FREQUENTLY ASKED QUESTIONS

eFiling Expansion

Account Management

Q. **Can a company use more than one email address in eFiling?**

A. There can only be one eFiling account associated with a license number.

*NOTE: See the **Account FAQs** for more information.*

Filings

Q1. **Can filing representatives submit professional certification applications in Hub Self-Service**

A1. No, the Applicant of Record remains the only person who can submit.

Q2. **Will a confirmation email be sent out upon submission of the filing?**

A2. No, but the status of the job will be available in the **Buildings Information System (BIS)**.

Q3. **Can Alt-2 and Alt-3 jobs be filed as non-Directive 14 in Hub Full-Service?**

A3. Yes, non-Directive 14 is an option.

Q4. **How can I change a Directive 14 filing to non-Directive 14?**

A4. This change cannot be made on a submitted filing. The job will need to be withdrawn and refiled.

Q5. **Can the filing representative download the approved plans from Hub Self-Service?**

A5. Yes, anyone on the PW1 will have access. The plans will be located in the Electronically Submit Documents (eSubmit) portal in the Documents from DOB section.

Q6. **How do I get copies of the plans if it has been more than 30 days and they are no longer available in eSubmit?**

A6. Visit the borough office Record Room to make an in-person request.

Q7. **How do I request a waiver of items on a Hub Self-Service job, e.g. Design Commission approval?**

A7. The option to select waiver is available when electronically submitting job documents in the application. Select Electronic PC1, select waiver and submit documentation.

Q8. **Can Tenant Protection Plans be submitted online?**

A8. Yes, upload the TPP with the plan set as a single PDF.

Q9. **I uploaded a document but have not gotten any updates? What is the service level?**

A9. Service levels will be assessed in the coming weeks as the Department adjusts to the expansion. If the documents were uploaded in Hub Full-Service, **Ready for Next Review** must be selected to request Department action.

Q10. **How do I get OER received in items required?**

A10. Electronically submit the document (eSubmit) selecting Upload Job Documents and Environmental Restrictions - OER

Q11. **How do I upload a PC1: Required Items for Professional Certification form?**

A11. PC1 was added as a form name in eSubmit on June 8, 2020. The form can only be used for jobs that were processed in the borough office. All new jobs must select Electronic PC1 in Hub Self-Service to add or waive the required items.

Q12. **Where do I upload the POC: Professional and Owner Certification form?**

A12. This form is only required for Hub Self-Service applications. It is uploaded as a form when creating an initial application.

Q13. **For an Alt2 in Hub Self-Service for L-Landmark property, do you need to upload LPC approval or waiver prior to complete intake?**

A13. It must be filed and approved at the Landmarks Preservation Commission (LPC) before the Alt2 can be submitted.

Q14. **How do I file a demolition job and does it include partial demolition?**

A14. Full demolition is an exception job and is dropped off at a borough office. A partial demolition is an Alt2 and is submitted in eFiling.

Q15. **How do I get the plans to the plan examiner for an exception filing that was dropped off at a borough office?**

A15. Electronically Submit Documents (eSubmit) and select upload plans and/or documents.

Q16. How do I request withdrawal of an application?

A16. Electronically submit (eSubmit) the PW1 in eFiling. Select PW1 as the form name and select Withdrawal as the request type. Withdrawal requests can be submitted for an entire application or a work type. To withdraw a PAA, select the appropriate document number. A permit cannot be withdrawn; submit a supersede request to change the contractor.

Q17. How do I submit a supersede request?

A17. Continue to drop-off supersede requests at a borough office. Supersede requests are for PW1 changes only.

Q18. How can I upload data correction for PW1A with no change to PW1?

A18. Use eSubmit to Upload form PW1 and select Correction as the Filing Type. Upload both the PW1 and PW1A as one file.

Q19. Why is the Correction option not showing when I select PW1 as the form type in eSubmit?

A19. If the application is Plan Exam/In Process (H status), the option to submit a Correction will not be available until the review is complete and the plan examiner puts it in Disapproved (J status). If the job is approved, only a PAA can be submitted. The Correction option is not available for Hub Self-Service professional certification applications since they are approved once submitted.

Q20. If an application was administratively closed due to inactivity, how do I restart the filing process?

A20. A new application has to be filed. There is no option to refile.

Q21. Can a subsequent filing be submitted in Hub Full-Service?

A21. All subsequent filings for Hub Full-Service jobs or NB, Alt1 Hub Self-Service or exception jobs are dropped off at a borough office if the job is not yet in approved status. Subsequent filings cannot be submitted for professionally certified Alt2 or Alt3 jobs in Hub Self-Service since the filing can only be approved once submitted.

