

One Philly Front Door Frequently Asked Questions

What is One Philly Front Door?

The One Philly Front Door (OPFD) platform simplifies the application process for Philadelphia residents seeking assistance from various housing-related programs. It provides a centralized system where applicants can apply for multiple programs simultaneously and upload the necessary documents for eligibility, eliminating the need for multiple applications across different agencies.

If I am on the Built to Last waitlist why do I need to submit an application through one Philly Front Door? Filling out the webform will do the following:

- Let you know earlier if you meet the preliminary eligibility requirements for Built to Last.
- Provide information on your household and housing needs that will help us serve you better and faster.
- Help you enroll in other programs for which you may qualify and benefit. Built to Last coordinates with these programs. Once your application enters the project stage, it will move quicker if you are already enrolled in partner programs.

Will I lose my place in line if I submit an application through One Philly Front Door? No, you will continue to have the timestamp from your original Expression of Interest with Built to Last. While Built to Last does not operate strictly on a first-come-first-served basis, we do give the oldest applications priority.

I completed the screening questionnaire for Built to Last but I was not offered the options to apply for Built to last, what happened? You do not meet the eligibility criteria for Built to Last, which includes: household income at or below 60% area median income, homeowner occupied, homeowner name on the deed, need for repair and energy efficiency work. Your answers on the screening tool are self-reported, but later on in the process you will be asked to submit documentation to verify all of these eligibility criteria.

I don't have an email address, can I still fill out the screening questionnaire? If you do not have an email address and or are unable to get one, we recommend that you use the email address of a trusted friend or family member. This will allow you to continue to have direct access to the portal. If this is not an option for you, you may request to have your information submitted by the Built to Last program by calling (215) 600-1370. However, this means that you will not have direct access to any updates on the status of your application with Built to Last.

I don't have access to a computer, the internet, or I have another reason I cannot access or navigate One Philly Front Door, what are my options? As noted above, we recommend that you work with a trusted family member or friend to assist you with submitting your application.