




Zoning & eCLIPSE

L&I's Zoning Webinar Series

1.0 Continuing Education Credit



Zoning & eCLIPSE Webinar

- Topics:
 - About eCLIPSE
 - How to File a Zoning Permit Application in eCLIPSE
 - Prerequisite Approvals
 - Accessing Your Permit
 - Appeals
 - Contacting L&I
 - Use the Q&A feature to ask questions.
 - Please keep questions general - no address-specific questions.
 - The slide deck will be posted on the website.
 - A poll must be completed at the end of the presentation to receive CEU's.
- 

Zoning Webinar Series



New Date!

Slide decks of prior sessions can be found on [L&I's website](#). Future sessions will be advertised on the [website](#) and [newsletter](#).



About L&I

What Does L&I Do?

The Department of Licenses and Inspections (L&I) enforces the City of Philadelphia's construction, fire, zoning, business compliance and property maintenance codes through the issuance of licenses and permits and through building and property inspections. Contractors, business and property owners, landlords, and tenants are all served by L&I.



L&I's Mission & Vision

MISSION

MISSION

The Department of Licenses & Inspections (L&I) enforces the City's codes for the safe and lawful construction and use of buildings.

VISION

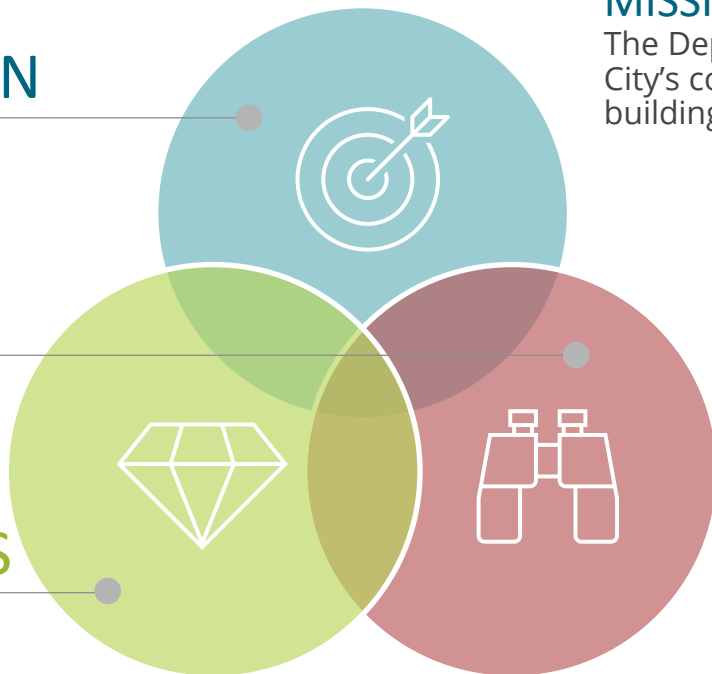
VISION

To build and sustain a safer Philadelphia, L&I embraces best practices in technology and customer service. We enable the public to access information, secure required approvals, and comply with building safety requirements in a convenient, reliable, and transparent manner.

VALUES

VALUES

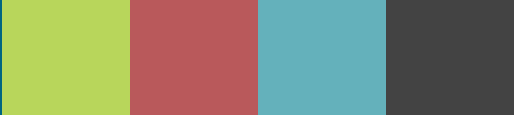
Our core values: Accessibility, Accountability, Consistency, Integrity, Transparency





What Does L&I Do?

As part of our mission, we:

- Review building plans and applications and issue permits in accordance with the City's construction and zoning codes.
 - Inspect construction projects for code compliance.
 - Inspect higher-risk properties for compliance with the Fire Code.
 - Respond to complaints regarding suspected Property Maintenance Code, Fire Code and Business Compliance violations.
 - Inspect, monitor, seal, and demolish vacant and/or dangerous buildings.
 - Issue trade and business licenses, including rental property licenses.
 - Help landlords and tenants understand their responsibilities.
- 





Transparency

One of L&I's core values is transparency. The resources below can be used by the public to access L&I related information and records.

Atlas

<https://atlas.phila.gov/>

- History of permits, licenses, inspections and appeals at any address
- Access zoning information at any address (district, overlays and archive)


L&I's Website

<https://www.phila.gov/li>

- Detailed descriptions of our services, permit status tracker, access to eCLIPSE, newsletters, FAQs, etc.

Open Data

<https://www.opendataphilly.org/>

- Download searchable data sets for permits, licenses, appeals, etc.
 - Data can be sorted by council district, census tract, date, status etc.
- 



About eCLIPSE



eCLIPSE

- eCLIPSE is the system that L&I currently uses to issue permits, licenses, certificates, and violations.
- eCLIPSE allows users to apply for permits and licenses without physically coming to one of L&I's offices.
- Permits have been issued through eCLIPSE since March 2020.
- The web address is <https://eclipse.phila.gov/>



eCLIPSE



Welcome to eCLIPSE.

