

SERVICE NOTICE

CrowdStrike and Microsoft Outage: DOB to Waive Certain Civil Penalties for Failure to File Reports or Failure to Correct Unsafe Conditions During Outage

Due to the global IT outage caused by CrowdStrike and Microsoft, DOB NOW: *Safety* was not available on July 19, 2024, and may not have been fully available on July 20, 2024, and July 21, 2024. Accordingly, the Department will waive civil penalties for failure to submit Elevator, Boiler, Façade, or Parking Structure inspection reports on one of those dates, provided the inspection report is submitted in DOB NOW: *Safety* no later than July 31, 2024.

Elevators & Boilers

DOB will issue refunds to owners whose Elevator or Boiler inspection reports were due on July 19, 2024, July 20, 2024, or July 21, 2024, and who pay a civil penalty in DOB NOW: *Safety* based on the failure to submit the report on one of those dates. A refund will only be issued if the inspection report is submitted in DOB NOW: *Safety* no later than July 31, 2024. Follow the instructions in the [March 11, 2024 Service Notice](#) to request a refund of the civil penalty.

Facades & Parking Structures

Owners who receive a DOB violation for failure to file an inspection report or failure to correct unsafe conditions for Façades or Parking Structures and believe they are entitled to a full or partial waiver of the civil penalty because the report was due, or time extension ended, on July 19, 2024, July 20, 2024, or July 21, 2024, may submit a civil penalty waiver request in DOB NOW: *Safety*. A new Waiver Request Reason for this waiver will be available to select. Service Notices with additional information about how to submit these civil penalty waiver requests in DOB NOW: *Safety* will be posted before the DOB violations are issued later this year.

For further assistance, submit an inquiry at nyc.gov/dobhelp.