

SERVICE NOTICE

New Process to Request Records

On Monday, November 15, a new process to request records launched in **DOB NOW: BIS Options**. A **Record Requests in DOB NOW** guide is now available.

Requests for records must be submitted online in DOB NOW: *BIS Options*, and will be processed by DOB staff within 2 business days of submission. Use an eFiling account to log into DOB NOW at www.nyc.gov/dobnow and select the BIS Options portal. If you need to create an eFiling account, visit www.nyc.gov/efilingtips. From the DOB NOW BIS Options portal, select **+Records Request**.

Below are the types of records that can be selected:

If you enter the:	You can request the following records:
<ul style="list-style-type: none"> Pre BIS Job Number 	<ul style="list-style-type: none"> Folders Microfilm Docket Book Reels
<ul style="list-style-type: none"> BIS Job Number <i>(e.g. 123456789, no extension)</i> 	<ul style="list-style-type: none"> Folders Microfilm Plans
<ul style="list-style-type: none"> DOB NOW Job Number <i>(e.g. M012345678, no extension)</i> 	<ul style="list-style-type: none"> Plans
<ul style="list-style-type: none"> Borough/Block/Lot 	<ul style="list-style-type: none"> Folders Microfilm (entire) Index Card/I-Card
<ul style="list-style-type: none"> Address 	<ul style="list-style-type: none"> Curb Cut (<i>Queens Only</i>)

Once a records request is submitted in DOB NOW, an email notification will be sent to the requestor when the records are available for pick up at the borough office where the property is located. The records must be picked up within 2 business days of receiving notification. After 2 business days, the records request will be closed, and a new request will need to be submitted in DOB NOW to obtain the records.

An email notification will be sent to the requestor if the records are off-site, indicating that the search is estimated to take one week. Another notification will be sent when the records are available for pick up. Notification will also be sent by email if the records cannot be found.

At any time, a **maximum of 5 records** can be checked out with one DOB ID, including records that were retrieved prior to the launch of record requests in DOB NOW. Once the maximum number of records are retrieved, additional requests will be denied until records are returned. In addition, only **one request for microfilm on an entire borough/block/lot can be in process at a time**, and no other record requests can be made of any kind until the microfilm request is closed.

When the records are picked up in person, Record Room staff can make copies of plans, microfilm or email the requestor a PDF version. Copies of the records can be made on-site for a fee of \$8 for the first copy and \$5 for each additional page of the same application/job number. Copies by Record Room staff are only required if certification of the documents is needed. There are no public copy machines on-site, but folders and microfilm can be taken out to make copies as long as the materials are returned the same day.