

PURPOSE OF FORM

The RF1 form is submitted to initiate a review of supporting documentation for consideration of a refund for money previously received by the Department of Buildings.

NOTE: Handwritten forms will not be accepted.

INSTRUCTIONS

SECTION 1: Applicant Information

Enter the following:

- MM/DD/YY
- Full name
- Phone number
- Email address for the job number of the associated work

SECTION 2: Account Information

Enter the following:

- Transaction Date
- BIS invoice number – Online CPY receipt number
- Application number, if applicable
- Borough, Block, and Lot

BOROUGH	EMAIL ADDRESS
Bronx	bxrefunds@buildings.nyc.gov
Brooklyn	bklynrefunds@buildings.nyc.gov
Manhattan	manhnrefunds@buildings.nyc.gov
Queens	qnsrefunds@buildings.nyc.gov
Staten Island	sirefunds@buildings.nyc.gov
UNIT	EMAIL ADDRESS
Administrative Enforcement Unit (AEU)	aeurefunds@buildings.nyc.gov
Benchmarking/Energy & Emissions	benchrefunds@buildings.nyc.gov
Boiler Unit	boilrefunds@buildings.nyc.gov
Cranes & Derricks Unit	cdrefunds@buildings.nyc.gov
Development HUB	nycdevelopmenthub@buildings.nyc.gov
Elevator Unit	elevrefunds@buildings.nyc.gov
Façade Unit	llrefunds@buildings.nyc.gov
Foils & Subpoenas	foilsrefunds@buildings.nyc.gov
HUB (Full Service)	hubfullservice@buildings.nyc.gov
HUB (Self Service)	hubselfservice@buildings.nyc.gov
Limited Alteration Applications (LAA)	laarefunds@buildings.nyc.gov
Licensing Unit	licrefunds@buildings.nyc.gov
Loft Board	loftbrefunds@buildings.nyc.gov
Local Law 97	LL97refunds@buildings.nyc.gov
Office of Technical Certification & Research (OTCR)	otcrrefunds@buildings.nyc.gov
Unsafe Buildings Unit	unsaferefunds@buildings.nyc.gov

SECTION 3: Reason for Refund

State a brief reason for the refund request and attach the listed pertinent supporting documentation:

- Fee Exempt (FE)
- ECB Dismissal (ECB)
- Overpayment (OP)
- Bona fide Purchaser/New Owner (BFP)
- Duplicate payment (DUP)
- Application Withdrawn (AW)
- Duplicate Filing (DF)
- Other – please explain (*attach justification*)

SECTION 4: Payment Information

Check the appropriate box:

- | | |
|----------------------|--------------------------------------|
| • Credit/Debit Cards | <u>Refund Calculation</u> |
| • Check/Money Order | a) Enter the amount paid |
| • E-check | b) Enter the correct fee |
| • PayPal/Venmo | c) A minus B = refund request amount |

SECTION 5: Refund Check Information

Refunds are issued to the maker of the original check **ONLY**:

- Check the appropriate box
- Enter name
- Address
- Signature

FACTS

- The application status is a factor in determining the refund amount. See NYC Administrative Code Article §28-112.6.1.
- You may not be eligible for a refund if the application status is **(I) SIGN OFF (LAA)**, **(U) COMPLETED**, or **(X) SIGNED-OFF**.
- The application status for BIS applications can be found in the **BIS job application details** at [Building Information System \(BIS\)](#). DOB NOW application status can be found in the **job filing highlights** in the [DOB NOW Public Portal](#).

IMPORTANT

If applicable the refund application must be emailed with the following supporting documents:

- Copy of the front and back of the cancelled check, money order, or signed credit card receipt. For online payments a copy of the CPY payment confirmation receipt is required.
- A copy of the BIS application overview or DOB NOW application filing highlights
- Fee/Accounting overview
- A bona fide purchaser must submit a copy of the deed, a notarized affidavit or letter of no relationship, which substantiates the owner's claims. If the bona fide purchaser is other than an individual, the affidavit must be submitted on the entity's letterhead and signed by the Owner or an officer of the corporation. The affidavit or letter must include:
 - A. the name of the bona fide purchaser
 - B. the location of the property
 - C. a statement that the property was not received as a gift; **and**
 - D. a statement that there is no interest or relationship with the prior Owner and the new Owner is not acting in any way for the benefit of the prior Owner.

