



Tenant Guide for DCAS-Managed Buildings

Letter to Our Tenants

Dear Tenant,

This guide is designed to supplement your DCAS-issued assignment letter by providing detailed information about the responsibilities and services of the Department of Citywide Administrative Services (DCAS) related to your agency's occupancy in one or more of the 55+ DCAS-managed office and court buildings. After thoroughly reviewing this guide, you should be equipped with the knowledge to:

- Properly maintain your agency's space.
- Understand the services DCAS provides within the building(s).
- Recognize your agency's responsibilities within its designated space.
- Submit work requests for maintenance, repairs, and other services.

We appreciate your time and attention in reviewing each section of this guide. Should you have any questions or require further assistance, please do not hesitate to reach out to us for clarity or support.

We look forward to working with you.

Sincerely,

Tenant Relations, DCAS

TenantRelations@dcas.nyc.gov

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Introduction to Tenant Relations (TR)

The DCAS-managed portfolio encompasses over 54+ office and court buildings, including many iconic New York City landmarks, totaling more than 15 million square feet. Notable properties include City Hall, the Manhattan and Brooklyn Municipal Buildings, and the Borough Halls, among others.

As the property owner, DCAS provides comprehensive base building services to ensure the functionality and operational efficiency of all DCAS-managed buildings. The Asset & Property Management teams oversee a wide range of tasks, including cleaning, pest management, building rehabilitation and renovation, exterior landscaping, and the maintenance and repair of essential building systems such as HVAC, plumbing, electrical, and elevators. DCAS also reviews and approves tenant-submitted drawings for tenant-managed projects and manages portfolio planning and space allocation for DCAS properties, offering guidance on City standards and supporting space needs.

The mission of Tenant Relations within DCAS is to provide exceptional customer service and streamline the delivery of services to tenants. Tenant Relations serves as the primary point of contact for tenants, assisting with inquiries and ensuring requests related to building upkeep are directed to the appropriate DCAS teams for prompt resolution.

Archibus Overview and Tenant Role:

ARCHIBUS

General service requests can be submitted through ARCHIBUS, the internal DCAS Computerized Maintenance Management System (CMMS), used for ticketing. Tenants can submit work requests via a web-based portal at <http://nyc.gov/cmms>. Each agency should have at least two users per building location for access to the ARCHIBUS portal (Note: A single person may serve as the user for multiple locations if it better suits the agency's operational needs). DCAS reserves the right to limit the number of system users per agency. For any issues related to ARCHIBUS (including troubleshooting or user access), please contact CMMSsupport@dcas.nyc.gov and cc TenantRelations@dcas.nyc.gov

ARCHIBUS Tenant Role

Agencies occupying space in DCAS-managed buildings must designate a Tenant Administrator (TA). The TA is the primary point of contact between tenant agencies and DCAS and is responsible for collaborating with Tenant Relations to ensure that facility concerns, and work requests are addressed appropriately. The TA also communicates essential information to agency staff regarding building activities, such as construction projects or system-wide shutdowns.

The TA is the only authorized user to request tenant-funded work on behalf of their agency. In ARCHIBUS, the TA holds the “tenant-admin” role, allowing them to view all work requests entered in the system for their agency.

Additionally, the TA may designate a limited number of ARCHIBUS users to submit work requests and make general inquiries related to building upkeep. These designated users should regularly communicate with the TA, including notifying the TA of any work requests submitted in ARCHIBUS. This ensures that duplicate requests are avoided and helps streamline communication.

Reporting a Problem

General Inquiries

For general issues such as temperature problems (hot/cold), special cleaning requests, individual light bulb replacements, or basic service interruptions, please submit a work request through ARCHIBUS. The request will be triaged accordingly.

- Tenant Relations will ensure the request is routed to the appropriate DCAS team, track the progress of pending issues, monitor response times, and troubleshoot when needed. Please note, response times may vary depending on the type of service requested.
- Note: For temperature-related issues, once a ticket is submitted, please contact your stationary engineer, and provide them with the ticket number for further assistance.
- For assistance, you can contact Tenant Relations at tenantrelations@dcas.nyc.gov

Emergency Issues

In the case of an emergency, immediately contact your Senior Building Custodian and submit a work request in ARCHIBUS. Emergencies are situations that may pose a risk to staff safety or property.

