FIRE DEPARTMENT OF THE CITY OF NEW YORK

FDNY Business

Submitting a Certificate of Correction (CCR) Request for an FDNY Summons

User Guide

v1.0

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IMPORTANT INFORMATION

This guide is made available by the Fire Department City of New York (FDNY) as a courtesy to the public. It does not represent all the filing requirements for any given FDNY application. Though every effort is made to continuously update this guide, it in no way supersedes, or otherwise substitutes for the legal or procedural requirements of the New York City Fire Code, Building Code, Zoning Resolution or any other applicable rules, regulations or policies.

INTRODUCTION

About this Guide

The *Submitting a Certificate of Correction Request for an FDNY Summons* User Guide is designed to assist users in applying for and submitting a Certificate of Correction Request (CCR) for an FDNY Summons online via FDNY Business.

The FDNY Summons Certificate of Correction Request can be used to submit a correction request for any Violation Category (VC) listed on an FDNY Summons and can be completed from any computer with an Internet connection. (Requests cannot currently be completed using a mobile device).

Applicants also may continue to submit their requests in person at FDNY Headquarters or via U.S. Mail.

To complete the online Request, you must have the following:

- A **NYC ID** (instructions on creating a **NYC ID** are below)
- Your FDNY Summons Record ID (this can be found on your FDNY Summons).
- Any relevant **Supporting Documents** (minimally, you <u>MUST</u> provide a copy of the Certificate of Correction.

Throughout this User Guide, numbers in the images will assist you in following the instructions. For example, ❶ indicates your first action, ❷ indicates your second action, etc.

For additional assistance, dial 311 and ask for FDNY Business Support or send an email to FDNY.BusinessSupport@FDNY.nyc.gov.

You can now apply for and submit an FDNY Summons Certificate of Correction Request (CCR) online through FDNY Business. Once your CCR Request has been submitted, it will be reviewed by FDNY.

During the application process, you will be required to provide a copy of your Certificate of Correction Defects (CCR). Additionally, you should also provide any other supporting document(s) necessary for FDNY to review with your CCR.

After submitting your Request, you will receive an email notification with the title "Certificate of Correction Request Submitted Successfully."

Once FDNY has reviewed your CCR Request and has made a determination, you will receive another email notifying you of one of the following determinations:

- **Cure Letter (Issued)**
  - Issued for first-time offenders when the Certificate of Correction Request is submitted by the compliance date. The Compliance Date is located on your FDNY summons. All Violation Categories must be deemed corrected by FDNY. If you receive a Cure Letter, you are not required to attend the hearing at OATH.

- **Correction Letter** (Issued)

    Issued when the CCR Request is approved.

    A **Correction Letter** is issued to a _City Agency_ or certain Applicants when the CCR Request is submitted and approved. If you are a repeat offender, as noted on your FDNY summons, you must attend the hearing at OATH.

- **Letter of Disapproval** (Issued)

    Issued when the CCR Request is NOT approved (e.g., if there are outstanding VCs that have not yet been corrected). You must resubmit in order to receive a Cure or Correction Letter.

- **False Certification** (Issued)

    Issued if FDNY determines that your CCR is falsely certified. You must attend your hearing at OATH on the hearing date.

1. Submitting a Certificate of Correction (CCR) Request

Step 1: Create your NYC ID Account

If you do not have an **NYC ID**, go to Register for an Account to create your account. On the **Create Account** page, enter the required information. Then, click to "check" the checkbox to accept the **NYC ID Terms of Use** and click the **Create Account** button. See Figure 1.

Fig. 1: FNYC ID — Create Your Account

Once you have created your account — or if you already have an account — begin your Application by clicking the **Login** button on the FDNY Business Home Page. See Figure 2.
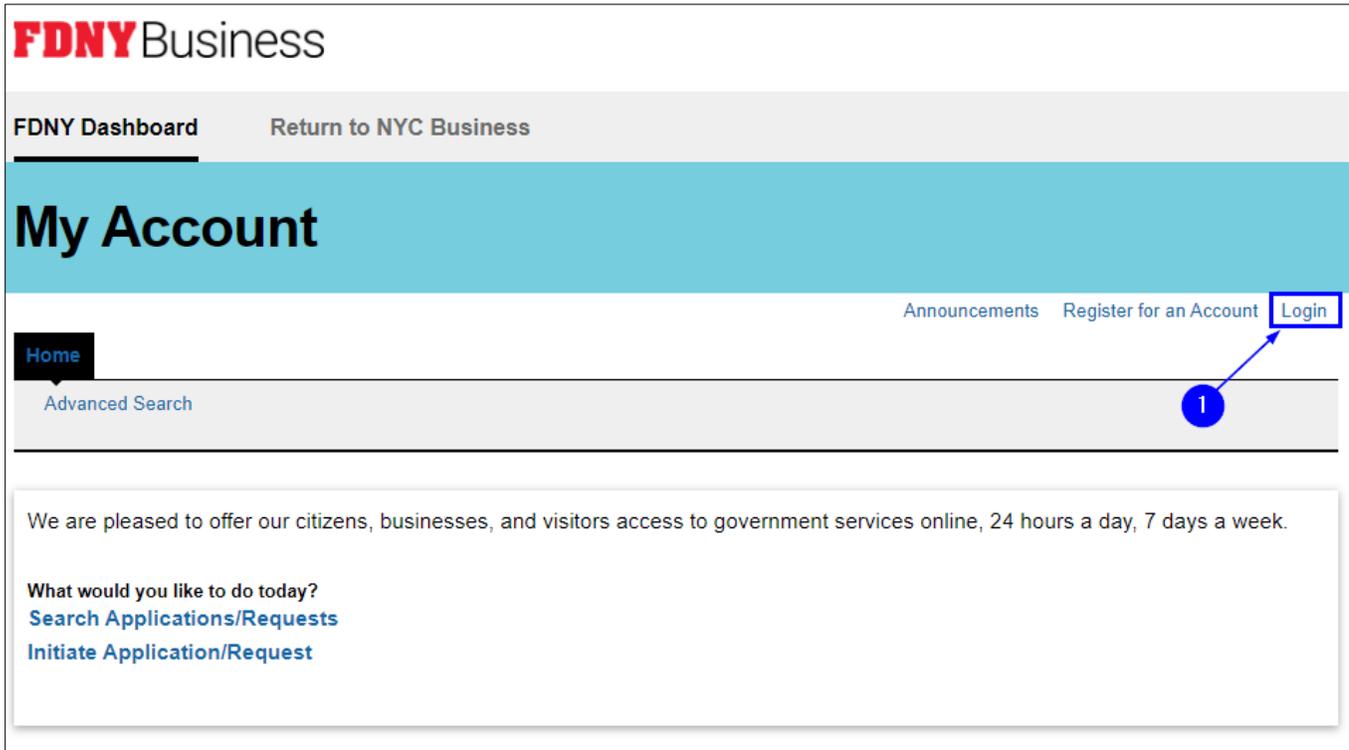
Fig. 2: Click 'Login'

