

The City of New York  
HOUSING AND DEVELOPMENT ADMINISTRATION  
Department of Buildings

DATE: March 30, 1970

DIRECTIVE NO. 12-1970

O: Borough Superintendents  
FROM: Jeremiah T. Walsh, Acting Director of Operations  
SUBJECT: Administration - Correspondence Reports and Memoranda

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Departmental Memorandum dated August 16, 1968, on the above subject is hereby superseded.

This directive is issued to provide a control and follow-up procedure for all correspondence received by the Borough Office of the Department of Buildings. Correspondence is to include all written communications (mail, reports, etc.) between the employees at the Borough Office and the public or other government agencies including the Commissioner's Office. The present procedure for recording and handling complaints shall be continued. All other correspondence shall be processed as follows.

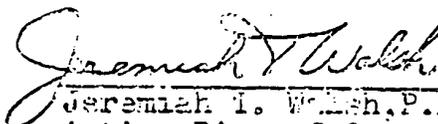
A. Central Mail Desk

1. Under the guidance of the Borough Superintendent, the Borough Manager shall immediately establish and shall supervise a Central Mail Desk.
2. The Borough Manager shall designate a clerk-in-charge who shall be responsible for the operation of the Central Mail Desk.
3. All incoming and outgoing correspondence for the Borough Office shall be processed through this unit.
4. All incoming correspondence shall be opened and date-timed stamped and a tickler card completed. The card shall include all pertinent information to identify the piece of correspondence and shall indicate to whom it was sent for appropriate action or reply.
5. The tickler card system shall be maintained by the Central Mail Desk for all incoming correspondence.

6. A Section Head, to whom correspondence has been referred, may reassign such correspondence to an employee under his supervision for appropriate action or reply but must maintain a tickler card system of his own similar to the system maintained by the General Mail Desk.
7. After appropriate action or reply has been made and returned, the tickler card may be destroyed.
8. Periodic checks shall be made by all persons maintaining a tickler card system to determine that all correspondence is being answered in a reasonable amount of time.
9. In lieu of a tickler card system, a register may be maintained which is to include all the information that the tickler card would contain except that a notation is made when appropriate action or reply has been made and returned.

B. Reports requested by the Office of the Commissioner

1. The Borough Superintendent shall assume personal responsibility for the completeness and promptness of all reports requested by this office.
2. All reports shall be returned in as complete a form as practicable within four days with an indication of when detailed follow-up reports, if any, may be expected.
3. When reports are requested from the Borough Superintendent, he shall write a complete report, giving all essential information, his conclusions and suggestions and shall send with his report such supporting information as he considers necessary.
4. Reports shall be sufficiently complete so that they may be used verbatim, with a minimum of change.

  
 Jeremiah I. Walsh, P.E.  
 Acting Dir. of Operations

JTW/WCK/sl

cc: All staff  
 Industry