Q22. How do we put Hub Self-Service jobs into disapproved status on purpose in order to file a subsequent filing in the borough?

A22. All requirements must be uploaded to submit a Hub Self-Service job. Therefore, a subsequent filing is only available for NB or Alt1 professionally certified applications or exceptions that are processed at a borough office.

Q23. **I received an error message in eSubmit to remove the security lock on the PW1 to upload it. How do I remove the security lock?**

A23. When the PDF is initially created in eFiling and electronic signatures are provided, the document has a security lock added to it. To remove the PDF lock setting, you can print the PW1, scan it and then upload it. Other options are to flatten the document, resave it or use a widely available free online app to remove the lock setting.

Q24. **When filing an Alt2 application in Hub Self-Service, I selected validate but was not given an option to continue to submit.**

A24 The option to submit will not be available unless all required fields are provided and the application is complete.

Q25. **Can I change a standard job to fee exempt?**

A25. No, the fee structure cannot be changed after it has been saved. The job needs to be refiled if the fee structure needs to be changed.

Q26. **How do I request reinstatement of a job?**

A26. To request reinstatement of a BIS job, submit a **PER11 Drop Off Request** to the appropriate borough office email address.

Q27. **Does the exception for no work projects apply to an Alt1 BSA extension of term no work application?**

A27. If you select No Work, then yes, it is an exception and should be dropped off at a borough office. If another project type besides No Work is selected on the PW1, then you will get an objection through the standard plan examination process to take to BSA.

Q28. **How do I upload final survey certifications?**

A28. Select Electronically Submit Documents (eSubmit). Then select the document from the Required Items list and upload the document.

Payments

Q1. **How do I submit fee exempt documentation?**

A1. Electronically submit the document (eSubmit) selecting Upload Job Document and Document Name Supporting Document: Fee Exempt

Q2. **How do I pay landmark fees due at the time of permit? How do I know how much is owed?**

A2.   All jobs submitted after June 1, 2020 have the LPC fee included in the filing fee. For jobs filed before June 1, 2020, go to a borough office to pay the LPC fees (go to the Landmarks Preservation Commission website to calculate the fee and submit a check with the PW2).

Q3.   How do I request a reduction of a civil penalty?

A3.   Submit an L2 civil penalty review request for a BIS job by using an eFiling account to log into DOB NOW at **www.nyc.gov/dobnow** and selecting the BIS Options portal. From the DOB NOW BIS Options portal, select +L2 Request and enter the BIS job and document number. The initial/renewal PW2: Work Permit Application must have the status **In Process** to create an L2 request. See the **Service Notice** for more information.

Q4.   Does the legalization fee need to be paid at time of filing or prior to permit?

A4.   At time of filing the legalization needs to be paid as part of the filing fee.

Q5.   How do I pay outstanding filing fees prior to permit?

A5.   In eFiling select the Express Cashier Module and Filing Fee Balance to submit the payment online.

Q6.   How do I pay TR2 and TR3/concrete fees?

A6.   Submit the payment in-person at a borough office.

Q7.   How do I pay core and shell fees for exterior structure as part of first CO?

A7.   Submit payment in-person at a borough office.

Q8.   How do I pay for reinstatement after it is approved?

A8.   The plan examiner will inform you of the fees that are paid in-person at a borough office.

Plan Exam

Q1.   When do I upload the plans or documents when a job is disapproved?

A1.   Before the appointment is scheduled, Electronically Submit Documents (eSubmit) in eFiling, selecting Upload Plans or Documents. The Ready for Next Review button must be selected for the plan examiner to be able to view them.

Q2. **Do the plans need to be signed and sealed when they are uploaded?**

Q2.   Yes, you can electronically add the signature and seal in CAD or sign and seal the plans and then scan them in.

Q3. **When I upload the plans, do I need to add a sticker or put the job number on the drawing?**

Q3.   No, a sticker is not needed. The eFiling system adds the job number to the plans electronically.

Q4. **How can I get a supervisor to attend a phone meeting if I disagree with a plan examiner's comment?**

Q4.   Submit a **PER11 Appointment Request** form by email to the appropriate borough email address.

Q5. **Will DOB have same-day reviews with registered design professionals (Applicant of Record)?**

Q5.   Not at this time.

Post Approval Amendments (PAA)

Q1. **How do I pay for additional filing fees when a PAA is filed for an increase in construction cost?**

A1.   Make the payment in-person at a borough office.

Q2. **Do I have to upload a PW1 to change the Schedule A or Schedule B?**

A2.   A PW1 must be uploaded every time as a PAA. If there is a PW1A, upload it separately. Highlight on both forms what is being changed.

