

THE CITY OF NEW YORK
DEPARTMENT OF BUILDINGS

DEPARTMENTAL MEMORANDUM

DATE: February 1, 1978

TO: Borough Superintendents and Executive Staff
FROM: Commissioner Jeremiah T. Walsh, P.E.
SUBJECT: CORRESPONDENCE

Forwarded herewith are copies of a memorandum dated January 5, 1978 from Mayor Koch, and dated January 23, 1978 from Deputy Mayor Badillo requiring acknowledgment of referrals, or responses within ten days of receipt of the correspondence or citizen complaints.

With regard to referrals of correspondence from the Mayor's Office of Correspondence Services, if the referral cannot be responded to within ten working days because of necessary inspections, detailed review, etc., send an interim letter to the writer, with a copy forwarded to the Mayor's Office of Correspondence Services with Mr. Luisi's original transmittal form, acknowledging receipt and noting further action to be taken.

A similar approach is to be followed with respect to citizen complaint forms which are now being used by community board district managers, the Mayor's Action Center, and the Ombudsman's office when requesting action or information by agencies on citizen complaints (copy enclosed). However, while the agency or office forwarding the complaint (community board, Mayor's Action Center, or Ombudsman) is desirous of a response, an interim letter to the original complainant should be sent within ten working days as well, if additional time is needed for inspections, extensive research, and the like.

In implementing all of the foregoing, form letters that may be useful in reducing the time and effort involved in typing more formal answers should be utilized to the extent appropriate, both in regard to interim acknowledgments, as well as final answers for repetitive problems or complaints. Further, handwritten entries should be authorized on both the above-mentioned form letters and the agency report on service request in the citizen complaint form.

JTW/IEM/df
Enc.


Jeremiah T. Walsh, P.E.
Commissioner

CC: Dep. Comms. Jenkins, Parascandola
Dep. Mayor Badillo (Attention Jim Capalino)
Mayor's Office of Corres. Services (Attention Herb Luisi)

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