Enter your **Email Address** (your **NYC ID**) and **Password**. Then, click the **Log In** button. See Figure 3.
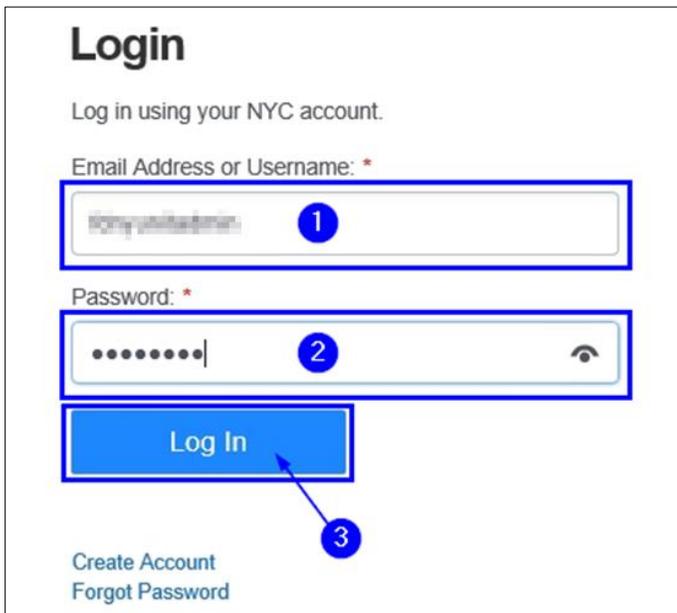
Fig. 3: Enter Your NYC ID / Password and Log In

Once logged in, click on **Initiate Application/Request**. See Figure 4.
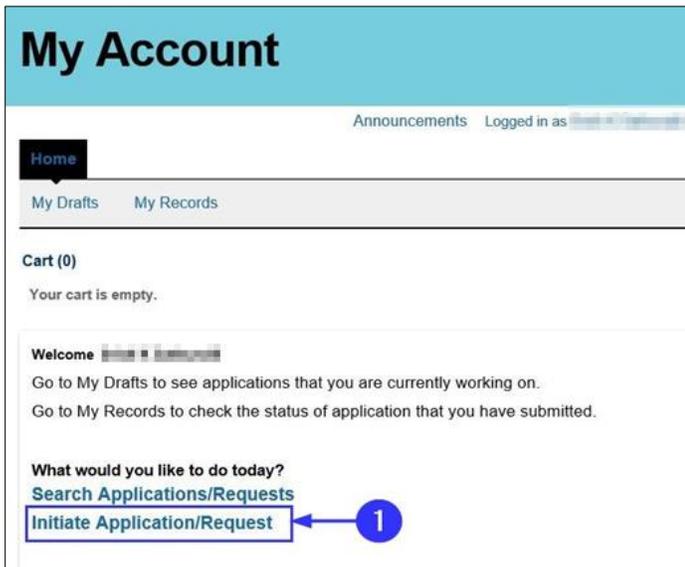
Fig. 4: Initiate Application/Request

On the **Select Type of Application** page, click the **Enforcements** drop-down list and select
"FDNY Summons Certificate of Correction Request." Next, click **Continue Application**. See Figure 5.
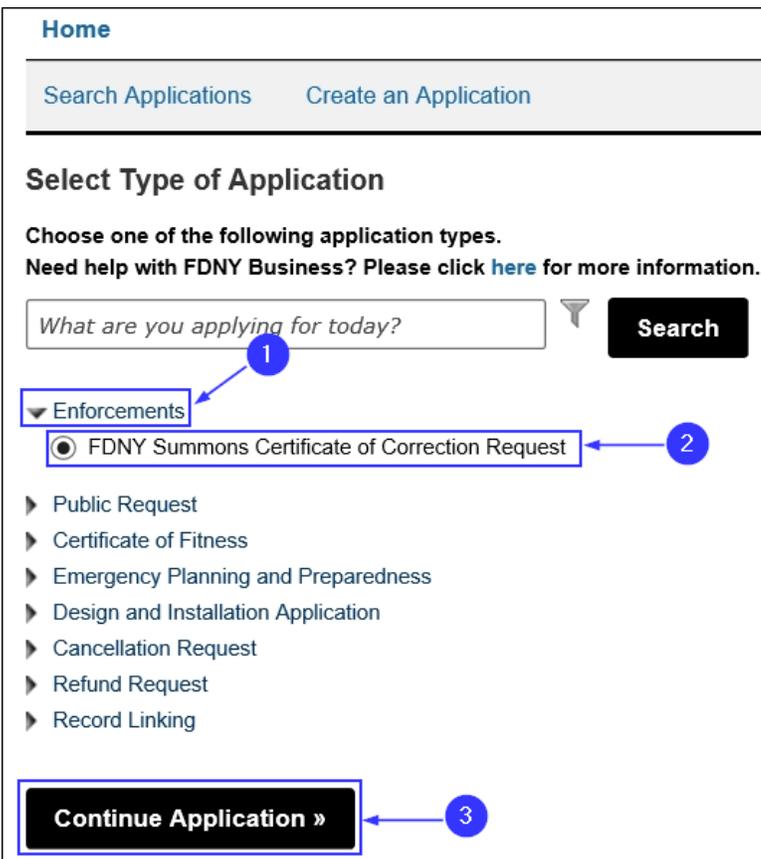
Fig. 5: Select / Click 'Continue Application'

Step 2:   Enter the FDNY Summons Information

On the **Correction Information** page. Complete the "FDNY Summons Information" section by entering the **FDNY Summons Record ID** for which you are submitting this CCR (the **FDNY Summons Record ID** can be found on your FDNY Summons (also known as the Violation or Summons number).

The Violation / Summons number must be 10 digits. If you need to enter a 9-digit number, enter a leading "0", e.g. 123456789 should be entered as "0123456789". Next, click to select either "Yes" or "No," as applicable, to answer the **I have corrected all said violations as ordered by the Commissioner** statement. Then, click **Continue Application**. See Figures 6 - 7.

> **NOTE:** For instructions when selecting "No" [i.e., all Violation Categories (VCs) have NOT been corrected), see **Scenario 1** below. For instructions when selecting "Yes" (i.e., **all** VCs HAVE BEEN corrected), see **Scenario 2** below.]

Fig. 6: Enter FDNY Summons Record ID / Select 'Yes' or 'No'

Fig. 7: FDNY Summons — FDNY Summons Record ID Located

NOTE: Be certain to enter the <u>correct</u> FDNY Summons Record ID. If the Record ID you entered is <u>NOT</u> correct, you will receive an error message (shown below in "red").

Check the Record ID you entered and try again. See Figure N1.

If you continue to receive this error message and you are entering the correct Record ID, contact FDNY Customer Service Center by dialing 311, or email <u>FDNY.BusinessSupport@FDNY.nyc.gov</u>.

Fig. N1: Error Message — Incorrect Record ID

Scenario 1: Answering 'No' (ALL Violations Have <u>NOT</u> Been Corrected)

You may have only one (1) Violation or you may have several Violations on the FDNY Summons. When selecting the answer for **I have corrected all said violations as ordered by the Commissioner**, answer "No" if:

- One or more — *but not all* — Violations on the FDNY Summons have been corrected.

If you select "No," additional statements will be displayed. You will need to answer these statements. In this example, we will select "No."

The next statement will then be displayed. When selecting the answer for "**I have only corrected the following violations and will attend hearing on the scheduled date:**",

- Answer "Yes" if one or more — *but not all* — Violations on the FDNY Summons have been corrected <u>AND</u> that you **WILL attend the hearing**.
- Answer "No" if one or more — *but not all* — Violations on the FDNY Summons have been corrected <u>AND</u> that you **will NOT attend the hearing**.

In this example, we will select "Yes" for this statement.

Next, in the **Violations Corrected** text box, enter the VCs (as listed on the FDNY Summons) that you HAVE corrected. Make sure to separate multiple VCs with a comma (e.g.: VC1, VC13, etc.).

When you are ready, click **Continue Application**. See Figure 8.

