SERVICE NOTICE

Update #3: 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)

Borough	Average Business Days to Process	Longest Wait Time in Business Days
Bronx	3 days	up to 10 days
Brooklyn	3 days	up to 6 days
Manhattan	5 days	up to 16 days
Queens	6 days	up to 16 days
Staten Island	3 days	up to 4 days
Development Hub	9 days	up to 11 days
Citywide	5 days	up to 16 days

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

Borough	Average Business Days to Process	Longest Wait Time in Business Days
Bronx	1 day	up to 2 days
Brooklyn	2 days	up to 26 days
Manhattan	15 days	up to 27 days
Queens	10 days	up to 24 days
Staten Island	1 day	up to 2 days
Citywide	7 days	up to 27 days

After Project Advocate review is complete, review by a Borough Commissioner and Quality Assurance (QA) Admin is completed 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 sign up for a Q&A Session held Tuesdays from 2:00 – 4:00 pm and to view FAQs and other training resources. Questions can also be submitted to the DOB NOW help form at **www.nyc.gov/dobnowhelp**.