



DEPARTMENT OF BUILDINGS  
EXECUTIVE OFFICES  
60 HUDSON STREET, NEW YORK, N.Y. 10013  
JOEL A. MIELE, Sr., P.E., COMMISSIONER

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Borough Operations  
(212) 312-8004

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**OPERATIONS**  
**POLICY AND PROCEDURE NOTICE # 1/96**  
**REVISED 2/29/96**

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**TO:** Distribution  
**FROM:** Barry G. Cox  
**DATE:** 16 January 1996  
**SUBJECT:** Enforcement - Illegal/Unlicensed Plumbing Work

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**Effective:** Immediately

**Purpose:** To establish a process to assure an inspection is made when the Department receives a complaint that unlicensed/illegal plumbing work is in progress.

**Reference:** Local Law 58/88, PPN #13/90

**Specifics:**

**Operations:**

- A hotline telephone number has been established in the Executive Chief Inspector's office to receive complaints about illegal/unlicensed plumbing work in progress.

The telephone number is (212) 312-8007.

If unanswered after several rings, the call will automatically be switched to a beeper and the call will be returned immediately.

- The specific location where the illegal work is taking place and other pertinent information will be data entered using code 76 - a new code established to identify illegal /unlicensed plumbing work in progress.
- The BEST Squad will then be contacted to generate a work order and immediately route an inspector to the location. The results of the inspection shall be data entered upon the inspectors return to his/her office.
- To confirm that all complaints have been answered appropriately, once a week the Executive Chief's office will generate a computer batch report printout of all outstanding code #76 complaint work orders.

B.E.S.T. Squad:

If an Environmental Control Board violation is written, whether it is served or unserved, it shall be entered using VPW.

Borough Offices:

Complaint Clerk:

- If any Borough office receives a complaint alleging illegal/unlicensed plumbing work in progress, that complaint shall be data entered using code 76 and the hotline telephone number shall be called immediately.

Permit Clerk:

- Before issuing a work permit, the permit clerk shall determine whether a work without a permit violation exists and if that is the case penalty fees shall be collected consistent with Local Law 58/88 and PPN #1/89.

BGC:yaj