering With," Section 10-501.

Being Neighborly

Harassment

Quick definition

Harassment can be physical or verbal. Unwanted physical contact with another person; trying to talk to them when they do not want you to; repeatedly cursing or yelling at someone or threatening them are all forms of harassment. In today's digital world, making threats or nasty comments by computer or phone text messages is "cyber harassment." This includes cyber bullying between children.



Examples

Repeatedly calling the police on your neighbors for non-criminal matters without speaking to them first. Cursing at your neighbor who hasn't said anything to you. Your child texting mean things to a neighbor's kid or spreading vicious rumors online about someone at school.



Why it's a problem

This is a form of violence. Harassment makes anyone who experiences it or sees it happen to someone else feel uncomfortable, and it does not support healthy relationships. It does not promote strong neighborhoods. It is hurtful and in some cases illegal.



Solution

Examine why you are angry. Ask yourself, "Is there something I can change?" Or, "Have I tried to discuss this with my neighbor when we aren't angry with each other?" Often times, your neighbor may not be aware their behavior is causing concern. We recommend talking with your neighbor after an incident ends, when you are not angry or confrontational. If your attempt does not go well, the PCHR can help facilitate a dialogue. You can contact the PCHR Dispute Resolution Program at 215-686-4670.



Law

You can find the law under the Pennsylvania code Title 18, Section 2709.

Being Neighborly

Ethnic Intimidation

Quick definition

Painting or tagging symbols of hate on a house, or public or private place causes fear of violence among people—especially of different racial, ethnic, or religious backgrounds.



Examples

Painting a swastika, or other racially charged symbols, on a building or wall in the neighborhood. Writing racist or anti-immigrant messages on someone's home. Damaging a religious statue at a worship center.



Why it's a problem

Philadelphia embraces diversity and rejects hate. Using words and symbols of hate is painful and illegal. Intimidation always affects more people than the intended target; the whole neighborhood can become alarmed. In no way should ethnic intimidation be used as a joke; it is never funny. These types of objects, actions, and behaviors have a painful, offensive history.



Solution

Seek meaningful ways to understand different cultural groups in your neighborhood through conversations with people of different backgrounds. Attend community cultural events and get to know someone who is of a different race, religion or nationality than you. Keep an open mind on differences and find common ground. Check out some books at your local library about different religions, ethnic groups, and cultures. You can help make our city an open and welcoming place for all.

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



Law

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

How to Be a Better Neighbor

Understand the Problem,
Find the Solution

Urban living means close quarters. In a city like Philadelphia, which pioneered row homes, this is especially true. Know and follow the City's rules that were created to help people live together as good neighbors. Understand how to share our limited space with those residing next to and around you.



Respecting Boundaries

Noise

Quick definition

There are rules about the types of noise and sound levels that are acceptable in residential neighborhoods and public areas with limited exceptions such as construction and airplanes.



Examples

Sitting in your car with the radio blasting so everyone hears it and feels the vibrations. Watching TV inside your own home with the volume so loud it can be heard through the walls and outside.



Why it's a problem

Loud noise is annoying and it invades another person's personal space, not to mention that sound at high volumes can damage your ears. Unwanted or excessive noise can prevent your neighbors from enjoying what they are listening to or keep them awake at night. Noise also can prevent someone from hearing something important for their safety like an alarm or oncoming traffic.



Solution

Be considerate of people around you and your neighbors, especially after 9 p.m. on weeknights or after 11 pm on the weekends. Try not to interrupt someone else's rest; remember that babies sleep during the day, kids have school, and people have to get up for work.



Law

You can find this law in The Philadelphia Code – Title 10. "Regulation of Individual Conduct and Activity," Chapter 10-400 "Noise and Excessive Vibration," Section 10-403.

Respecting Boundaries

Parties & Disorderly Conduct

Quick definition

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.



Examples

Loud parties that disrupt your neighbors or "spill out" into public places. Tossing trash including cans and bottles into the street. Urinating on someone's property. Playing music too loud or late into the night. Fighting, using obscene language, or hazardous behaviors.



