

SERVICE UPDATE

311 Online Inspection Request Pilot: Queens Borough Construction Unit

Beginning Monday, June 13, 2011, the Queens Construction unit will be accepting construction inspection requests through 311's website, www.nyc.gov/apps/311/.

Follow the instructions below to make an inspection request online:

1. Visit 311's website: www.nyc.gov/apps/311/
2. On the left hand side under "Browse by Category" click on "Property, Buildings & Homes"
3. On the "Property, Buildings & Homes" page click on "Construction, Building & Property Information"
4. On the "Construction, Building & Property Information" page click on "Inspections & Appointments"
5. On the "Inspections & Appointments" page click on "Construction Inspection Appointment in Queens"
6. On the "Construction Inspection Appointment in Queens" page click on "Request a construction inspection in Queens"

NOTE: You can also make an inspection request by going to the search box in the upper right hand corner of 311's website, www.nyc.gov/apps/311/, and searching "Construction Appointment"

This new program will allow applicants to request a Queens Borough construction inspection online 24 hours a day, saving applicants time and speeding up the inspection process.

To assist with the implementation of this initiative, all phone and walk-in requests will be limited to Tuesdays and Thursdays from 9:00am to 11:00am.