Examples of emergencies include, but are not limited to:

- Floods
- Leaks
- Broken windows
- Broken doors
- Tripping hazards
- Fallen ceiling tiles or electrical fixtures

For all elevator issues, please call 212-669-2339 immediately.

| DCAS Core Services by Unit | |
|--|--|
| Fire & Life Safety | <ul style="list-style-type: none"> ● Maintains and repairs fire alarm systems and conducts training. ● Ensures compliance with FDNY code requirements across buildings. |
| Mechanical Maintenance & Operations | <ul style="list-style-type: none"> ● Maintains, repairs, and operates all building system equipment, including: <ul style="list-style-type: none"> ○ Heating, ventilation, and air conditioning (HVAC) systems. ○ Plumbing (domestic water supply). ○ Fire suppression systems and generators. |
| Energy Management | <ul style="list-style-type: none"> ● Implements energy-saving upgrades to lighting, building envelopes, and mechanical equipment. ● Tracks and benchmarks energy usage in DCAS-managed buildings. |
| Contract Services | <ul style="list-style-type: none"> ● Manages contractors performing maintenance and repairs on building systems, equipment, doors, windows, and roofs. ● Oversees contracts for: <ul style="list-style-type: none"> ○ Exterior landscaping. ○ Environmental remediation. ● Coordinates electrical, plumbing, painting, and flooring contracts for base building needs and tenant-requested work. |
| Construction and Trades | <ul style="list-style-type: none"> ● Reviews and approves tenant-submitted drawings and oversees construction work, whether managed by DCAS or tenant agencies. ● Manages DCAS trade shops (carpenters, plumbers, masons, painters, electricians, and others). ● Conducts small-scale renovations, specialty work, and maintenance/repairs. ● Shedding and scaffolding. |
| Elevator Operations | <ul style="list-style-type: none"> ● Ensures the safe operation and maintenance of conveyance equipment, including: <ul style="list-style-type: none"> ○ Passenger and freight elevators. ● Escalators and ADA lifts. |
| Space Planning & Management | <ul style="list-style-type: none"> ● Assigns space to agencies in DCAS-managed buildings. ● Surveys and maintains floor plans for DCAS-owned and leased spaces. ● Assists with space planning, layout, and management. ● Oversees compliance with citywide space standards. |

| DCAS Core Services by Unit | |
|----------------------------|--|
| DCAS Police | <ul style="list-style-type: none"> • Provides security in select DCAS buildings. • Maintains duplicate keys for emergency access related to public safety or facility needs. |
| Building Services | <ul style="list-style-type: none"> • Refer to the chart below for detailed services and frequencies. |

Cleaning Types Defined

- **Restroom Cleaning and Restocking**
Includes mopping, surface cleaning, and replenishing restroom supplies such as toilet paper, hand soap, and hand towels (where applicable).
- **General Cleaning of Common Areas**
Covers vacuuming carpets, dusting, sweeping, and mopping in elevator banks, staircases, and public corridors.
- **Tenant Space Deep Cleaning**
Includes tasks such as floor stripping and waxing, carpet shampooing, and dusting and wiping down desks.

Tenant Tips



You can help New York City conserve energy by turning off lights and equipment when not in use and following the City's energy guidelines for both summer and winter.

| Frequency of Service | | | | |
|--|-------|---------|------------|-------------|
| Building Service ¹ | Daily | Monthly | Semiannual | Conditional |
| Cleaning & Restocking Restrooms | • | | | |
| Common Area Cleaning ² | • | | | |
| Trash Removal | • | | | |
| Pest Control ³ | | • | | • |
| Power Washing | | | | • |
| Minor Repairs & Maintenance ⁴ | | | | • |
| Blow Out Cleaning ⁵ | | | • | |
| Snow Removal | | | | • |

¹For additional cleaning services that are not covered in the above matrix (such as carpet shampooing and dusting workstations) agencies may utilize the citywide cleaning contract at their own cost.

²Common areas include main entrance lobbies, public elevator lobbies, public corridors.

³Additional services may be provided as needed.

⁴Covering holes, maintain automatic faucets and flushometers.

⁵Upon Request of the tenant if the tenant elects to utilize the service. The service may be used at a maximum of twice within a calendar year.

Guidance

Clean Desk Guidance

To foster a professional and organized work environment and ensure the security of confidential information, tenants are encouraged to maintain clean, clutter-free workspaces. An organized workspace helps minimize the risk of misplaced documents, safeguards confidential information, and promotes a safe and hygienic environment.