Email Address:

Password:

[Forgot Email Address?](#)

[Forgot password?](#)

Sign In

Log in for existing users

Upcoming service notices

 The eCLIPSE system will be out of service for maintenance: **Wednesday 06/12 10:00 PM - Thursday 06/13 3:00 AM.** We apologize for any inconvenience.

Create a new account

Register

If you have not yet created an account, click [here](#) to register.

Search features available without an account

Search eCLIPSE

Click [here](#) to search eCLIPSE.
Click [here](#) to request a Certificate of Rental Suitability.
Click [here](#) to pay L&I violation fees or fines.



Live chat with L&I support staff (9 am - 1 pm)



Applying a Zoning Permit Application in eCLIPSE

Welcome to eCLIPSE!

You can use eCLIPSE to apply for, view, and manage Department of Licenses & Inspections (L&I) trade licenses, business licenses, permits, certificates, appeals and Streets Department reviews.

For help please visit our eCLIPSE help resources:

[L&I eCLIPSE Resources](#)

[L&I Help](#)

[Streets Department Help](#)

[311](#) or call 215-686-8686 for assistance

ACTIVITY LICENSES

[Register for a New Activity License](#)

[Associate an Activity License](#)

PROFESSIONAL REGISTRATION

[Apply for a Registration](#)

PERMITS & CERTIFICATES

[Apply for a Permit or Get a Certificate](#)

[Associate with a Permit / Project](#)

STREETS DEPARTMENT

[Apply for a Streets Department Review](#)

[Associate with a Streets Review](#)

TRADE LICENSES

[Apply for a Trade License](#)

[Renew a Trade License](#)

[Amend a Trade License](#)

[Associate a Trade License](#)

OTHER

[Create a Project](#)

[Request a CRS Report](#)

[Make an Appeal](#)

ZONING



[Change of use](#)



[Fence only](#)



[Lot line adjustment](#)



[New construction / addition / partial demolition](#)



[Parking only](#)



[Signs](#)



[Complete demolition](#)




Zoning Permit ZP-2024-006148 (Draft)


APPLICATION INSTRUCTIONS

You have selected the Zoning Permit (ZP).

For more help please review our Instructional Video and associated User Guide on Completing a Permit Application by clicking [HERE](#)

APPLICATION

Provide the Permit Number for a Master Permit, if applicable: 

Provide the Conditional Zoning Permit, if applicable: 

***What is your relationship to this permit?**

- Owner
- Tenant
- Equitable Owner
- Professional / Tradesperson

Please identify the Design Professional responsible for the project:

Were you able to find the Design Professional you were looking for? Yes No

Once a draft is created, you can find it again under "My Activities"

Unless there is a red asterisk *, the section is optional.

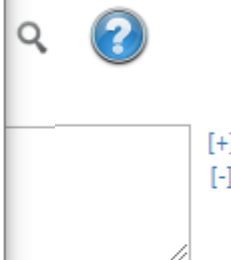
* What type of work will be done?

* What is the Occupancy Type for this Permit?

Please identify an existing project, if applicable:

* Provide a detailed description of work:

- Change of Use
- Combined Lot Line Relocation and New Development
- Conditional Zoning Approval
- Family Daycare
- Fences Only
- Full Demolition
- Lot Line Relocation
- New construction, addition, GFA change
- Parking Only
- Signs (Accessory / Non-Accessory)
- Site Clearing or Earth Disturbance ONLY



Please select the Review Type for this Permit Application. For more information, visit www.phila.gov/li.

help icon to the right or visit

IMPORTANT: Accelerated fee is \$2000 for building permit applications and \$1050 for all other application types. \$350 is paid at application and the remainder is due upon approval.

Check the website at www.phila.gov/li for Standard and Accelerated Review times.

Standard Review

Comply with EZ Standard

Accelerated Review



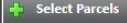

Accelerated review only impacts the SLA of L&I's review

LOCATIONS


Addressed Locations

Please Search for the Address (Parcel) for this Permit by clicking on the magnifying glass icon below.

Note: ONLY Applications involving ""Lot Line Relocation"" may include MULTIPLE Addresses (Parcels). You will be prompted to select a ""Primary"" address for this Application."

Specific Location:

OWNER 

Name Office of Property Assessment Mailing Address

The Owner listed above is based on current Office of Property Assessment (OPA) records.
For instructions on updating Owner information click on the blue help icon on the right."

Owner Has Changed

Owner Has Changed

VERIFIED OWNER INFORMATION

* Name:

* Mailing Address:

* City: State:

* Zip Code: -

* Phone Number: () -

Email Address:

Finds OPA parcel addresses

- For condos, zoning permits issued to underlying Parcel

Multiple selections should only be entered if the application involves a lot adjustment

- Required to select a primary address
- A development or use permit should be issued under each lot involved.