Fig. 8: Complete / Click 'Continue Application'

Scenario 2: Answering 'Yes' (ALL Violations HAVE BEEN Corrected)

You may have only one (1) Violation or you may have several Violations on the FDNY Summons. When selecting the answer for "**I have corrected all said violations as ordered by the Commissioner:**", answer "Yes" if:

- ALL Violations Categories (VCs) on the FDNY Summons HAVE BEEN corrected.

In this example, we will select "Yes." Next, click **Continue Application**. See Figure 9.

NOTE: If you have answered "Yes," you will NOT need to answer any additional statements.

Fig. 9: Complete / Click 'Continue Application'

Step 3:   Set Violations that Have Been 'Corrected'

In this example, we have entered our details as described in Scenario 1 (i.e., all Violations have NOT been corrected), and have clicked on **Continue Application**.

The screen refreshes to the "Violations Section." This section shows whether the Violations are **Corrected**, and the **Violation Category**, **Violation Category Description** and the **Remedy**.

> **NOTE:** All status information shown is based on whether Scenario 1 or Scenario 2 applies to your FDNY Summons, and on the responses selected for either scenario, as applicable, as described above.

In this example, we have two (2) Violations on the FDNY Summons, and we have only corrected one (1) of the Violations — the "VC11" **Violation Category**.

To adjust the **Corrected** status to "Yes," click on the **Actions** drop-down list, and then click on **Edit/View**. See Figure 10.

> **NOTE:** If the **Violation Category** values do NOT match the ones listed on the FDNY Summons, make sure you have entered the correct FDNY Summons Record ID in **Step 1**.
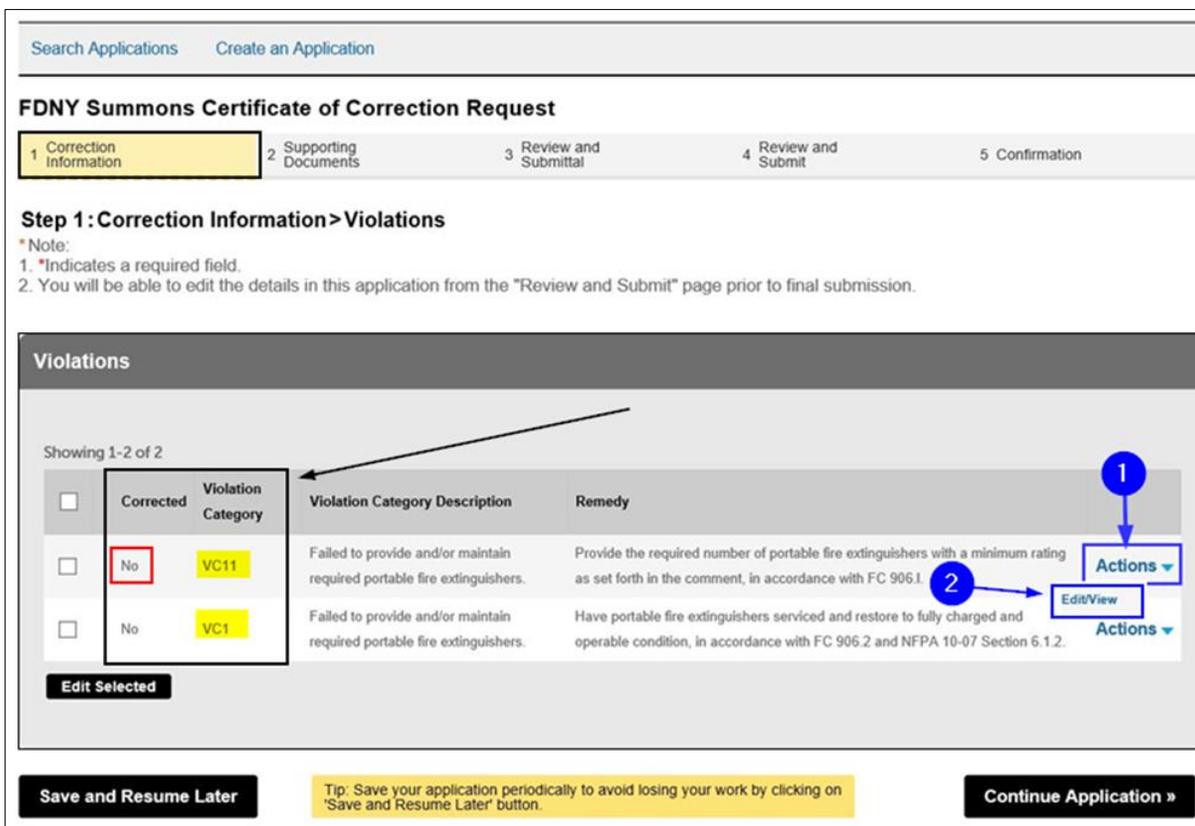
Fig. 10: Update the 'Corrected' Field(s)

A new window will open. To indicate that the "VC11" category has been corrected, click "Yes" in the **Corrected** section. Then, click **Submit**. See Figure 11.

Fig. 11: Select 'Yes' and Click 'Submit'

As shown in the below example and highlighted in "yellow," the **Corrected** column's status is now marked "Yes" for the **Violation Category** "VC11."

Repeat this process to adjust any other **Corrected** column's statuses, as applicable. When you are ready, click **Continue Application**. See Figure 12.

Fig. 12: 'Corrected' Column Status Adjusted / Click 'Continue Application'

Step 4: Upload Supporting Documents

On the **Supporting Documents** page, you can upload supporting documents (e.g., a Certificate of Correction, Bill, Permit, etc.).

The "List of Supporting Documents" section shows the mandatory documents that you must provide: You <u>MUST</u> upload a **completed <u>and</u> notarized** copy of your <u>Certificate of Correction</u>.

Click the **Add** button to begin uploading and attaching a document. See Figure 13.

NOTE #1: FDNY may periodically audit submitted and/or approved Certificate of Corrections. If your Summons is audited and the same Violation exists, you may receive a Summons for False Certification, you <u>must</u> attend the new Hearing.

NOTE #2: For details on uploading and attaching documents, refer to the **Document Upload** video on the FDNY **Technology Management Training** page.

Fig. 13: Click the 'Add' Button

The **File Upload** window opens. Click the **Add** button. See Figure 14.

Fig. 14: Click 'Add'

