

Selected Tools and Resources FAQ

1. Where can I find property information?

Visit atlas.phila.gov to find the history of permits, licenses, violations, and inspections at any property address in the City. You can also research property assessments, zoning, voting information, document archives, and view current and historical aerial, street-level, and zoning maps and images.

2. How can I submit a property complaint?

To file a complaint or get general information, call 311. If you're outside Philadelphia, call (215) 686-8686. Or submit an issue to 311 online at phila.gov/311/form.

3. How can I find a licensed contractor?

Visit the L&I website at phila.gov/li. Click on “Resources” on the right-hand side of the page.



Then click on “*Licensed contractor search*” in the *Tools* section. *You can also look up which contractors have suspended licenses and all permits issued to a specific contractor.



4. Can I meet with an L&I representative to get help with a license or permit?

Yes, you can make an in-person or online appointment with the License and Permit Center. For more information or to schedule an appointment, visit the website at: www.phila.gov/li/appointment.

5. How can I get help filing an appeal of a construction permit or a violation?

You can make an in-person appointment with an L&I representative to get help filing an appeal with the Board of License and Inspections Review (BLIR), the Board of Building Standards (BBS), the Plumbing Advisory Board (PAB), or the Board of Safety and Fire Prevention (BOSFP). For more information or to schedule an in-person appointment, visit the website at: www.phila.gov/li/appointment or call 311, or (215) 686-8686 if you are outside of Philadelphia.

*L&I does not handle appeals relating to zoning, which go to the Zoning Board of Adjustment (ZBA). For more information about ZBA appeals, visit Philadelphia Department of Planning and Development: <https://www.phila.gov/departments/zoning-board-of-adjustment/>.

6. How can I get updates on the laws, policies, and procedures that L&I is implementing?

L&I's monthly newsletter provides information and reminders about new and upcoming laws, policies and procedures. To sign up for L&I's monthly newsletters, submit the online form at: <https://lp.constantcontactpages.com/su/ki2EZJS>.

*You can also review the "L&I changes log" to see a list of important changes related to licenses, permits, and inspections. Visit the L&I website at phila.gov/li. Click on "Resources" on the right-hand side of the page. Then click on "Changes log" in the *Important update and changes* section.

7. How can I find out about zoning permits being issued in my neighborhood?

You can search and generate a zoning report from eCLIPSE.phila.gov. For step-by-step instructions, refer to the "How to generate a zoning report in eCLIPSE" guide: <https://www.phila.gov/departments/department-of-licenses-and-inspections/permits-and-certificates/help-using-eclipse/#/>.

8. How can I sign up for the circular free decal program?

If you do not want circulars or other ads left on your property, you can register your property with L&I and get a circular-free property decal to post on your property. For more information or to register for a decal, visit the website at: <https://www.phila.gov/services/property-lots-housing/request-a-no-circulars-sticker/>.

9. How can I find out about housing programs that can help me repair or maintain my property?

To get a list of housing programs for which you may be eligible, complete the Department of Planning and Development (DPD) questionnaire, <https://dpdhousingbenefits.phdcphila.org/#/>.

10. Where can I get help starting or growing my small business?

Contact a Department of Commerce Neighborhood Business Services Manager at business@phila.gov or call (215) 683-2100.

11. How do I get the original copies of plans of my house?

To get copies of permits, licenses, certificates, and some plans, you can submit a request form to the Permit and License Center. For more information or to get a copy of the request form, visit the L&I website at: <https://www.phila.gov/services/permits-violations-licenses/get-a-copy-of-a-license-permit-or-violation/>.