

SERVICE NOTICE

New Online System for Plan Examination Appointments

The Department will launch a new online self-service appointment system on October 1, 2018. The new website will replace the current process of calling 311 to make appointments through the Plan Examination Notification System (PENS).

Customers will be able to schedule, cancel, and review appointments through a convenient website. To access the new system, users will enter the same DOB ID Number and PIN they previously provided when calling 311.

For all appointments with a Plan Examiner through Friday, October 5

- Continue to call 311 to make or cancel an appointment if the desired or scheduled meeting date is before or on October 5.
- As appointments and cancellations must be made at least one day prior, the last day that 311 will process these calls will be October 4.

For all appointments with a Plan Examiner starting Tuesday, October 9

- Starting Monday, October 1 customers may use the new system through a link on the nyc.gov/buildings website to make appointments with a desired meeting date of October 9 or later.
- No appointments will be transferred from the old system to the new system. It will not be possible to make an appointment that occurs on October 9 or later until the new system is launched on October 1.

The new appointments system only applies to standard plan review for BIS job filings.

- Specialized plan examination appointments (audits, determinations, emergencies, and project advocate appointments) will continue to be made by submitting a [PER11 Manual Appointment and Drop Off Request Form](#) or by contacting the appropriate [borough office](#).
- DOB NOW plan examination appointments (for filings submitted in DOB NOW: *Build*) will continue to be scheduled in [DOB NOW](#).

More information on the appointments system including training materials will be posted on nyc.gov/buildings prior to its launch.

POST UNTIL: August 2019