Construction Industry Session

November 2015
Session Topics

Session Objectives
DOB NOW: Inspections Overview
Access to DOB NOW: Inspections
Account Registration
Using Your PIN
Delegation
Requesting an Construction Inspection
Viewing Inspection Results & Objections
DOB NOW: Inspections Emails
Collections
Online Resources
Q + A
Session Objectives

Learn how the Construction industry will use DOB NOW: Inspections

Watch video tutorials about DOB NOW: Inspections functionality
You will see these terms used throughout this presentation

**Records**
Jobs, BPP Jobs, Place of Assembly, Permits, Devices, Notices, Work, Applications, Certifications, Sign Off Requests & Gas Authorization Requests

**LPs**
Electricians, Elevator Agencies/Inspectors, Fire Suppression Contractors, General Contractors, Master Plumbers, Oil Burner Installers, Professional Engineers, Sign Hangers, Registered Architects, and Registered Landscape Architects

**Self-Certifications**
Certain Boilers, Cranes, and Plumbing inspections can be completed by an LP without the presence of an Inspector from the Department of Buildings. The supporting documentation must be uploaded into DOB NOW: Inspections, and is subject to approval or rejection.
- View information related to your Jobs & Permits
- View and search for Records and LPs
- Request Inspections (including withdrawals) & view Results online
- Receive Final Inspection Results within 36 hours
- Receive emails at milestones in your Inspection cycle
- View and download documents such as the Inspection Report and cards
- Upload documentation to certify certain objections
- Request Gas Authorization and Plumbing Sign Offs
- Delegate responsibility to other Registered Users
- Submit Self-Certification documentation (Certain LPs for Boilers and Plumbing; LPs/ Owners/ Delegates for Cranes)
Inspections Starting Late 2015
*No Phone Calls – No Waiting in Line*

1. Requestor (Owner, LP, or Delegate) Requests Inspection online

2. Inspection scheduled using route optimization; Owner, LP, and Delegates are notified via email

3. Inspection conducted; Initial results emailed to all Owner, LP, and Delegates, and available online

4. Supervisor reviews. Final results including certifiable objections are emailed to Owner, LP, and Delegates, and available online

5. If applicable, Owner, LPs, or their Delegates can submit certification of objections online

Completed electronically via DOB NOW: *Inspections*
DOB NOW: Inspections

Units Participating

- Boilers
- Builders Pavement Plan
- Construction
- Cranes + Derricks
- Electrical
- Elevators
- House Connections
- Plumbing
- Sustainability
Access to DOB NOW: Inspections

Registered Users

Owners
Licensed Professionals (LPs)
Delegates
Any interested party

Unregistered Users
Anonymous Users
DOB NOW: *Inspections* will be available for Account Registration, Account Management, and PIN entry (when required) on 9 Nov 2015.

Registration is *required* for Owners, LPs, and their Delegates.

All other DOB NOW: *Inspections* functions will be available later in 2015.
Anyone can register for an account. However, only Owners, LPs, and their Delegates can access their Records and use DOB NOW: Inspections to:

- Request Inspections (including withdrawals) and view the Results online
- Request Gas Authorizations and Plumbing Sign–Offs
- Assign Delegates (LPs and Owners only)
- View, upload, and download documents
- Submit documentation to certify certain objections
- Receive email notifications regarding the Record
- Submit Self-Certification documentation
- Enter a PIN (LPs only)

**DOB NOW: Inspections** is available for account registration, account management, and PIN entry on 9 Nov 2015.
For all Permits that you file, use the email address you use to register with DOB NOW: Inspections (as depicted on the following slide). DOB NOW: Inspections will be available for Registration beginning on 9 Nov 2015.

Once the system goes live, if you have registered with DOB NOW: Inspections and you do not see your Records, use one of the following options to gain access to your Records:

- **Option 1:** Visit the Customer Service Counter on the 5th Floor at 280 Broadway or the respective Inspection Unit, verify your identity (bring a Photo ID), and ask the Service Representative to add you to each applicable Record.

- **Option 2:** Ask the LP to add you as a Delegate to each applicable Record.
Owners: Use this email address when registering for an DOB NOW: Inspections account.
LPs that can take actions on Records are:

- Electricians
- Elevator Agencies/Inspectors
- Fire Suppression Contractors
- General Contractors
- Master Plumbers
- Oil Burner Installers
- Professional Engineers
- Sign Hangers
- Registered Architects
- Registered Landscape Architects

To access DOB NOW: Inspections and take action on Records, LPs must:

1. Register for an DOB NOW: Inspections account
2. Use a PIN for each license that is held. For example, if you hold General and Fire Suppression Contractor licenses, you will receive two PINs
Buildings will email a PIN to LPs who will use DOB NOW: Inspections to request Inspections. This information will be emailed between 2 & 9 Nov 2015 to your business email address on file with the Department’s Licensing Unit.
Starting 9 Nov 2015, LPs can register for an account and enter the PIN(s) provided by Buildings.