Your File Explorer will open. Browse and locate the file you want to upload and click on it to select it. After clicking on it, as highlighted below in "yellow," the selected file's name will appear in the "File Name" field. Next, click the **Open** button. See Figure 15.
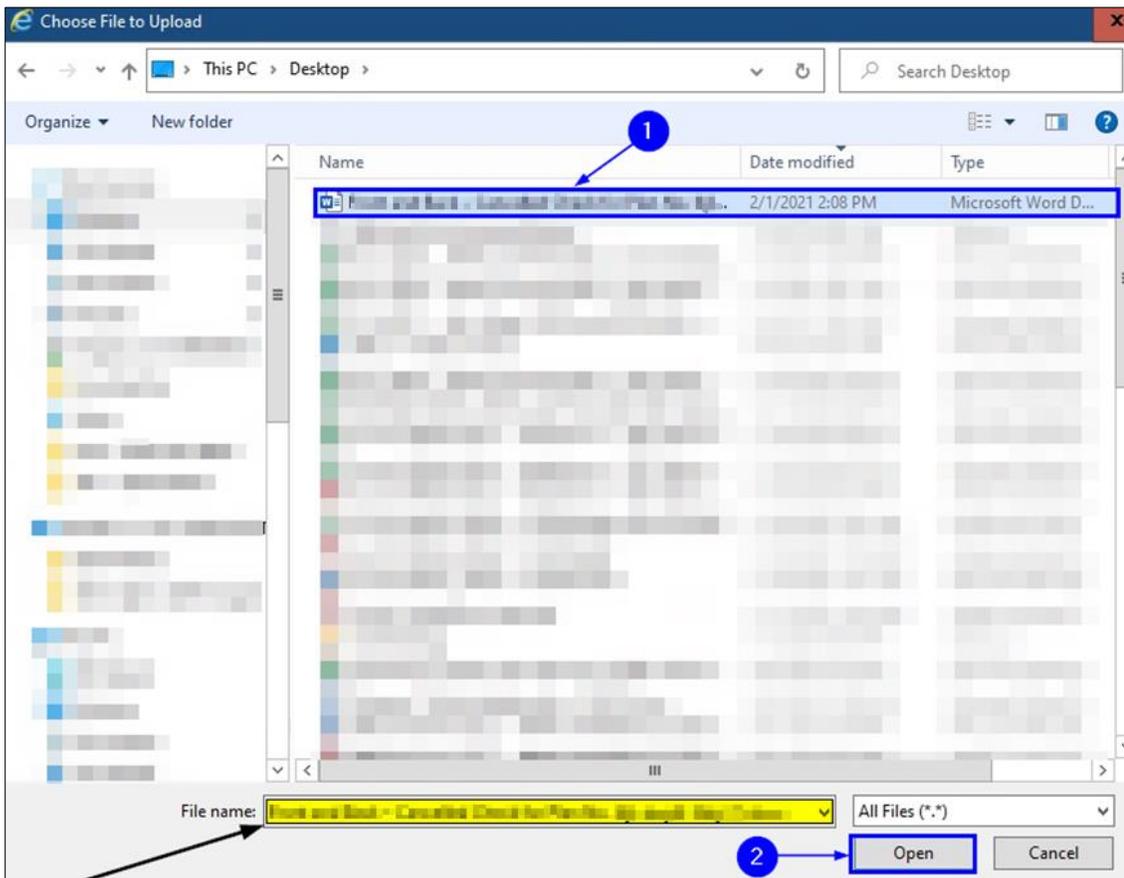
Fig. 15: Select the File and Click the 'Open' Button

When the upload status of your selected document reads "100%," (highlighted below in "yellow"), click **Continue**. See Figure 16.
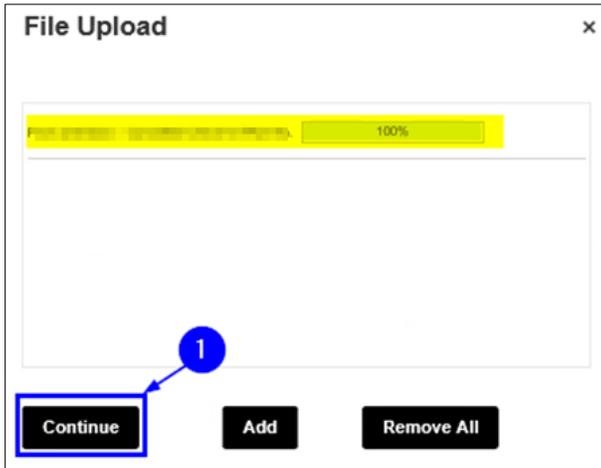
Fig. 16: Click 'Continue'

Now, back on the **Supporting Documents** page, click the **Type** field drop-down list and select "Certificate of Correction" and then enter a description of the document you are uploading and attaching to your CCR Request. In this example, as highlighted below in "blue," we have entered "Certificate of Correction document." Next, click **Upload**. See Figure 17.
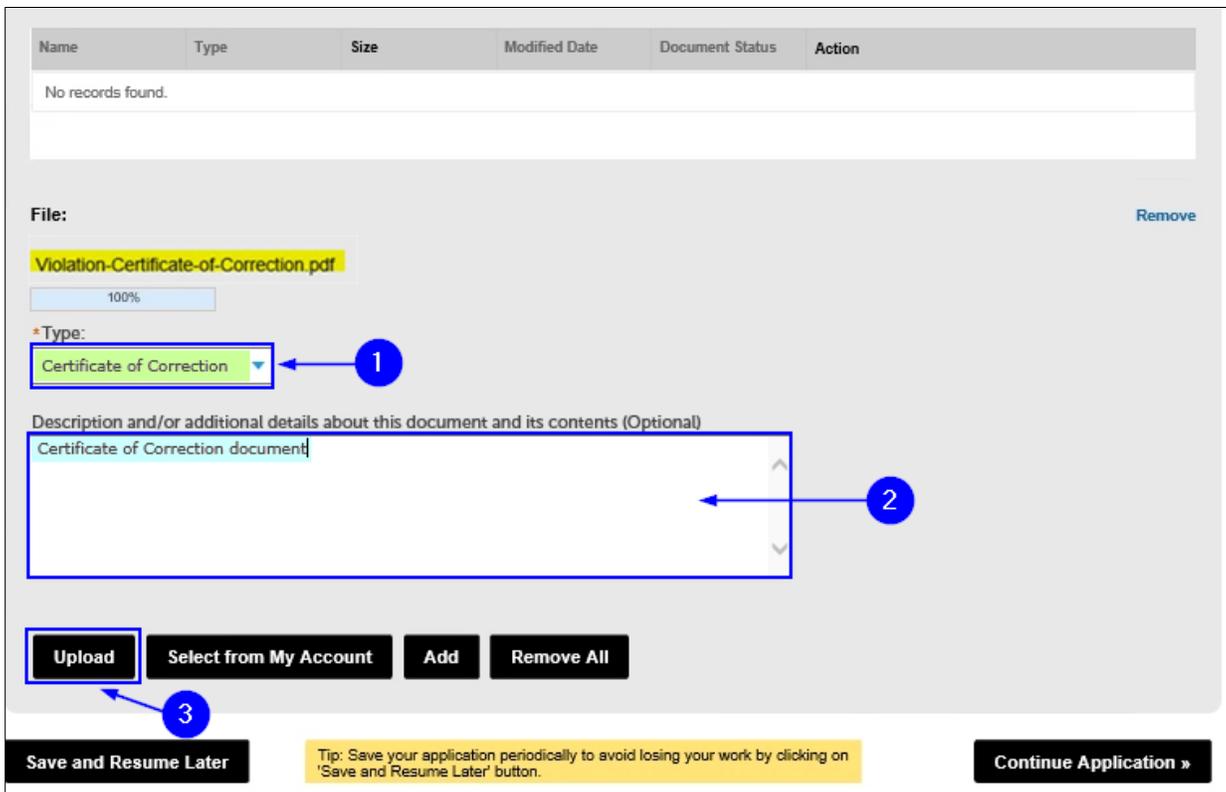
Fig. 17: Select 'Type,' Add Description, Click 'Upload'

NOTE: After clicking the **Upload** button, you will see a notification near the top of your screen stating that your file has been successfully uploaded. See Figure N2.