Ownership changes must be identified

- Refers to owner in fee
- Only updates permit record.
- Evidence of the change in ownership req'd

Property Owner Contacts

- If the property is NOT owned by a natural person(s) or publicly-traded company, the names and mailing addresses of the persons with the largest ownership interest must be provided.

PROPERTY OWNER CONTACTS

If the subject property is not owned by a natural person or a publicly-traded company, please select the checkbox below and provide the name and mailing address of at least one person who owns at 49% ownership interest in the property or up to two persons who hold the largest ownership interest in the property previously selected.

Property is NOT owned by an individual or a publicly-traded company.

OWNER CONTACT 1

* **Name:**

* **Mailing Address:**

OWNER CONTACT 2

Name:

Mailing Address:



Zoning Permit ZP-2020-001063 (Draft)

PROPERTY INFORMATION

The items below indicate the potential impacts to this Permit based on the geographic location. A blue help icon is to the right.

Any checked boxes are read-only. You do not need to provide any information on this page.

Planning Commission Interest:

Art Commission Interest:

Historic Resource:

Located in 100-year Floodplain:

Adjacent to Green Infrastructure:

Located in Steep Slope Area:

Corner Property:

L&I Inspection District: CENTRAL WEST

Back

Next

REVIEW QUESTIONS

Use the boxes below to provide as much information about the work included with this Application

Note: Incomplete or incorrect information provided may result in the additional reviews by L&I (or other City Depa

OTHER DEPARTMENT REVIEWS:

The following conditions outline all situations where this Application may require review by other City of Philadelphia

Philadelphia Art Commission

1515 Arch St, 13th Floor, Philadelphia, PA 19102, Tel: (215) 686-2095 or Email: ArtCommission@phila.gov

Does your zoning permit application involve **any one** of the following items?

- Public art submitted to meet a Floor Area Bonuses,
- Public art submitted to meet development requirements of SP-ENT Zoning District,
- Projecting signs over any public right-of-way, or
- Building Identification Signs

If 'yes' to any of the above, check the box below."

Philadelphia Art Commission Review Required?

Planning City Planning Commission

1515 Arch St, 13th Floor, Philadelphia, PA 19102, Tel: (215) 683-2615 or Email: planning@phila.gov

Does your zoning permit application involve **any one** of the following items?

- Parcels with more than one street frontage where a primary frontage needs to be determined per § 14-701(1)(d),
- Landscaping and screening for parking lots,
- Screening for Wireless Service Facilities (Freestanding Towers) that does **not** conform to the list of trees recommend
- Development in CMX-4 and CMX-5 Zoning Districts utilizing Sky Plane Controls,
- Development in /CDO Overlay that use the 'Optional Special Standards' of the Zoning Code,
- Parking garages in RMX-3, CMX-3, CMX-4, and CMX-5 districts and parking garages of at least 250 parking spaces o
- Development in CMX-4 and CMX-5 Zoning Districts utilizing Sky Plane Controls

If 'yes' to any of the above, check the box below."

Philadelphia City Planning Commission Review Required?

Selections made on this page trigger reviews that are conducted by other departments.

Incomplete or incorrect information provided may result in delays.

BONUSES



List any Zoning Use and Development Bonuses used for your Permit Application. To add a Bonus to this project press the button below and select from the predefined list of Bonuses. For more information regarding Zoning Code Bonuses click on the blue help icon to the right.

 Add Bonus

Add Bonuses

- Bonus Type**
- Green Building or Site
 - Green Roof
 - Mixed Income Housing
 - Public Art
 - Public Space
 - Retail Space
 - Stormwater Management
 - Street Extensions
 - Through Block Connection
 - Trails
 - Transit Improvements
 - Underground Accessory Parking

Select

Clear All

Check All

CIVIC DESIGN REVIEW

Development meeting the c
development requires CDR.

Civic Design Review is req

5)(b) must undergo Civic Design Review (CDR). Check the box below if you believe your



Zoning Permit ZP-2020-001063 (Draft)

Additional documents may be needed for your Application. Any Attachment Type noted as **'Required'** must be uploaded and the 'Document Type' selected from the drop-down menu.

Attachments Types identified as **'Optional'** may still be required by the Department based on your scope of work. For more information regarding this and other plan submission standards click on the blue help icon to the right."

DOCUMENTS TO ATTACH



Uploaded	Attachment Type	Description	Sample Form	
	Board Authorization	Formal letter required from the City of Philadelphia Zoning Board of Adjustment (ZBA) or Board of Building Standards (BBS) authorizing any change to plans or submitted documents previously formally REFUSED by the Department.	None	Optional
	Dept. of Parks and Recreation (DPR) Approval Easement Agreements (Draft)	Approval notice and associated plans issued by the Philadelphia Dept. of Parks and Recreation (DPR) for the proposed work.	None	Optional
	Key Plan	Legal description of any easements pertaining to the parcel	None	Optional
	Miscellaneous Documents (as requested by L&I)	Simplified plan showing either layout of buildings on the site if the property is a multi-building site or tenant-/suite-spaces if the structure is a multi-tenant building Documents directly requested by L&I Plans Examiners or other staff when needed for review or approval of the proposed work. DO NOT select this Document Type unless directly requested by L&I Staff as part of their approval or review. DOCUMENTS UPLOADED with this Document Type will NOT BE REVIEWED unless directly requested by L&I Staff	None	Optional
	Zoning Plans (Z-series)	Plans showing the height, area, and associated massing of any structure or development including summary tables of applicable Zoning provisions, flood hazard information, property lines, Use categories, etc.	None	Required