Two emails will be sent to the business email address on file with the Department’s Licensing Unit:
1. An email containing a link to the account registration and PIN entry instructions
2. An email containing your PIN and the associated license number. You will receive one email for each license that you hold.

- Once you register for an account and enter your PIN(s), you can take action on the associated Records after the rest of the system goes live in late 2015.
- If you complete these steps and do not see your Records, visit Customer Service on the 5th floor at 280 Broadway or call 212-393-2340.
If you:
- Did not receive your PIN, or misplaced your PIN

Visit the Customer Service Counter at 280 Broadway to:
- Verify your identify (bring a DOB Issued License and/or Photo ID)
- Obtain your PIN (PINs cannot be provided over the phone or in the Boroughs)

You will then need to:
- Register for an DOB NOW: Inspections account
- Log in to DOB NOW: Inspections and enter the PIN(s) provided by the Customer Service Representative. A PIN will need to be entered for each license that is held

- Once your entered your PIN(s), you can take action on the associated Records after the system goes live in late 2015.
The Delegation feature enables Owners and LPs to give system rights to other people, such as Filing Representatives.

A Delegate MUST be a Registered User in order to serve as a Delegate:
- Starting 9 Nov 2015, become a Registered User by registering for an DOB NOW: Inspections account (skip this step if already registered as an Owner or LP)

Starting late 2015, Owners and LPs can:
- Delegate responsibility for each applicable Record. Delegates can only be added to a Record using the email address entered during account registration. Once added, Delegates will receive a confirmation email from DOB NOW: Inspections.
- Once an account is linked to a Record via delegation, the Delegate can take action after the system goes live in late 2015.
Starting in late 2015, anyone can use DOB NOW: Inspections to search for and view the details below without an account or logging in.

- **LPs**
- **Records** *(Jobs, BPP Jobs, Place of Assembly, Permits, Devices, Notices, Work, Applications, Certifications, Sign Off Requests & Gas Authorization Requests)*
- Development Inspection Appointments
- Development Inspection Results
- Development Inspection Objections
Account Registration
Starting 9 Nov 2015

Remember:
- Anyone can register for an account.
- Owners, LPs, and Delegates must register for an account.

Video Tutorial
How to Register and Log In to DOB NOW:
*Inspections:*
https://www.youtube.com/watch?v=hSgrSORrhMU
Licensed Professional: Using Your PIN
Starting 9 Nov 2015

- After you register for an account as an LP, you will need to log in and enter a unique PIN provided by Buildings.
- A PIN will need to be entered for each license that is held. For example, if you hold General and Fire Suppression Contractor licenses, you will receive two PINs.

Video Tutorial
How to Use Your PIN:
https://www.youtube.com/watch?v=MyyUNJHac2E
Delegation
Starting Late 2015

 Owners and Licensed Professionals can share Record permissions with other Registered Users in DOB NOW: Inspections by:

- Selecting the appropriate Record
- Confirming the intended Delegate via their email address

Please note:

- This process can be repeated to add an unlimited number of Delegates
- Delegates cannot delegate
- Owners and LPs can add or remove Delegates at any time
  - Owners and LPs can remove Delegates at any time, no matter who added the Delegate
- Delegates will be notified by email when they are added or removed
- Delegates on Cranes Records can submit Self-Certification documentation
  - Delegates on all other Record types cannot submit Self-Certification documentation using DOB NOW: Inspections
Delegation
Starting Late 2015

Video Tutorial
How to Add a Delegate:
https://youtu.be/QPe3ZRyKHmY

Video Tutorial
How to Remove a Delegate:
https://youtu.be/kb2RuIpLxLXM
DOB NOW: *Inspections* Will Replace the Existing Construction Inspection Portal

The following inspection-related online portal will no longer be used.

**Online Construction Appointment Request Form**

URL:
DOB NOW: *Inspections* Will Replace the Existing Construction Inspection Portal

The following inspection-related online portal will no longer be used.

Queens Construction Online Appointment Request (from 311 site)

URL: https://www1.nyc.gov/apps/311universalintake/form.htm?serviceName=DOB+Inspection+Construction
Owners, LPs, and their Delegates can request the Construction Inspection types listed below. Permit type dictates the Inspection types available for selection.

