

## UPCOMING CHANGE

### Changes to Administrative Enforcement Unit Available Services and Service Level Agreements

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Effective immediately, the following services and service level agreement changes will take place in the Administrative Enforcement Unit (AEU):

#### AEU Standard Hours of Operation

- Monday through Friday, 8:30 am to 4:00pm (except holidays)

#### AEU Available Services

- AEU Service Tickets – tickets consist of in-person services with a same day response for a maximum of two Certificates of Correction per person, per day, not limited by the summons/violation Class charged. Tickets will be issued to named respondents, property owners, and individuals with a Department-issued identification card. Tickets are available from 8:30am-2:30pm.
- Drop-off Services – tickets will continue to be handled as mail. Drop-off service tickets are available from 8:30am – 4pm.

There are **no limitations for mail submissions**. When submitting Certificates of Correction by mail, customers may request to receive their response either by mail or through an in-person pick-up. Individuals who select the pick-up option will be contacted and informed when to come and retrieve their response.

*NOTE: 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

For questions, please contact AEU Customer Service at (212) 393-2405.

**POST UNTIL: December 31, 2017**