

You must follow the below for an accurate and timely response.

IMPORTANT INFORMATION

Please read and follow accordingly:

What to input into subject line:

No payoffs will be provided until after March 30, 2020. Staffing is extremely limited. Please follow the instructions below on how to help make this process smoother and responses quicker.

If you have an existing payoff issued by the City of Philadelphia that has expired and you are seeking an update, **in the subject line** please input: **UPDATED PAYOFF REQUESTED**. You **must** attach a copy of the initial payoff letter that was provided by the City.

If liens/judgments appear on title report, please provide the list of judgment/lien docket numbers. Also, you **must** attach a printout of the City's database reflecting the balances covered by the lien/judgment. **In the subject line**, please input **PAYOFF OF LIENS/JUDGMENTS FOR DOCKET NUMBERS ATTACHED**.

If you are seeking a certification of SCE Refuse fees and/or Agency Receivable balances and **no liens have appeared on the title report**, your request will be answered in the order it is received. **In the subject line** please indicate: **SCE/AGENCY CERT ONLY**.

Please do **NOT** use or copy this inbox on the following requests:

This inbox is **NOT** the correct inbox for **Water** payoff requests. The correct inbox is: Wateramountdue@phila.gov. Please do **NOT** copy this inbox for water payoff requests and vice versa.

This is **NOT** the correct contact for **Real Estate Tax balances**. To obtain the balance due for real estate taxes, please visit: www.phila.gov/revenue. Scroll down on left hand side of page and click on the Real Estate Balance tab, click to agree to the terms and conditions, then enter the OPA # or address. Please be advised that the balance due is good through the end of the current month. **Real Estate tax liens that contain the letter "R" will automatically be satisfied once the balance is paid in full**. Please send payment to:

Philadelphia Dept. of Revenue
P.O. Box 8409
Philadelphia, PA 19101-8409

For any Real Estate payoffs or Real Estate and/or Sheriff Sale questions, please email carmen.sanchez@phila.gov, lisa.bender@phila.gov, and Katima.smith@phila.gov . PLEASE INCLUDE ALL OF THESE PEOPLE ON YOUR EMAIL TO ENSURE A RESPONSE.