

# Introducing the Visiting Inspector Program (VIP)

Understanding the laws that apply to your business is key to operating your business responsibly and avoiding fines. The Department of Consumer Affairs (DCA) licenses dozens of industries and inspects tens of thousands of businesses to ensure compliance with many different local and state laws. As a new business, it can be hard to know what you need to do to comply. DCA's Visiting Inspector Program (VIP) provides a free inspection by a senior inspector who will visit your business and advise you on what you need to know to comply with DCA regulations and avoid violations.

## Frequently Asked Questions

### Which businesses are eligible for VIP?

Starting July 1, 2017, if you receive a DCA license in one of the industries listed below, you will receive the free compliance inspection.

Amusement Arcade	Industrial Laundry Delivery
Amusement Device (Permanent)	Newsstand
Auction House	Pawnbroker
Catering Establishment	Pool or Billiard Room
Cigarette Retail Dealer	Retail Laundry
Dealer in Products for the Disabled	Secondhand Dealer – Auto
Electronic & Home Appliance Service Dealer	Secondhand Dealer – General
Electronics Store	Scale Dealer/Repairer
Employment Agency	Scrap Metal Processor
Gaming Café	Sidewalk Café
Garage	Stoop Line Stand
Garage and Parking Lot	Storage Warehouse
Parking Lot	
Industrial Laundry	

### How does VIP work?

Within three months of receiving your new license, DCA will contact you to schedule an appointment for your compliance inspection. During the appointment, a senior inspector will provide you with important information about how to comply with the laws that DCA enforces that apply to your business, including licensing laws, the City's Consumer Protection Law, and workplace laws like the City's Paid Sick Leave Law. After the compliance inspection, the inspector will give you a "Certificate of Inspection." DCA encourages you to fix any potential violations quickly.

Continued on back >

**How much does the inspection cost?**

The compliance inspection is free.

**Can the inspection be in a language other than English?**

Yes. You can request whatever language you want, and DCA will coordinate interpretation services for the inspection.

**When will my business next be inspected?**

Your business will next be inspected within a year.

**What should I do if I need to reschedule or have a question for the inspector after my inspection?**

Send an email to [VIP@dca.nyc.gov](mailto:VIP@dca.nyc.gov) to reschedule your inspection or contact the VIP Inspector.

**Where can I learn more about how to comply with the laws that DCA enforces?**

DCA's website, [nyc.gov/dca](http://nyc.gov/dca), has Inspection Checklists for many industries and in many languages, as well as sample forms, signs, and templates. DCA also hosts and attends many events and conducts Business Education Days. If you're interested in DCA attending an event or conducting a Business Education Day in your neighborhood, you can submit a request online. If you have a question, you can Live Chat with a DCA representative Monday through Friday, 9:30 a.m. to 5 p.m. (except holidays).

If you still have a question about laws that DCA enforces, you can speak with DCA's Business Compliance Counsel. Call 311 for the Legal Compliance Helpline for Businesses or email [BusinessComplianceCounsel@dca.nyc.gov](mailto:BusinessComplianceCounsel@dca.nyc.gov).

**Where can I find out about other City laws that affect my business?**

The Department of Small Business Services (SBS) offers a number of resources to help you open and operate your business. Visit [nyc.gov/business](http://nyc.gov/business) or contact 311 for more information.



**Consumer  
Affairs**

Lorelei Salas  
Commissioner

*The NYC Department of Consumer Affairs (DCA) protects and enhances the daily economic lives of New Yorkers to create thriving communities.*