



DEPARTMENT OF BUILDINGS

EXECUTIVE OFFICES
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OPERATIONS
POLICY AND PROCEDURE NOTICE # 4/92

To: Distribution
From: Barry G. Cox
Date: 17 February 1992
Subject: Scheduling Appointments with the Plumbing Division

Effective: March 2, 1992

Purpose:

To establish a uniform method of scheduling appointments with the plumbing division in all boroughs.

Specifics:

This procedure applies to all appointments scheduled for field inspectors, supervisors or assistant chiefs in the plumbing division.

Applicant:

Applicant appears in person in the borough office or calls directly to a clerical person assigned by the Borough Manager to schedule an appointment. This clerical person is designated as the "Appointment Clerk".

Appointment Clerk:

The Appointment Clerk fills out an appointment card in duplicate. The original is given to the supervising inspector and the duplicate remains with the Appointment Clerk.

The following information is filled out on the appointment card:

- Address of premises
- Application #, Violation #, or Complaint #
- Name and telephone number of applicant
- District number, date and time of appointment

The earliest appointment that can be scheduled by the Appointment Clerk is for the day after the inspector's next scheduled office day. Appointments can be made for inspections between 8:30 a.m. and 3:30 p.m. Each borough can specify scheduling guidelines based on various needs (i.e., maximum number of appointments per day, travel time, job complexity).

The Appointment Clerk also prepares a weekly log sheet for each inspector's appointments, listing the time of the appointment and the address and phone number of the applicant. The log sheet also indicates scheduled leave time for each inspector.

Prior to scheduling a time, the Appointment Clerk checks the inspector's log sheet to verify that the appointment time is available.

Cancelling Appointments:

If the inspector or supervisor is out on sick leave or unanticipated annual leave, he/she must call the office to notify his/her supervisor of his/her absence by 8:30 a.m. After receiving notice of a subordinate's absence, the supervisor notifies the Appointment Clerk that the subordinate's appointments should be cancelled. The Appointment Clerk then calls the applicant to cancel and reschedule the appointments.

BGC:mh