<table>
<thead>
<tr>
<th>Permit Type</th>
<th>Inspection Detail</th>
<th>Inspection Type(s)</th>
<th>Permit Type Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO-NB Inspection Up To 4 Total Levels</td>
<td>CO-Alt-1 Inspection Up to 4 Total Levels</td>
<td>Alt-2 Non-Directive 14</td>
<td>Builders Pavement Plan (BPP) Solar</td>
</tr>
<tr>
<td>CO-NB Inspection 5 to 9 Total Levels</td>
<td>CO-Alt-1 Inspection 5 to 9 Total Levels</td>
<td>Alt-3 Non-Directive 14</td>
<td>Curb Cut Application Withdrawal</td>
</tr>
<tr>
<td>CO-NB Inspection 10 to 19 Total Levels</td>
<td>CO-Alt-1 Inspection 10 to 19 Total Levels</td>
<td>EQ Non-Directive 14</td>
<td>Green Roof BPP Withdrawal</td>
</tr>
<tr>
<td>CO-NB Inspection 20+ Total Levels</td>
<td>CO-Alt-1 Inspection 20+ Total Levels</td>
<td>EW-OT-AMFP Non-Directive 14</td>
<td>Place of Assembly Construction Permit Withdrawal</td>
</tr>
<tr>
<td>NB - 18 Month TCO Update</td>
<td>Alt-1 -18 Month TCO Update</td>
<td>EW-OT-GC-ST Non-Directive 14</td>
<td>Sign Permit Inspection Sustainability Permit Withdrawal</td>
</tr>
</tbody>
</table>

*Alt-3 contains Inspections of the following types: Alt-3 Non-Directive 14s, Construction Permit Withdrawals, and Curb Cuts.*
Video Tutorial
How to Request a Construction Inspection:
https://youtu.be/iQdoAlnuKuI
Please note the following:

- A specific Inspection date, time, or desired time of day (AM/PM) cannot be requested.
- Cancellations will be accepted online up to 48 hours prior to the scheduled Inspection. You must call the Department of Buildings at the phone number listed in your appointment confirmation email to cancel an Inspection that is scheduled to take place within 48 hours.
- Each Record can only have one open inspection request at a time, with the exception of BPP.
- LPs and Delegates cannot request an Inspection if the LP has an expired license and/or expired insurance. These rules do not apply to Owners.
Please note the following:

- Directive 14 Inspections (other than Sustainability) cannot be requested using DOB NOW: Inspections. The Owner, LP, or Delegate will contact the appropriate Unit to schedule an Inspection.
- Inspections should only be requested when you are truly prepared for the Inspection.
- Inspections can only be requested by an LP, Owner or their Delegates via DOB NOW: Inspections when the Record (Job or Permit) is in an Inspectable status.
- Inspections involving High Rise Initiative and Build it Back are recognized by DOB NOW: Inspections and scheduled accordingly.
The Records available in DOB NOW: *Inspections* are only those that are in an Inspectable Status (see the following slide).

- You will need to use BISWeb to find historical data.
**Construction Permit and Job Statuses**

<table>
<thead>
<tr>
<th>Construction</th>
<th>Status Values</th>
<th>Inspectable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permit</td>
<td>Issued</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Reissued</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>In Process</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Revoked</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Signed Off</td>
<td>No</td>
</tr>
<tr>
<td>PA Job*</td>
<td>Plan Exam-Approved</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Completed</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Signed Off</td>
<td>No</td>
</tr>
</tbody>
</table>

Inspections can only be requested by an LP, Owner, or their Delegate via DOB NOW: *Inspections* when the Permit or Job is in an inspectable status (listed in the table).

*If there is a current PA application with Permit-Entire status, the Borough Manager has to convert it to either Plan Exam-Approved or Completed prior to an Amendment.*
Inspections can only be requested by an LP, Owner, or their Delegate via DOB NOW: *Inspections* when the Permit or Job is in an inspectable status (listed in the table).
## Construction Permit and Job Statuses

<table>
<thead>
<tr>
<th>Construction</th>
<th>Status Values</th>
<th>Inspectable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawals</td>
<td>Permit-Entire</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Permit-Partial</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Signed Off</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Plan Exam-Approved</td>
<td></td>
</tr>
</tbody>
</table>

Application Withdrawals are inspected against the entire Construction Job.
Withdrawal Inspections
Starting Late 2015

Withdrawal Inspections require a stamped PW1 be uploaded prior to requesting the Inspection. Documents are no longer accepted in field.
Inspection Contact
Starting Late 2015

