



P.O. Box 63675 · Philadelphia, PA 19147
Phone 215.413.3713 · Fax 215.627.7035
[Website](#) | [Instagram](#) | [Facebook](#) | [Twitter](#)

SSHD NEIGHBORHOOD RESOURCES

PUBLIC SAFETY

Please report any incidence of crime that you observe. Depending on the type of incident, call the appropriate agency at the numbers below with a detailed description of your observation:

For serious crimes such as robbery, auto theft, assault or another emergency, call 911.

For the criminal intelligence unit citizen tip line, call 215-685-1137.

You can report any crime here – all calls and reports will be completely confidential.

For a public nuisance that is not an emergency, call 215-686-5819.

To report an abandoned car call 215-683-2277, or file a form online.

To reach the Fire Department, dial 911.

HOMELESSNESS SERVICES

We recognize that homelessness is an issue in our community and our city. If you see or are aware of someone that is experiencing homelessness and may be in need of assistance, please contact the City outreach services listed below:

[Project H.O.M.E.](#)

Outreach Hotline (24 hours): [\(215\) 232-1984](#)

Online: [Where To Turn \(Updated Guide from Project H.O.M.E.\)](#)

[Philadelphia Office of Supportive Housing](#) (OSH)

Emergency Housing Intake: [\(215\) 686-7150](#)

TRASH AND RECYCLING

Trash and recycling should be set out before 7 a.m. on the day of collection, but not before 5 p.m. the night before. Proper containers should be used, cardboard flattened, and glass metal and plastic should be of the designated types for recycling.

For questions on what can be recycled, [click here](#).

For holiday collection schedules, [click here](#).

GRAFFITI REMOVAL

If you are interested in having graffiti (including stickers) removed from the front of your building, please contact the South Street Headhouse District's graffiti removal partner, [Graffiti Removal Experts \(GRE\)](#).

The Philadelphia Anti-Graffiti Network is also available to assist in the removal of graffiti vandalism in the SSHD. To request graffiti removal services, you can call either 311, or 215-686-0000, or [submit an online request](#).

POTHoles

You can [report potholes or broken streets to the City](#).

SNOW REMOVAL

The City specifies that, within six hours of the end of a snowfall or freezing rain, owners and/or tenants must clear a path at least 36 inches wide on their sidewalks, including curb cuts. If the building is a multifamily dwelling, the owner or agent is responsible for the snow removal. The snow should not be swept into the street. [View the full ordinance, as well as snow shoveling & de-icing tips here](#).

The penalty for violating this regulation can range from “a minimum fine of fifty dollars (\$50) to no more than three hundred dollars (\$300) for each violation.” To report a sidewalk or curb cut that has not been cleared, call the Streets Department's customer affairs unit at 215-686-5560.