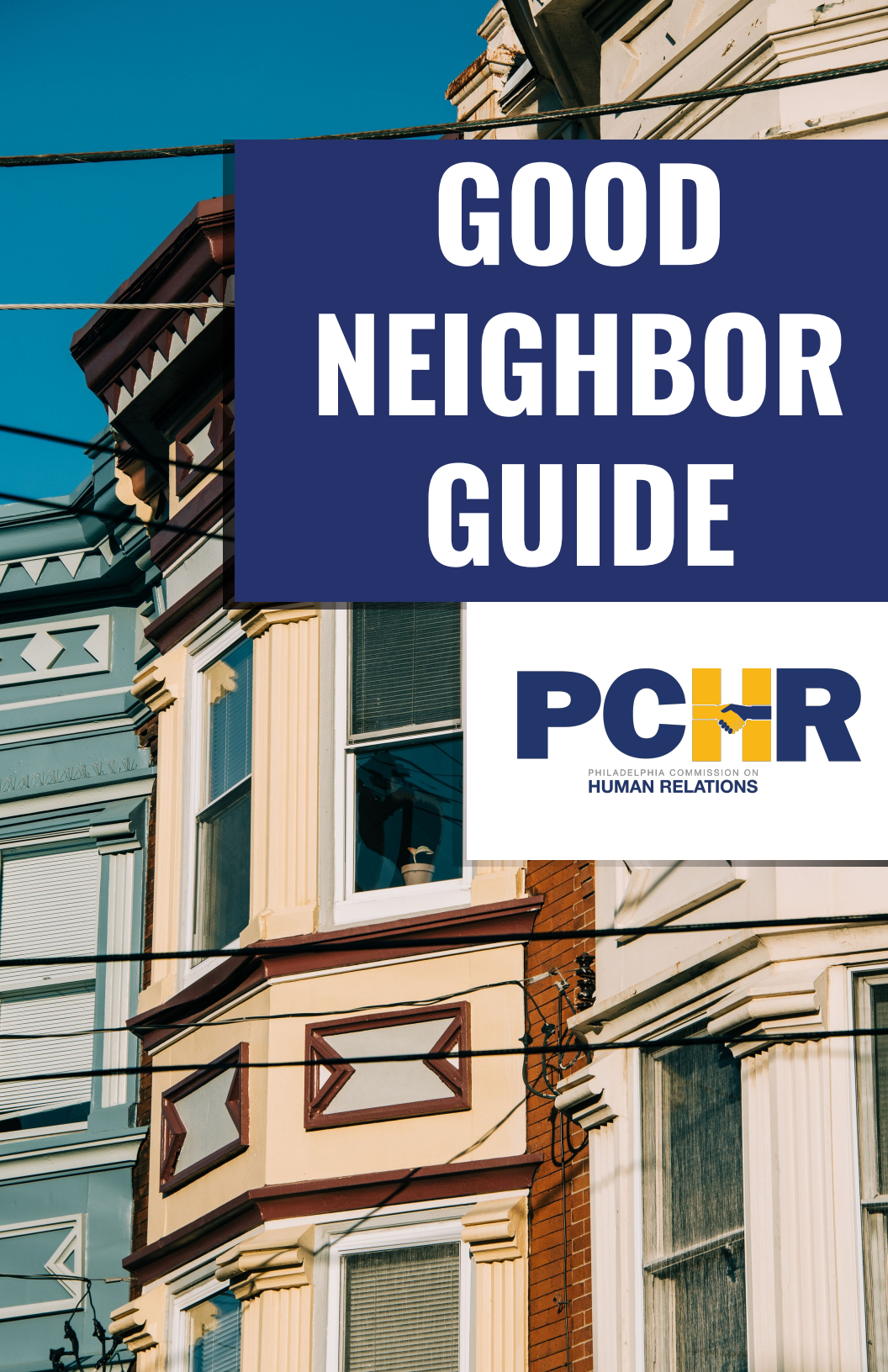


# GOOD NEIGHBOR GUIDE

**PCHR**  
PHILADELPHIA COMMISSION ON  
HUMAN RELATIONS



# Table of Contents

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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 .....	19-20
Frequently Asked Neighbor Concerns .....	21



# Welcome

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Philadelphia, often called the City of Brotherly Love and Sisterly Affection, is home to a vibrant and diverse community. No matter which neighborhood you live in, or whether you reside in a row home, twin, or single-family house, we all share this city together. This guide is designed to help make our shared home – Philadelphia – a more neighborly and civil place.

At the Philadelphia Commission on Human Relations, we work to foster understanding and find common ground so that people can live peacefully without conflict. We want every resident to feel safe and empowered to improve their blocks and neighborhoods. Our Community Relations Division partners with residents and local organizations to conduct workshops that build the skills necessary to prevent conflicts from escalating. Through our Dispute Resolution Program, we help neighbors bridge divides and foster communication, ensuring that issues are addressed before they lead to violence.

We encourage you to explore the resources in this Good Neighbor Guide and take part in making your community an even better place to live.

Warmest Regards,

Kia Ghee, Esq.  
Executive Director  
Philadelphia Commission on Human Relations

# Introduction

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If something bothers you, it will probably bother your neighbor too. Neighbors who are considerate of each other get along better. The key to better relationships is to recognize the differences in people. It begins with respecting different backgrounds and showing respect for your neighbors, your block, and Philadelphia – our city.

Learning how to prevent issues from getting out of control and find solutions for persistent problems is vital. This guide has the information you need to get the most out of being the neighbor by providing the tools to prevent issues from getting out of control and finding solutions for ongoing problems. You'll find information on community organizations, finding help to improve your neighborhood, and tips on being a good neighbor.

