

For more information visit us at
nyc.gov/ddc and nyc.gov/sbs

Why didn't I receive a timely notice?

Every effort is made to provide timely updates and notifications to impacted businesses. Most DDC projects have an assigned **Community Construction Liaison (CCL)**, who distributes advance advisories to everyone within the work area. CCLs will issue 72-hour advisories and 24-hour (confirmation or cancellation) advisories to allow business owners to prepare for construction and its impacts. There are exceptions—such as unforeseen weather conditions or emergency water service interruption—that may prevent notification.

SBS Resources

Commercial Lease Assistance Courses

<https://www.eventbrite.com/o/nyc-department-of-small-business-services-5423713077>

Financing Information

<https://www1.nyc.gov/nycbusiness/article/secure-the-financing-that-you-need>

SBS Hotline

888-SBS-4NYC (727-4692)

**File a claim with the
Comptroller's Office if
your property is damaged**
comptroller.nyc.gov



Department of
Design and
Construction

OFFICE OF
COMMUNITY OUTREACH
AND NOTIFICATION



Small Business
Services

Frequently Asked Questions: Small Businesses

Does the City's Small Business Services (SBS) provide any compensation of lost revenue because of construction projects?

No. The City does not have any programs or grants to reimburse a business for lost revenue because of construction projects.

Does SBS offer low interest loans to help merchants due to loss of business?

SBS is not a direct lender, but we can assist business owners to identify financing options. This help includes:

- One-on-one guidance with financing experts
- Connecting business owners to a network of 40+ lenders
- Capital Access Loan Program Assistance
- Citywide on-site Assistance through NYC Business Solutions Center

For more information:
www1.nyc.gov/site/sbs/about/contact-us.page

Is there assistance for lower foot traffic, less visibility, unsightly streetscape, and related issues?

SBS supports community-based organizations (CBOs) (such as Business Improvement Districts (BIDs) and Merchant Associations) who can address shared merchant needs. SBS can identify local CBOs to help connect you with assistance during the project.

Why is this construction project necessary?

This project provides vital infrastructure updates to the area. DDC infrastructure projects are meant to last many decades and benefit all residents and businesses.

How will deliveries be impacted?

We understand businesses need to maintain operations throughout construction. In the event that our project impacts delivery service, **DDC will provide advance notice and a contact person to arrange special accommodations**, whenever possible.

Why is my entrance or public access partially blocked?

Our goal is to keep everyone safe during construction. To achieve this, DDC and the NYC Department of Transportation (DOT) require contractors to maintain at least a 5-foot-wide sidewalk from any entrance. This provides access to all buildings, at all times, regardless of the work.

What if my store or property is damaged?

In the event of property damage, the project's dedicated **Community Construction Liaison (CCL)** and/or Resident Engineer (RE) will arrange an in-person visit to assess the damage and determine its cause. If the Contractor is responsible, they will address it directly. Otherwise, DDC will respond in writing to provide information on the City's appeal process with the Comptroller's Office. If you wish to claim damage with the City, **you must contact the Comptroller's Office within 90 days** of the incident.