UPCOMING CHANGE

Available Services and Service Level Agreement Changes in the Administrative Enforcement Unit

Effective December 5, 2016, the Administrative Enforcement Unit (AEU) will institute the following changes to services and service level agreements:

AEU Standard Hours of Operation
Monday through Friday, 8:30 am to 4:00pm (except holidays)

AEU Available Services
- Tickets for AEU Services consist of in-person services with a same day response for a maximum of two Certificates of Correction per person, per day. Tickets will be issued to named respondents and those with a Department-issued identification card. Individuals with a Department-issued identification card may only file Certificates of Correction for Immediately Hazardous Class 1 Violations and Violations eligible for a Cure. Tickets are available from 8:30am-2:30pm.

- Express Services have been discontinued.

- Tickets for Drop-Off Services will continue to be handled as mail. Tickets are available from 8:30am – 4:00pm.

There are no limitations to mail submissions. When submitting certificates of correction by mail, customers may request to receive their response through the mail or an in-person pick-up. Those selecting pick-up will be contacted and informed when to come and retrieve their response. Please place the term Certificate of Correction on the outside of the envelope when mailing submissions.

Mail Certificates of Correction to:
NYC Department of Buildings
Administrative Enforcement Unit
280 Broadway, 5th Floor
New York, NY 10007

If you have questions, please call AEU’s Customer Service Unit at (212) 393-2405.

POST UNTIL: December 31, 2016