



# NEW DEPARTMENT INITIATIVES: *MAJOR PROJECTS DEVELOPMENT PROGRAM*

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# PRESENTATION OVERVIEW

1. Homeowner Resolution Program
2. Project Advocate Program
3. NYC Business Quick Start Program
4. Major Projects Development Program

# DOB GOALS



Reduces Burdens  
On Homeowners



Increases Compliance  
Improves Efficiency



Provides Better  
Customer Service

# HOMEOWNER RESOLUTION PROGRAM

Homeowner Resolution Program ([1 RCNY §102-06](#)) became effective August 13, 2021.

## ■ Program Goals

- Helps small property owners avoid fines by providing time to fix DOB violations.
- Educates homeowners about their legal requirements as property owners without imposing large fines.

# HOMEOWNER RESOLUTION PROGRAM

## Homeowner Resolution Program *(continued)*

### ■ Program Eligibility

- Open to all one- and two-family homes in New York City that have not received a DOB violation within the last five years.
- New Owners who recently purchased a one- and two-family home.

### ■ Program Inspections

- If an inspector finds a violation at an eligible one- or two-family home, the homeowner will NOT be issued an immediate violation. Instead, the inspector will inform the owner of the violation and have 40-60 days to fix.

# PROJECT ADVOCATE PROGRAM

The Project Advocate Program became effective September 2, 2019. The goals of the program are to:

- facilitate large and complex jobs by assisting the applicant with navigating through DOB processes;
- engage the community (property owners, registered design professionals, developers, or authorized representatives) in understanding NYC Construction Codes, Zoning Regulations, and other regulations;
- coordinate between DOB and other City agencies, community organizations and interest groups;



# PROJECT ADVOCATE PROGRAM

*(continued)*

- provide resources to the proposed development's stakeholders;
- act as single point of contact for special projects within DOB;
- allow for completion of jobs in a Code-compliant and timely manner.

Program Services are accessible by requesting an appointment using the the [Project Advocate Service Request Form](#).

# NYC BUSINESS QUICK START PROGRAM

## ■ Program Description

- Collaboration between several key agencies to cut red tape and promote NYC as the most business-friendly city in which to open and reopen a [business](#).

## ■ Key Features

- Concierge service where applicants have a single point of contact.
- Efficiency in navigating through all filing processes.
- Specialized consultations to understand timelines and compliance strategy.
- Access more information at [www1.nyc.gov/nycbusiness/article/get-help-with-licenses-and-permits](http://www1.nyc.gov/nycbusiness/article/get-help-with-licenses-and-permits)

# MAJOR PROJECTS DEVELOPMENT PROGRAM

## ■ Program Highlights

- Increased coordination and guidance services for large and complex development projects from before filing to final signoff and Certificate of Occupancy (CO)
- Ensuring access and timely resolve of issues and progression of projects
- Dedicated Project Advocate assignment prior to filings and through to final CO and close out

## ■ Status

- Hiring is underway and progressing.
- Proposed Rule was published on 10/21/21 ([1 RCNY §101-03](#))
- Online public hearing is scheduled to occur on 11/22/2021 at 11:00am

# MAJOR PROJECTS DEVELOPMENT PROGRAM

- Projected Volume Annually
  - The projected capacity for this program is 100 projects annually based on staffing
  - As staffing proceeds, the program will ramp up to that capacity
- Applicability
  - New buildings 20 stories or greater
  - New buildings with 500,000 square feet or more
  - New buildings that preserve existing building elements and add 100,000 square feet or more
  - Proposed buildings designated by the Commissioner as eligible for this program due to unique hazards associated with the construction or demolition of the structure, including complex construction logistics potentially impacting adjoining properties or public safety.



