

# SERVICE NOTICE

## In-Person Review of Certificate of Correction Requests

Beginning Wednesday, November 2, 2022, the Administrative Enforcement Unit will accept walk-in customers at 280 Broadway, 1<sup>st</sup> Floor for assistance with Certificate of Correction requests that have been submitted online in [DOB NOW: BIS Options](#).

### Get help with a Certificate of Correction:

- Submit a request online at [www.nyc.gov/dobnow](http://www.nyc.gov/dobnow). See the [Certificate of Correction Request User Guide](#) for more information. Paper Certificate of Correction affidavit and statement forms will not be accepted.
- Visit the Administrative Enforcement Unit at 280 Broadway, 1<sup>st</sup> Floor in Manhattan to obtain a service ticket from the ticket kiosk. Service tickets are available Monday-Friday (except holidays) from 8:30 a.m. to 3:45 p.m.
- Provide the AEU staff member with the COC tracking number generated in DOB NOW: *BIS Options* (COCxxxxxx) or the summons number.
- The Administrative Enforcement Unit also participates in [Building After Hours](#), every Tuesday from 4:00 p.m. to 7:00 p.m. for homeowners, tenants, small business owners and building managers.

For forms and additional information about resolving an OATH Summons/Violation visit [www.nyc.gov/aeu](http://www.nyc.gov/aeu) or submit an inquiry at [www.nyc.gov/dobhelp](http://www.nyc.gov/dobhelp). The current service level for the online review of Certificate of Correction requests is 9 business days or less.