

MODEL AFFIRMATIVE MARKETING PLAN FOR ACCESSIBLE HOUSING UNITS

December 2003

Background:

This Model Affirmative Marketing Plan was developed as part of an initiative of the Housing and Disability Technical Assistance Program (TAP) of the Philadelphia Office of Housing and Community Development (OHCD). The purpose of TAP is to provide the latest information on accessible housing, fair housing law and other matters of interest to agencies and organizations concerned about housing rights and opportunities for persons with disabilities in the City of Philadelphia.

Diana T. Myers and Associates, Inc. (DMA), a housing and community development consulting firm which specializes in planning affordable, accessible housing for people with disabilities, is working with OHCD to provide this resource. As part of an effort to assure maximum occupancy of accessible housing by people with disabilities, during the winter of 2000/2001, DMA interviewed fourteen managers of OHCD-funded properties and seven people with disabilities in order to determine: the percent of accessible units occupied by people needing the accessibility feature, whether property managers were following city policies on marketing accessible units, and the techniques managers were using to market units to people with disabilities. The key findings were: people with mobility restrictions occupied approximately 50% of accessible units in the sites contacted; many property managers were not aware of the 30-day marketing period for an accessible unit during which they are required to try to locate a tenant who needs the accessibility features of the unit; managers found it difficult to find appropriate tenants in a timely manner; and the low income of individuals with disabilities is a major impediment to their ability to rent units in these OHCD-funded properties.

Purpose:

In response to these findings, OHCD adopted a stricter policy regarding the marketing of accessible units. OHCD is now requiring that developers and property managers of all City-funded housing leave accessible units open for a minimum of 30 days at initial rent-up or sale or following vacancy by the previous tenant unless the unit is leased by or sold to a household with a person needing the accessibility features of the unit in order to market the unit during this time exclusively to the disabled community.

In order to ensure that accessible units are successfully marketed to households needing the accessibility features, OHCD has developed the Model Affirmative Marketing Plan (MAMP). The MAMP is intended for distribution to developers and managers of accessible housing units and as a basis for training such individuals in order to increase the occupancy rate of accessible units by those

needing the accessibility features. The plan builds on City policies and Federal regulations as well as on successful marketing strategies reported by the managers who participated in the survey. The major objective is to overcome the barriers reported by both property managers and households with disabilities.

THE MODEL AFFIRMATIVE MARKETING PLAN:

The Model Affirmative Marketing Plan involves a two-tiered approach:

- 1) *Mandatory* use of the Home Finder to market accessible units that received development funding from OHCD
- 2) *Optional* approaches to citywide marketing and neighborhood marketing of accessible units.

1) MANDATORY WEBSITE: THE HOME FINDER:

OHCD has developed a *new resource* to facilitate marketing accessible units *directly* to households that need the available accessibility features. As of December 1, 2003, developers and managers of OHCD-funded projects are **required** to post *both newly developed accessible units and vacancies in existing accessible units* on the Home Finder feature of the TAP website, www.newsontap.org.

All managers of city-funded accessible units must register for password-protected access to the site to post their listings. New units under development should be posted at 70% of completion of construction. Vacancies in existing units should be posted as soon as the manager is aware that they will become available. Both new and existing accessible units, must be left open for a minimum of 30 days at initial rent-up or sale or following vacancy by the previous tenant unless the unit is leased by or sold to a household with a person needing the accessibility features of the unit.

The listing form on the Home Finder requests the following information on the unit:

- Location
- Target Population
- Number of Bedrooms
- Monthly Rent or Sales Price
- Date Available
- Accessibility Features
- Eligibility Criteria
- Contact information, including the name and phone number of the management agent.

The manager should post information as soon as he/she becomes aware that an accessible unit will become available. The manager should then remove the unit from the site when an appropriate tenant is found. In order to delete a unit from the site, the manager must indicate whether the unit was rented or sold to a household needing the accessibility features. When a unit is deleted from the site, an e-mail will be generated to OHCD notifying them of the length of time the unit was vacant and whether it was rented or sold to a household needing the accessibility features.

