Update #19: Occupancy Submissions

Department of Buildings staff are working to address the high volume of occupancy submissions that have been received since the expansion of DOB NOW: Build on March 1, 2021. A Service Notice will be posted weekly to provide current service levels.

Current Schedule of Occupancy Service Levels (first review by Plan Examiner)

<table>
<thead>
<tr>
<th>Borough</th>
<th>Average Business Days to Process</th>
<th>Longest Wait Time in Business Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bronx</td>
<td>2 days</td>
<td>up to 2 days</td>
</tr>
<tr>
<td>Brooklyn</td>
<td>2 days</td>
<td>up to 2 days</td>
</tr>
<tr>
<td>Manhattan</td>
<td>5 days</td>
<td>up to 10 days</td>
</tr>
<tr>
<td>Queens</td>
<td>2 days</td>
<td>up to 3 days</td>
</tr>
<tr>
<td>Staten Island</td>
<td>10 days</td>
<td>up to 20 days</td>
</tr>
<tr>
<td>Development Hub</td>
<td>18 days</td>
<td>up to 22 days</td>
</tr>
<tr>
<td>Citywide</td>
<td>7 days</td>
<td>up to 22 days</td>
</tr>
</tbody>
</table>

Current Certificate of Occupancy Service Levels (first review by Project Advocate)

<table>
<thead>
<tr>
<th>Borough</th>
<th>Average Business Days to Process</th>
<th>Longest Wait Time in Business Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bronx</td>
<td>1 day</td>
<td>up to 1 day</td>
</tr>
<tr>
<td>Brooklyn</td>
<td>6 days</td>
<td>up to 6 days</td>
</tr>
<tr>
<td>Manhattan</td>
<td>21 days</td>
<td>up to 36 days</td>
</tr>
<tr>
<td>Queens</td>
<td>9 days</td>
<td>up to 8 days</td>
</tr>
<tr>
<td>Staten Island</td>
<td>3 days</td>
<td>up to 3 days</td>
</tr>
<tr>
<td>Citywide</td>
<td>11 days</td>
<td>up to 36 days</td>
</tr>
</tbody>
</table>

After Project Advocate review is complete, review by a Borough Commissioner and Quality Assurance (QA) Admin is usually completed within 2 to 4 business days.

TCO Renewals without Change are processed on average within 2 business days.

90-day Extension for Temporary Certificate of Occupancy

If a Schedule of Occupancy or Certificate of Occupancy request was submitted in DOB NOW prior to the expiration date of the TCO that was issued in BIS, an email is being sent from a DOB Borough Commissioner granting a 90-day extension of the TCO two days in advance of the TCO expiration date. Once the Schedule of Occupancy request that was submitted in DOB NOW: Build is approved, a Certificate of Occupancy request (of any type) must also be submitted and then approved before there can be any subsequent renewal. Renewal fees will be applied based on the expiration date of the TCO prior to the extension.

Visit the DOB NOW training page to view FAQs and other training resources. Questions can also be submitted to the DOB NOW help form at www.nyc.gov/dobnowhelp.