

SERVICE NOTICE

COVID-19 Response: Application Processing Update

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

- Use [eFiling](#) for all jobs processed in the Buildings Information System (BIS) including Hub Development, Hub Full-Service, Hub Self-Service and [AHV permits](#). Visit the [Hub page](#) for information and training resources about the expansion of eFiling.
- Continue to use [DOB NOW: Build](#) for all applicable work types.
- [Customer Service Night](#) is cancelled until further notice.

DOB borough offices remain open for Records Room requests, cashier services and plan pick-up that require a service ticket.

The following **changes are mandatory**:

Drop-Off Transactions

- New Job Filings – [exceptions only](#)
- Subsequent Job Filings
- Permit Renewals with Change
- Letters of No Objection
- Temporary Use Permits

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.

The Express Cashier module in [eFiling](#) accepts the fees for benchmarking violations, filing fee balances, hazardous violations, post approval amendments, records management, and temporary certificate of occupancy. In person payments will not be accepted.

The paper form for L2: Requests for Overrides, Reductions or Waivers of Civil Penalties for Work Without a Permit will no longer be accepted in person at a borough office. To submit an L2 request for a BIS job, use an eFiling account to log into DOB NOW at www.nyc.gov/dobnow and select the BIS portal.

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

Drop-offs are accepted Monday through Friday, 8:30 am – 2:00 pm.

POST UNTIL: June 30, 2020