Why it's a problem

All residents expect to enjoy themselves safely and be treated with respect in their neighborhood. It is inconsiderate and can become dangerous when people create annoyances or cause damage in a neighborhood or business district.



Solution

Make an effort to know your neighbors and take pride in your neighborhood. Join a block cleanup. Attend a neighborhood association meeting. Remember, under the law, infractions can bring costly consequences even if it is your kids causing the problem.



Law

You can find this law in The Philadelphia Code – Title 10. "Regulation of Individual Conduct and Activity," Chapter 10-1600 "Conduct in Public Places of Assembly; Administrative adjudication of Violations," Section 10-1603.

Respecting Boundaries

Maximum Occupants in a Rental

Quick definition

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 in square feet. In addition, you cannot have more than three people unrelated by blood, marriage or adoption living together in a unit.



Examples

A small row home may suit only six people but becomes a problem if there are eight or 10 living there, even if some are children and from the same family. A renter is exceeding the maximum number of occupants if an apartment is only leased to four people but now has eight.



Why it's a problem

Each home has a limited amount of living and sleeping space; overcrowding is not healthy. More people means heavy use of the home's basic features like the kitchen and bathrooms. Besides breaking your lease, you could be setting yourself up for a health or safety hazard. You might also be disturbing the peaceful environment of the premises for other tenants. In fact, if you have too many people living in your home, the City could issue an order that would require you to vacate your property.



Solution

It can be difficult to tell a friend or relative that you are not allowed to have any more people in your home but it is better than risking your lease if you rent. Before you take extra people into your home, try to help them find housing resources.

The Philadelphia Housing Authority has information on rental assistance agencies. www.pha.phila.gov/housing.aspx

The City's Division of Housing and Community Development has information for housing emergencies: www.phila.gov/departments/division-of-housing-and-community-development/



Law

You can find this law in Section PM-202 and PM-404 of the Philadelphia Property Maintenance Code, and Section 14-102(49) of the Philadelphia Zoning Code.

Respecting Boundaries

Snow Removal

Quick definition

Clear away any ice or snow along at least a three-foot path on the sidewalk in front of your home or business so people can easily pass by your property. Start clearing within six hours of when the snow ends. Be mindful to keep curb cut ramps clear of snow and ice so neighbors with disabilities using wheelchairs have clear access.



Examples

Failing to shovel your sidewalk or have someone shovel it for you. Not shoveling until days after a storm. Shoveling in a manner that blocks your neighbor's car or walk. Saving your parking place on the street with cones or chairs is not legal.



Why it's a problem

Ice and snow can be serious hazards. You do not want anyone walking by your property to fall and seriously injure themselves – including yourself. Snow and ice can block curb cuts making it difficult or impossible for people with disabilities to navigate safely.



Solution

Plan and prepare in advance. Purchase a shovel and snow melt in advance to use in the winter. If you cannot shovel snow, you can ask family, friends, or neighbors for help so your sidewalk is shoveled after the snow stops falling.



Law

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

Respecting Boundaries

Hazardous Structures

Quick description

Buildings or poorly maintained structures with cracked walls, falling materials, or teetering on collapse are all hazardous.



Examples

A damaged house, rotted wooden railings, a building with a leaning porch or an exposed roof.



Why it's a problem

The sudden collapse of a building can destroy nearby cars, block roadways, weaken buildings next to it - or even kill someone. Never enter a building that has been vacant; You could be charged with trespassing and there could be invisible dangers inside.



Solution

Report any building or structure that looks like it is unsafe or needs to be demolished by calling 311. Steer clear of it. If you own it, make arrangements for repair or removal - ASAP! If you believe a building is going to immediately collapse, call 911.



Law

You can find these laws in Sections PM-305, 310 & 311 of the Philadelphia Property Maintenance Code.

Respecting Boundaries

Vacant Properties

Quick definition

Empty buildings and lots still require attention and upkeep from security to cleanliness. The property owner needs to obtain a vacant property license if buildings have become vacant.



Examples

A property becomes vacant when no one lives there. It can be an empty home or an empty lot without a building. A property can become vacant because the owner is sick, has died, or the owner is holding the property for sale or without tenants and is not taking care of it.