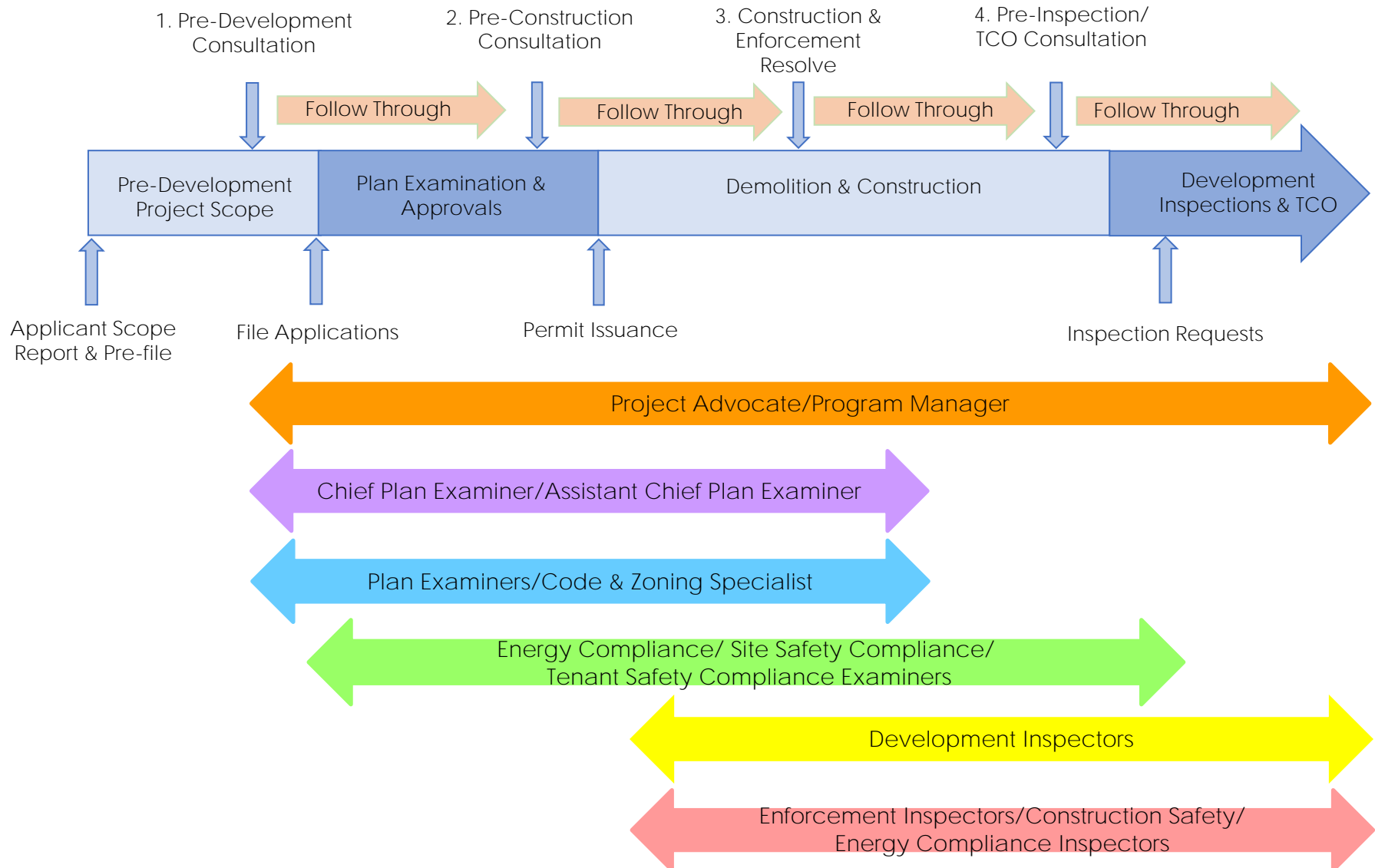
# MAJOR PROJECTS DEVELOPMENT PROGRAM: OBJECTIVES

- Single Point of Service
  - Providing a single service portal and a project advocate as a singular point of contact
  - Providing a coordinated approach to ensure projects are advanced with limited issues
- Early Customer Engagement
  - Pre-Milestone Consultations provide validation on project scope, compliance, schedule, and enforcement resolution
  - Improve the quality of customer submissions throughout
- Project Scope Management
  - Improved Project Advocate services for enhanced project coordination, tracking, and reporting
  - Efficiency in project tracking and status
  - Internal coordination between Department units

# MAJOR PROJECTS DEVELOPMENT PROGRAM: OBJECTIVES

- Improved Service Levels
  - Organized appointments and approvals.
  - Seamless project milestone transitions, overlaps, and hand-offs.
  - Coordinated inspections and signoffs.
- Improved Public and Worker Safety
  - Proactive oversight of project scope, phasing, and sequencing.
  - Ensures Department presence on job sites at the appropriate time.

# PROGRAM ACCESS POINTS







[nyc.gov/buildings](https://nyc.gov/buildings)

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