Summary of DOB Current Service Changes in Response to COVID-19

As part of the citywide response to the Coronavirus, the Department of Buildings (DOB) is continuing its efforts to immediately limit the amount of walk-in traffic to DOB offices.

Please visit DOB’s website for up to date service changes as the COVID-19 pandemic continues.

The following are the remaining in-person services:

- Fee Estimation
- Licensing – approved for new license and plate/seal pick up only
- Payments (Express Cashier in the borough offices and Central Cashier at 280 Broadway, 1st Floor)
- Plan Pick Up
- Records

Drop off boxes are available for the following services:

Application Processing

- After Hours Variances
- Certificates of Occupancy
- Data Entry Corrections
- Letters of Completion
- Letters of No Objection
- New and subsequent job filings
- Permits and Permit Renewals
- Post Approval Amendments (PAA)
- Supersede Requests
- Temporary Certificates of Occupancy
- Temporary Use Permits
- Withdrawal Requests

eFiling for Application Processing:

- Permit renewals without changes must be processed in eFiling.
- For initial non-Hub standard plan BIS jobs, upload plans in eFiling/eSubmit after the job is in AP Entire/D status.
- Do not upload plans in eFiling/eSubmit for standard plan PAAs until it has been entered in BIS and the fees have been paid.

See the Application Processing Service Notice for more details. All applications need to be dropped off at the borough office where the property is located.

Central Units

- Certificates of Correction
- Cranes and Derricks applications
- eFiling Authentication forms
- Full Demolition (DM) plans
- Licensing applications (initial, renewal and change requests)
- OP128: Ordinary Plumbing Work Reports
- Site Safety Plans (SSP)

See the AEU/Licensing Service Notice, CD/eFiling/LAA Service Notice and DM/SSP Service Notice for more details.

Phone or email services:
- Appointments for Standard Plan Review BIS Job Filings
- DOB Violations
- Stop Work Orders
- Vacate Orders

See the Enforcement Service Notice for more details about contacting the appropriate enforcement unit. See the Appointments Service Notice for additional information.

Self-service online tools:

Continue to use eFiling for Hub Development, Full, Self-Service jobs, AHV permits and Permit Renewals (without changes). Continue to use DOB NOW: Build for all applicable work types.

Upcoming service changes:

- Civil Penalty Reviews (L2)
- Letters of No Objection
- Payments
- PER11 Appointment and Drop-off Requests
- Temporary Use Permits

Alternate methods are being developed to provide online options for the above transactions. Additional Service Notices will be posted when these methods are available.

Melanie E. La Rocca Commissioner

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