Why it's a problem

People can break into vacant buildings that are not properly locked up and boarded. Vacant properties become places where people dump trash and become homes for rodents and insects. Failing to keep up the appearance of a property hurts housing values of nearby properties in the neighborhood. None of this is healthy for people or the community.



Solution

An owner is always responsible for maintaining a property even if it is vacant. Secure it properly. Return and inspect it. If the home or building needs repair, you must come up with a plan to fix it or make a plan to sell it. You must also obtain a vacant property license so that the City knows how to contact you if there is a problem. Neighbors can report homes failing to meet these requirements by calling 311.



Law

You can find this law in Section PM-306 of the Philadelphia Property Maintenance Code.

Respecting Boundaries

Poor Parking & Blocked Driveways

Quick definition

When people park where no parking is allowed or do not obey parking signs indicating permissible time limits, they are parking illegally. Do not block someone's driveway or leave your car anywhere that blocks traffic.



Examples

Parking in a way that blocks someone else's driveway, or parking in their driveway without permission. Parking on a sidewalk, too close to the corner, double-parking, or blocking traffic creates a hazard for others. Parking in a space reserved for a vehicle with disability placard or license plate can lead to an expensive fine.



Why it's a problem

Blocking driveways can make neighbors angry and prevent someone from getting to work or even the hospital. Taking up too much space prevents others from parking. Poor parking that prevents traffic from moving down the street or easily turning a corner could prevent police, emergency vehicles, buses or trash trucks from doing their job. Parking on sidewalks can be hazardous for pedestrians or children playing. Parking in disability parking spaces makes it difficult for people with disabilities to find safe and accessible parking.



Solution

If you're visiting, pay attention to the parking signs on that street. Arrive early enough to look for parking and park only in legal spots. It's better to find another space a few blocks away than pay fines that can be hundreds of dollars per violation. When you are in your own neighborhood, be mindful of where your neighbors' driveways are. Talk about parking problems before an issue arises.



Law

You can find this law in 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.

Respecting Boundaries

Abandoned Vehicles

Quick definition

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.



Examples

Your car does not run anymore or has a flat tire and you cannot get it fixed right away, so you just leave it parked on the street. A vehicle with registration and inspection stickers that are expired for over 90 days. A car that remains illegally parked for over 48 hours.



Why it's a problem

Disabled and damaged cars remaining on a street can become an eyesore and sometimes are vandalized. They also steal valuable parking spaces from your neighbors. When people become aware that it has not been moved for a long time and it is reported, your car is at risk of being declared abandoned and towed away.



Solution

If your car has a problem, talk with your neighbors and explain your situation. Do everything you can to get it fixed or moved off of the street within 48 hours. If you suspect a vehicle is abandoned on your block, report it by calling 311 before it becomes a problem. The police can file a report and have it investigated. The car or truck may be towed away.

Information on abandoned vehicles can be found at <http://www.phillypolice.com/assets/directives/D12.6-AbandonedVehicles.pdf>



Law

You can find this law in The Philadelphia Code – Title 12. "Traffic Code," Chapter 12-1100 "Miscellaneous Regulations and Penalties," Section 12-1120 "Abandoned Vehicles."

Respecting Boundaries

Street Car Repair

Quick definition

Setting up a business like detailing or washing cars in the street is prohibited, this includes fixing cars in the street except in cases of emergency.



Examples

Changing the brake pads on your car while it's parked in the street. Operating a car wash business in front of your house.



Why it's a problem

Running a business in the street is annoying and can be hazardous to neighbors. Unlicensed street-level operations may not get rid of dangerous materials safely. Vehicle waste, like motor oil must not end up in storm water systems.



Solution

Cheaper car repair is tempting, but not in the street in front of your home. Find a shop or car dealership if your car, truck or motorcycle needs repair. You cannot use a public street for an ongoing side business like a car wash or detailing.



Law

You can find this law in The Philadelphia Code – Title 12. "Traffic Code," Chapter 12-900 "Parking Regulations and Penalties," Section 12-902.