Tenants are strongly encouraged to follow these guidelines:

- Keep the area beneath desks free of unnecessary items (e.g., boxes, bags, personal belongings).
- Limit personal items in the workspace to essential work-related items.
- Clean surfaces, including desks, keyboards, and phones, at the start and end of each day.
- Clean up after meals if eating at your desk.
- Only keep essential items on your desk while in use.
- Lock away sensitive documents when not in use and at the end of the day.
- Dispose of trash regularly and shred confidential documents in accordance with policy.

Please note: DCAS does not permit individual trash receptacles. For more information, refer to the [“Individual Trash Receptacle Elimination Program”](#) on our [DCAS website](#).

In-Building Window Guidance

To maintain a safe, energy-efficient, and comfortable environment for all building occupants, we kindly ask that all interior windows remain closed at all times.

Keeping windows closed helps ensure:

- **Consistent indoor temperatures** throughout the year.
- **Prevention of frozen pipes** during winter months.
- **Optimal performance of the building’s cooling systems** during warmer seasons.
- **Enhanced building security and overall safety.**

Open windows can introduce outside air that disrupts temperature regulation and may contribute to excess energy use or damage to building infrastructure.

If you need assistance with closing or securing any windows, please contact your Senior Building Custodian. Their support ensures windows are properly shut and locked where applicable.

We appreciate your cooperation in supporting a safe, comfortable, and energy-conscious workplace for everyone.

Tenant-Funded Requests and Services

The following responsibilities and categories of work are not included in core services and must be funded by the tenant.

Tenant-funded work requests should be submitted through ARCHIBUS by the Tenant Administrator under the “Tenant Agency Request” category. You may also follow up with an email to DCAS Tenant Relations at tenantrelations@dcas.nyc.gov.

Tenant Relations will review and route each request to the appropriate unit based on its scope and size. Approval for upgrades and renovations is at the discretion of DCAS.

Space Renovations and Upgrades

Examples include, but are not limited to:

- Bathroom additions and upgrades
- Electrical system upgrades
- Painting
- Space reconfiguration (e.g., rearranging workstations)
- Changes in space utilization (e.g., converting an open area into a meeting room)

Installation and/or Replacement of:

- Blinds or other window treatments
- Ceiling tiles
- Doors that alter established means of egress
- Electrical receptacles
- Server room HVAC units (including maintenance) *
- Lighting
- Adding new partitions
- New or additional data cabling
- Flooring (e.g., carpeting or VCT)
- Pantries

Note: Material testing and abatement related to tenant-funded renovation work, as well as disturbance of hazardous materials, must be handled in accordance with NYC Department of Environmental Protection regulations. Tenant Relations must be notified prior to such work for approval.



Tenant Tips

Blocking access panels or emergency exits with furniture, files, or boxes can delay emergency response times. Please ensure that all accessways and means of egress remain clear at all times.

Additional Contract Services

- Exterior and interior window washing
- Installation of new or additional locks
- Additional keys
- Signage in interior tenant spaces

Additional Staffing Services

- Extended building hours for heating, cooling, or elevator operations
- Core services requested by a tenant outside of regular business hours (Monday–Friday, 8:00 a.m. – 5:00 p.m.) (e.g., security, freight service)

For “Additional Staffing Services,” please complete an [“Special Events and After-Hours Facility Services Request Form”](#) on our [DCAS website](#).

Note on Server Room HVAC Systems: As the property owner, DCAS provides electrical service, drainage, condensed water (where applicable), and chilled water (where applicable). Maintenance and repair of server room HVAC systems are the responsibility of the tenant. DCAS recommends tenants secure a maintenance contract that includes quarterly maintenance, 24/7 emergency response, and repairs.

Accessories and Equipment Purchases

Certain accessories and equipment must be directly procured by tenants. DCAS Facilities Management can assist with installation as needed; however, DCAS reserves the right to restrict the use of any accessories or equipment that cannot be properly maintained, as determined by DCAS.

Accessories and Equipment DCAS Can Install:

- Sanitary napkin receptacles
- Toilet seat covers and tissue/paper towel holders
- Hand sanitizer stations
- Bottleless water coolers

Tenants Are Responsible for Procurement, Installation, and Maintenance of:

- Refrigerators, water coolers, and other appliances
- Keyboards, monitors, printers, copiers, and other electronics
- Vending machines in tenant spaces

Tenant-Managed Vendors and Work

Tenants must obtain prior written approval from DCAS before using their own vendors or employees to perform work in DCAS-managed buildings.

