



DOB NOW: *Build* for EWN and LAA FAQs

Frequently Asked Questions about:

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Emergency Work Notifications (EWNs) – Frequently Asked Questions

1. **The status of my EWN is Received. Is this the final status?**

The final status of a submitted EWN filing in [DOB NOW: Build](#) is Received. This is all that is required to proceed with the emergency work. The purpose of an EWN is to notify the Department of Buildings that work is taking place in an emergency situation where an issue needs to be addressed right away. It is not a permit. Once the entire scope of work is known, the next step is to file an LAA permit to complete the work.

2. **Can I file for a new EWN after 2 business days?**

If the applicant does not know the entire scope of work or is awaiting support documentation a new EWN can be filed. This will generate a new EWN number. The other option is to file for the related LAA or plumbing permit in DOB NOW: *Build*. All related EWN numbers need to be included when submitting an LAA.

3. **What is the start and end time of an EWN?**

The 2 business day EWN time period will start the next full business day after the EWN is submitted and in Received status. For example, if an EWN was submitted in DOB NOW on Monday at 8:00 a.m. then the 2 day time period will start on Tuesday at 12:01 a.m. and will expire on Wednesday at 11:59 p.m. An email is sent after two full business days to notify the applicant that the EWN has expired.

4. **Can the utility company see the EWN that I submitted?**

Yes, EWNs are listed in the DOB NOW Public Portal at www.nyc.gov/dobnow. Search by address and then select BUILD: Job Filings at the bottom of the screen. If an EWN has been submitted for this address it will be listed in this section with a job number beginning with EWN and the status will be Received.

5. **What should I post at the job site if I have an EWN?**

Once the applicant has submitted an EWN and it is in Received status, an email notification will automatically be sent confirming that the EWN has been received. The applicant can print this email from DOB NOW and post it at the job site.

Limited Alteration Applications (LAAs) – Frequently Asked Questions

1. I entered my email address in the Applicant section but there are grayed out fields that I can't type in and I can't select the License Type? How do I enter this information?

For the information to update in your [DOB NOW: Build](#) filing, please re-enter the email address. By typing the email address again, the system will pull the updated data from eFiling into DOB NOW. Please type the address slowly and do not copy and paste so that the system has time to recognize what you are entering. The email address will appear in all caps underneath the field you are typing. Once you select this, the other grayed out fields will populate with information from eFiling and will allow you to select the license type. You need an [active eFiling account](#) specific to your license number for the information to populate.

2. I am trying to submit a filing but I am getting an error message and cannot proceed. What can I do?

Please be sure to:

- Review your entries for accuracy and confirm that all required fields have been filled out.
- Confirm that you are logged into DOB NOW with the email address and password of the licensed professional who can submit this type of filing (Master Plumber, Fire Suppression Contractor, Oil Burner Installer).
- Consult the [DOB NOW: Build LAA Step-by-Step Filing Examples](#).
- Disable pop-up blockers.
- If you are still receiving an error message, please submit an inquiry with your job filing number to [DOB NOW Support](#) at www.nyc.gov/dobnowhelp.

3. The status of my filing is Pre-Filing but I have paid and completed all of the sections. How do I get the permit?

To submit a filing and change it from a pre-filing status, the applicant needs to click **Preview to File** on the top left hand corner of the screen to review the file. Then click **Next** to review until the final page is reached. On this page there is a check box that needs to be clicked to confirm the application. Then click **File** to submit the filing. For more information, see page 37 here: https://www1.nyc.gov/assets/buildings/pdf/build_laa_step_by_step_guide.pdf. The permit will then be available to print from the **Filing Action** tab on the main dashboard.

4. I uploaded a required document(s) but the status is Pending. What does this mean?

The status of an uploaded document(s) in the Required Documents section will stay **Pending** until the job filing is submitted to DOB. Once the job is Filed, the document status will be updated to **Submitted**.

5. I am trying to file a gas test but there is no selection for this in the Scope of Work. How do I file?

In a [DOB NOW: Build](#) LAA filing for gas test/gas piping repair and piping work that is not for cooking, use the below selections. This is a temporary solution as we work to make system enhancements to allow for more descriptive categories.

