



NYC
Buildings

NEW YORK CITY DEPARTMENT OF BUILDINGS

SMALL BUSINESS SUPPORT TEAM (SBT)

Providing Guidance and Expertise to Move
Construction Projects to Completion

ABOUT US

The **Small Business Support Team (SBT)** provides small business owners and entrepreneurs with a single point of contact at DOB, allowing one-on-one guidance for planned or ongoing construction projects.

Whether opening a new place of business or renovating an existing one, SBT gives the City's small business owners and entrepreneurs the dedicated support they need.



WHAT WE DO

Efficiently supporting projects through the City's development pipeline

- **Dedicated Team of Project Advocates.** One point of contact for answers, coordination, and project scope management to help your business open on time without issues.
- **One-on-one guidance.** Providing support at *NO COST* for your planned or ongoing construction projects, including assistance with inspections, permits, and overall general advice.



WHAT WE DO

Efficiently supporting projects through the City's development pipeline

- **Proactive Consultations.** SBT will provide answers up front to avoid issues down the road, creating a project road map to facilitate completing your project on time.
- **Interagency Assistance.** Working closely with our partners at SBS' **Business Express Service Team**, we help you coordinate with other City agencies to resolve technical and operational issues relating to your project or property, so your project is done right and on time.

DEDICATED TEAM OF PROJECT ADVOCATES



Early & Ongoing Access

- Access to our **SBT Project Advocates** throughout the life of your project.
- DOB-related guidance helping you understand property dynamics which may impact your business.
- Support to solve and identify issues and decision points that can delay opening or reopening your business from before signing your lease, right through construction and opening day.
- Understanding your business space, what permits are required, and what licensed professionals you may need to hire.

PROACTIVE CONSULTATIONS

Coordinated Problem Solving

SBT Project Advocates are here for you before you start to ensure the right people are at the table from your side and ours:

- timely decision making to keep your business moving forward
- assisting in resolving life safety enforcement actions impacting your business space and project work
- providing support through DOB approvals, permitting, inspections, and sign-offs enabling your business to meet its deadlines.

INTERAGENCY ASSISTANCE

Collaborating with Other Agencies



Although your project is with DOB, you may need support across other City agencies.

- SBT can connect you with our partners at the **NYC Small Business Services Business Express Service Team (BEST)** so cross-agency support is provided when your business needs it.

INTERAGENCY ASSISTANCE

Collaborating with Other Agencies

Together, DOB and SBS can help you coordinate with other City and State regulatory agencies and utilities:



