

SERVICE NOTICE

Elevator Violation Search Portal, Payments and Waiver Requests to Launch in DOB NOW: *Safety* on June 17, 2020

On Wednesday, June 17, 2020, a new Elevator Violations portal will be launched in [DOB NOW: *Safety*](#). It will allow the public to search for elevator violations at a property and any amount due for these violations. Payments for 'Failure to File' or 'Failure to File an Affirmation of Correction' for Category 1 and Category 5 elevator violations and all requests to waive civil penalties resulting from these violations must be made in DOB NOW: *Safety*.

Search Violations Portal

As of Wednesday, June 17, 2020, requests to research elevator violation penalties owed and Elevator Cashier Civil Penalty Forms (ECP) can no longer be emailed or delivered in person to the Elevator Unit. A new portal has been created in DOB NOW: *Safety* that will calculate the penalties owed and contains all elevator violation and inspection report data from the Building Information System (BIS) and DOB NOW. Follow these steps to conduct a search:

- Use an eFiling account to log in at www.nyc.gov/dobnow. If you need to create an eFiling account, visit www.nyc.gov/dobnowtips.
- Select **DOB NOW: *Safety*** and then the **Violations** portal.
- From the dashboard select **+Violation Search/Payment**.
- Search by Violation Number, Device Number, Address or BIN. When a device number, address or BIN is entered, all active violations will appear along with the amount of the civil penalty due for each violation.

Elevator Violation Payments

As of Wednesday, June 17, 2020, elevator violation payments must be submitted in DOB NOW: *Safety*. Follow the above steps to search for the violation and then take the below steps to proceed:

- Select the violation for which you want to submit payment. Only one violation can be paid per application.
- Save the application to proceed. The respondent information on the request is populated from the information found in the eFiling account that was used to log into DOB NOW.
- Complete the Statements & Signature section and Save the application again.
- The last step is to select Proceed to Pay to enter the payment in the CityPay portal.

Violation Dismissal

Payments made in DOB NOW: *Safety* by **credit card** will be processed immediately and the violation(s) status will change to dismissed in the [Buildings Information System \(BIS\)](#). Payments made by **eCheck**

will take up to 10 days to be processed. An email notification will be sent when the payment has processed and the violation has been dismissed.

Violations from 2017 or later require a current CAT1 or CAT5 inspection report in accepted status to have been filed in DOB NOW: Safety. Once payment has been made, the violation will not be dismissed unless an accepted inspection report has been submitted. If an inspection report is submitted, an email notification will be sent and the violation will be updated to dismissed status in BIS within 24 hours.

Civil Penalty Waivers

As of Wednesday, June 17, 2020, an Elevator Waiver of Civil Penalties Form (EWP) can no longer be sent by postal mail, emailed or delivered in person to the Elevator Unit. A new portal has been created in DOB NOW: *Safety* to submit requests.

- Use an eFiling account to log in at www.nyc.gov/dobnow. If you need to create an eFiling account, visit www.nyc.gov/dobnowtips.
- Select **DOB NOW: Safety** and then the **Violations** portal.
- From the dashboard select **+Civil Penalty Waiver**.
- Search by Violation Number, Device Number, Address or BIN. When a device number, address or BIN is entered, all active violations will appear. Select the device number and then the specific associated violation(s) for which you want to submit a waiver request and press the **+Add** button. Only one device can be submitted per application and only five violations can be submitted per device. If there are more than five violations on a device, multiple applications will need to be submitted.
- Select the Waiver Request Reason. See [1 RCNY §103-02](#) for waiver information.
- Save the application to proceed. The respondent information on the request is populated from the information found in the eFiling account that was used to log into DOB NOW.
- Upload any required supporting documentation on the Documents tab.
- Complete the Statements & Signature section and Save the application again.
- Select the Pay Now button to submit the payment of \$35.00 in the CityPay portal.
- The last step is to select the Submit button. The request will not be reviewed by DOB staff until the Submit button is selected. Payments made by **eCheck** will take up to 10 days to be processed. An email notification will be sent when the payment has processed and the request has been sent to DOB staff for review.

An email notification will be sent with the status of the review. If the waiver is granted for all of the violations on the device, the violation status in BIS will be updated to dismissed.

If you need assistance with the elevator violations portal, submit an inquiry at www.nyc.gov/dobnowhelp.

POST UNTIL: December 31, 2020