



## RESOURCE GUIDE

### ALLEGHENY COUNTY

This informational guide provides an overview of some of the organizations in Allegheny County that may be able to provide you with home-repair assistance and other various forms of support.

#### HOME REPAIR & MAINTENANCE

##### Allegheny County

##### Home Improvement Loan Program (AHILP)

**(412) 350-6337**

**[alleghenycounty.us/Services/Housing/Home-Improvement-Loan-Program](http://alleghenycounty.us/Services/Housing/Home-Improvement-Loan-Program)**

AHILP offers mortgage-secured loans at 0% interest to address emergency/priority repairs and improvements (up to \$10,000) and at 1% interest to undertake general improvements (up to \$23,000). Income guidelines apply. You must own your home via recorded deed and occupy it as your principal residence.

*\*Eligible properties are residential, single-family dwellings, located in Allegheny County (excluding the City of Pittsburgh, the City of McKeesport, Penn Hills and the Boroughs of Trafford and McDonald).*

##### Allegheny Lead Safe Homes Program

**(412) 227-5700**

**[alleghenycounty.us/leadsafeprogram](http://alleghenycounty.us/leadsafeprogram)**

This program provides free lead-paint testing and hires a Certified Lead Abatement Contractor to repair all lead hazards found in qualifying homes\*.

##### **Repairs include:**

- Repairing and repainting chipping and lead-painted surfaces
- Window and door repair or replacement
- Enclosing exterior trim and component

*\*Household must meet income guidelines and have a **child under the age of 6** that spends more than 60 hours a year in the home, or a **pregnant** resident*

##### ACTION Housing

##### Weatherization Assistance Program

**(412) 281-2102 // [actionhousing.org](http://actionhousing.org)**

ACTION-Housing administers a Weatherization Assistance program for low-income households. The purpose of the free program is to help residents lower their fuel bills by lowering their fuel consumption.

**Depending on the results of the computerized audit, the following may be provided through the program:**

- Replace cracked or broken glass in windows
- Weather strip around windows and doors
- Reglaze windows
- Replace and install threshold and door sweeps
- Wrap hot water tank/any exposed water pipes
- Insulate attic area

##### Pennsylvania Homeowner Assistance Fund (PAHAF)

**(888) 987-2423 // [pahaf.org](http://pahaf.org)**

PAHAF provides assistance to homeowners with avoiding mortgage delinquency, default, foreclosure, and loss of utilities (electric, gas, water). To qualify household income should be equal or less than 150% of area median income, and household is not receiving the same assistance for mortgage payment, mortgage reinstatement, property charges, and/or utility payments from another federal, state, local, non-profit or tribal source.

##### Pennsylvania Housing Finance Agency

**(412) 429-2842 or (800) 822-1174 // [phfa.org](http://phfa.org)**

##### Homeowners Energy Efficiency Loan Program

**(HEELP) [phfa.org/programs/repairs.aspx](http://phfa.org/programs/repairs.aspx)**

offers loans between \$1,000 and \$10,000 for specific energy efficiency repairs at a fixed rate of one percent for 10 years with no prepayment penalties. The specific uses for HEELP funds are: Air sealing, insulation and ductwork; Energy efficient windows and doors; Energy efficient heating or cooling system repairs or replacements; and Roof repairs or replacements.

##### Habitat for Humanity of Greater Pittsburgh

**(412)-450-8520 // [habitatpittsburgh.org](http://habitatpittsburgh.org)**

Habitat for Humanity of Greater Pittsburgh offers several affordable home repair programs designed to help low-income homeowners. Services range from minor to extensive exterior repairs, energy efficiency improvements, and critical home repairs to restore safe and sound living conditions. Applicants must meet income qualifications and be able to make a minimal monthly payment to help cover the cost of repairs. **Contact Emily Kammenzind at the number listed above ext. 10 to apply.**

## TAX RELIEF

### Allegheny County

#### Act 50 Homestead Exclusion

(412) 350-4636 Option 2

[alleghenycounty.us/Services/Property-Assessment-and-Real-Estate/Tax-Abatements-and-Exemptions/HomesteadFarmstead-Exclusion-Act-50](http://alleghenycounty.us/Services/Property-Assessment-and-Real-Estate/Tax-Abatements-and-Exemptions/HomesteadFarmstead-Exclusion-Act-50)

Under this amendment, the initial \$18,000 in assessed value of each owner-occupied residential property and certain farmstead properties within Allegheny County will be excluded from County real estate property taxation.