Please note that in order to ensure the success of the Home Finder, OHCD is notifying persons with disabilities about the website and providing training on how to use it. Information and training are also being made available to the disability organizations listed in Appendix A to this plan so that they can also use the "Home Finder" to obtain information on the availability of accessible units.

2) OPTIONAL MARKETING STRATEGIES

In order to maximize access to information on the availability of accessible units, property managers may also market their units using the following optional methods:

- **Citywide Marketing:**

Citywide marketing enables people throughout the city to have knowledge about available resources, thereby maximizing the housing options for all individuals with disabilities and the likelihood of accessible units being occupied by individuals needing the accessibility features.

Information on the availability of accessible units may be disseminated to all *citywide agencies and organizations* that have contact with people with disabilities. A list of citywide contacts is provided in Section I of Appendix A. For projects that target a specific subpopulation, more intensive outreach should be conducted with disability agencies and organizations that serve that subpopulation.

The following describes the responsibilities of developers/managers and "contact agencies" in the dissemination of information about the availability of accessible housing units.

Responsibilities of Developers/Managers: At various stages in the development process and upon the vacancy of an accessible unit, the developer/manager should provide the following notifications:

- **New Units:** For projects which entail new construction or substantial rehabilitation, the developer/manager should conduct the following citywide activities:

- A) At 70% of completion of construction, send all citywide contacts, including OHCD, notification of the upcoming availability of accessible units including the following information: number of units, type of development (e.g. high rise, garden apts., townhouses, etc.), number of accessible units, number of bedrooms, rent/sales price range, income requirements, services available, amenities, contact person (name, telephone, fax, and e-mail), and anticipated occupancy date. Also, if one is available, include a rent-up brochure.
- B) When marketing begins, provide information to local radio and television stations.
- C) Hold a specialized open house, inviting local disability organizations and community-based organizations to present the development to interested parties, with an emphasis on showcasing the accessible units. (See Appendix A for contact information)
- **Vacancies in Existing Units:** When an existing accessible unit becomes available the manager should follow the following procedures:

A) Review the waiting list to determine whether there are any households on the waiting list needing the accessibility features of the unit.

B) At least 30 days prior to the unit's becoming vacant, notify the citywide agencies, including OHCD, providing the following information: date when the unit will be available, location, type of development, number of bedrooms, rent, income requirements, services available, amenities, and contact information for the management agent, including, at a minimum name, address, and phone number.

Responsibilities of Contact Agencies: When agencies and organizations receive information about the availability of accessible units, it is critical that they disseminate this information to their constituency as quickly as possible. The following are specific mechanisms for disability organizations, housing counseling agencies, community organizations, and other public agencies to disseminate information about the availability of accessible units:

- A) **Newsletters:** Many organizations produce a newsletter for either in-house distribution or for distribution to consumers or both. As information is received about the production of accessible units, organizations should include announcements in their newsletters.
- B) **Case Managers and Counselors:** Information about the availability of accessible units should be circulated, either through memo or e-mail, among

all case managers, counselors, or other staff who interact with individuals with disabilities.

C) Public Posting: When information about the availability of accessible units is received, it should be posted in a public space used by consumers and staff who work with consumers.

D) TAP “Home Finder”: Agencies are also encouraged to use the “Home Finder” feature on the TAP Website, www.newsontap.org, to obtain information on vacant accessible units and provide this information to consumers.

- **Neighborhood Marketing:**

Like most Philadelphia residents, people with disabilities often prefer to remain in the community where they have ties with family, friends, and community resources. The following are ways in which developers and managers can utilize the formal and informal connections people have with their neighborhood to market accessible units to people with disabilities.

A) Community Organizations: People tend to interact with neighborhood-based organizations and institutions on both a formal and informal basis. When starting development of a publicly funded housing development, the developer should assemble a list of neighborhood organizations and community leaders from among the following: community development corporations, housing counseling agencies, agencies offering energy assistance, civic associations, block captains, religious congregations, fraternal organizations, and realtors. The area planners at the Philadelphia City Planning Commission can provide assistance in developing this list of community organizations. Contact information for the area planners can be found on the internet at www.philaplanning.org/pubinfo/contact.html. Community organizations can assist with marketing in the following ways. They can:

- 1) Identify other civic associations and key neighborhood contacts;
- 2) Co-sponsor an open house to showcase accessible units;
- 3) Assist the developer in planning presentations in the community; or
- 4) Distribute flyers about the availability of accessible units.

