

SERVICE NOTICE

New Customer Service Industry Meetings and Q&A Sessions

Beginning in September, the Department of Buildings will expand our customer service meetings to include additional opportunities to work directly with us in moving projects forward.

The two meetings for customers to engage directly with the Department are:
Bi-weekly online Q&A sessions
Monthly borough specific industry meetings

For the schedule and to sign-up to attend, visit the [Upcoming Events](#) page.

Q&A Sessions

Bi-weekly online Q&A session for property owners, registered design professionals, filing representatives and other licensees/registrants to ask job specific questions about filings in DOB NOW and the Buildings Information System (BIS) or general questions about permits, construction codes, zoning regulations, sign offs, certificates of occupancy, place of assembly, equipment installations, violations and civil penalties, etc. Make sure to sign up for the appropriate session for the borough in which the property is located. These sessions replace Customer Service Night.

Industry Meetings

Monthly online, borough-specific industry session for registered design professionals to discuss policy and business process questions that are not job specific. It will also include a review of recent updates and policy decisions. Questions for the meeting are required to be submitted at least three days in advance. These sessions replace the meetings that were coordinated separately by each borough office.