Urban living can mean living in close quarters. This is especially true for Philadelphia, which pioneered row homes. Knowing and following the City's rules created to assist residents in living together peacefully as good neighbors is essential. We all must understand how to share our limited space with those residing next to and around us.



# Contact Info

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## 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/humanrelations](http://www.phila.gov/humanrelations)

@PhillyPCHR on social media



## Solicite una version en espanol de esta documento:

Llame al (215) 686-4670 o envíe un correo electronico a [pchr@phila.gov](mailto:pchr@phila.gov).

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## 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, sidewalk, or ground instead of the trash bin is littering. Getting ride 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!



Litter is an eyesore; it attracts insects, rodents, and diseases. 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.

There is a right way to avoid littering; carry your trash with you until you find a trashcan. Ask others to do the same. Keep a trash bin in a convenient place in your home. Take large items to one of the City’s Sanitation Convenience centers for free disposal. **Click the QR code to find a sanitation center near you.**



## 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.

You can also **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. 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.**

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

## IT'S THE LAW

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

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 and if someone enters a space posted with a "No Trespassing" sign, they could get seriously hurt.

# Vandalism & Property Destruction

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.

## 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.

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



# Block Cleanup



## Winter

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.

Shoveling snow can be a grueling task, however, that spot on the street doesn't belong to a single individual. Saving a shoveled-out spot with a cone, chair, or couch is illegal. Philadelphia police can – and will – remove your item.

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.



## 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 the storm drains on your street. The inlets allow rain or melting snow to drain from the street to the sewer system. To avoid flooding on your street, keep the inlets clear and never pile leaves in an area where it could clog the inlet.



Leaves can cause a clogged inlet, which could cause flooding on the street during heavy rains. PWD will clean the inlet, but neighbors should ensure that leaves and other trash is cleared.

## Summer

In the hotter months, it's tempting to open the fire hydrants to cool off, however, this is illegal. Hydrants are for fighting fires and illegal use can cause harm or safety threats.

### FIRE HYDRANT



Opening hydrants without the proper tools can damage the hydrant and render it inaccessible by the Fire Department during a fire when needed.

# Pets



Having a dog can be fun, but it's also a huge responsibility. You have to make sure you walk feed them, walk them, and love them. But in Philadelphia, you need a license to own a dog.



While feeding stray cats feels neighborly, it can often cause them to gather in large numbers, which could lead to fighting, disease, and the spread of parasites. Additionally, because homeless cats may not be spayed or neutered, breeding among these cats in turn leads to more cats.

Owning pets is a huge responsibility, including cleaning up pet waste. Pet waste carries harmful bacteria, viruses, and parasites. It can cause life-threatening illnesses in both humans and animals. Dog owners must pick up poop in yards within 12 hours and it is illegal to leave dog waste on streets and sidewalks. Think of it as a common courtesy! You wouldn't

## 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."

# Ethnic Intimidation & Harassment

Harassment can be physical, verbal, or virtual. 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. This also includes cyberbullying between 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 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 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 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 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 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 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.

## 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 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.

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.

## 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

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.

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



## IT'S THE LAW

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

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.

## Poor Parking & Blocked Driveways



When people park where no parking is allowed or do not obey parking signs indicating permissible time limits, they are parking illegally.

### 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 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.

## Street Car Repair & Car Washes

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. Motor oil and other waste must be disposed of legally, so it doesn't end up in the stormwater system.



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

### IT'S THE LAW

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

# Communication

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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 that you noticed the yard work or the new paint job. It will be easier to talk to late 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' view reasonably presentable.

# Communication cont'

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 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 or spread them for telling 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



in more becoming a block captain.

Get to know that person and offer help. Scan about

## Registered Community Organization (RCO)

An RCO is one way Philadelphia residents can gain access to information and become informed participants



the zoning process. They work

within guidelines provided by

the Philadelphia City Planning

## 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.

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](http://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](mailto:overdose.prevention@phila.gov).



# Resources: City Agency Resources

## 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/>

## 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/>

## Town Watch Integrated Services

- Safe Corridors, a program that protects students traveling to and from school.
- Citizens Emergency Response Training (CERT), which 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>

## Mayor's Office for People With Disabilities

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>

## 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>

## 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/OVDS>

# 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.**  
**Phone:** 311  
**Website:** [phila.gov/clip](http://phila.gov/clip)

## 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](http://www.phila.gov/aging)

## 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](http://www.phila.gov/DBHIDS)

## 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, 19107**  
**Phone:** 215.686.0332  
**Website:** <https://www.phila.gov/OBME>

## 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, 19107**  
**Phone:** 215.686.2154  
**Website:** <https://www.phila.gov/OEW>

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

# Frequently Asked Neighbor Concerns

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## **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 keep my block safe?**

**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 at least 51% of signatures of the residents on your block to sign the petition, you can be named block captain.

## **Who do I call about overgrown trees or grass?**

**Answer:** 311

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## **How can I organiz 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 at least 51% of signatures of the residents on your block to sign the petition, you can be named block captain.

# Frequently Asked Neighbor Concerns

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

**Answer:** Philadelphia Water Department (PWD) 215.685.6300

If you see water on the curb or the street, contact the emergency department of PWD. They will determine the cause the responsible party and properly give notification.

## **What can I do if the trash on my street wasn'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 pick up 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 serves as a hub for referrals, resources, and trainings for individuals returning to civilian life after incarceration. The goal of the organization is to reduce the rate of recidivism.

## **My grandmom 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.

## **There a truck that keeps dumping tires at the empty lot across from my house. Can I report them?**

**Answer:** Yes. Call 311

Dumping is illegal. If you're able to take a picture of the illegal 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 of weeks at a time. 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."



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