COVID-19 Response: Application Processing Update

As part of the citywide response to the Coronavirus, Department of Buildings (DOB) customers are being urged to immediately limit the amount of walk-in traffic to DOB offices. Effective Wednesday, March 18, customers are strongly encouraged to make use of the following methods:

- Continue to use **eFiling** for Hub Development, Full and Self-Service jobs. Hub Self-Service is for PW1 submissions only.
- Continue to use **DOB NOW: Build** for all applicable work types.
- **Customer Service Night** is cancelled until further notice.

Transactions conducted at a DOB borough office that are not listed, will continue to take place in-person, including Records Room requests and other functions that require a service ticket. The following **changes are mandatory**.

**Transactions**

- Initial Job Filings
- Subsequent Job Filings
- Letters of Completion
- Letters of No Objection
- Permits
- Permit Renewals
- Temporary Use Permits
- After Hours Variances
- Withdrawal and Supersede Requests

For the above transactions that cannot be processed in eFiling or DOB NOW, mail the application to the appropriate borough office and include on the envelope **Attn: Application Processing**. The application can also be hand-delivered to the borough office and put in the designated drop-off box. If applicable, attach to the application a check or money order for the amount owed **payable to the NYC Department of Buildings**.

PW1 approvals or objections will be sent to applicants by email. Plan sets will not be returned by email and will need to be picked up from the borough office by pulling a service ticket.

Submit Records Management Fee and Temporary Certificates of Occupancy (TCO) payments in **eFiling**. In person payments will not be accepted.

The paper form for L2: Requests for Overrides, Reductions or Waivers of Civil Penalties for Work Without a Permit will no longer be accepted in person at a borough office. To submit an L2 request for a BIS job, use an eFiling account to log into DOB NOW at [www.nyc.gov/dobnow](http://www.nyc.gov/dobnow) and select the BIS portal.
Post Approval Amendment (PAA) and PW7: Certificate of Occupancy/Letter of Completion Folder Review Request

PAA applications and PAA payments must be submitted in eFiling; drop-offs are no longer accepted. Certificate of Occupancy, Letter of Completion and Temporary Certificate of Occupancy Folder Review Requests (PW7) cannot be submitted in-person to a borough office and are required to be submitted in eFiling.

Locations for Mail and Drop-off Transactions

Bronx Borough Office
1932 Arthur Avenue, 5th Floor
Bronx, NY 10457

Brooklyn Borough Office
210 Joralemon Street, 8th Floor
Brooklyn, NY 11201

Manhattan Borough Office
280 Broadway, 3rd Floor
New York, NY 10007

Queens Borough Office
120-55 Queens Boulevard, 1st Floor
Kew Gardens, NY 11424

Staten Island Borough Office
10 Richmond Terrace
Borough Hall, 2nd Floor
Staten Island, NY 10301

Drop-offs are accepted Monday through Friday, 8:30 am – 2:00 pm.

POST UNTIL: June 30, 2020