

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 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 referral

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 and will come to your home to discuss the work that will be done. The contractor will submit a proposed work order to PHDC. Once PHDC staff approve the work order, work begins within 14 days.

5

Final Inspection

Once all work is complete, a PHDC inspector will conduct a final inspection. 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



phila.gov/onephillyfrontdoor
215-448-3000



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