



DEPARTMENT OF BUILDINGS

EXECUTIVE OFFICES

60 HUDSON STREET, NEW YORK, N. Y. 10013
CHARLES M. SMITH, Jr., R.A., Commissioner

TERRY KEELY McCLAIN
Assistant Commissioner
Administration
(212) 312-8055

MEMORANDUM

May 9, 1989

TO: Distribution

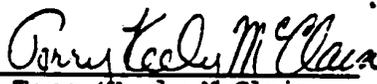
SUBJECT: Telephone Inquiries — Filing Requirements/Fee

To assure that telephone inquiries with respect to filing requirements and fees are routed properly, please remind your staff of the following:

- Inquiries regarding refunds and/or exemption from periodic billings for Elevator, Boiler and P.A. inspections should be referred to the Department's Central Billing Unit at 312-8200;
- Inquiries regarding the exemption of fees for work permits should be referred to the Fee Estimator or Borough Manager;
- Telephone inquiries regarding filing requirements may be referred to the Chief Engineer or Examiner. However, members of the public should be urged to direct their questions in writing, including the specifics of the work to be performed, to the Borough Superintendent or Commissioner. Members of the public should be assured that their written inquiries will receive prompt attention;
- Inquiries regarding refunds for fees paid for work permits should be referred to the Borough Manager.

Please impress upon staff the importance of displaying at all times a responsive, courteous and patient telephone manner when answering telephone inquiries. In many instances, telephone inquiries will provide the public with their first contact with the Department of Buildings. Therefore, it is imperative that the Department's response be as helpful and professional as possible.

Thank you for your cooperation.


Terry Keely McClain

Distribution:

Borough Managers

cc: S. O'Brien
Borough Superintendents
Executive Staff