Mobilize for Action

Gaining knowledge of potential neighborhood problems and their solutions is half the battle. Get set for the second half. Learn about on-the-ground partners and helpful organizations available to you and how to team up to create the community you want. Building and maintaining a great neighborhood to live in is not a solo effort. It takes teamwork. The best neighborhoods have a network of people who are willing to work together and are equally invested in success. Check out the following profiles describing some key players who can help you make success happen!

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. Here is the description of a block captain.

- Chosen by fellow neighbors.
- Serves as the ambassador for the block.
- Calls monthly meetings to decide priorities and goals.
- Leads activities such as block cleanups or obtaining permits for block parties.
- Works with elected officials.
- Speaks up for needs of neighbors.
- May collect dues to cover costs for neighbor-led projects such as a community garden, condolences, or outdoor holiday decorating.

To learn more about Block Captains go to philadelphiastreet.com and search for "block captains."

Area Business Association

These associations are particularly interested in improving the appearance of a main street or business center and fostering the success of businesses in the neighborhood. The Mt. Airy Business Association and the Baltimore Avenue Business Association of West Philadelphia are two examples of the City's many Area Business Associations. They are groups that:

- Represent small businesses in a neighborhood.
- Focus on a small area of businesses, sometimes a corridor of a few blocks.
- Partner with neighbors to help support and improve communities served.

Most Philadelphia Area Business Associations can be found within the Philadelphia RCO list at <https://www.phila.gov/CityPlanning/projectreviews/RCO>

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 guidelines provided by the Philadelphia City Planning Commission (PCPC).

- RCO's were created as a way to include residents in the decision-making process around development and land use.
- If a zoning variance or special exception for a property is requested, the RCO representing that area must host a public meeting within 45 days. Anyone can attend these meetings.
- When you see a bright orange sticker on a property in your neighborhood, read it for information about any zoning requests for that property.
- If you do not understand something about a property or development project in your neighborhood, reach out to your local RCO.

The PCPC keeps a list of active RCOs. You can learn more about the city's RCOs at <https://www.phila.gov/CityPlanning/projectreviews/Pages/RegisteredCommunityOrganizations.aspx>

Condo or Co-Op Owners Association

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.

Website: <http://pacdc.org>

The Police District Advisory Council (PDAC)

The PDAC was formed as a liaison between the Police Department and the community.

PDAC programs:

- Operate in 21 of 23 police districts
- Are made up of community volunteers and representatives from the District Attorney's Office
- Hold monthly meetings to discuss issues affecting the quality of life within the district.
- Elect officers who represent the PDAC at meetings with the Police Commissioner and members of the Police Command Staff.

Website: <https://philadelphiada.org/police-district-advisory-commission>

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. Here are some of the responsibilities of the PMBC:

- Helps organize and support the city's block captains.
- Acts as a liaison between residents and City government to provide department resource materials, information, and services relation to block cleanliness and beautification.
- Sponsors block cleanups.
- Holds a Clean Block Contest with prizes every fall.

Website: <https://www.philadelphiastreet.com/pmbc>

A photograph of the Philadelphia City Hall building, a grand neoclassical structure with a prominent clock tower and ornate facade. The building is the background for the text. In the foreground, a street sign for 'Broad St' and a traffic light are visible.

City Agencies as Partners

The City established a number of agencies to serve the needs of unique communities within our city. Contact any of these offices for information or help with special issues.

Mayor's Office For People With Disabilities

Works to make sure the City is a place that supports all people regardless of mobility, vision, cognitive, and hearing abilities.

- Office connects people with disabilities to services for disability-related issues in support of the Americans with Disabilities Act, the Fair Housing Act and other laws.
- Here are some of the issues this office helps with:
 - 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/>

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.