Department of
Financial Services



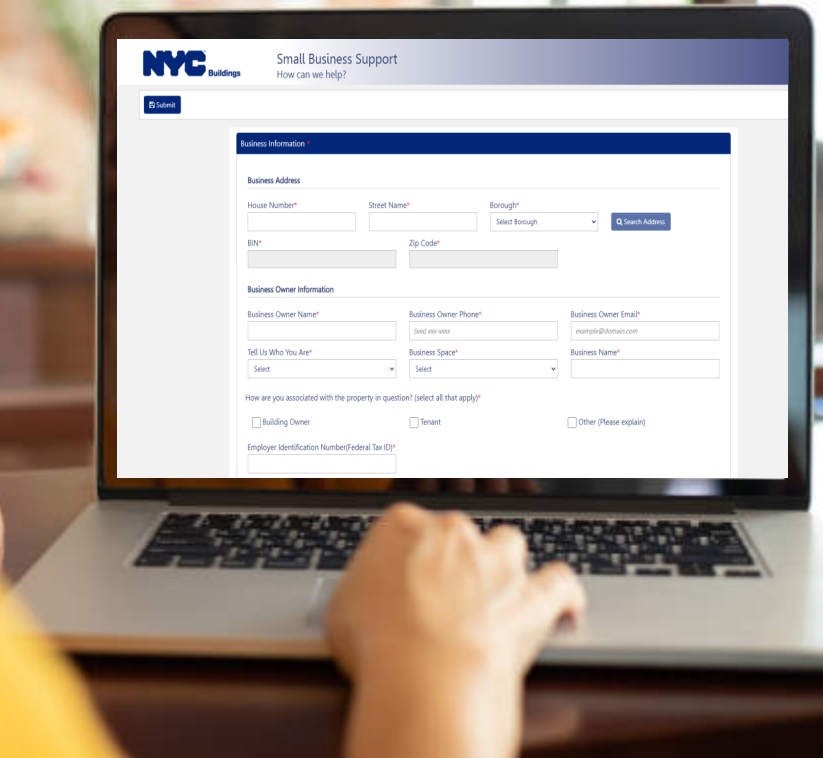
State Liquor
Authority



Agriculture
and Markets



START USING SBT SERVICES



The image shows a person's hands typing on a laptop keyboard. The laptop screen displays the NYC Buildings Small Business Support portal. The page has a header with the NYC Buildings logo and the text "Small Business Support How can we help?". Below the header is a "Submit" button. The main content area is titled "Business Information" and contains several sections:

- Business Address:** Fields for House Number*, Street Name*, Borough* (with a "Select Borough" dropdown), BIN*, and Zip Code*. A "Search Address" button is located to the right of the Borough field.
- Business Owner Information:** Fields for Business Owner Name*, Business Owner Phone* (with a "(xxx) xxx-xxxx" placeholder), Business Owner Email* (with an "example@domain.com" placeholder), Tell Us Who You Are* (with a "Select" dropdown), Business Space* (with a "Select" dropdown), and Business Name*.
- Association:** A question "How are you associated with the property in question? (select all that apply)" with checkboxes for Building Owner, tenant, and Other (Please explain).
- Employer Identification Number (Federal Tax ID)*:** A text input field.

To get your project to completion and your business up and running faster, contact SBT through the **Small Business Help Form** .



<https://www.nyc.gov/site/buildings/property-or-business-owner/info-for-business-owners.page>

START USING SBT SERVICES

When It's Time to Start Work

- The professionals you hire can connect the dots by telling us your work is for a small business.
- This will alert an **SBT Project Advocate** to reach out to you and assist in facilitating your permits.

Initial Job Filing

Alteration Limited Alteration New Building No Work

Alteration required to meet New Building requirements?* Yes No

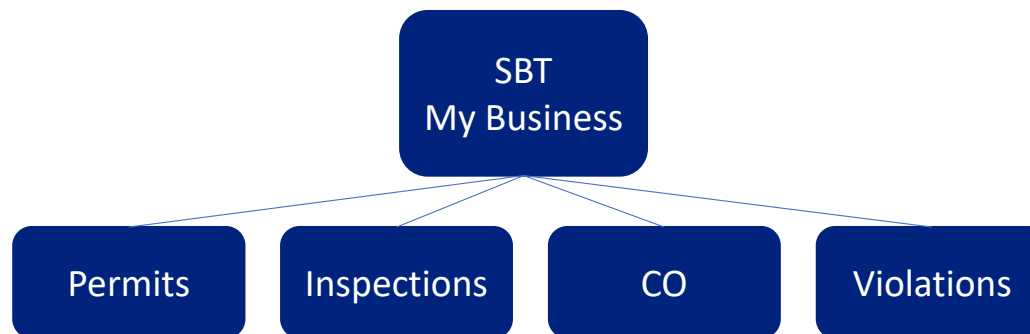
Is this an application for a Small Business?* Yes No

Next Cancel

COMING SOON

Future Enhancements & Actions

- We're building new online features that will help you see and manage all of your business needs with DOB and to help us serve you better.
- We're creating a **Small Business Customer Profile** in DOB NOW where you'll be able to login and all your DOB filings will be visible in one place, allowing you track the progress of your project and communicate with us



STATS SINCE LAUNCHING

Overall SBT Filings & Help Requests Since Program Launch

Category	From 9/22 through 1/23	No. of Business Owners Served
SBT Associated Filings	421	237
SBT Help Requests	100	97
Grand Total	521	324

** Nine business owners submitted both filings and help requests. Those 9 have been excluded from the grand total so they are not counted twice.*

- We have served **324 small business owners** with over **400 construction permits** in addition to assisting with help requests.
- This averages to serving about **18-20 small business owners per week**.

THANK
YOU

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