- DCAS will review requests to identify potential issues and ensure compliance with applicable laws, as DCAS is the property owner.
- Any vendor must have a valid Certificate of Insurance on file with the City of New York. The City and DCAS must be named as additionally insured on the Certificate of Insurance, which must be submitted to DCAS.
- Data or cabling vendors must receive authorization from DCAS to attach, install, maintain, operate, upgrade, change, or remove cable and telecommunications equipment. Requests should be sent via email to tenantrelations@dcas.nyc.gov.
- DCAS reserves the right to remove any unauthorized work performed by the tenant, at the tenant's sole cost.
- If a vendor is approved by DCAS, it is the tenant's responsibility to manage the vendor, including arrangements for building access and monitoring the work. DCAS staff will not oversee the vendor unless previously arranged.

Vendor Work Scheduling

To minimize disruptions, tenants must coordinate the scheduling of vendor work with DCAS. Vendors must sign in with the Senior Building Custodian upon arrival and prior to starting any work in the building.

Utilizing DCAS or Citywide Contracts

- If a DCAS citywide requirements contract is available for any of the services listed above, tenants may choose to utilize the contract with prior approval from DCAS.
- Tenants may also opt to manage the vendor directly, provided they receive written approval from the Tenant Relations team.

For all other projects, or if the tenant requests DCAS to manage the project, Tenant Relations will coordinate the project as follows:

- A DCAS project manager will be assigned to oversee the project.
- DCAS will provide a scope of work and cost proposal.
- The Tenant Administrator must approve both the scope of work and the cost proposal.
- Funding must be transferred to the specified DCAS intracity fund before the project can begin.

| | |
|----------------------|--------|
| U/A: | 390 |
| Budget Code: | 3293 |
| Object Code: | Multi. |
| Revenue Code: | 00595 |

Real Estate Services

Tenant Space Assignment Letters

Agencies being relocated to a DCAS-managed building will receive a Space Assignment Letter confirming their occupancy and outlining the terms of that occupancy.

The Space Assignment Letter will include:

- The agreed-upon term of assignment, including start and end dates.
- A notification that all DCAS spaces are subject to regular reviews and surveys by DCAS to monitor utilization.

Supporting documents will be provided, including:

- The DCAS Space Guidelines
- The Assigned Space Floor Plan
- The DCAS Tenant Guide
- Detailed requirements for returning the space to DCAS at the end of the assignment term

Throughout the assignment, tenants must occupy the assigned space in accordance with the DCAS Space Guidelines.

Requirements Regarding Return of Assigned Space

- Tenants must give reasonable prior notice to DCAS of their intention to vacate, including the specific vacate date, to allow for inspections before and on the vacate date.
- Furnishings, fixtures, and equipment installed by the tenant must be removed or cleared before the vacate date, unless otherwise agreed to by DCAS.
- The tenant must return the assigned space broom-clean, cleared of possessions, and in substantially the same condition as it was at the time of taking possession, excluding reasonable wear and tear.
- On the vacate date, DCAS and the tenant agency will conduct a walk-through to ensure compliance with the Tenant Guide. During this walk-through, the tenant must return all building keys, access cards, and/or codes granting access to the assigned space to DCAS.



Tenant Tips

Keeping your work area free of excess garbage and debris and disposing of food scraps, soiled wrappers, and paper plates in lidded garbage containers will help reduce the likelihood of unwanted critters in the office.

Public Safety

Keys & Locks

- In the event of an emergency, DCAS must be able to access all spaces in DCAS-managed buildings. Tenants are prohibited from changing locks or adding additional locks to any doors without first obtaining approval from DCAS Asset & Property Management. Whenever a lock is changed, a copy of the new key, access card, or access code must be provided to DCAS Police. Tenants should ideally maintain an all-access key for every door in their assigned space and provide a copy to DCAS Police for emergency purposes. Please promptly provide any new keys not currently on file to DCAS Police. The DCAS Police Operations Desk can be reached at (212) 669-4300.

Security Protocols

- At the end of each business day, tenants are required to provide DCAS Police and/or security with a list of visitors for the following business day (e.g., by 5 p.m. on Monday, the list of Tuesday's visitors should be delivered to the officer on duty).
- Tenants must designate a representative to be contacted by security regarding unscheduled visitors. Entry will be denied to any visitor not listed on the scheduled visitors list or cleared by the designated tenant representative. Agencies may also escort visitors from the building lobby to their space.
- If you observe any suspicious objects (such as packages or boxes) or persons, immediately notify your supervisor and contact DCAS Police Operations Desk at (212) 669-4300.



Tenant Tips

Complying with New York City's recycling laws by disposing of plastic, paper, and regular waste in the appropriate bins helps prevent our staff from being overwhelmed and ensures our spaces remain clean.