1401 John F. Kennedy Blvd, Room 1430 | Philadelphia, 19102

Phone 215.686.0876

Website: <https://www.phila.gov/departments/office-of-immigrant-affairs/>

Office Of LGBT 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/departments/office-of-lgbt-affairs/>

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 19102

Phone: 215.686.3256

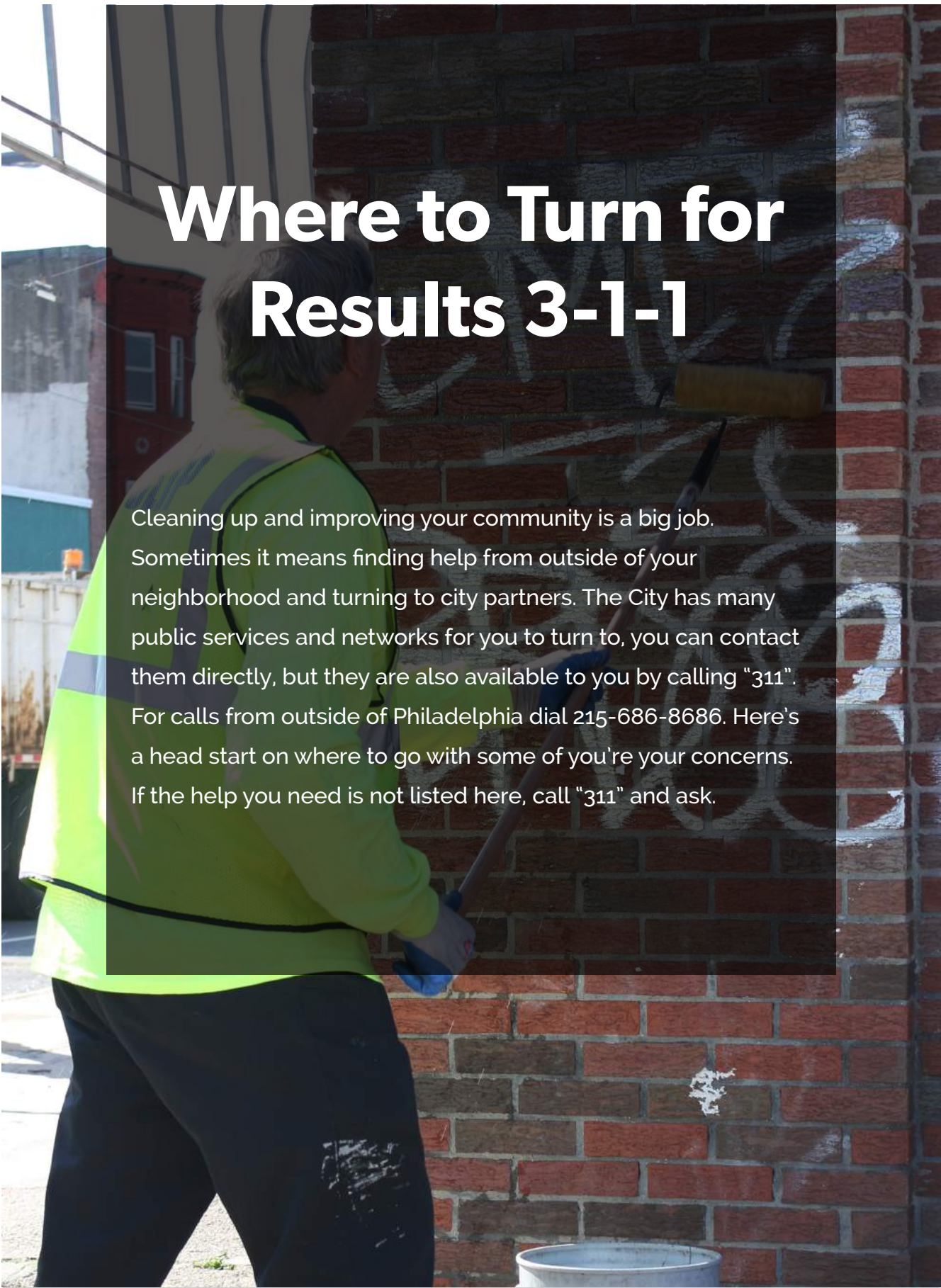
Website: <http://www.phlveterans.com>

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. The police and fire departments have naloxone, the antidote for opioid overdoses, and they can provide additional care. Seek treatment to prevent overdose. For more information call (800) 662-HELP (4357). If you have questions about naloxone, email overdose.prevention@phila.gov.