Limited Alteration Scope: Gas Plumbing Work
Filing includes: Replacement
Item Category: Piping or Gas work
Item type: Gas piping for residential cooking

If the work is not related to cooking, in the **Work Summary** field under the General Information tab, please include that you are not working on gas piping for cooking and indicate the equipment/appliance(s) that you are testing/repairing. Only the types of gas usages that apply to the filing should be selected.

6. How do I Supersede a BIS job in DOB NOW: Build?

To supersede a [BIS](#) job filing, submit a new LAA job in [DOB NOW: Build](#) with the same information as the BIS job and include the BIS job number in the **Work Summary** section of the DOB NOW filing.

If you need to supersede the applicant on your existing LAA filing in DOB NOW, download and complete a [Superseding Letter](#) and save it to your desktop. Go to www.nyc.gov/dobnowhelp and fill out the form, selecting:

Module: Build

Project/Filing Type: LAA

Question Category: Request Supersede or Withdrawal

Job/Filing Reference Number Type: Job Filing Number

Reference Number: DOB NOW: Build LAA job filing number

Supporting Information Upload: select Choose File and clicking Browse to select the letter that you saved to your desktop.

Enter your name, phone and email address, and click **Send**.

7. When I submit an LAA filing to install, alter or replace oil-burning equipment, the fee is not correct. How do I proceed?

There is a system issue that is causing an overcharge in [DOB NOW: Build](#) for LAA filings to install, alter or replace oil-burning equipment. A system fix will be made to correct this problem in the future but, in the meantime, you have two options:

- Pay the fee currently required in DOB NOW: *Build* and submit a refund request for the overcharge. To request a refund, fill out this form: http://www1.nyc.gov/assets/buildings/pdf/refund_request_application.pdf and email it to the appropriate office or unit. Email addresses and additional information about how to fill out this form and the supporting documentation that is required can be found here: http://www1.nyc.gov/assets/buildings/pdf/refund_request_appl_instr.pdf.
- File a PW1 at the borough office instead of filing an LAA in DOB NOW: *Build*.

8. What do I enter in the Total construction floor area field?

The applicant should provide the total area of the building in the **Total construction floor area** field. The NYC Construction Codes require this information to determine filing fees but for LAAs the square footage has no impact.

9. Can I enter more than one violation number in my LAA filing?

Yes, you can enter up to 5 violation numbers in the **ECB violation #** field, separating each one with a semi-colon (;). You will not be able to enter more than one if you separate them with a comma (,).

10. How do I submit an Oil to Gas Conversion?

To submit an oil to gas conversion in [DOB NOW: Build](#) for LAA filings, please use the below selections:

Limited Alteration Scope: Gas Plumbing Work

Filing includes: Replacement

Item Category: Equipment/Appliance

Item type: indicate Gas Boiler, Gas Water Heater etc.

In the **Work Summary** field under the General Information tab, add the statement that you are performing an oil to gas conversion.

11. I am being asked to upload a DEP/GEN 215B as a required document but the GEN 215B is not available until after the filing is submitted. What do I upload?

A required document in some [DOB NOW: Build](#) LAA filings is currently labeled DEP/GEN215B even though the GEN215B form is not required until after the inspection. The document that needs to be uploaded is a [DEP GEN236](#) form, Approved Backflow Prevention Assemblies Application that includes a DEP Approval #. We are working on a system fix to better label this requirement.

12. How do I handle submitting an LAA filing for a property that has a Work Without Permit civil penalty?

To pay the Work Without Permit civil penalty, go to the LAA Unit, at 280 Broadway, 1st Floor with a certified check or U.S. money order made out to the NYC Department of Buildings and pull a LAA Drop-Off service ticket.