UPLOADED DOCUMENTS

+ Upload Files

<input type="checkbox"/>	File Name	Document Type	Comments

UPLOADED DOCUMENTS

+ Upload Files

<input type="checkbox"/> File Name	Document Type	Comments
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- (1) New Documents

<input type="checkbox"/> Example.docx	New	Add comment
---------------------------------------	-----	-------------

- Key Plan
 - Key Plan
- Phila. City Planning Commission Review Documents
 - PCPC Cover Letter
 - PCPC req'd plans, details, renderings, etc.
- Zoning Plans (L&I) (required)
 - Zoning Plans (L&I)
- Zoning Plans (PCPC) (required)
 - Zoning Plans (PCPC)

MANAGE PERMIT NOTIFICATIONS


Manage your Application Contact and Co-Applicant notifications by using the options below. For more information regarding the difference between a "Contact" and a "Co-Applicant" please visit our FAQ page by clicking [HERE](#).

 Add Contact



 Invite Co-Applicant



	Name	Contact Type	Primary Phone	Email
	Sarah Adamo	Applicant		

- **Contacts** may be notified via email when a permit is issued, when any reviews have been completed, or when a payment is due. Contacts, other than the primary applicant, cannot view or edit the permit details.
- **Co-Applicants** will have the same level of access as the primary applicant



Zoning Permit ZP-2020-001063 (Draft)

ERRORS ON APPLICATION

The following errors need to be fixed before you can submit your application.



[Fix](#) Select the Type of Work most applicable to the work proposed under the current Appli



[Fix](#) Provide a detailed description of the work proposed under the current Application.



Zoning Permit ZP-2020-001063 (Draft)

LEGAL DECLARATION


Check the following box to affirm compliance with all conditions of this Permit Application as stated below. You will **NOT** be able to submit this App affirming compliance.

- All provisions of the Building Code and other City ordinances will be complied with, whether specified herein or not. Plans approved by the D this application. I hereby certify that the statements contained herein are true and correct to the best of my knowledge and belief. I further authorized by the owner to make the foregoing application, and that, before I accept my permit for which this application is made, the owner all conditions of the permit. I understand that if I knowingly make any false statements herein I am subject to such penalties as may be presc inclusive of the penalties contained in 18 Pa. C.S. § 4904.

[Back](#)



Payment Options

- Filing Fee Due at Application:
 - \$25 for Single- or Two-Family Dwellings, \$100 for all other
 - Electronic check - free of charge
 - Credit Card – 2.10% surcharge
 - Debit Card - \$3.45 fee
 - Paper checks, money orders, and cash will still be accepted at our cashier station; however, it will delay processing up to 3 business days
 - There is a \$500,000 limit for online payments.
- 

L&I Review Times

APPLICATION TYPE	BUSINESS DAYS
Use Change	5*
Full Demo	5*
One/Two Family	15
All Others	20


* By-Right applications submitted at the Permit Center will receive the permits over the counter. Limit three applications.



Prerequisite Approvals










Department Reviews

- Reviews through eCLIPSE
 - City Planning Commission
 - PWD (affirmation only)
 - Streets – Right of Way (ROW)
 - Art Commission
 - Reviews outside of eCLIPSE
 - Civic Design Review (CDR)
 - Parks and Rec
 - Streets – Surveys
 - PHC (Applicant must indicate that review is required in scope of work, review is triggered by L&I. See [Info Sheet](#))
- 