Remember:
• Use this screen to confirm the Contact listed will be on-site to meet the Inspector. You can click ‘Change Contact’ to update if necessary.
• If the Inspection type requires the LP to present, the LP must be on-site for the Inspection.
• The Contact listed here must be qualified for the Inspection/test being performed.
Receive an email confirming that your request has been received.
Receiving an Inspection Schedule
Starting Late 2015

Receive an email with the Inspection date and time prior to the Inspection
Receive an email with preliminary results

An inspection of type Alt-3 Non-Directive 14 has been completed for John Smith at 280 BROADWAY, Manhattan, NY 10007. The status/disposition of your inspection is Pass for Job Number 40260601501ALOT. These inspection results are subject to supervisory review and are not official until reflected as Final in Inspection Ready.

This is an automated message; please do not reply. If you have questions or concerns, please contact the Department of Buildings at MNconstructionIR@buildings.nyc.gov.

Sincerely,

NYC Department of Buildings
Click here to view results online

From: DO_NOT_REPLY@buildings.nyc.gov

Sent: None

Subject: Inspection Result for Smith John - 003

The Final Status / Disposition of your Alt-3 Non-Directive 14 inspection for Smith, John at 280 BROADWAY, Manhattan, NY 10007 for Job Number 40260601501ALOT is Pass-Final.

This is an automated message; please do not reply. If you have additional questions or concerns, please contact the Department of Buildings at MNconstructionIR@buildings.nyc.gov.

Sincerely,

NYC Department of Buildings
Viewing Results Online
Starting Late 2015

Upcoming Inspections: (1)

Request an Inspection

Pending Alt-3 Non-Directive 14 (6003)

Completed Inspections: (1)
Pass-Final - 1
Pass-Final Alt-3 Non-Directive 14 (6004)
Resulted on 09/15/2015 at 09:42 AM

View online Inspection Results
Viewing Results Online
Starting Late 2015

Video Tutorial
How to View Inspection Results:
https://youtu.be/nnltriHpCbyo
If an Objection is observed in the field and it does not require Buildings to return to the site for a Re-inspection, it is called a Certifiable Objection.

You can view all Objections using DOB NOW: Inspections, including those that are Certifiable.

- Owners, LPs, or Delegates can resolve Certifiable Objections by uploading documentation into DOB NOW: Inspections.

FYI, all Objections opened prior to the launch of DOB NOW: Inspections cannot be certified in DOB NOW: Inspections. A re-Inspection must be requested.
You will see an orange banner when there are Objections on your Record. To view all Objections on the Record, click ‘View Additional Details’. 
Viewing Objections, Including Certifiable Objections
Starting Late 2015

The page will default to show only the Unresolved Objections.
### Conditions of Approval

**View Those Met**

Showing 1-4 of 4

**Objections - 4 Open**

1. **Floor 006:** Fire Protection - Installation of Smoke and Carbon Monoxide detectors  
   - Open  | 09/14/2015
2. **Non-Certifiable**  
   1. **Floor 002:** Zoning Resolution - Bulk (building envelope, main site dimensions, building height)  
      - Open  | 07/21/2015
   2. **Floor 003:** Handicap - Interior accessibility  
      - Open  | 07/21/2015
   3. **Floor 004:** Fire Protection - Fire Rating of building elements: material of Combustible and Non-Combustible  
      - Open  | 07/21/2015

---

The Objection Description contains the floor and the Objection Type info.
### Conditions of Approval

**View Those Met**

<table>
<thead>
<tr>
<th>Showing 1-4 of 4</th>
</tr>
</thead>
</table>

**Objections - 4 Open**

<table>
<thead>
<tr>
<th>Certifiable</th>
<th>Non-Certifiable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor 006: Fire Protection - Installation of Smoke and Carbon Monoxide detectors</td>
<td></td>
</tr>
<tr>
<td>Comment 2</td>
<td>Floor 002: Zoning Resolution - Bulk (building envelope, main site dimensions, building height, etc.)</td>
</tr>
<tr>
<td>Open</td>
<td>09/14/2015</td>
</tr>
</tbody>
</table>

| Floor 003: Handicap - Interior accessibility |
| Open | 07/21/2015             |

| Floor 004: Fire Protection - Fire Rating of building elements: material of Combustible and Non-Combustible elements |
| Open | 07/21/2015             |

Click here to expand the list to include Resolved Objections.
Viewing Objections, Including Certifiable Objections  
*Starting Late 2015*

