

## UPCOMING CHANGE

### Available Services and Service Level Agreement Changes in the Administrative Enforcement Unit

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Effective December 5, 2016, the Administrative Enforcement Unit (AEU) will institute the following changes to services and service level agreements:

#### AEU Standard Hours of Operation

Monday through Friday, 8:30 am to 4:00pm (except holidays)

#### AEU Available Services

- Tickets for **AEU Services** consist of in-person services with a same day response for a maximum of two Certificates of Correction per person, per day. Tickets will be issued to named respondents and those with a Department-issued identification card. Individuals with a Department-issued identification card may only file Certificates of Correction for Immediately Hazardous Class 1 Violations and Violations eligible for a Cure. **Tickets are available from 8:30am-2:30pm.**
- **Express Services** have been discontinued.
- Tickets for **Drop-Off Services** will continue to be handled as mail. **Tickets are available from 8:30am – 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, 5th Floor  
New York, NY 10007

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

**POST UNTIL: December 31, 2016**