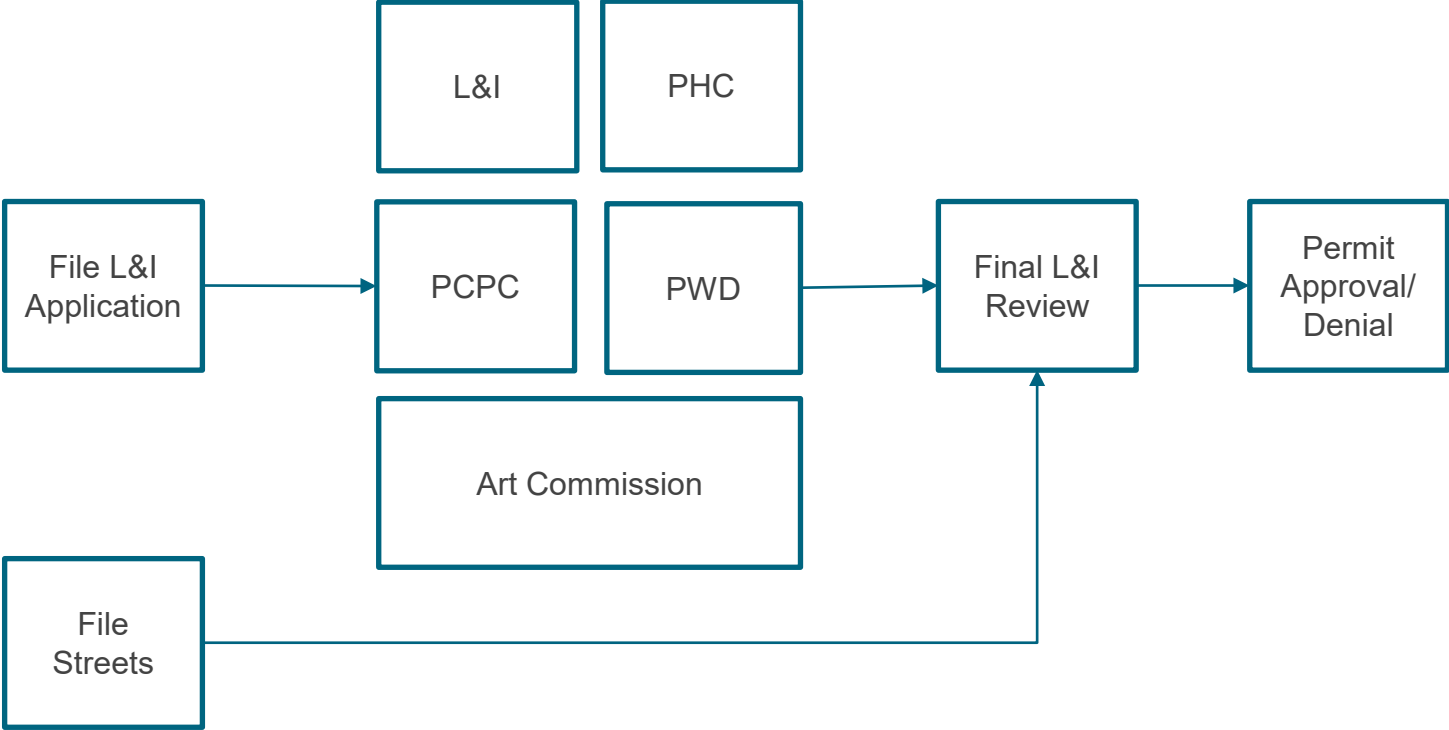
Prerequisite approval processes

Use these instructions for processes of pre-approvals in eCLIPSE.



Title	Date	Copy Link
Art Commission pre-requisite approval in eCLIPSE	December 21, 2023	
City Planning pre-requisite approval process in eCLIPSE	August 7, 2023	
Fire Department pre-requisite approval process in eCLIPSE	August 7, 2023	
Parks and Recreation pre-requisite approval process in eCLIPSE	August 7, 2023	
Philadelphia Historical Commission pre-requisite approval process in eCLIPSE	August 7, 2023	
Streets Department pre-requisite approval process in eCLIPSE	August 7, 2023	
Water Department pre-requisite approval process in eCLIPSE	August 7, 2023	

The [eCLIPSE help page on L&I's website](#) provides additional information about the prerequisite approval process for each department.





Zoning Permit ZP-2020-000101 (In Review)

Status: In Review **Application Date:** Mar 11, 2020
Issue Date:
Completed Date:
Expiration Date: Dec 31, 9999

Description: Commercial - Lot Line Relocation

Details

Reviews


Inspections

Project Activity

Manage Permit Notifications

This is a listing of all the Reviews that are part of this Permit. Scroll down to the bottom of the page to download documents previously reviewed by L&I or other City Agencies. If additional information was requested click on the "Additional Information Requested" link above. For more help please review our Instructional Video and associated User Guide on Permit Reviews by clicking [HERE](#).

REVIEW STATUS

Review	Status	Corrections	Comments	Reviewer Comments
LI Zoning Accelerated ePlan	Started (Due: Apr 21, 2020)			
Planning Commission - Develo...	Completed	 1		See plan notation regarding lot area.



Accessing Your Zoning Permit



Zoning Permit ZP-2019-000152 (Issued)

Status: Issued
Application Date: Dec 4, 2019
Issue Date: Dec 4, 2019
Completed Date:
Expiration Date: Jun 4, 2020

Description: Commercial - Change of Use

Details Reviews Inspections Project Activity Manage Permit Notifications **Documents**

Below you will find a summary of details for the selected permit. Certain actions may be taken using buttons found under the Permit Activities heading.