#### Act 77 Senior Citizen Property Tax Relief

(412) 350-4154

[alleghenycountytreasurer.us/real-estate-tax/real-estate-tax-2/](http://alleghenycountytreasurer.us/real-estate-tax/real-estate-tax-2/)

This program entitles qualified Allegheny County applicants (aged 60 or over or between ages 18 and 60 and permanently disabled) to a flat 30 percent discount on county property taxes. **Deadline to file for relief in June 30.** An approved, qualified applicant continues to receive tax relief as long as they are the property owner/occupant, and the household income does not exceed \$30,000 (calculate using only 50% of gross SSI/SSDI benefits and 100% of all other income).

### PA ABLE Savings Program for Disability-Related Expenses

855-529- 2253

[paable.gov](http://paable.gov)

A PA ABLE account gives individuals with qualified disabilities (Eligible Individuals), and their families and friends, a tax-free way to save for disability-related expenses, while maintaining government benefits. An Eligible Individual must have a qualifying disability demonstrated by SSI, SSDI or have a written disability-related diagnosis signed by a physician. The qualifying disability must have started prior to age 26.

### Jordan Tax Services

724-731-2300 or 412-835 5243

[jordantax.com/](http://jordantax.com/)

Jordan Tax Services, Inc. offers comprehensive collection services to all PA school districts, municipalities, counties and authorities, including current tax and utility fee collection. Jordan Tax Services will also assist you in establishing a payment plan.

## UTILITY ASSISTANCE

### Gas Utility Assistance Programs

*The following are programs available to both People's and Columbia Gas customers. Both providers manage a host of assistance programs. Those administered by only one provider will be indicated. To access these programs, call the number listed for your gas provider.*

#### Peoples Gas

(800) 764-0111

[peoples-gas.com](http://peoples-gas.com)

#### Columbia Gas

(888) 460-4332

[columbiagaspa.com](http://columbiagaspa.com)

#### Customer Assistance Program/Budget Billing

(CAP) participants are given affordable, monthly, long-term bill payment plans so they can maintain their gas service. Payments are based on income, not gas usage.

#### Usage Reduction Program (LIURP)

LIURP is a free weatherization program to help income eligible customers, who have lived in their home for at least one year, reduce their energy costs. Customers must meet usage requirements (170 therms/month). Weatherization measures may include:

- Heating system improvements
- Attic and wall caulking
- Insulation & weather stripping

#### Emergency Furnace, Water Heater, and Line Repair Program

Provides assistance to income eligible customers who own their home with furnace, primary heat source appliances, and houseline repair issues.

#### Customer Assistance Referral and Evaluation Services (CARES) \*Columbia Gas only

Offers basic budget counseling, customized payment plans, and referrals to energy grant programs and community resources. In cases of extreme hardship, those above income limits may qualify.

#### Audits & Rebates \*Columbia Gas only

(877) 376-2783

income eligible customers could get a free home energy audit, an energy efficiency plan and up to \$3,600 in instant rebates toward installation of recommended items, such as heating equipment, insulation, air sealing, gas water tank and smart thermostats.

#### Dollar Energy Fund Grants

(800) 400-9276

Provides cash assistance to income eligible customers whose gas service is off or in threat of termination. You must apply for LIHEAP/Crisis first (when open) and have made a good faith payment on the account within the last 90 days. **Program opens October 1<sup>st</sup>.**

## **Low-Income Home Energy Assistance Program (LIHEAP) & CRISIS GRANTS**

**(412) 562-0330**

Income-eligible households can apply for energy assistance grants. The program is based on income and number in a household and is administered by the Department of Human Services. LIHEAP provides cash assistance to help utility customers pay residential energy bills. The program normally opens around November each year.

## **Duquesne Light**

**[duquesnelight.com/account-billing/payment-assistance](http://duquesnelight.com/account-billing/payment-assistance)**

### **Customer Assistance Program (CAP)**

**(888) 393-7600**

This program offers qualifying Duquesne customers reduced monthly payments based on ability to pay and debt forgiveness if terms of the CAP agreements are met. The applicant's household income must be less than 150% of the federal income poverty guideline. Contact the CAP location nearest you for an application.

