

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
<p>1. Window AC Units DCAS is responsible for providing window AC units in spaces where centralized AC is either non-existent or non-functional.</p> <p>2. Review and Approval of AC Units DCAS is responsible for reviewing and approving all requests for window AC units <i>before</i> proceeding with installation.</p> <p>3. Installation of Window AC Units DCAS is responsible for the installation of all window AC units.</p>	<p>1. Funding Supplemental Window AC Tenant/Agency is responsible for funding supplemental window AC units in spaces where primary cooling is provided by DCAS.</p> <p>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 more details.)</p>

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
1. DCAS will fund and manage the repair and maintenance of both main and supplemental units.	1. 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.*

Responsibility Matrix – Seasonal Service

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

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)

Problem

Type of Problem*

[View All Problem Types](#)

The more precisely you specify your problem, the better we can route it to people who can help.

Description

Description*

[Select Description](#)

Appendix B: Tenant Agency Request for Repair and Maintenance

NYC Citywide Administrative Services

DCAS Tenant Admin

Tasks -

Agency Request

Requestor

Agency Request Code

Requested By* GASTON, JOANN

Work Location

Site Code*

Floor Code*

Describe the Location

Description

Status REQUESTED

Description*

▶ Questionnaire

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

Space Planning (e.g. cubicle layouts) No

Window

~~Window AC Unit - Install~~ No

Window AC Unit - Repair/Maintenance No

Window - Cracked/Broken Glass No

Window Treatments (blinds or shades) No

Window Washing No

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

Use this only to request repair or maintenance.