To submit a request to waive a Work Without Permit violation, fill out an [L2](#) form and save it to your desktop. Go to www.nyc.gov/dobnowhelp and fill out the fields, selecting:

Module: Build

Project/Filing Type: LAA

Question Category: Request Override, Reduction or Waiver

Job/Filing Reference Number Type: Job Filing Number

Reference Number: DOB NOW: Build LAA job filing number

Supporting Information Upload: select Choose File and clicking Browse to select the form that you saved to your desktop.

Enter your name, phone and email address, and click **Send**.

13. How do I upload a document that is not listed in the Required Documents section?

Go to www.nyc.gov/dobnowhelp and fill out the fields, selecting:

Module: Build

Project/Filing Type: LAA

Question Category: Submit Additional Information Form (AI1)

Job/Filing Reference Number Type: Job Filing Number

Reference Number: DOB NOW: Build LAA job filing number

Supporting Information Upload: select Choose File and clicking Browse to select the document you want to submit

Enter your name, phone and email address, and click **Send**.

14. When can PAAs for LAA jobs be initiated?

PAAs can be filed at any time before Signoff has been initiated. PAAs may not be filed for a Legalization filing or when an audit is in progress (unless the status is Permitted – Corrections Requested)

15. How do I withdraw an LAA filing that a permit has already been issued for?

If you need to withdraw a filing for which a permit has already been issued, download and complete a [Withdrawal Request](#) letter and save it to your desktop. Go to www.nyc.gov/dobnowhelp and fill out the form, selecting:

Module: Build

Project/Filing Type: LAA

Question Category: Request Supersede or Withdrawal

Job/Filing Reference Number Type: Job Filing Number

Reference Number: DOB NOW: Build LAA job filing number

Supporting Information Upload: select Choose File and clicking Browse to select the letter that you saved to your desktop.

Enter your name, phone and email address, and click **Send**.

If you have not paid for or submitted the filing and it is in Pre-Filing status, you can delete it. Go to your dashboard and scroll to the right to the **Filing Actions** field (next to Payment). Select **Delete** from the dropdown menu.

Audits of LAA Filings – Frequently Asked Questions

1. If my job filing is audited and put in Permitted-Corrections Required status, how long do I have to respond to the auditor's objections?

The applicant will have 10 days to respond to the auditor's objections. If the applicant does not respond within this timeframe then the filing will be automatically placed into Intent to Revoke status.

2. How long do I have to respond to the auditor when my filing is in Intent to Revoke status?

The applicant has 15 days to respond to the auditor when it is in this audit status. If the applicant does not respond within this timeframe, then the permit will automatically be placed in Revoked status.

3. Where in DOB NOW: *Build* do I respond to the auditor when my job is in Intent to Revoke status?

From your dashboard in [DOB NOW: *Build*](#), select the filing and click on the Intent to Revoke tab that will appear as a new tab option below the Statement and Signatures tab.

4. How do I respond to the auditor’s objections when the filing is in Permitted-Corrections Required status?

You must file a PAA and pay the \$100 PAA fee along with any fees associated with a change to the Scope of Work that would increase the job cost. You will only be required to file one PAA per audit.

5. If my job is being audited can I still continue with the work?

Yes, you may continue with the work because the permit has not been revoked nor have any Stop Work Orders been issued.

Inspections of LAA Filings – Frequently Asked Questions

1. I am trying to request an inspection for an LAA filing. Why is it not appearing in DOB NOW: Inspections?

[DOB NOW: *Inspections*](#) receives updates from [DOB NOW: *Build*](#) overnight so it may take up to 24 hours for your filing to appear in Inspections after it has been permitted in the Build system.

2. I filed a PAA to an LAA filing in DOB NOW: *Build*. Why is the updated work summary not showing in DOB NOW: *Inspections*?

The updated work summary information from the PAA will not appear in [DOB NOW: *Inspections*](#). [DOB NOW: *Build*](#) is the system of record for DOB NOW LAA jobs and DOB staff are trained to view DOB NOW: *Build* and DOB NOW: *Inspections* to verify information about a filing.

3. Can I schedule an inspection if my LAA job is being audited?

No, you cannot schedule an inspection in [DOB NOW: *Inspections*](#) until the audit is closed.