

## HEATING

PHDC provides funding to Energy Coordinating Agency (ECA) to operate the Heater Hotline which provides emergency minor repairs to heating systems. If the heater is not repairable, Heater Hotline will refer the case to BSRP for replacement of the heater.



All heating repairs must be referred to PHDC by Heater Hotline. If you are having problems with your heat, please contact Heater Hotline at 215-568-7190.

Call the BSRP Hotline at 215-448-2160  
Monday through Thursday 9 a.m. - 4 p.m.  
and Friday 9 a.m. - 12 p.m.  
Hearing impaired persons only,  
call TDD 215-448-2184.

It is the policy of the City of Philadelphia to provide services without regard to age, ancestry, color, disability, domestic or sexual victim status, ethnicity, familial status, gender identity, marital status, national origin, race, religion, retaliation, sex, sexual orientation or source of income.



## FINISH WORK

**Will BSRP plaster, install wood trim, and paint walls?**

No. Plaster, wood trim, painting, and all forms of decoration are outside the scope of BSRP unless directly part of repairs performed by BSRP. PAINTING IS THE HOMEOWNER'S RESPONSIBILITY.

**But what if BSRP installs a new wall?**

If BSRP installs a new wall, the interior of the wall will be prepped and ready for paint. Exterior walls will be finished in brick, stucco or other suitable material, but it may not be an exact match to the rest of the house or the neighboring properties.

**Will BSRP repair holes they created?**

Yes. Any holes created by contractors to complete their work will be repaired the same way - ready for paint on the interior, finished in brick or stucco on the exterior. BSRP will not repair any pre-existing holes.



# Basic Systems Repair Program

## What you need to know



PHDC's Basic Systems Repair Program (BSRP) pays for emergency home repairs for income-eligible households. Our goal is to help homeowners fix problems that are complex and dangerous, and pose an immediate threat to the health and safety of the persons living in the homes or community.

There is a maximum amount BSRP can spend in each household. If the cost of the repairs you need exceeds this amount, you may be asked to contribute toward the cost of the repairs.

## What kinds of repairs does BSRP make?

### ROOFING

BSRP **WILL** make repairs when:

- A 4-square foot section of the ceiling has collapsed because of a leak
- A leak is causing major structural damage

BSRP **WILL NOT** make repairs when:

- They are limited to one area and have not caused significant damage
- They are on unheated porches or sheds, unless they are over the path to the front door and the roof is in danger of collapsing over that path



**YES**



**NO**



### ELECTRIC

BSRP **WILL** make repairs when:

- An entire circuit(s) shuts off and cannot be turned back on by replacing a fuse or flipping a circuit breaker
- Overheating within the system is causing smoke or flames
- Any exposed cable puts residents at risk of electrical shock

BSRP **WILL NOT** make repairs when:

- They are for homeowner maintenance type issues such as:
  - Adding receptacles or fixtures
  - Replacing broken receptacles, switches, fixtures or doorbells



### PLUMBING

BSRP **WILL** make repairs when:

- There is a major break in any sewage drainage pipe. These problems typically occur either under the bathroom floor or underground between the house and the street
- The main sewage drain line is blocked
- A supply line is leaking where there is not a shut off valve and the leak is continually causing damage

BSRP **WILL NOT** make repairs when:

- They are for a second or third bathroom
- They are for homeowner maintenance type issues such as:
  - dripping faucets
  - replacement of toilets, toilet tank parts or wax rings
  - replacement of accessible sink traps or faucets
  - replacement of hot water heaters



### CARPENTRY/MASONRY

BSRP **WILL** make repairs when:

- Any exterior wall bulges or moves and there is a concern about the wall falling
- Any floor rots or breaks and there is a risk of stepping through the floor
- Any floor joists or interior walls have fallen or are threatening to fall
- Any interior stairway is unstable

BSRP **WILL NOT** make repairs when:

- They are for pointing or stucco work, unless bricks are actually loose or falling
- They are for issues such as:
  - Replacement of doors or windows (unless associated with removal of a shed, rebuilding of a wall or replacement of lintels or framing)
  - Replacement of stair treads
  - Replacement of flooring tiles or repair of small holes in floor