

SERVICE NOTICE

Temporary Records Room Closure and New Process to Request Records

The Records Room in all borough offices will continue to be closed from Monday, November 8 through Friday, November 12, 2021. On Monday, November 15, a new process to request records will launch in DOB NOW: *BIS Options*.

Beginning Monday, November 15, requests for records must be submitted online in DOB NOW: *BIS Options*, and will be processed by DOB staff within 2 business days of submission.

Use an eFiling account to log into DOB NOW at www.nyc.gov/dobnow and select the BIS Options portal. If you need to create an eFiling account, visit www.nyc.gov/efilingtips. From the DOB NOW BIS Options portal, select **+Records Request**. Another Service Notice will be posted next week with additional instructions.

Once a records request is submitted in DOB NOW, an email notification will be sent to the requestor when the records are available for pick up at the borough office where the property is located. The records must be picked up within 2 business days of receiving notification. After 2 business days, the records request will be closed, and a new request will need to be submitted in DOB NOW to obtain the records.

An email notification will be sent to the requestor if the records are off-site, indicating that the search is estimated to take one week. Another notification will be sent when the records are available for pick up. Notification will also be sent by email if the records cannot be found.

A maximum of 5 folders can be retrieved with one DOB ID. Once the maximum number of folders are retrieved, additional requests will be denied until another request is closed. Only one request for microfilm on an entire borough/block/lot can be in process at a time.

Reminders – Customer Service Hours

Customer service hours for DOB Offices are now **8:30 a.m. to 12:00 p.m.** for in-person and drop off transactions. The **Licensing Unit** continues to conduct transactions and accept drop-offs until **2:00 p.m.** All Department of Buildings offices are **closed** on Thursday, November 11, 2021 for Veterans Day.