

## STANDARD OPERATING PROCEDURES

Index As: Office Procedures	Reference: BRC-OP-14
Subject: Refund Policy	Effective Date: 1/21/16 (07/13/20)

### **Purpose**

In certain cases it is fair that we should refund permit application fees or Residential Occupancy Permit fees. This SOP governs when we can issue refunds and how much may be refunded.

### **Policy**

The Department will issue a refund only at the written request of a permit/certificate applicant and only if the person requesting the refund also pulls any permit that was issued and ceases the permitted work.<sup>1</sup> This request must be accompanied by the original permit/certificate (if issued). Refunds will be made payable to the person or entity that paid the application fee.<sup>2</sup>

The amount of the refund will depend on when the permit application/certificate was submitted and issued and when the refund is requested. The refund does not have to be “justified”.

Time Elapsed Between Application and Request	Refund Amount
<b>Prior to any Review Whatsoever</b>	75%
<b>While Review is Ongoing</b>	60%
<b>One Month (after the permit/certificate is issued)</b>	50%
<b>Two Months (after the permit/certificate is issued)</b>	37.5%
<b>Three Months (after the permit/certificate is issued)</b>	25%
<b>Four Months (after the permit/certificate is issued)</b>	12.5%

**No refund will be issued more than four months after a permit/certificate has been issued.**

Refunds will be issued with the approval of the Director or Deputy Director and will be forwarded to the Auditor’s office for processing and will be subject to possible rejection by the City Auditor.

All documents having to do with the issuance of a refund will be saved to the relevant file as a document attachment in enerGov.

<sup>1</sup> In the case of Senior Citizen Exemption from Residential Occupancy Permit Certificate fee – if you were eligible for the exemption at the time of issuance, you will be refunded 100% (proof of age is required)

<sup>2</sup> In the case of duplicate applications 100% of a single permit application/certificate fee will be issued.



DEPARTMENT OF  
BUILDINGS & REGULATORY COMPLIANCE

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# REFUND REQUEST

Property Address:

Amount Paid: \$

Payment Date:

**Reason for Refund & Payee Information:**

**Permit/Application being cancelled**

Permit/Application #:

**Duplicate Permit Applications Made**

Permit/Application # to be kept:

Permit/Application # to be cancelled:

**Residential Occupancy Permit (ROP) being cancelled**

Reason for Cancellation:

**Senior Citizen Exemption (ROP Certificate Fee Only)**

*Copy of Proof of Age must accompany request and you must have been eligible at the time of the Certificate issuance*

**Other please state reason:**

**Name:**

**Address:**

**City, State Zip:**

**Phone:**

**Email:**

*I hereby request a refund and have read the refund policy (see other side). I understand that this request is subject to approval.*

Signature:

Date:

**Completed requests can be returned via postal mail or emailed to [CODES@ALBANYNY.GOV](mailto:CODES@ALBANYNY.GOV)**

**BRC Intake Information**

Rec'd by: \_\_\_\_\_ **Please make sure invoice is attached and if applicable proof of age**

Approved By: \_\_\_\_\_ Refund Amount Approved: \_\_\_\_\_