A worker wearing a bright yellow-green high-visibility safety vest and dark pants is seen from the side, using a long-handled brush to clean graffiti off a red brick wall. The graffiti includes a bicycle wheel and some illegible text. A white bucket is on the ground in the foreground. The background shows an urban setting with buildings and utility poles.

Where to Turn for Results 3-1-1

Cleaning up and improving your community is a big job. Sometimes it means finding help from outside of your neighborhood and turning to city partners. The City has many public services and networks for you to turn to, you can contact them directly, but they are also available to you by calling "311". For calls from outside of Philadelphia dial 215-686-8686. Here's a head start on where to go with some of your concerns. If the help you need is not listed here, call "311" and ask.

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 	Philadelphia Streets Department Sanitation Division 3-1-1
<ul style="list-style-type: none"> • Building alarm or loud noise • Bad smell (call 911 if you smell gas or smoke) 	Air Management Philadelphia Health Department 215.685.7580 or 3-1-1
<ul style="list-style-type: none"> • Abandoned or dangerous building • Car being repaired in the street • Littered lot 	Services and Operations Philadelphia Licenses & Inspections 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 or 3-1-1
<ul style="list-style-type: none"> • Block party permit • Uncollected trash/recycling • Potholes • Snowy/icy road • Dangerous sidewalk • Broken street light • Missing/broken street sign 	Customer Affairs Philadelphia Streets Department 215.686.5560 or 3-1-1
<ul style="list-style-type: none"> • Nuisance bar or stop-n-go • Underage drinking • Speakeasies 	Liquor Control Enforcement Squad Pennsylvania State Police 800.932.0602 or 3-1-1
<ul style="list-style-type: none"> • Barking dog • Stray animals • Wildlife • Persistent poop (more than 12 hours) in yards • Farm animals (pigs, chickens, etc.) in backyards 	Animal Care and Control Team (ACCT Philly) 24hr Emergency: 267.385.3800

Make Your Own Plan

Now that you're equipped with some basic information, you're ready to act if issues arise, but you can also add to this by creating your own go-to-guide.

Fill out the Make Your Own Plan sheet and keep it close. If you get stuck on some of the answers, get help by:

- Talking with your neighbors
- Checking out the City of Philadelphia's web site: www.phila.gov
- Visiting the Committee of Seventy's web site to find information on elected officials: www.seventy.org
- Calling 311
- Calling your branch library

Fill out this form and create your own resource guide and keep your contacts on speed dial!

My Block Captain / HOA Representative's

Name: _____

Address: _____

 _____

 _____

My Police District:

Name of my Community Relations' Officer:

 _____

 _____

My District Representative on City Council:

 _____

Name of office's constituent services liaison:

 _____

My State Representative:

 _____

Name of office's constituent services liaison:

 _____

My State Senator:

 _____

Name of office's constituent services liaison:

 _____

Other Helpful Contact:

A background image showing a view of the Philadelphia skyline across a river, with lush green trees in the foreground. The sky is blue with some clouds. The text is overlaid on a semi-transparent dark grey box.

About us

The Philadelphia Commission on Human Relations (PCHR) enforces the City's civil rights laws, promotes equality, and addresses conflicts often sparked by bias. The PCHR provides mediation and other conflict resolution services through its Community Relations Division, so that neighbors can live in peace with a greater understanding of each other.

The PCHR protects residents and visitors from discriminatory practices in housing, property, employment and public accommodations.

The Philadelphia Fair Housing Commission operates as part of the PCHR. It enforces and educates about the City's fair housing laws. It protects the rights of Philadelphia's private rental community by:

- Addressing concerns that affect the health and safety of tenants.
- Resolving unfair rental practices.
- Helping to create positive tenant and landlord relationships.

The PCHR was established in 1951. This is one of the oldest agencies of its type in the nation.



Questions? Comments? Concerns? Contact us today!

Philadelphia Commission on Human Relations

601 Walnut Street • Suite 300 South • Philadelphia, PA 19106

T: 215.686.4670

F: 215.686.4684

E: pchr@phila.gov

www.phila.gov/humanrelations



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