Q3. **How do I delete line items on Schedule A for an Alt-1 PAA?**

A3.   Upload a PW1 and PW1A. On the Schedule A, highlight the floor you want to remove and leave it blank (remove all the data).

Q4. **Are PAAs for Place of Assembly (PA) filings in BIS submitted in eFiling as a PAA?**

A4.   Yes, in eSubmit select Upload Forms, select PW1 as the form name and select PAA as the filing type. Upload a PA-1. Functionality will be added soon for Correction and PAA when selecting form type PA-1.

Q5. Once a PAA is approved in Hub Self-Service, where can the plans be downloaded?

A5. Previously an email was sent only to the applicant of record to indicate that the plans were available in eSubmit. From now on, all roles on the PW1 will receive this email notification and will be able to download the plans in eSubmit in the Documents from DOB section.

Permits

Q1. Can a filing representative renew permits online?

A1. No, only the contractor can submit a permit renewal (without changes) in eFiling. Permit renewals with changes are dropped off at a borough office.

Q2. Can the contractor upload the permit documents in eFiling, such as TR1 and TR8?

A2. Anyone who has an eFiling account can upload documents and remove documents that they upload. Only the Applicant of Record can remove any document that has been uploaded.

Q3. How do I submit a No Work Permit that is signed by the owner and requires DOB permission?

A3. Drop-off the PW2 at a borough office for processing.

Q4. I submitted a PW2 form and TRs for permit and it is still in pending status?

A4. PW2s for initial permits were not allowed to be submitted in eSubmit until June 3, 2020. PW2s submitted in eFiling before June 3 will not be processed and need to be resubmitted.

Q5. How do I know if DOB has received my PW2 application?

A5. Check in BIS for the permit status.

Q6. My permit was denied. How do I find out the reason?

A6. Go to Electronically Submit Documents (eSubmit), select the job filing and scroll to the bottom of the page to the Pending and Rejected Files for Review section. Details will be listed in the Rejection Reason column.

Q7. How do I change the General Contractor (GC) on a permit?

A7. Changing the GC is a permit renewal with change and is submitted at the borough office. A supersede request is to make a change to the applicant on a PW1.

Q8. **If you start an initial permit at the borough office how do you continue the permit?**

A8. Use the same job/permit number in eFiling to enter a permit renewal (without change) application. Permit renewals with changes are dropped off at a borough office.

Q9. **How do I get an initial secondary permit?**

A9. Drop off the PW2 at a borough office.

Q10. **How do I get the square footage calculation for a Foundation/Earthwork permit?**

A10. Drop off the PW2 at a borough office. The permit will be rejected for square footage. In the Rejection Reason column in eSubmit the additional information will be provided so that you can resubmit it.

Sign off

Q1. **Can I use the PW7 Letter of Completion (LOC) upload in eSubmit to submit open Technical Reports (open T items)?**

A1. No, use eSubmit to upload forms and select the appropriate TR form name. Submit the T items before submitting the PW7.

Q2. **How can I submit prior to Certificate of Occupancy (CO) items without requesting for a CO issuance?**

Q2. Use eSubmit to upload the documents or forms.

Q3. **How do I open a Temporary Certificate of Occupancy (TCO) so I can submit? Do I still email the borough office?**

A3. Upload the PW7 as a form in eSubmit.

Q4. **How is first time occupancy different from TCO and CO?**

A4. First time occupancy is a new TCO. After first time occupancy is approved you can then apply for a TCO renewal or final CO.

Q5. **How do I get final TRs entered as received for TCO without requesting for TCO issuance?**

A5. Use eSubmit to upload forms and select the appropriate TR form name. Submit the T items before submitting the PW7.

Q6.   How do I know when I can pay the TCO fee?

A6.   Once the PW7 is submitted in eSubmit, check the next day to see if the request is open. Payment can be made in the eFiling Express Cashier module once it is open.

Q7.   Where do I submit a PW6 Certificate of Occupancy Inspection Application?

A7.   PW6 was added as a form name in eSubmit on June 8, 2020.

Q8.   How do I get the Certificate of Occupancy once it is issued?

A8.   Download it from the **Buildings Information System (BIS)** or request a brown paper copy in-person at a borough office Records Room.

Other

Q1.   How do I obtain Equipment Use Permits (EUP) prior to sign-off?

A1.   First upload the PW4 and scanned EUP card in eFiling for review and approval. Once the LOC has been issued, go to the borough office to pick up the hard copy/stamped card.

Q2.   How is a CCD1 filed?

A2.   See the **Determinations** page for the forms and the email address to which it should be sent. Payment is made in person at a borough office.