- Copy of the BIS receipt or online CPY receipt. If the request is a duplicate payment, copies of both receipts are required
- Proof of exemption (if applicable)
- Copy of online receipt or copy of pertinent credit card statement
- Copy of ECB dismissed violation
- Refund request application.

PAYMENTS ONLINE

1. Approved refunds for payments made online are returned online up to six to twelve months after the payment.
2. E-check refund requests more than six months after the payment was made will be issued a paper check.
3. Credit card refund requests more than one year after the payment was made will be issued a paper check.

PAYMENTS IN-PERSON

1. Customers who pay with bank checks or money orders that do not have the name and address of the maker printed on the face of the financial instrument and are requesting refunds must include the bank statement that shows the refund request \$ amount withdrawn from their bank account with the supporting documents.
2. In-person credit card transaction refund requests must include the credit card receipt and the credit card statement that identifies the transaction with the billing name and address with the supporting documents.

LICENSE UNIT

Fees associated with new licenses, registrations and renewal payments are non-refundable (*including Special Inspection Agency (SIA)*)

EXCEPTIONS

- An error was made by the Department (lost application)
- Duplicate payment – both payment invoices/receipts must be submitted
- Overpayment – payment invoices/receipts associated with the overpayment request, a screen shot of the BIS or DOB NOW filing fee screen.

LAA UNIT

Refunds will not be issued for superseded LAA filings if the licensed contractor (master plumber, fire suppression contractor, oil burner equipment installer) is replaced and a new licensed contractor takes responsibility for the work being performed, the filing fees paid by the initial licensed professional will remain with the application and will not be refunded.

EXCEPTIONS

- Duplicate payment – both payment invoices/receipts must be submitted
- Overpayment – payment invoices/receipts associated with the overpayment request, a screen shot of the BIS or DOB NOW filing fee screen.

SPECIAL FEES

Special fees are specific requests for services that are not mandated by the NYC Building Code. Please note, **no refunds will be granted.**

1. Accelerated certificate of occupancy requests
2. Accelerated inspections
3. Accelerated plan review
4. After hours variance
5. Application for amendment of prior approval of materials
6. Application for approval of materials
7. Application for approval of materials evaluated by an approved testing agency
8. Application for change of identification

9. Application for temporary certificate of occupancy
10. Determinations – initial & appeal
11. Electrical fees
12. Failure to keep a scheduled inspection appointment (*missed appointment*)
13. Failure to keep a scheduled plan examination appointment
14. FOIL requests
15. Issuance of letter of a core certificate of completion
16. Issuance of letter of no objection (*\$25 1-3 family dwelling; \$130 for other building types*)
17. OTCR applications
18. OTCR application amendments
19. Place of assembly certificate of operation
20. Reinstatement fees
21. Temporary place of assembly certificate of operation
22. Temporary use letter
23. Temporary use letter for place of assembly

CHARGEBACKS

1. Chargeback notices received on or after March 4, 2024, at the NYC Department of Buildings (DOB) will result in the reversal of the transactions that is associated with the payment. Including but not limited to **Hold Status** on the application or license, revocation of permit (s), approvals, the reversals of violation dismissals and legal action from the NYC Law Department as warranted. DOB considers chargebacks as attempts of fraud or fraud. The immediate termination of all services related to the chargeback is the way to protect the public from malware and phishing.
2. Applicants who dispute a valid charge credit card information will immediately be added to DOB's database. DOB's database is shared with other City agencies and may negatively impact future services.
3. DOB will additionally pursue legal action to recoup losses for the agency's time responding to the fraudulent chargeback notices.
4. **Disputing Payments Made by Credit Card, Cancelling Payments Made by eCheck, Check or Money Order**

NOTE: Applicants are advised to submit a refund request via email with all supporting documents for valid disputes to fiscalrefunds@buildings.nyc.gov. To avoid what is outlined above applicants are strongly advised not to submit charge back requests to their credit card company or bank.

CIVIL PENALTY REFUND REQUESTS

Civil penalty payments are non-refundable.

EXCEPTIONS

- Duplicate payment – both payment receipts must be submitted.
- Overpayment – Payment receipt (s) associated with the overpayment in BIS or DOB NOW.
- OATH/ECB dismissal of the violation – copy of the violation that indicates the status as **DISMISSED**.
- OATH/ECB adjudication of Class 1 violation determined as a of lesser severity and the violation is downgraded – copy of the violation which shows the violation class downgrade and a copy of the violation payment receipt.
- The Commissioner has determined that the violation should not have been issued – Correspondence for the borough Commissioner's office which indicates that the violation was issued in error.