In addition, if the developer is planning to develop additional units in the same community, it can involve these organizations early in the planning process for the next project in order to ensure that the housing will meet the specific needs of the disabled community and that eligible households can be identified.

B) Site Signs: A sign should be posted at the construction site stating that the development includes units accessible to people with disabilities and appropriate contact information.

C) Posters: When marketing begins, the property manager should distribute posters to be hung at local religious institutions, supermarkets, public libraries, restaurants, banks and other places frequented by people with disabilities and their families.

D) Local Newspapers: Press releases should be sent to neighborhood newspapers as well as to the *Philadelphia Inquirer* and *Philadelphia Daily News* for inclusion in their neighborhood sections. These press releases should be sent out at 70% of construction.

E) Incentives: Property managers can provide a monetary incentive to existing tenants and other individuals or local organizations who make a referral of an eligible household with a disability who enters into a lease for an accessible unit.

Appendix A

Contact Agencies to Market Accessible Units

I. Citywide Agencies

Action AIDS

1216 Arch Street, 6th Floor
Philadelphia, PA 19107
215-981-0088

Americans Disabled for Attendant Programs Today of Pennsylvania (ADAPT)

125 S. 9th Street, Suite 700
Philadelphia, PA 19107
215-627-7255

Artur Realty

6201 Frankford Avenue
Philadelphia, PA 19126
215-332-3535

Associated Services for the Blind

919 Walnut Street
Philadelphia, PA 19107
215-627-0600

Blindness and Visual Services

444 N. 3rd Street, 5th Floor
Philadelphia, PA 19123
215-560-5700

Center for Disability Law and Policy

1617 JFK Boulevard, Suite 800
Philadelphia, PA 19103
215-557-7112

Chestnut Hill Rehabilitation Hospital

8601 Stenton Avenue
Wyndmoor, PA 19038
215-233-6208

City of Philadelphia, Managing Director's Office

1315 Cherry Street, 2nd Floor
Philadelphia, PA 19107
215-686-3480

City of Philadelphia, Office of the Mayor

Broad and Market Streets, Room 215

Philadelphia, PA 19107
215-686-2250

Community Centre for Professional Services

Deaf and Hard of Hearing Job Centre
100 W. Schoolhouse Lane
Philadelphia, PA 19144
215-754-4780

Community Legal Services

1424 Chestnut Street
Philadelphia, PA 19102
215-981-3700

Disabled in Action of PA, Inc. (DIA)

125 S. 9th Street, Suite 700
Philadelphia, PA 19107
215-627-7255

Eastern Paralyzed Veterans

5000 Wissahickon Avenue
Philadelphia, PA 19101
215-381-3037

Elwyn Institute

4040 Market Street
Philadelphia, PA 19104
215-386-7022

Housing Association of Delaware Valley

1528 Walnut Street, 10th Floor
Philadelphia, PA 19102
215-545-6010

Housing Consortium for Disabled Individuals

260 S. Broad Street
Philadelphia, PA 19102
215-985-6246

Human Relations Commission

34 South 11th Street, 6th Floor
Philadelphia, PA 19107
215-686-4670

Inglis House

2600 Belmont Avenue
Philadelphia, PA 19131
215-878-5600

Liberty Resources, Inc.

1341 N. Delaware Avenue, Suite 105
Philadelphia, PA 19125
215-634-2000

Magee Rehabilitation Hospital

Six Franklin Plaza
Philadelphia, PA 19102
215-587-3113

Mayor's Commission on People with Disabilities

1401 JFK Blvd, 9th Floor
Philadelphia, PA 19102
215-686-2798

Mental Health Association of SE PA

2221 North Broad Street, 4th Floor
Philadelphia, PA 19132-4530
215-235-1366

Moss Rehabilitation Hospital

1200 W. Tabor Road
Philadelphia, PA 19141
215-456-9311

Multiple Sclerosis Society

1 Reed Street, #200
Philadelphia, PA 19147
215-271-1500

National Federation of the Blind of Pennsylvania, Inc.