**Conditions of Approval**

<table>
<thead>
<tr>
<th>Hide Those Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>Showing 1-5 of 5</td>
</tr>
<tr>
<td>Objections - 4 Open, 1 Resolved</td>
</tr>
<tr>
<td>Certifiable</td>
</tr>
<tr>
<td>Floor 006: Fire Protection - Installation of Smoke and Carbon Monoxide detectors</td>
</tr>
<tr>
<td>Comment 2</td>
</tr>
<tr>
<td>Open</td>
</tr>
<tr>
<td>Floor 005: Zoning Resolution - Bulk (building envelope, main site dimensions, building height, etc.)</td>
</tr>
<tr>
<td>Comment 1</td>
</tr>
<tr>
<td>Resolved</td>
</tr>
<tr>
<td>Non-Certifiable</td>
</tr>
<tr>
<td>Floor 002: Zoning Resolution - Bulk (building envelope, main site dimensions, building height, etc.)</td>
</tr>
<tr>
<td>Open</td>
</tr>
<tr>
<td>Floor 003: Handicap - Interior accessibility</td>
</tr>
<tr>
<td>Open</td>
</tr>
<tr>
<td>Floor 004: Fire Protection - Fire Rating of building elements: material of Combustible and Non-Combustible elements</td>
</tr>
<tr>
<td>Open</td>
</tr>
</tbody>
</table>

Objection Status is displayed per Objection
Viewing Objections, Including Certifiable Objections
Starting Late 2015

Video Tutorial
How to Certify Objections:
https://youtu.be/hZ9FJPa4PBo
The emails on the next slide will be sent to Owners, LPs, and their Delegates, only if they have an DOB NOW: Inspections account.

Add DO_NOT_REPLY@buildings.nyc.gov to your ‘Safe Sender’ list
System-generated emails will be sent at each milestone in the Inspection process.

<table>
<thead>
<tr>
<th>Notification List</th>
<th>Email</th>
</tr>
</thead>
</table>
| All Registered Users on the Record (Owner, LP, Delegates) | • Inspection Request received  
• Inspection scheduled, rescheduled, or cancelled  
• Preliminary & Final Inspection Results  
• Certification of Objection documents accepted or rejected  
• Certification documentation approved, technically rejected, or administratively rejected (Boilers)  
• Certification documentation received (Cranes and Plumbing)  
• Gas Authorization request approved, denied, or additional documents are required  
• Plumbing Sign Off request approved, denied, or additional documents are required  
• Advanced Notice Inspection is scheduled |
| Delegate | • Registered User has been added or removed as a delegate |
| Registered User | • Notification to activate the DOB NOW: Inspections account  
• Notification that the account is locked  
• Password has been reset (via the Forgot My Password link) |
| LP (business email address on file with the Licensing Unit) | • A PIN is sent to a brand new LP  
• A PIN assigned to the LP has been used |
System-generated correspondence and documents (such as cards) will appear in the Attachments section.
Collections
Starting Late 2015

- Collections are used to group and organize Records in DOB NOW: *Inspections*, for easy access.

- You can create Collections for Records that you frequently navigate to, or create Collections to organize your Records by other factors such as Records on the same Job, Record Type, Date, etc.

- Records can be added to or removed from a Collection at any time.

- All Records will still be visible in the “Access My Records” list and will remain searchable using the General Search feature whether or not they are in a Collection.
Available later this month on the DOB NOW: Inspections website at the link below:

<table>
<thead>
<tr>
<th>Online User Manuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Registration and Management*</td>
</tr>
<tr>
<td>Using your PIN*</td>
</tr>
<tr>
<td>Searching</td>
</tr>
<tr>
<td>Delegating Responsibilities*</td>
</tr>
<tr>
<td>Grouping Records*</td>
</tr>
<tr>
<td>Cranes &amp; Derricks Certifications*</td>
</tr>
<tr>
<td>Certifying Objections*</td>
</tr>
<tr>
<td>Browser Requirements</td>
</tr>
</tbody>
</table>

* An online Video Tutorial will also be available
# Inspection Downtime

<table>
<thead>
<tr>
<th>Unit</th>
<th>Last Inspection Request</th>
<th>Dates of No Inspections</th>
<th>Inspection Resume Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>BPP/ Construction / Sustainability</td>
<td>2 Dec</td>
<td>4 – 7 Dec</td>
<td>8 Dec</td>
</tr>
</tbody>
</table>
Questions + Answers

Send your questions to:
InspectionReady@buildings.nyc.gov

Include “Industry Session” in the Subject Line

Meeting Materials are available here: