

Tenant Guide for DCAS-Managed Buildings

| Guideline: | Window Air Conditioning (AC) Units |
|------------|--|
| Objective: | This guideline establishes responsibilities regarding: (1) provision of window AC units, (2) repair and maintenance of window AC units, and (3) seasonal covering and uncovering of window AC units. |
| Intent: | Costs and responsibilities regarding window AC units are split between DCAS and Tenant/Agency. |

| Responsibility Matrix – Provision of Window AC Units | | | |
|---|--|--|--|
| DCAS | Tenant/Agency | | |
| Window AC Units DCAS is responsible for providing window AC units in spaces where centralized AC is either non-existent or non-functional. | Funding Supplemental Window AC Tenant/Agency is responsible for funding supplemental window AC units in spaces where primary cooling is provided by DCAS. | | |
| 2. Review and Approval of AC Units DCAS is responsible for reviewing and approving all requests for window AC units <u>before</u> proceeding with installation. | 2. Submitting Requests in ARCHIBUS Tenant/Agency is responsible for, submitting an on-demand work order in ARCHIBUS to request the review and approval of supplemental window AC units. (Refer to Appendix A for | | |
| Installation of Window AC Units DCAS is responsible for the installation of all window AC units. | more details.) | | |

Tips & Trade:

- Agencies must receive approval from DCAS for supplemental window AC units.
- Supplemental window AC units not approved and installed by DCAS may be removed by DCAS.
- Supplemental units can be ordered from Citywide contract via PASSport.
- Submit ARCHIBUS work order request prior to purchasing window AC units to ensure the window AC unit is appropriate for the space. Incorrectly installed window AC units are a falling hazard with the potential to cause bodily harm and/or property damage.



Responsibility Matrix - Repair and Maintenance of Window AC Units

| DCAS | Tenant/Agency |
|---|---|
| DCAS will fund and manage the repair and maintenance of both main and supplemental units. | Submit a Tenant Agency Request via ARCHIBUS to request repair or maintenance of supplemental window AC units. (Refer to Appendix B) |

Tips & Trade:

Priority for repair and maintenance is given to units providing the main source of cooling.

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| Responsibility Matrix – Seasonal Service | | | |
|--|---|--|--|
| DCAS | Tenant/Agency | | |
| DCAS will fund and manage seasonal | 1. Do not submit a Tenant Agency | | |
| service (i.e., covering and uncovering) | Request, Work Order or Report a | | |
| of all window AC units. | Problem ticket through ARCHIBUS to | | |
| | proactively schedule seasonal service. | | |
| Schedule for covering: | Await release of seasonal service | | |
| Every Winter – starting in October. | schedule. | | |
| | If adjustments are needed to the | | |
| Schedule for uncovering: | seasonal service schedule, please | | |
| Every Spring – starting in April. | contact Tenant Relations. | | |
| | 4. If you believe your unit was missed | | |
| 2. Reschedule seasonal servicing due to | during building-wide seasonal service, | | |
| weather events. In cases where | please contact Tenant Relations. | | |
| seasonal service is rescheduled due | 5. If service is refused on your scheduled | | |
| to weather, the rescheduled date | date, tenants/agencies may be | | |
| cannot be adjusted. | required to pay the contractor directly | | |
| | for seasonal service. (To avoid, see | | |
| | #3) | | |
| | 6. Cooperation and patience. | | |
| | | | |

Tips & Trade:

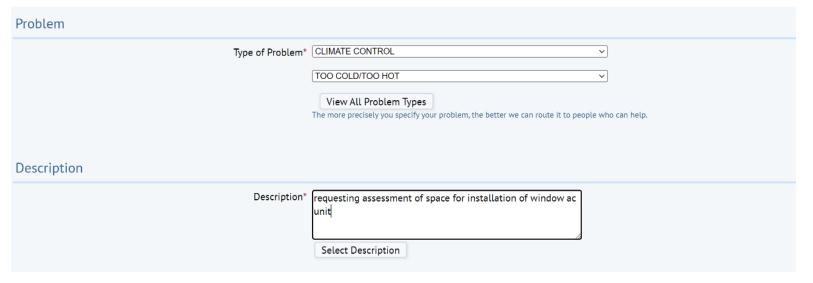
- To contact Tenant Relations, please email tenantrelations@dcas.nyc.gov.
- DCAS will schedule season service for all cooling units. No communication is required to ensure your supplemental unit will receive seasonal servicing.
- Every year the DCAS contractor prepares all cooling units, window and centralized, for seasonal uncovering/usage in the Spring and covering/shutdown in the Fall. This process involves thousands of units spread across multiple buildings and typically takes approximately two months to complete.

(November 2023)



Appendix A: On-Demand Request for Review and Approval of Supplemental Window AC Units

Please submit to request supplemental cooling: (note: requests will be reviewed by engineering; final decision will be made by FM)





Appendix B: Tenant Agency Request for Repair and Maintenance



In the 'Questionnaire' drop-down list, please select 'Window AC Unit – Repair/Maintenance' as seen below.



Please do NOT use this form to request a new window AC unit.

Use this only to request repair or maintenance.