42 S. 15th Street
Robinson Bldg., Suite 1700
Philadelphia, PA 19102
215-988-0888

Office of Emergency Shelter and Services

1315 Cherry Street
Philadelphia, PA 19107
215-686-6782

Office of Vocational Rehabilitation

444 N. 3rd Street, 5th Floor
Philadelphia, PA 19123

215-560-1900

Pennsylvania Initiative on Assistive Technology (PIAT)

102 Pickering Way, Suite 200
Exton, PA 19341
1-888-744-1938

Pennsylvania Society for the Advancement of the Deaf (PSAD)

1726 Earlington Road
Havertown, PA 19083
610-789-9354 (f)

Philadelphia Corporation for the Aging

642 N. Broad Street
Philadelphia, PA 19130
215-765-9040

Philadelphia Health Management Corporation

260 South Broad Street
Philadelphia, PA 19102
215-985-2500

Philadelphia Housing Authority – Accessibility Coordinator

12 S. 23rd Street, 5th Floor
Philadelphia, PA 19103
215-684-5781

Philadelphia Housing Development Corporation (Central Intake) (PHDC)

1234 Market Street
Philadelphia, PA 19107
215-448-3100

Philadelphia Office of Mental Health and Mental Retardation

1441 Sansom Street, 2nd Floor
Philadelphia, PA 19102
215-685-6440 or -0400

Philadelphia Office of Adult Services

1315 Cherry Street
Philadelphia, PA 19107
215-686-7184

Philadelphia Redevelopment Authority

1234 Market Street, 16th Floor
Philadelphia, PA 19107

215-209-8600

Philadelphia Senior Center

509 South Broad Street
Philadelphia, PA 19147
215-546-5879

Project Development and Consulting Associates

3718 Levy Lane
Huntingdon Valley, PA 19006
215-947-5451

Self Determination Housing Project of PA (SDHP)

119 S. Easton Road
Glenside, PA 19038
215-884-2091

Self-Help for the Hard of Hearing

2719 South 10th Street
Philadelphia, PA 19148
215-646-2065

TAIG Inc.

401 N. Broad Street, Mezzanine Level

Philadelphia, PA 19108

215-922-7400

TAP (Housing and Disability Technical Assistance Program - OHCD)

c/o Diana T. Myers and Associates, Inc.
6 South Easton Road
Glenside, PA 19038
215-576-1150, x. 4

Transition to Independent Living, Inc.

4536 Spruce Street
Philadelphia, PA 19139
215-471-2740

United Cerebral Palsy Association of Philadelphia and Vicinity

102 E. Mermaid Lane
Philadelphia, PA 19118
215-242-4200

Veterans Administration (Office of Vocational Rehab.)

444 N. 3rd Street, 5th Floor
Philadelphia, PA 19123
215-560-1900

II. Neighborhood-Based Organizations

A. Community Development Corporations (CDCs)

Advocate CDC

1808 W. Diamond Street
Philadelphia, PA 19121
215-765-3650

Agape Improvement & Development Corp.

2309 Parkview Avenue
Willow Grove, PA 19090
215-784-9249

Allegheny West Foundation

2801 Hunting Park Avenue
Philadelphia, PA 19127
215-225-1019

Asociacion de Puertorriquenos en Marcha, Inc.

