

# SERVICE UPDATE

## Available Services and Service Level Agreements Changes in the Administrative Enforcement Unit (AEU)

To better serve the public and meet the demands of the growing industry, AEU is restructuring our Customer Service Division and Service Level Agreements. To prepare for this transition, effective July 1, 2016 please be advised of the following:

### AEU Standard Hours of Operation

Monday through Friday, 9:00am to 4:00pm (except holidays)

### AEU Available Services

- Tickets for **AEU Services** consist of in-person services with a same day response. Tickets will be issued to named respondents and those with a Department-issued identification card. Service offerings are limited to three submissions per person, per day. **Tickets are available from 9:00am to 2:30pm.**
- Tickets for **Express Services** consist of drop-off services with a next business day response. Customers do not need to be the named respondent or possess a Department-issued identification card to obtain an Express Service ticket. Tickets for these services will be issued as follows:

10 by 10 Initiative (four to ten submissions per person, per day)

Express tickets to submit four to ten certificates of correction are available 30-minutes before the start of normal business operations. **Tickets are available from 8:30am to 10:00am.**

Drop off one to three submissions per person, per day

**Tickets are available from 9:00am to 12:00pm.**

Tickets may be obtained for **Drop-Off Services** after the above described times and will be handled as mail. **Tickets are available from 9:00am to 4:00pm.**

- There are **no limitations to mail submissions**. When submitting certificates of correction by mail, customers may request to receive their response through the mail or an in-person pick-up. Those selecting pick-up will be contacted and informed when to come and retrieve their response. Please place the term *Certificate of Correction* on the outside of the envelope when mailing submissions.

Mail Certificates of Correction to  
NYC Department of Buildings  
Administrative Enforcement Unit  
280 Broadway, 5<sup>th</sup> Floor  
New York, NY 10007

If you have questions, please call AEU's Customer Service Unit at (212) 393-2405.

**POST UNTIL: July 31, 2016**

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

[nyc.gov/buildings](http://nyc.gov/buildings)