> ✓ The attachment(s) has/have been successfully uploaded.
> It may take a few minutes before the changes are reflected.
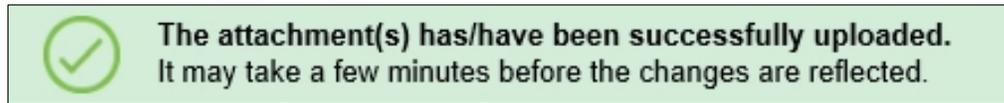
Fig. N2: File Successfully Uploaded

Once the file has been successfully uploaded, it will be listed in the "Attachment" section. When you are ready, click **Continue Application**. See Figure 18.
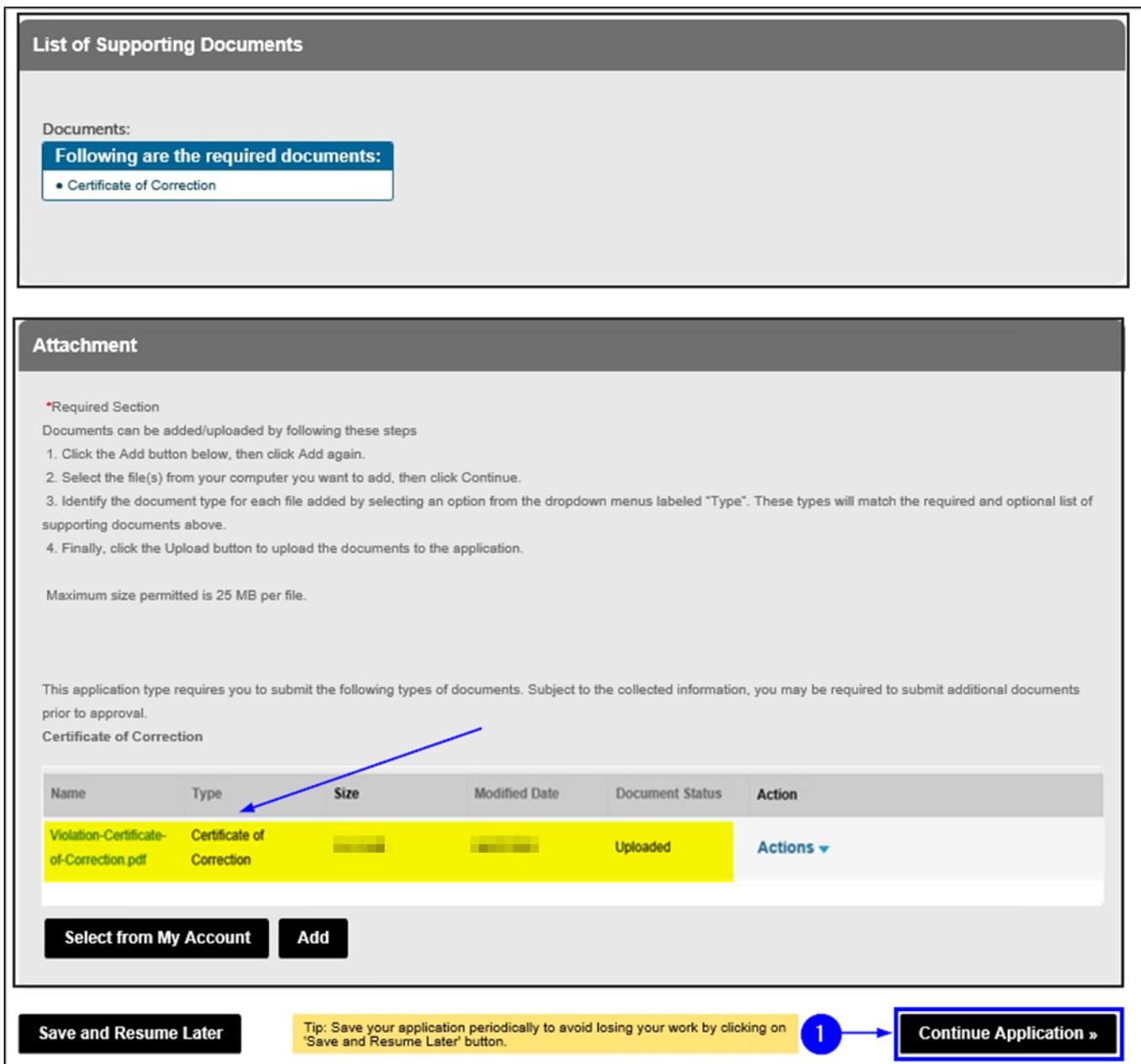
List of Supporting Documents

Documents:

Following are the required documents:
• Certificate of Correction

Attachment

*Required Section
Documents can be added/uploaded by following these steps
1. Click the Add button below, then click Add again.
2. Select the file(s) from your computer you want to add, then click Continue.
3. Identify the document type for each file added by selecting an option from the dropdown menus labeled "Type". These types will match the required and optional list of supporting documents above.
4. Finally, click the Upload button to upload the documents to the application.

Maximum size permitted is 25 MB per file.

This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.
Certificate of Correction

Name	Type	Size	Modified Date	Document Status	Action
Violation-Certificate-of-Correction.pdf	Certificate of Correction			Uploaded	Actions ▾

Select from My Account   **Add**

Save and Resume Later

Tip: Save your application periodically to avoid losing your work by clicking on 'Save and Resume Later' button.

① → **Continue Application »**

Fig. 18: Attachment(s) Uploaded Confirmation Message / Click 'Continue Application'

You are taken the **Review and Submittal** page. Complete the "Applicant Certification" section by entering your **First Name** and your **Last Name**. Then, click the **Titles/Roles** drop-down list and make your selection. In this example, we will select "Individual Respondent." When you are ready, click **Continue Application**. See Figure 19.

>   **NOTE:** If you select "Other," enter a description of your Title/Role in the **Specify Other** text box that will appear after you select "Other."

Fig. 19: Complete the 'Applicant Certification' Section

You will be taken to the **Review and Submit** page. Here, you can review/edit all the information you have entered in your Application.

When you are ready, "check" the checkbox to digitally affirm/sign your Application and then click **Submit Application**. See Figure 20.

Fig. 20: Review/Edit/Sign/Submit Your Application

Step 5:   Confirmation

After your Request has been submitted, you will be taken to the **Receipt/Record Issuance** page.

Highlighted in "yellow" in the below example, your CCR Request Record ID is displayed (note that the middle portion of the Record ID reads "CCR"). If you want to view its details, click the **Record ID**. See Figure 21.
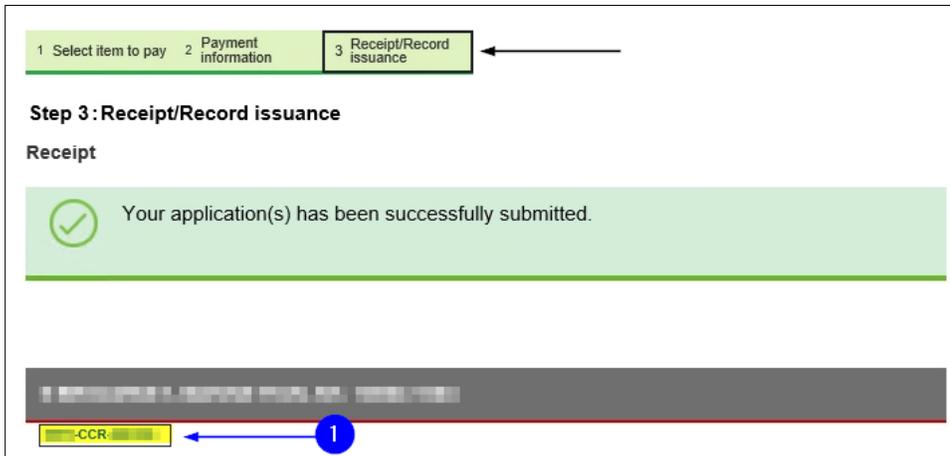
Fig. 21: Click on the 'Record ID'

Your screen will refresh and your **Record ID** (highlighted below in "yellow") is displayed. Additionally, the **Record Status** (highlighted below in "green") now reads "Correction Request Submitted."