### **Emergency Repair**

**(866) 282-3147**

**[duquesnelight.com/account-billing/payment-assistance/emergency-repair](http://duquesnelight.com/account-billing/payment-assistance/emergency-repair)**

Duquesne Light provides quick assistance, free of cost to our customer, through our Emergency Repair Fund to help income eligible homeowners that are in an unsafe electrical situation. Programs offerings:

Whole House air conditioner repair/replace when deemed unsafe and medically necessary, repair of frayed/unsafe service line drops, electrical service panel upgrades. electrical panel inspections when electric service has been off for a year or more, remediation of other health and safety conditions. Income eligibility cap is 150% of Federal Poverty Level.

### **Energy Assessment**

**(866) 282-3147**

**[duquesnelight.com/account-billing/payment-assistance/income-eligible-energy-assessment](http://duquesnelight.com/account-billing/payment-assistance/income-eligible-energy-assessment)**

This program helps customers, homeowners, and renters, reduce their energy use and make their homes more comfortable while saving money on their electric bills through energy education and conservation measures. This program can provide eligible applicants with LED lightbulbs, smoke and carbon monoxide detectors, and a new refrigerator. Income eligibility cap is 150% of Federal Poverty Level.

## **Pennsylvania Customer Assistance Program**

***For Customers of***

***Met-Ed, Penelec, Penn Power, & West Penn Power***

**(888) 393-7600**

This program is designed to help income-qualified residential customers maintain electric service and eliminate their past due balance, as well as reduce their monthly electric bill. To enroll in the PCAP program, contact the Dollar Energy Fund at the number above. In order to take advantage of this program, customers must be enrolled in an equal payment plan with their utility.

## **Pennsylvania American Water H2O to Help Others Program**

**888-282-6816 // [amwater.com/paaw/](http://amwater.com/paaw/)**

Provides water service assistance to low-income customers who are at or below 200 percent of the Federal Poverty guidelines in the form of grants of up to \$500 per year, a 40-80% discount on the monthly water service charge, and water-saving device and education. They also connect low-income customers to wastewater service assistance in the form of grants of up to \$500 per year, and a 20 percent discount on the total wastewater charges.

## **SAFETY**

### **American Red Cross**

***Sound the Alarm Program***

**[redcross.org/local/pennsylvania/greater-pennsylvania/about-us/our-work/home-fire-campaign/smoke-alarm-request.html](http://redcross.org/local/pennsylvania/greater-pennsylvania/about-us/our-work/home-fire-campaign/smoke-alarm-request.html)**

The Red Cross and its partners will install a limited number of free smoke alarms for those who cannot afford to purchase smoke alarms or for those who are physically unable to install a smoke alarm. The Red Cross also installs a limited number of specialized bedside alarms for individuals who are deaf or hard-of-hearing. Fill out the request form at the website above.

## **GENERAL ASSISTANCE**

### **Area Agency on Aging (AAA)**

**(412) 350-5460**

The Area Agency on Aging (AAA) assists Allegheny County residents, 60 years of age and older, to live safe, healthy, and, when possible, independent life. They provide services to older adults who face challenges but want to remain in their home by aiding with applying for services, domestic care, nursing home alternative, services in the home and more. Contact them at the hotline number above to be connected to services.

## **PA 2-1-1 Southwest**

**Dial 2-1-1 or (888) 553-5778**

**Dial 7-1-1 for hearing impaired**

**PA211sw.org**

Similar to 911, 2-1-1 is an easy-to-remember phone number that quickly and effectively connects people in need with resources for everything from substance abuse treatment to care for a child or an aging parent. By simply dialing 2-1-1, trained Resource Navigators can assess your needs then match you to the best and closest resources in your community. The 2-1-1 database contains information on more than 6,000 health and human service agencies.

## ***LEGAL SERVICES***

### **Neighborhood Legal Services (NLS)**

**(866) 761-6572 // [nlsa.us](http://nlsa.us)**

NLS seeks to meet the civil legal needs of our community through effective legal representation and education. This office provides free legal representation to eligible clients in Allegheny County.

## ***VETERANS + SPOUSES/WIDOWS***

### **PA Serves of Greater Pittsburgh**

**(844) 857-8387**

**[ivmf.syracuse.edu/programs/community-services/americanerves/locations/paserves/](http://ivmf.syracuse.edu/programs/community-services/americanerves/locations/paserves/)**

Through their AmericaServes network, they can provide access to a variety of providers that offer services in legal, housing, employment, medical, money management, clothing, household goods, education, transportation, and more critical needs to area Veterans. Contact them at the number listed above to connect with a case manager.

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*Rebuilding Together Pittsburgh is sharing these resources to assist Allegheny County Residents to access resources, we are not responsible for changes in programs or program eligibility or in any unsatisfying experience.*