DETAILS

Type of Work: Change of Use
Work Description: Personal Services and Restaurant (eat-in only)
Type of Structure:
Area of Earth Disturbance (sq. ft.):
Occupancy Type: Other
Review Type: Standard Review

RELATED INFORMATION

Type	Description
HOLDS	<p><i>The following hold(s) exist on the permit application or issued permit at this time. These must be addressed before permit issuance or permit completion, whichever is noted in the "required before" column. The "type" is a basic description of the hold.</i></p>
Required Before	Type

LOCATIONS

Address
1401-15 ARCH ST, Philadelphia, PA 19102-1525
Primary Location: 1401 ARCH ST # 1301, Philadelphia, PA 19102-1525
Specific Location:

PERMIT ACTIVITIES

This is where you can make requests on your permit. The eligible request types will appear depending on what your permit status is. The requests can include:

FEES

You have no outstanding fees.


EXTEND PERMIT

You cannot extend this permit at this time.


WITHDRAW PERMIT

You cannot withdraw this permit at this time.

DOWNLOAD PERMIT

 Download Permit

AMEND PERMIT

 Amend Zoning Permit

REQUEST INSPECTION

If an application includes plans, a 'Documents' tab will also appear



Appeals





Zoning Permit ZP-2019-000153 (Denied)

Status: Denied
Application Date: Dec 5, 2019
Issue Date:
Completed Date:
Expiration Date: Jan 4, 2020

Description: Commercial - Change of Use

Details Reviews Inspections Project Activity Manage Permit Notifications Documents

Below you will find a summary of details for the selected permit. Certain actions may be taken using buttons found under the Permit Activities heading.

DETAILS

Type of Work: Change of Use
Work Description: Change of use to safety services for an existing property. No signs, no additions, pending to remain as previously approved.
Type of Structure:
Area of Earth Disturbance (sq. ft.):
Occupancy Type: Other
Review Type: Standard Review

LOCATIONS

Address
700-34 RACE ST, Philadelphia, PA 19106-1587
Primary Location: 700 RACE ST, Philadelphia, PA 19106-1587

Specific Location:

RELATED INFORMATION

Type	Description
HOLDS	The following hold(s) exist on the permit application or issued permit at this time. These must be addressed before permit issuance or permit completion, whichever is noted in the "required before" column. The "type" is a basic description of the hold.
Required Before	Type

PERMIT ACTIVITIES

This is where you can make requests on your permit. The eligible request types will appear depending on what your permit status is. The requests can include:

FEES

You have no outstanding fees.

EXTEND PERMIT

Request Permit Extension

WITHDRAW PERMIT

You cannot withdraw this permit at this time.

DOWNLOAD PERMIT

You cannot download this permit at this time.

AMEND PERMIT

You cannot amend this permit at this time.

REQUEST INSPECTION

You cannot request an inspection at this time.

DOWNLOAD DENIAL DOCUMENTS

Download Denial Letter

REQUEST APPEAL

Request Appeal



Notice of:

Refusal

Referral

Application Number: <i>ZP-2020-000017</i>	Zoning District(s): <i>RM1</i>	Date of Refusal: <i>4/13/2020</i>
Address/Location: <i>1248 N 19TH ST, Philadelphia, PA 19121-4902</i> <i>Parcel (PWD Record)</i>		Page Number Page 1 of 1
Applicant Name:	Applicant Address:	

Application for:

For the erection of an attached structure to be used as single-family household living, size and location as shown on plan/application.

The permit for the above location cannot be issued because the proposal does not comply with the following provisions of the Philadelphia Zoning Code. (Codes can be accessed at www.phila.gov)

<u>Code Reference</u>	<u>Proposed Zoning is Refused for the Following:</u>
TABLE 14-701-2	The minimum rear yard setback for buildings on lots less than 45 feet in depth in the RM-1 Residential District shall be 7 feet; whereas, the proposed rear yard setback is only 6.5 inches.

ONE (1) ZONING REFUSAL

Fee to File Appeal: \$125

Cc: Owner:
RIDGE POINTE LLC
1218 Green Street, Philadelphia, PA 19123



Zoning Permit ZP-2019-000153: Denied

REQUEST APPEAL

* Reason for Appeal:

Accelerated Hearing:

Yes

No

UPLOADED DOCUMENTS

[+ Upload File](#)

File Name

Description




[Pay Fees and Submit](#)

[Cancel and Return](#)



Process

- [How to Guide](#) is available on L&I's website.
 - Appeal may be filed through the online portal.
 - Notices of Decision are provided from the ZBA to L&I.
 - Proviso plans/forms may be submitted:
 - 'Amend Permit' through the online portal
 - Drop off at MSB
 - Submit proviso plans promptly to avoid processing delays.
 - There is a \$75 fee associated with amendments.
- 

Granting an Attorney Access

- Open Permit Job through web portal.
- Obtain association Code from Manage Permit Applications/ Invite Co-Applicant
- Attorney logs on to their account, selects 'Associate a Permit, and enters permit number and code.