To see additional details, click on the **More Details** drop-down list and click on the desired option. See Figure 22.
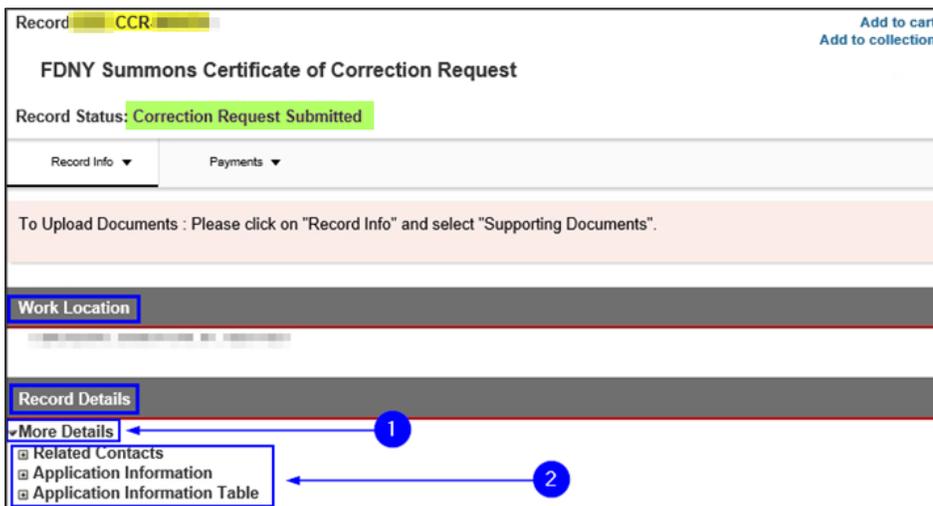
Fig. 22: Record Details — 'More Details'

Step 6:   Review the Status of Your CCR Request

After you have submitted your CCR Request, you will receive an automated email with the Subject Line: *Certificate of Correction Request Submitted Successfully*. It will contain the CCR Record ID, as highlighted in "yellow" in the below example.

The email will confirm that your CCR Request has been successfully submitted and will include a link that you can use to check the status of your CCR Request (highlighted below in "blue"). See the sample email in Figure 23.
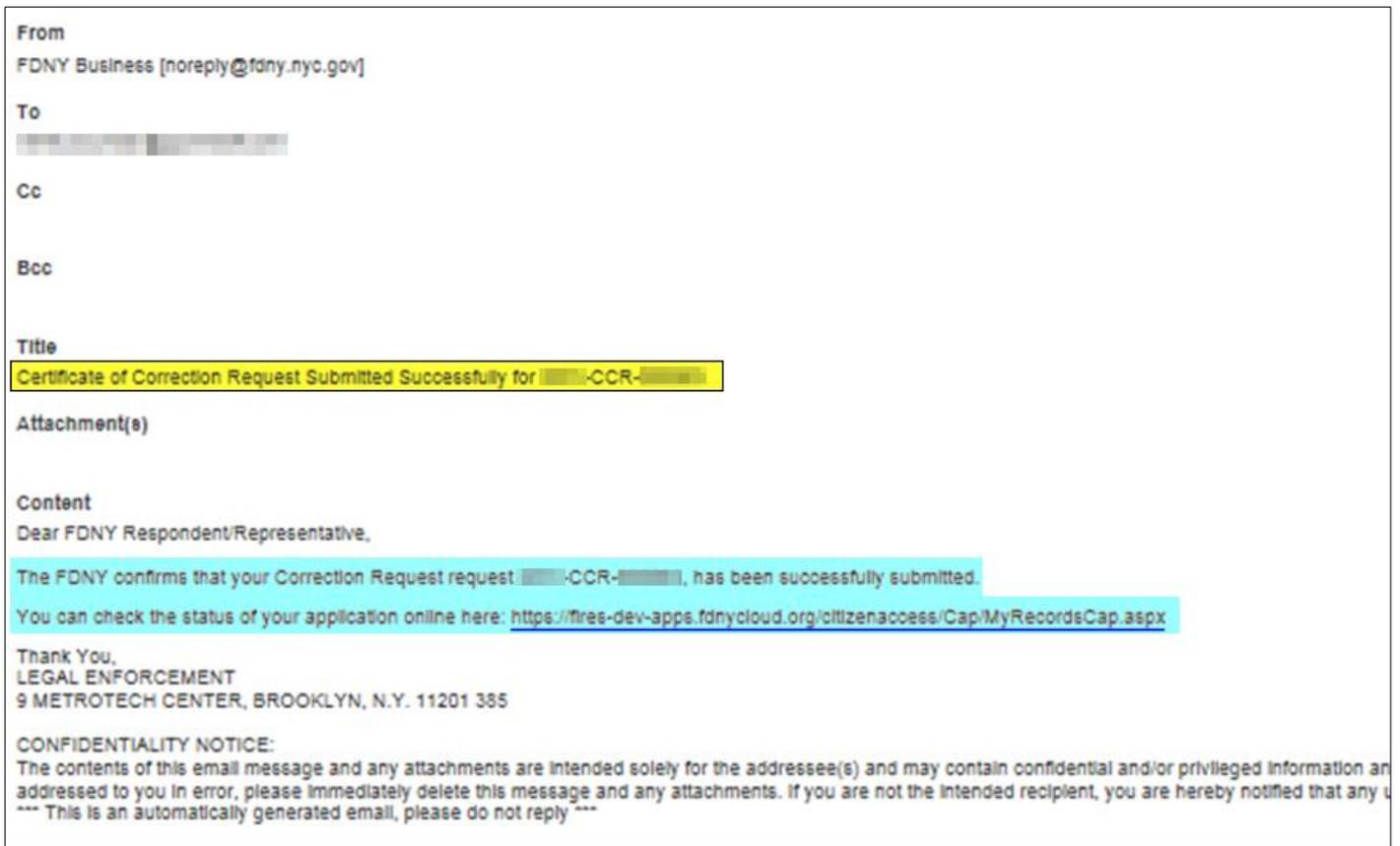
Fig. 23: CCR Successfully Submitted

To view the status of your CCR Request while logged in to FDNY Business, click the **My Records** button from your **FDNY Business Home Page**. See Figure 24.
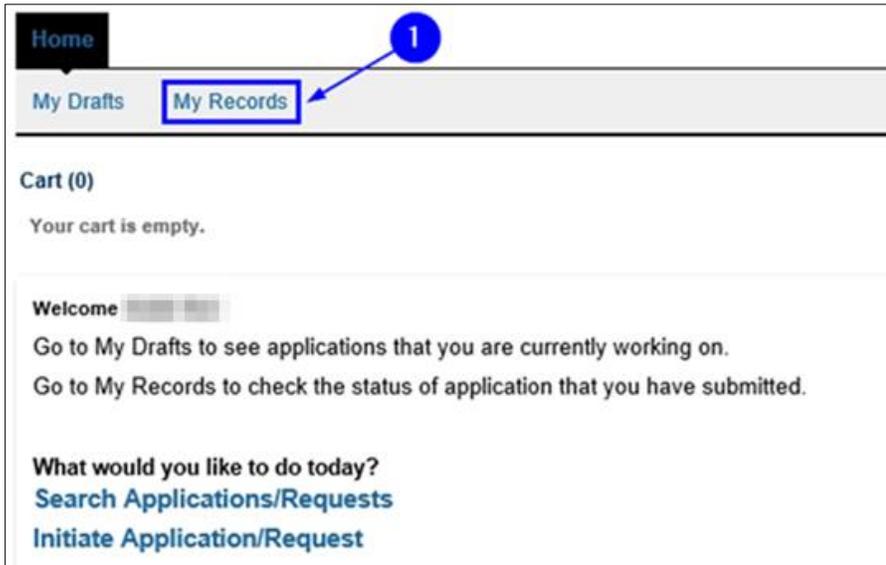
Fig. 24: Click 'My Records'

