

# tips

Tenants' Involvement in  
Public Safety

## NEW YORK CITY HOUSING AUTHORITY

AUTUMN IS HERE...

REMEMBER THESE SAFETY TIPS!

# WINDOW GUARDS & AIR CONDITIONERS

Window guards save children's lives. Because the safety of children is of utmost importance, NYCHA provides, installs and maintains window guards in all residential apartments and public hallway windows. NYCHA will install apartment window guards at no cost to you.



PLEASE CALL THE CUSTOMER CONTACT CENTER (CCC) AT (718) 707-7771 TO REQUEST IMMEDIATE INSTALLATION OR REPAIR OF WINDOW GUARDS

- Window guards must by law be installed in the your building's public spaces and your apartment if a child under the age of 11 lives in your apartment. Even if you live on the first floor, you must have window guards if a child under age 11 lives with you. Every window in the apartment must have a window guard except windows leading to fire escapes. In buildings with fire escapes, window guards must be left off one window in each ground-floor apartment so that the window can be used as an emergency exit. All public hallway windows must have window guards, too. In addition, it is NYCHA's policy to encourage the installation of window guards in all NYCHA apartments.
- For the safety of residents, staff will **not** remove window guards.
- Window guards are required no matter what floor you live on. A child can be seriously injured falling from a first floor window.
- Screens are not a substitute for window guards; they are only for keeping insects out. They will not protect your child.

CONTACT THE CUSTOMER CONTACT CENTER (CCC) AT (718) 707-7771 IMMEDIATELY IF THESE CONDITIONS EXIST:

- A window guard is loose – it could fall out when a child leans against it or climbs on it.
- The L-shaped stops that keep the bottom windows from being opened too high are not there. It's against the law to take the L-shaped stops out.
- An unguarded window opening that exceeds 4.5 inches in any direction. That means the window guard has not been installed properly. When the L-shaped stops are properly installed, there should be no opening large enough for a baby's head to fit through.
- **NEW** You intend to remove any air conditioner from any window. You cannot remove any air conditioner from any window unless a NYCHA maintenance worker is present to immediately replace the air conditioner with a window guard. You must contact the CCC or notify Management to arrange for an appointment before you can remove your air conditioner.



## AIR CONDITIONERS

- Do not use bricks, wood, cans, telephone books or any other object to support or level the air conditioner unit. To prevent accidents, all air conditioners must be properly braced and installed according to manufacturer's installation specifications.
- If you observe an air conditioner that appears to be improperly installed call the Customer Contact Center (CCC) at (718) 707-7771.
- During your annual apartment inspection, NYCHA staff are required to determine if all required window guards are properly installed. This includes a check of any air conditioner to determine if the installation is permanent and the window is secured.

## PROTECT YOUR CHILDREN FROM WINDOW FALLS

- Never leave your child alone in a room where there are open windows that do not have window guards
- If your window guards aren't installed yet, keep your bottom windows closed.
- Furniture that children can climb on should not be near windows. Some babies can climb up on furniture and crawl through open windows even before they can walk.

### Never let your child play:

- in halls with windows that do not have window guards
- on fire escapes
- on roofs
- near elevator shafts
- near steps and stairs

Call the Health Department's Window Falls Prevention Program at (212) 676-2162 weekdays from 8 a.m. to 5 p.m. if you want a copy of New York City's laws on window guards or want more information.

This TIPS flyer was developed in collaboration with the Citywide Council of Presidents (CCOP).

A translation of this document is available in Spanish, Chinese and Russian at your management office and on NYCHA's website at [www.nyc.gov/nycha](http://www.nyc.gov/nycha).

可到您的公房管理辦事處索取這份文件的中文翻譯本和在 NYCHA 網站下載  
[www.nyc.gov/nycha](http://www.nyc.gov/nycha).

La traducción de este documento está disponible en español en su oficina de administración y en el sitio web de NYCHA en [www.nyc.gov/nycha](http://www.nyc.gov/nycha).

Перевод этого документа на русский язык находится в офисе вашего жилищного комплекса и на вебсайте Жилищного управления города Нью-Йорка  
[www.nyc.gov/nycha](http://www.nyc.gov/nycha).

