

# 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:

- 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. The following changes are mandatory.

### 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, 5<sup>th</sup> Floor  
Bronx, NY 10457

#### Brooklyn Borough Office

210 Joralemon Street, 8<sup>th</sup> Floor  
Brooklyn, NY 11201

#### Manhattan Borough Office

280 Broadway, 3<sup>rd</sup> Floor  
New York, NY 10007

#### Queens Borough Office

120-55 Queens Boulevard, 1<sup>st</sup> Floor  
Kew Gardens, NY 11424

#### Staten Island Borough Office

10 Richmond Terrace  
Borough Hall, 2<sup>nd</sup> Floor  
Staten Island, NY 10301

**POST UNTIL: June 30, 2020**