600 W. Diamond Street

Philadelphia, PA 19122
215-235-6070

Campus Boulevard Corporation

1 Penn Blvd, Suite 2215
Philadelphia, PA 19122
215-951-2050

CEIBA

147 W. Susquehanna Avenue
Philadelphia, PA 19122
215-634-7245

Centro Pedro Claver

3565 N. 7th Street
Philadelphia, PA 19140
215-634-7245

C.O.L.T. Coalition
3421 N. Carlisle Street
Philadelphia, PA 19140
215-707-4472

Community Ventures, Inc.
1501 Cherry Street
Philadelphia, PA 19107
215-564-6004

Community Women's Education Project
2801 Frankford Avenue
Philadelphia, PA 19134
215-426-3140

A. Community Development Corporations (CDCs) - (Continued)

Dignity Housing
7047 Germantown Avenue
Philadelphia, PA 19119
215-242-3140

East Falls Development Corp.
4161 Ridge Avenue
Philadelphia, PA 19129
215-848-9098

Eighteenth Street Development Corp.
1815 S. 18th Street
Philadelphia, PA 19145
215-271-0052

Fern Rock-Ogontz-Belfield CDC
1201 W. Olney Avenue
Philadelphia, PA 19141
215-549-8755

Francisville CDC
809 N. 20th Street
Philadelphia, PA 19130
215-235-0333

Frankford CDC
4620 Griscom Street
Philadelphia, PA 19124
215-744-2990

Fresh Start
1013 South Street
Philadelphia, PA 19143
215-472-1415

Friend's Rehabilitation Program
1221 Fairmount Avenue
Philadelphia, PA 19123
215-232-6000

FUN CDC
4276 Orchard Street

Philadelphia, PA 19124
215-535-1225

Greater Germantown HDC
5538 Wayne Avenue
Philadelphia, PA 19144
215-843-6766

Habitat for Humanity – Germantown
400 West Stiles Street
Philadelphia, PA 19144
215-849-9277

Habitat for Humanity - Philadelphia
1829 N. 19th Street
Philadelphia, PA 19121
215-765-6000

Habitat for Humanity - West Philadelphia
4936 W. Stiles Street
Philadelphia, PA 19131
215-477-4639

Hawthorne CDC
712 S. 12th Street
Philadelphia, PA 19147

Hispanic Association of Contractors and Enterprises (HACE)
167 W. Allegheny Avenue, Suite 200
Philadelphia, PA 19140
215-426-8025

Housing Association of Delaware Valley
1500 Walnut Street
Philadelphia, PA 19102
215-545-6010

Hunting Park CDC
3961 N. 9th Street

Philadelphia, PA 19140
215-226-2300

Impact Services

1952 E. Allegheny Avenue
Philadelphia, PA 19134
215-423-2944

**Independent Community Assistance
Network (ICAN)**

6009 Vine Street
Philadelphia, PA 19139
215-471-5188

Inter-CDC

1423 E. Mt. Pleasant Avenue
Philadelphia, PA 19150
215-248-1171

A. Community Development Corporations (CDCs) - (Continued)

KAN/KARP

3023 Frankford Avenue
Philadelphia, PA 19134
215-426-5705

**Kelsey G. Keeys Community Center
Development Corporation**

1752 N. 25th Street
Philadelphia, PA 19121
215-763-3440

Kensington Area Revitalization Project

1511 North Phillip Street
Philadelphia, PA 19134
215-427-3463

Kensington South CDC

1511 N. Phillip Street
Philadelphia, PA 19122
215-427-3463

**Korean Community Development
Services Center**

6053 N. 5th Street
Philadelphia, PA 19120
215-276-8830

Logan Assistance Corporation

4542 N. 11th Street
Philadelphia, PA 19140
215-457-2210

Ludlow Community Association

1435 N. 7th Street
Philadelphia, PA 19122
215-232-1615

Mayfair CDC

P.O. Box 39556
Philadelphia, PA 19136
215-332-4414

Mercy-Douglas Human Services Affiliate

4400 W. Girard Avenue
Philadelphia, PA 19104
215-877-3954

Mt. Airy USA

6639 Germantown Avenue
Philadelphia, PA 19119
215-844-6021

Mt. Zion CDC

50th & Woodland Avenue
Philadelphia, PA 19143
215-724-0619

New Kensington CDC

2515 Frankford Avenue
Philadelphia, PA 19125
215-427-0350

Nicetown CDC

4414 Germantown Avenue
Philadelphia, PA 19140
215-324-9772

Norris Square Civic Association

149 W. Susquehanna Avenue
Philadelphia, PA 19122
215-426-8723

Northern Liberties

733 N. 2nd Street
Philadelphia, PA 19123
215-627-6562

Nueva Esperanza CDC

4261 North 5th Street
Philadelphia, PA 19140
215-324-0746

Ogontz Avenue Revitalization Corp.

