

# 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.
- [Customer Service Night](#) is cancelled 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.

Submit Records Management Fee and Temporary Certificates of Occupancy (TCO) payments in [eFiling](#). 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](http://www.nyc.gov/dobnow) and select the BIS portal.

### 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 Amendment (PAA) and Supersede Requests**

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. [PAA applications](#) and [PAA payments](#) must be submitted in eFiling; drop-offs are no longer accepted.

### **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

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

**POST UNTIL: June 30, 2020**