

Basic Systems Repair Program Process Roadmap

The Basic Systems Repair Program (BSRP) provides free repairs to correct electrical, plumbing, heating, limited structural and carpentry, and roofing emergencies in eligible owner-occupied homes in Philadelphia.

What is the process like? Let's break it down:

1

Apply

The homeowner or tenant will complete an application. You can do this by calling us at 215-448-2160, by sending us your completed application at PHDC, 1234 Market St., 17th floor, Philadelphia, PA 19107, or through the One Philly Front Door portal.

Wait time is approximately 6-9 months from the time you complete your application to your eligibility determination appointment, based on priority level.

Your application can be considered a "high priority" if it meets the following criteria:

- No heat in home from October to May
- Structural Violation issued by L&I
- Utility shut-off notice (other than non-payment)
- Sewage leaks
- Lead & Healthy Homes

2

Eligibility

You'll be scheduled for an eligibility determination appointment with a PHDC Financial Specialist in the order your application was received by PHDC.

Once we get all of your required documentation, if we determine you're eligible, you'll be assigned an inspector.

3

Inspection

A PHDC inspector will come to your home and determine what work needs to be done and will assign a priority to each emergency repair. Average time to schedule initial inspection is seven days.

4

Construction

A contractor will be assigned to your work order and will come to your home to discuss the work that will be done. Once PHDC staff confirm the work order, work will begin within 14 days.

5

Final Inspection

Once all work is complete, a PHDC inspector will conduct a final inspection to verify that all work has been completed. The average time from construction start date to work completed by contractor is 28 days.

To learn more and
apply today scan
the QR code



housing-front-door.phila.gov/#/
215-448-3000