Fire and Life Safety Guidelines

The safety of occupants and the protection of the building is a top priority for DCAS. Tenants are expected to follow these guidelines to enhance workplace safety and fire prevention:

Tenants are responsible for:

- Designating volunteer Fire and Life Safety Wardens, Deputy Fire and Life Safety Wardens, and Searchers for occupied floors.
- Designating AED/CPR volunteers.
- Providing DCAS Fire & Life Safety Director with the number of employees in each space during semi-annual tenant surveys.
- Participating in required fire drills and emergency evacuation drills and familiarizing themselves with the Fire and Life Safety Wardens on their floor.
- Ensuring designated fire doors always remain closed unless there is an emergency. Tenants must not prop open fire doors.

Tenant Tips



You can help keep our buildings safe by ensuring that obstructions like books, paper, plants, or files are kept away from radiators and hot-air registers.

Strictly Prohibited Items and Actions

- Appliances with contact-to-contact heating elements (e.g., space heaters, toasters, toaster ovens, hot plates, slow cookers/crockpots, rice cookers, smokers, air fryers, Et'al.)
- Real and/or natural holiday trees and electrical decorations.
- Candles and incense.
- Electrically powered bicycles & scooters.
- Plug-in air conditioning units (except where provided and installed by DCAS).
- Barbecue use on roofs or the perimeter of buildings. This includes inside the building itself.
- Smoking inside DCAS-managed buildings (per the Smoke-Free Act of 2002), including e-cigarettes, which have been banned since April 29, 2014. Smoking is also prohibited within 25 feet of any entrance/exit of the building.

To reduce unnecessary alarms and assist with fire prevention:

- Obtain permission from the building Fire & Life Safety Director (FLSD) before using open-flame, Sterno.
- Keep radiators and surrounding areas clear of combustible materials.
- Use microwaves only while attended and avoid placing flammable or electrically conductive materials (such as utensils, aluminum foil, or Styrofoam) inside.
- Do not overload electrical outlets, improperly use extension cords, or use frayed/ cracked electrical cords. Only use UL- or ETL-approved power strips and extension cords.
- Keep combustible materials like paper and boxes at least 18 inches from ceilings and away from radiators, power strips, and electrical devices. Keep doorways, corridors, stairwells, and exit aisles free of obstructions.
- Limit the presence of household chemicals like aerosol disinfectants or acetone-based nail polish remover.

These efforts will help minimize false alarms, property damage, and potential injury. False alarms require FDNY to be dispatched, which causes disruption to the building and City services.

Please emphasize these guidelines with all staff. Your cooperation in maintaining a safe environment is greatly appreciated. For additional information or guidance, please consult your building's Fire & Life Safety Director.

Reference Chart

Bike Storage

| Item | Can I park outside? | Can I park in the bike room? | Can I bring the item in if no indoor bike room? |
|---|---------------------|------------------------------|---|
| Foldable Bicycle | Yes | Yes | Yes |
| Foldable Scooter | Yes | Yes | Yes |
| Bicycle | Yes | Yes | Yes, if inside tenant space, tenant regulated |
| Scooter | Yes | Yes | Yes, if inside tenant space, tenant regulated |
| E-Bicycle | Yes | No | No |
| E-Scooter | Yes | No | No |
| Skateboards, Ripstiks, roller skates, and roller blades | Yes | No | Yes |
| One wheels | N/A | N/A | Yes |

Resources

| Source | Title | Weblink |
|--|-------------------------------|---|
| City of New York | One NYC 2050 | https://onenyc.cityofnewyork.us/ |
| Department of Citywide Administrative Services | DCAS Managed Public Buildings | Managing DCAS Facilities - Department of Citywide Administrative Services |
| Department of Citywide Administrative Services | Tenant Relations | Tenant Relations - Department of Citywide Administrative Services |

DCAS Contacts and Links

| | |
|--|--|
| DCAS Tenant Relations | tenantrelations@dcas.nyc.gov |
| DCAS Elevator Operations | (212) 669-2339 |
| DCAS Police Operations Desk | (212) 669-4300 |
| ARCHIBUS Computerized Maintenance and Management System (CMMS) | https://www.nyc.gov/cmms |
| DCAS Engineers and Custodial | Engineers & Custodial |
| <p>To obtain a digital copy with working links please contact TenantRelations@dcas.nyc.gov</p> | |

Thank You

DCAS

nyc.gov/dcas

NYC[®] Citywide
Administrative
Services