7178 Ogontz Avenue

Philadelphia, PA 19138
215-927-5440

Parkside Historic Preservation Corporation

P.O. Box 155527
Philadelphia, PA 19131
215-473-4900

The Partnership CDC

A. Community Development Corporations (CDCs) - (Continued)

Philadelphia Neighborhood Housing Services

511 N. Broad Street, 4th Floor
Philadelphia, PA 19123
215-829-9899

Philadelphia Chinatown Development Corp.

301 N. 9th Street
Philadelphia, PA 19107
215-922-5156

Philadelphians Concerned About Housing

21 South 61st Street
Philadelphia, PA 19139
215-748-8750

The Point Breeze CDC

1717-21 Point Breeze Avenue
Philadelphia, PA 19145
215-755-1014

Project HOME

1515 Fairmount Avenue
Philadelphia, PA 19130
215-235-3110

Rebuilding Together with Christmas in April of Philadelphia

175 Roberts Avenue
Glenside, PA 19038
215-568-5044

Renaissance CDC

1438 N. Warnock Street
Philadelphia, PA 19122
215-763-7500

Roxborough Development Corporation

P.O. Box 26035
Philadelphia, PA 19128
215-508-2358

4020 Market Street
Philadelphia, PA 19140
215-662-1612

People's Emergency Center CDC

325 N. 39th Street
Philadelphia, PA 19104
215-382-7523

Snyderville CDC

2013 South 7th Street
Philadelphia, PA 19148
215-271-9516

South of South Neighborhood Association

625 S. 17th Street
Philadelphia, PA 19146
215-546-0699

South Lehigh Action Council, Inc.

2211-13 West Sergeant Street
Philadelphia, PA 19132
215-229-2851

South Philadelphia H.O.M.E.S., Inc.

1314 S. 22nd Street
Philadelphia, PA 19146
215-334-4430

Southwest CDC

6328 Paschall Avenue
Philadelphia, PA 19142
215-729-7441

Stinger Square

3115 Tasker Street
Philadelphia, PA 19145
215-336-7611

Tenth Memorial Non-Profit Development Corp.

1328 N. 19th Street
Philadelphia, PA 19121
215-787-2780

United Communities of SE Phila. CDC

2029 South 8th Street
Philadelphia, PA 19148
215-467-8700

Universal Community Homes

800 S. 15th Street
Philadelphia, PA 19146
215-732-6518

Urban Resources Development Corp.
6023 Germantown Avenue
Philadelphia, PA 19144
215-438-3678

Village of the Arts and Humanities

A. Community Development Corporations (CDCs) - (Continued)

West Oak Lane CDC
6259 Limekiln Pike
Philadelphia, PA 19141
215-224-0880

**West Philadelphia Partnership Council
CDC**
3901 Market Street, P.O. Box 1932
Philadelphia, PA 19104
215-224-0880

**White Rock Community Stabilization
Project**

2544 Germantown Avenue
Philadelphia, PA 19133
215-225-3949

West Cecil B. Moore CDC
2606 W. Cecil B. Moore Avenue
Philadelphia, PA 19121
215-235-6660

5238 Chestnut Street
Philadelphia, PA 19139
215-474-3365

**Women's Community Revitalization
Project**
407-411 Fairmount Avenue
Philadelphia, PA 19123
215-627-5550

Yorktown CDC
1300 West Jefferson
Philadelphia, PA 19122
215-769-0225

B. Housing Counselors:

ACORN Housing Corporation
846 N. Broad Street, 2nd Floor
Philadelphia, PA 19130
215-765-1221

ActionAIDS, Inc.
1216 Arch Street, 6th Floor
Philadelphia, PA 19107
215-981-0088

**Asociacion Puertoriquenos en Marcha,
Inc.**
2147 N. 6th Street
Philadelphia, PA 19122
215-235-6070

Carroll Park Community Council, Inc.
5218 Master Street
Philadelphia, PA 19131
215-877-1157

