

Introducing the Visiting Inspector Program (VIP)

Understanding the laws that apply to your business is key to operating your business responsibly and avoiding fines. The Department of Consumer and Worker Protection (DCWP) licenses dozens of industries and inspects tens of thousands of businesses to ensure compliance with many different local and state laws. As a new business, it can be hard to know what you need to do to comply. DCWP's Visiting Inspector Program (VIP) provides a free inspection by a senior inspector who will visit your business and advise you on what you need to know to comply with DCWP regulations and avoid violations.

Frequently Asked Questions

Which businesses are eligible for VIP?

Starting July 1, 2017, if you receive a DCWP license in one of the industries listed below, you will receive the free compliance inspection.

Car Wash	Industrial Laundry Delivery
Dealer in Products for the Disabled	Newsstand
Electronic & Home Appliance Service Dealer	Pawnbroker
Electronic Cigarette Retail Dealer	Secondhand Dealer – Auto
Electronics Store	Secondhand Dealer – General
Employment Agency	Scale Dealer/Repairer
Garage	Scrap Metal Processor
Garage and Parking Lot	Stoop Line Stand
Parking Lot	Storage Warehouse
Industrial Laundry	Tobacco Retail Dealer

How does VIP work?

Within three months of receiving your new license, DCWP will contact you to schedule an appointment for your compliance inspection. During the appointment, a senior inspector will provide you with important information about how to comply with the laws that DCWP enforces that apply to your business, including licensing laws, the City's Consumer Protection Law, and workplace laws like the City's Paid Safe and Sick Leave Law. After the compliance inspection, the inspector will give you a "Certificate of Inspection." DCWP encourages you to fix any potential violations quickly.

How much does the inspection cost?

The compliance inspection is free.

Continued on back >

Can the inspection be in a language other than English?

Yes. You can request whatever language you want, and DCWP will coordinate interpretation services for the inspection.

When will my business next be inspected?

Your business will next be inspected within a year.

What should I do if I need to reschedule or have a question for the inspector after my inspection?

Send an email to VIP@dcwp.nyc.gov to reschedule your inspection or contact the VIP Inspector.

Where can I learn more about how to comply with the laws that DCWP enforces?

DCWP's website, nyc.gov/dcwp, has Inspection Checklists for many industries and in many languages, as well as sample forms, signs, and templates. DCWP also hosts and attends many events and conducts Business Education Days. If you're interested in DCWP attending an event or conducting a Business Education Day in your neighborhood, you can submit a request online. If you have a question, you can Live Chat with a DCWP representative Monday through Friday, 9:30 a.m. to 5 p.m. (except holidays).

If you still have a question about laws that DCWP enforces, you can email DCWP's Business Compliance Counsel at BCC@dcwp.nyc.gov.

Where can I find out about other City laws that affect my business?

The Department of Small Business Services (SBS) offers a number of resources to help you open and operate your business. Visit nyc.gov/business or contact 311 for more information.



Eric L. Adams
Mayor

**Consumer and
Worker Protection**

Vilda Vera Mayuga
Commissioner