Your **My Records** page will open and will display your current records. In this example, the CCR **Record Number** is displayed at the top (highlighted in "yellow" in the below example) and the **Status** is "Correction Request Submitted." See Figure 25.
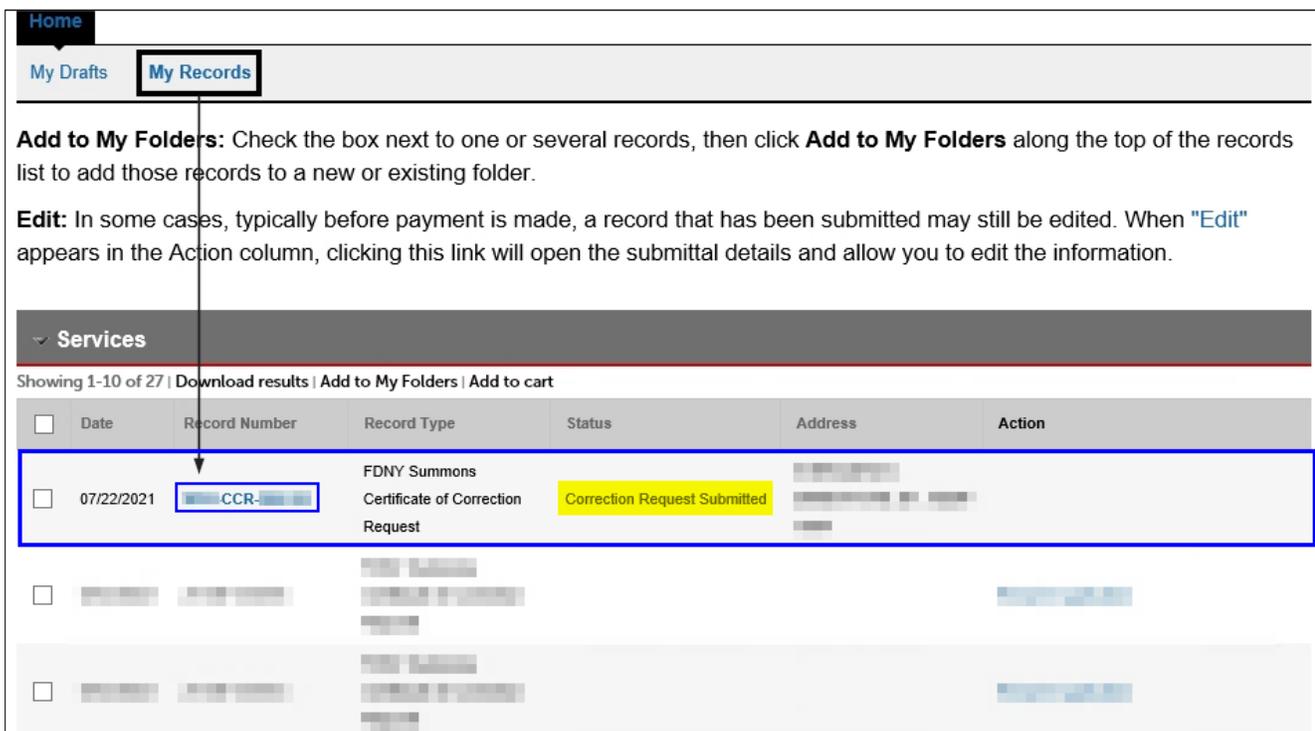
Fig. 25: CCR 'Record Number' and 'Status'

- **Additional Information Requested**

FDNY will review your CCR. If additional information is needed, you will receive and email to request that you provide the information needed. with a link you can use to Edit / Upload the additional documents. See Figure 26. The status of your CCR Request will be updated to "Additional Information Requested."

You will need to log in to FDNY Business and upload any necessary supporting documents to your CCR Record, as applicable, to continue your Application (see **Step 4** for upload instructions).

NOTE: Supporting Documents must be uploaded to the CCR Record, <u>not</u> to your NYC ID account.

Subject: Additional Information Requested for 2021-CCR-000014

Dear FDNY Customer,

Please see following important notice from the FDNY regarding your application.

Comments: You must upload a permit that is not expired.

You can check the status of your application online: https://fires-tfx-apps.fdnycloud.org/citizenaccess/Cap/MyRecordsCap.aspx

Thank You,

BUREAU OF FIRE PREVENTION
9 METROTECH CENTER
BROOKLYN, NY 11201

CONFIDENTIALITY NOTICE:

The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and m the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately delete this message and any attach ereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

Fig. 26: Sample 'Additional Information Requested' Email

After FDNY reviews your request and it is found to be complete, you will receive one of the following determinations, as applicable: **Cure Letter, Correction Letter, Letter of Disapproval**; **Additional Information Requested** or **False Certification**.

- **Cure Letter** - Issued to Respondents who are first time offenders when the CCR Request is approved. Certificate of Correction Request must be submitted before the compliance date.

Figure 27 shows a sample of the automated email that is sent when your CCR Request is approved. It will contain the FDNY Summons Record Number (highlighted below in "green"), and will include the Cure Letter as an attachment (bordered below in "blue").
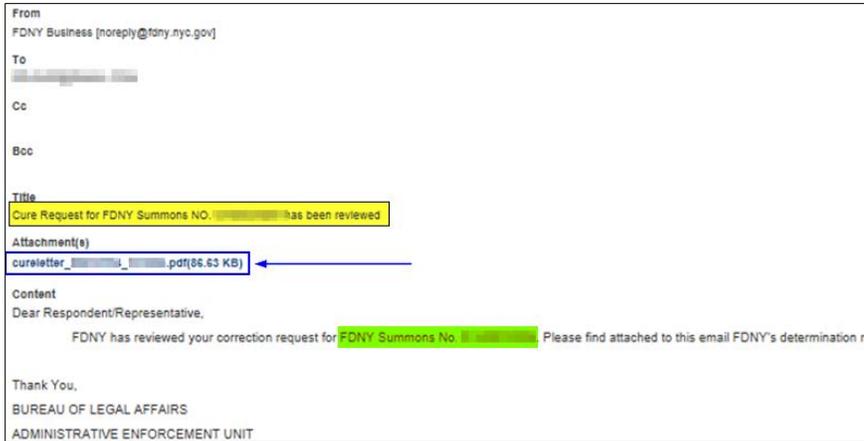
Fig. 27: 'Cure Letter' Issued — Sample Email

Figure 28 shows a sample Cure Letter. The associated FDNY Summons Number (highlighted below in "yellow") will be indicated on your Cure Letter.

FIRE DEPARTMENT
9 METROTECH CENTER   BROOKLYN, NY 11201-3857
BUREAU OF LEGAL AFFAIRS
ADMINISTRATIVE ENFORCEMENT UNIT

CURE LETTER

Date: 24/07/2021

You are hereby notified that your Certificate of Correction for FDNY Summons No. [REDACTED] issued on **07/24/2021** against the premises situated at [REDACTED], BROOKLYN, NY, 1[REDACTED] has been approved on the records of this Department. No fines or penalties will be imposed and you are excused from appearing at the scheduled hearing at the OATH hearing center.