Centro Pedro Claver, Inc.
3565 N. 7th Street

Philadelphia, PA 19140
215-227-7111

CDC of the Frankford Ministry
4620 Griscom Street
Philadelphia, PA 19124
215-744-2990

Congresso de Latinos Unidos, Inc.
216 W. Somerset Street
Philadelphia, PA 19133
215-763-8870

**Consumer Credit Counseling Service
of Delaware Valley**
1515 Market Street, Suite 1325
Philadelphia, PA 19102
215-563-5665

Diversified Community Services
1210 S. Broad Street
Philadelphia, PA 19146

215-336-3511

Dixon House

1920 S. 20th Street
Philadelphia, PA 19145
215-336-3511

Fern Rock Ogontz Belfield CDC

1201 W. Olney Avenue

Philadelphia, PA 19141

215-549-8755

Germantown Settlement

218 W. Cheltenham Avenue
Philadelphia, PA 19144
215-849-3104

B. Housing Counselors: (Continued)

Hispanic Association of Contractors and Enterprises (HACE)

167 W. Allegheny Avenue
Philadelphia, PA 19140
215-426-1151

Homeownership Counseling Association of Delaware Valley

1314 Chestnut Street
Philadelphia, PA 19107
215-731-1723

Housing Association Information Program

658-60 N. Watts Street
Philadelphia, PA 19123
215-978-0224

Housing Association of Delaware Valley

1500 Walnut Street, Suite 601
Philadelphia, PA 19102
215-545-6010

Intercultural Family Services, Inc.

4225 Chestnut Street
Philadelphia, PA 19104
215-386-1298

Korean Community Development Services Center

6053 N. 5th Street
Philadelphia, PA 19102
215-276-8830

Mount Airy USA

6639 Germantown Avenue
Philadelphia, PA 19119
215-844-6021

New Kensington CDC

2513-15 Frankford Avenue

Philadelphia, PA 19125

215-427-0350

Norris Square Civic Association

149 W. Susquehanna Avenue
Philadelphia, PA 19122
215-426-8723

Northwest Counseling Services

5001 N. Broad Street
Philadelphia, PA 19141
215-324-7500

Nueva Esperanza, Inc.

4261 N. 5th Street
Philadelphia, PA 19140
215-324-0746

**Philadelphia Council for Community
Advancement**

100 N. 17th Street, Suite 700
Philadelphia, PA 19103
215-567-7803

Philadelphia Development Partnership

1334 Walnut Street, 7th Floor
Philadelphia, PA 19107
215-545-3100

**Philadelphia Housing Development
Corporation**

1234 Market Street, 17th Floor
Philadelphia, PA 19107
215-448-3137

**Philadelphia Neighborhood Housing
Services, Inc.**

511 N. Broad Street, 4th Floor
Philadelphia, PA 19123
215-988-9879

Philadelphia Senior Center

509 S. Broad Street
Philadelphia, PA 19147
215-546-5879

Polish American Social Services

308 Walnut Street
Philadelphia, PA 19106
215-923-1900

South of South Neighborhood Association

625 S. 17th Street
Philadelphia, PA 19146
215-546-0699

B. Housing Counselors (Continued):

Southwest CDC

6328 Paschall Avenue
Philadelphia, PA 19142
215-729-3948

Tenants' Action Group of Philadelphia

21 S. 12th Street, 12th Floor
Philadelphia, PA 19107
215-575-0700

The Partnership CDC

4020 Market Street, Suite 100
Philadelphia, PA 19104
215-662-1612

Unemployment Information Center

1201 Chestnut Street
Philadelphia, PA 19107
215-557-0822

United Communities Southeast Philadelphia

2029 S. 8th Street
Philadelphia, PA 19148
215-467-8700

Urban League of Philadelphia

136 W. Girard Avenue
Philadelphia, PA 19123
215-451-5005

West Oak Lane CDC

6259 Limekiln Pike
Philadelphia, PA 19141
215-224-0880

Women Against Abuse

P.O. Box 13758
Philadelphia, PA 19101
215-386-1280