

Buildings news update

May 13, 2022

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In-Person Plan Exam Appointments Are Back



Beginning Monday, May 16th, 2022, customers will have the option to attend their standard plan examination appointments in person at our Bronx, Brooklyn, Queens, and Staten Island offices.

Customers can still choose to attend their appointments online using the GoTo Meeting links provided in the appointment confirmation. An option to select either an in-person or online appointment will be added to the Appointments and DOB NOW: Build systems on Wednesday, May 18th, 2022.

Stay tuned for updates when the in-person option will also be available for Manhattan, The HUB, as well as energy and site safety plan examination appointments.

[Read our Service Notice for More Information](#)

DOB Customer Service Hours



In an effort to provide the best possible service for New Yorkers, DOB has returned to our pre-pandemic customer service hours at all of our borough offices.

All DOB customer service locations are open to the public from 8:30 a.m. to 4:00 p.m. for in-person and drop off transactions.

Ticket kiosks will now issue service tickets up until at 3:00 p.m. for cashier and record room transactions. All of our online services at DOB are still available to the public.

[Read our Service Notice for More Information](#)

[Holidays & Office Closings](#)

Free No-Penalty Inspection Program



There is still time to sign up for DOB's no-penalty inspection programs for decks, porches, retaining walls and business signs.

Up until May 31st, 2022, property owners and small business owners can contact 311 to request a free DOB inspection of these outdoor structures, at no cost and without risk of penalties.

If any unsafe conditions are discovered during the inspection, DOB will provide guidance on what needs to be fixed without issuing any violations or penalties, allowing owners the opportunity to make corrective repairs and ensure their property is safe.

[Request a No-Penalty Sign Inspection](#)

[Request a No-Penalty Deck and Porch Inspection](#)

[Request a No-Penalty Retaining Wall Inspection](#)

Eric A. Ulrich, Commissioner

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