The screenshot shows the 'Manage Permit Notifications' tab in the LMS Online interface. The 'Invite Co-Applicant' button is highlighted with a red box. Below the button, there is a table with columns for 'Name' and 'Contact Type'. The table contains one entry: Elizabeth Baldwin, Applicant. A 'Save' button is located below the table. To the right, there is a section for 'Association Code' with a question mark icon. Below this, there is a section for 'GRANT USERS ACCESS' with a note: 'The following code will allow a user to associate to this application. Please use this code when communicating with the user that you wish to grant access. NOTE: This code will expire once it is used successfully, and you will be'.





The screenshot shows the 'PERMITS & CERTIFICATES' and 'OTHER' sections of the LMS Online interface. The 'Associate with a Permit / Project' button is highlighted with a red box. Other buttons include 'Apply for a Permit or Get a Certificate', 'Create a Project', and 'Request a CRS Report'.



Contacting L&I

Virtual and In-Person Appointments

Resources

 eCLIPSE Use our online system to apply for permits and licenses. You can also look up business and trade license information.	 Make an appointment You must make an appointment to get services at the L&I Permit and License Center.	 Atlas Atlas is the City's robust mapped-based information tool. Find violations, property information, and more.	 311 Use 311 to ask questions or report issues around Philadelphia.
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- Make an appointment:
 - Online
 - Call 311
 - Download app
 - MSB kiosk

What would you like to get in line for?

Department of Licenses and Inspections Permit With Plans/Copy Request (In Person: MSB) Appointments only	Department of Licenses and Inspections Apply Permit NO Plans (In Person: MSB) Appointments only	Department of Licenses and Inspections New/Renew License (In Person: MSB) Appointments only	Department of Licenses and Inspections Revised Plan Submission (In Person: MSB) Appointments only
Department of Licenses and Inspections Virtual License Meeting Appointments only	Department of Licenses and Inspections Virtual Permit Meeting Appointments only	Department of Planning and Development PHC: Historical, Art, and PCPC: Planning Commission Appointments only	Department of Planning and Development Zoning Board of Adjustment Appointments only

Chat

- Accessible through any eCLIPSE screen
- Currently Available 9 AM – 1 PM
- Live chat will show “We Are Here!”
- Use chat for targeted application assistance, eCLIPSE questions, and escalations
- Do not use chat for assistance in walking through application, plan reviewer or inspector questions, and questions unrelated to eCLIPSE



Website Help Services





City of Philadelphia

SERVICES ▾ PROGRAMS & INITIATIVES NEWS & EVENTS PUBLICATIONS & FORMS 🔍

Department of
Licenses and Inspections
Building a safer city by enforcing building-related codes through inspections, licensing, permitting, and demolitions.

HOME ABOUT ▾ LICENSES ▾ PERMITS & CERTIFICATES ▾ INSPECTIONS ▾ APPEALS RESOURCES

Services

 Get a business or trade license	 Search for property history and business license information	 Get a building permit
 Find a licensed contractor and contractor information	 Track a permit application	 Rent your property

Service Request:
including status of past-due reviews, holds, permit access, specific code/ process questions. Go to “About” then “Contact Us”











