UPCOMING CHANGE

Changes to Administrative Enforcement Unit
Available Services and Service Level Agreements

Effective immediately, the following services and service level agreement changes will take place in the Administrative Enforcement Unit (AEU):

AEU Standard Hours of Operation
• Monday through Friday, 8:30 am to 4:00pm (except holidays)

AEU Available Services
• AEU Service Tickets – tickets consist of in-person services with a same day response for a maximum of two Certificates of Correction per person, per day, not limited by the summons/violation Class charged. Tickets will be issued to named respondents, property owners, and individuals with a Department-issued identification card. Tickets are available from 8:30am-2:30pm.
• Drop-off Services – tickets will continue to be handled as mail. Drop-off service tickets are available from 8:30am – 4pm.

There are no limitations for mail submissions. When submitting Certificates of Correction by mail, customers may request to receive their response either by mail or through an in-person pick-up. Individuals who select the pick-up option will be contacted and informed when to come and retrieve their response.

NOTE: 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

For questions, please contact AEU Customer Service at (212) 393-2405.

POST UNTIL: December 31, 2017