

## SERVICE UPDATE

### Requesting Records from Off-Site Storage: New Hold Policy

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**In an effort to standardize record retention policies and improve the tracking of Department records, all records requested from off-site storage will be held in the Records Unit for a maximum of 15 business days, effective immediately.**

Any requests to extend holds must be made directly to the Record Room Supervisor.

Customers who frequently request records and do not retrieve them will be tracked and their requesting privileges may be revoked.

*NOTE: All records remaining on-site for more than 15 business days will be returned to off-site storage.*

#### Searching for Records On-Site

Prior to making a Record request, you should check the property profile in BISWeb for any scanned items (found in the *Virtual Job Folder* under the application or job number of B-Scan jobs **only**. Please note, B-Scan jobs have a '1' or a '2' as the second digit of the application number). Record Room staff can assist you in your search.

If you do not find the documents you are looking for in the Virtual Job Folder, you should check available records with the Borough's Record Unit to determine if the records you are looking for are available on-demand in the Borough's Record Room.

*NOTE: On-site records are typically Borough-specific.*

On-site records include:

- Microfiche;
- Paper records;
- Block and Lot folders (These files will not be immediately available on request).

If you do not locate the documents you are looking for after reviewing all on-site record types, place a request for off-site records with the Record Unit. Please note that off-site records are borough specific, and must be requested through the property's local borough office.

**Post Until: September 30, 2016**

Bill de Blasio, Mayor  
Rick D. Chandler, P.E., Commissioner

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