

SERVICE NOTICE

COVID-19 Response – Application Processing

As part of the citywide response to the Coronavirus, Department of Buildings (DOB) customers are being encouraged to immediately limit the amount of walk-in traffic to DOB offices. Effective Wednesday, March 18, customers are strongly encouraged to make use the following methods:

- Continue to use **eFiling** for Hub Development, Full, Self-Service jobs and **AHV permits**
- Continue to use **DOB NOW: Build** for all applicable work types.
- The Administrative Enforcement Unit, Licensing and Enforcement units are currently maintaining their normal functionality. Additional Service Notices will be posted this week with updates on these transactions.
- **Customer Service Night is cancelled on Tuesday, March 17, 2020 and until further notice.**

Transactions conducted at a DOB borough office that are not listed, will continue to take place in-person, including Records Room requests and other functions that require a service ticket.

Transactions with Payments

- New Job Filings
- Subsequent Job Filings
- Temporary Certificates of Occupancy
- Letters of No Objection
- Permits
- Permit Renewals
- Temporary Use Permits
- After Hours Variances

For the above transactions that cannot be processed in eFiling or DOB NOW, mail the application to the appropriate borough office and include on the envelope **Attn: Application Processing**. The application can also be hand-delivered to the borough office and put in the designated drop-off box. Attach to the application a check or money order for the amount owed **payable to the NYC Department of Buildings**.

PW1 approvals or objections will be sent to applicants by email. Plan sets will not be returned by email and will need to be picked up from the borough office by pulling a service ticket.

L2: Requests for Overrides, Reductions or Waivers of Civil Penalties for civil penalty paid (CPP) or no relationship to the violation (NRV) can be included with the permit application. L2s for other reasons will continue to require an in-person visit to a borough office.

Transactions without Payments

- Certificates of Occupancy
- Letters of Completion
- Data Entry Corrections (DEAR)
- Withdrawal Request

For the above transactions that cannot be processed in eFiling or DOB NOW, mail the application to the appropriate borough office and include on the envelope **Attn: Application Processing**. The application can also be hand-delivered to the borough office and put in the designated drop-off box.

Post Approval Amendments and Supersede Requests

PAA applications and supersede requests that are filed in-person can be dropped off at the borough in the designated drop-off box. There will be no in-person processing. When the PAA status in the Building Information System (BIS) is PAA Fee due, return to the borough office to make the payment.

Locations for Mail and Drop-off Transactions

Bronx Borough Office

1932 Arthur Avenue, 5th Floor
Bronx, NY 10457

Brooklyn Borough Office

210 Joralemon Street, 8th Floor
Brooklyn, NY 11201

Manhattan Borough Office

280 Broadway, 3rd Floor
New York, NY 10007

Queens Borough Office

120-55 Queens Boulevard, 1st Floor
Kew Gardens, NY 11424

Staten Island Borough Office

10 Richmond Terrace
Borough Hall, 2nd Floor
Staten Island, NY 10301

POST UNTIL: June 30, 2020

SERVICE NOTICE

COVID-19 Response: Administrative Enforcement (AEU) and Licensing Units Updates

As part of the citywide response to the Coronavirus, Department of Buildings (DOB) customers are strongly encouraged to immediately limit the amount of walk-in traffic to DOB offices. Effective Wednesday, March 18, 2020 the following changes are mandatory:

Certificates of Correction

Continue to submit documents by mail or hand delivery to:

Administrative Enforcement Unit

280 Broadway, 1st Floor
New York, NY 10007

There will be no in-person review of Certificates of Correction. Put documents in the designated drop-off box; do not pull a service ticket. To verify receipt of a Certificate of Correction package, search for the summons/violation number in the Buildings Information System (BIS). The Certification Status will be **Certificate Pending**, and the **Certificate Submission Date** will be updated with the date it was received by AEU.

All documents will be returned by mail and cannot be picked up at the AEU office.

For forms and additional information about resolving an OATH Summons/Violation visit www.nyc.gov/aeu or contact aeucustomerservice@buildings.nyc.gov for further assistance.

Licensing

To apply for a new license, renew or make a change to a license, submit all required forms and fees by mail or hand delivery to:

Licensing Unit

280 Broadway, 1st Floor
New York, NY 10007

The requirement to submit renewal applications between 30 and 60 days prior to the license expiration date has not been changed. Review applications thoroughly and monitor upcoming expiration dates carefully to ensure that all guidelines are met.

Continue to use **DOB NOW: Licensing** to submit gas work qualification, journeyman and welder applications. Continue to submit concrete safety manager, construction superintendent and safety registration applications to the appropriate email address.

There will be no in-person review of applications. Put documents in the designated drop-off box; do not pull a service ticket. Submissions will receive a preliminary review and will be returned by mail if found to not include all required documents and **payments**. Applicants will be contacted by phone or email with background investigation statuses, approvals and requests to appear in person to take photographs for new license cards.

All requirements and check lists are found on the Licensing Unit website at www.nyc.gov/doblicensing. Contact licensingdob@buildings.nyc.gov for additional assistance.

Continue to submit updated insurance certificates to the appropriate **email** address by license type.

See the **COVID-19 Response: Application Processing Update** service notice for updates about borough office transactions.

POST UNTIL: June 30, 2020