BY ORDER OF BUREAU OF LEGAL AFFAIRS

BY: _____

VOID IF ALTERED
OR DUPLICATED

Fig. 28: Sample 'Cure Letter'

- **Correction Letter** - Issued to certain Applicants, and to all City Agencies, when the CCR Request is approved.

Figure 29 shows a sample of the automated email that is sent when your CCR Request is approved. It will contain the FDNY Summons Record Number (highlighted below in "green"),and will include the Correction Letter as an attachment (bordered below in "blue").
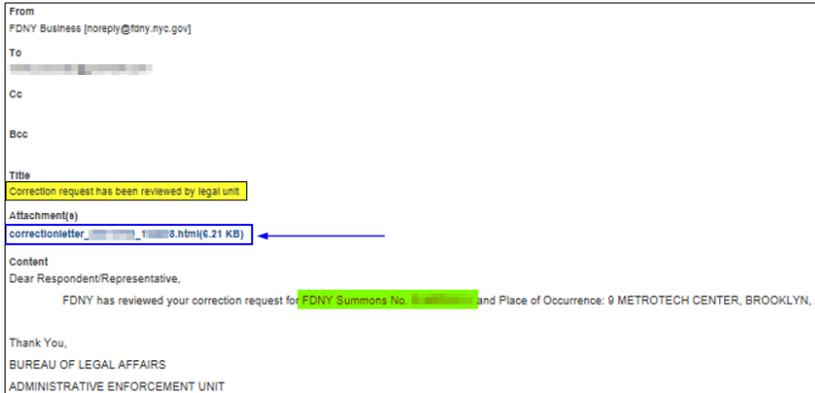
Fig. 29: 'Correction Letter' Issued — Sample Email

Figure 30 shows a sample Correction Letter. Your VC(s) and your FDNY Summons number (highlighted below in "yellow") will be indicated on your Correction Letter.
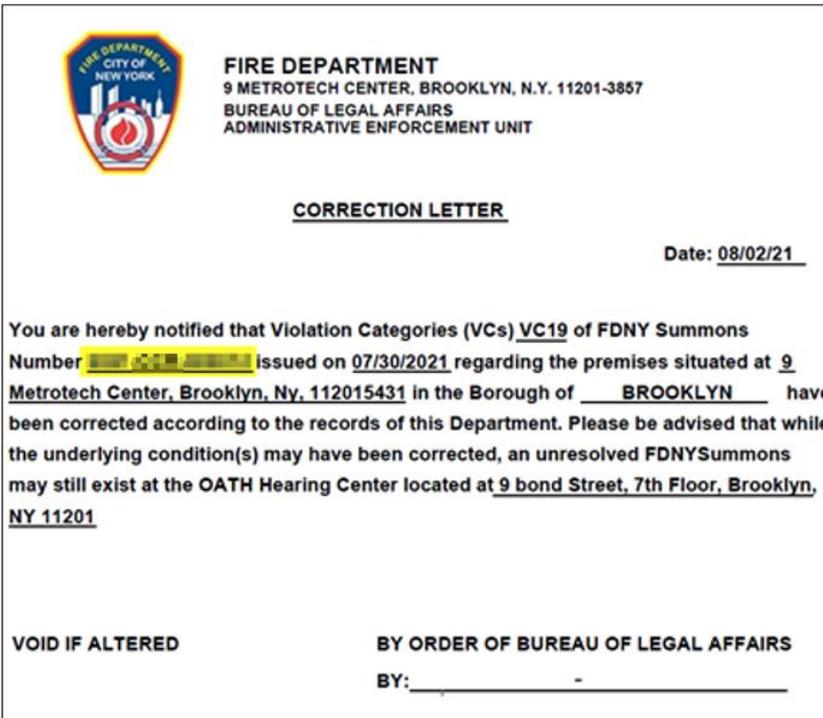
Fig. 30: Sample 'Correction Letter'

- **Letter of Disapproval** - Issued when the CCR Request is <u>NOT</u> approved due to outstanding VCs on the FDNY Summons and that have not yet been corrected.

Figure 31 shows a sample of the automated email that is sent when your CCR Request is <u>NOT</u> approved and a Letter of Disapproval is issued. It will contain the FDNY Summons Record Number (highlighted below in "green"), and will include the Letter of Disapproval as an attachment (bordered below in "blue").
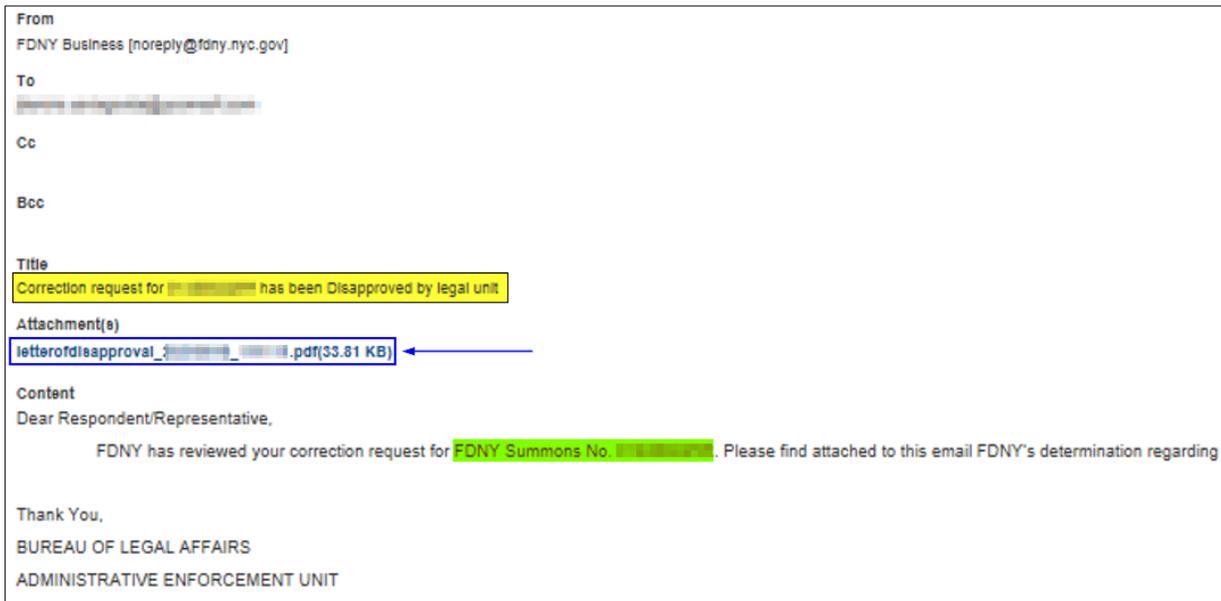
Fig. 31: 'Letter of Disapproval' Issued — Sample Email

Figure 32 shows a sample Letter of Disapproval. The associated FDNY Summons will be shown on your Letter of Disapproval.

Instructions that you need to follow (bordered below in "blue") will also be indicated on your Letter of Disapproval.

Fig. 32: Sample 'Letter of Disapproval'

- **False Certification** -Issued if you received a Summons for False Certification due to FDNY determination that your CCR is falsely certified.

Figure 33 shows a sample of the automated email that is sent when your CCR Request's status is **False Certification**.

Fig. 33: 'False Certification' — Sample Email