Self Help:
eCLIPSE Help, FAQs, Code Bulletins

Service Request Contact

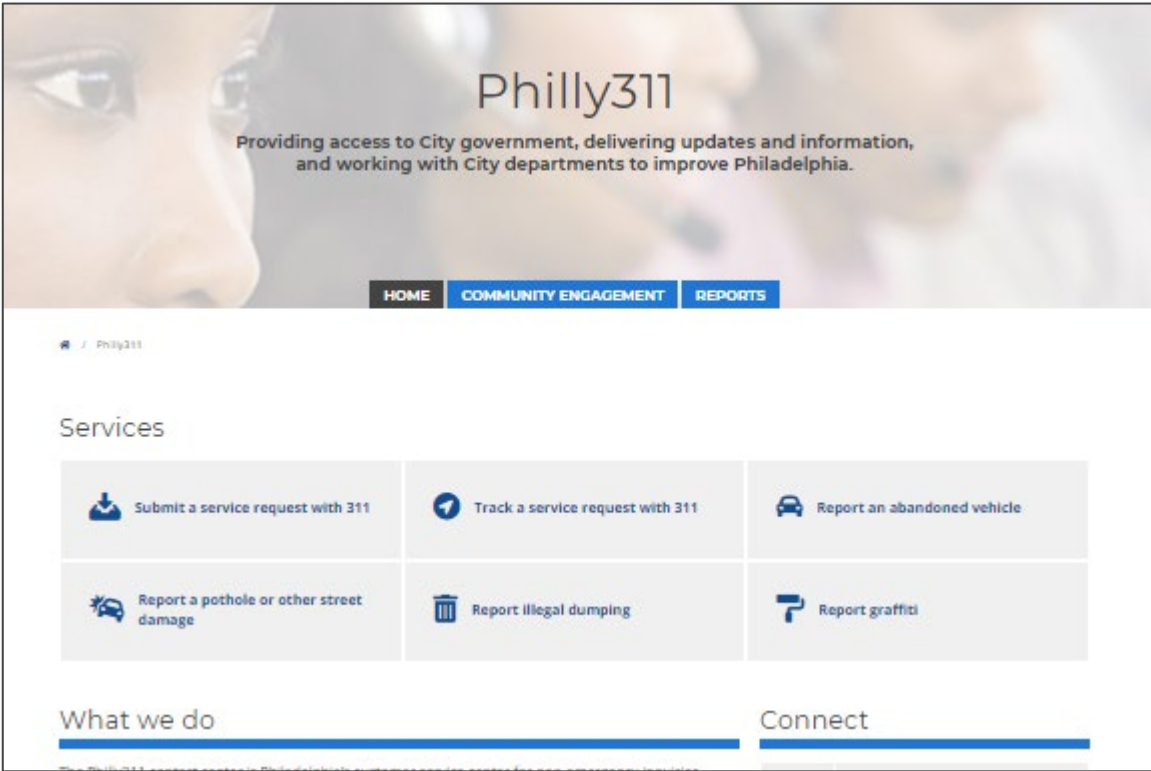
The screenshot shows the website [phila.gov/departments/department-of-licenses-and-inspections/about/contact-us/#license-questions](https://www.phila.gov/departments/department-of-licenses-and-inspections/about/contact-us/#license-questions). The navigation bar includes "Home", "About", "Licenses", "Permits & certificates", and "Inspections". The "About" menu is open, showing "Mission, vision, and values", "Divisions and boards", "Leadership", and "Contact us". The "Contact us" option is highlighted with a red box. Below the navigation, there is a "Jump to:" section with links to "District offices", "Notice of completion of repairs", "License questions", "Permit and code questions", and "Property certifications".

The screenshot shows the "L&I Inquiry Submission" form. The header includes the Department of Licenses and Inspections logo and the text "CITY OF PHILADELPHIA". The form title is "L&I Inquiry Submission". Below the title, there is a paragraph of text: "The following form will allow you to submit an inquiry to L&I. Please make every attempt to resolve your issue using information provided on the L&I website (www.phila.gov/li). If you do not see an option that matches your inquiry, please reach out to 311 for support. You can expect to receive a response within 2 business days." Below this text is a section titled "Select an Inquiry Type:" with a red asterisk. The list of options includes: "Permit or Inspection Issue", "License Issue", "Code or Permit Processing Question", "Boards Notice of Decision Submission", "Payment Issue", "Project Meeting and Dedicated Examiner", "Property Sales Certification", "Structural Maintenance & Fire Protection Certifications", "Missing Virtual Appointment Link", "Request Copy of Violation", and "Other".

Self Help Resources

Permits materials	 Accelerated plan review
	 Building permits
	 Construction impacting adjacent property
	 Demolition permits
	More +
Renting and housing	 Certificate of rental suitability
	 Commercial leasing notice guide
	 Partners in good housing
	 Real estate and property
Important updates and changes	 L&I changes log
	 Zoning legislation changes

Philly 311 Call Center







Philly311

Providing access to City government, delivering updates and information, and working with City departments to improve Philadelphia.

HOME COMMUNITY ENGAGEMENT REPORTS

Philly311

Services

 Submit a service request with 311	 Track a service request with 311	 Report an abandoned vehicle
 Report a pothole or other street damage	 Report illegal dumping	 Report graffiti

What we do Connect

- Contact 311 (215-686-8686) for:
 - Service requests
 - Direction on connecting with L&I
 - Basic information on available L&I services
 - Basic eCLIPSE help (i.e. password re-set)



Web Services

<u>Get a Permit</u>	Permit Requirements and Exemptions
<u>Get a Trade License</u>	Contractor License Requirements
<u>Get a Business License</u>	Business License Requirements
<u>Contractor Inspections</u>	Scheduling Inspections and Submitting Permit Certs
<u>eCLIPSE</u>	Online eCLIPSE Portal
<u>eCLIPSE Help</u>	eCLIPSE Self-help videos, how-to-guides, and FAQs
<u>Contact Us</u>	Contacts for L&I





L&I Newsletter

- Stay up to date with L&I related updates by signing up for our newsletter.
- Go to [L&I's website](#) and scroll down to “Sign up for our newsletter”

Sign up for our newsletter

L&I's newsletter helps you stay up-to-date about permits, licenses, and more.



SIGN UP TODAY!



Continuing Education Credits

- Poll must be completed to receive CEU's.
- CEU's will be sent via e-mail 48-72 hours.





Thank You! Questions?

To build and sustain a safer Philadelphia, L&I embraces best practices in technology and customer service. We enable the public to access information, secure required approvals, and comply with building safety requirements in a convenient, reliable, and transparent manner.

L&I achieves code compliance through collaboration, education, and effective enforcement measures that hold businesses, contractors, and property owners accountable.

