



Ricardo Elías Morales
Chairman

Earl Andrews, Jr.
Vice-Chairman

Margarita López
Member

Douglas Apple
General Manager

Robert Podmore
Deputy General Manager
Operations

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in collaboration with the
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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.

La traducción de este documento está disponible en
español en su oficina de administración y en el sitio
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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.

Перевод этого документа на русский язык
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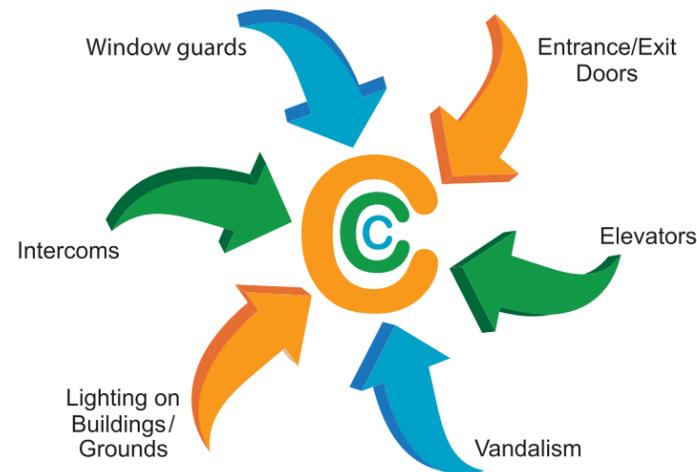
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If You See It, Report It!

It's a shared responsibility.

**If you see conditions
that need to be addressed in your development
call NYCHA's Centralized Call Center.**



**The Centralized Call Center
Call Anytime - 24/7
718-707-7771**

NYCHA Management and residents must work together to keep developments well maintained and safe. This pamphlet is a quick reference guide that will help achieve this goal. It includes topics from fire and elevator safety; to window guard and intercom safety; to preventing and reporting graffiti and vandalism. The information in the pamphlet also explains what you can expect from NYCHA, your landlord, and in turn, what is expected of you as a resident.

FIRE SAFETY

The New York City Housing Authority has developed procedures to ensure that proper fire safety measures are followed by staff and residents to prevent fires. Residents are reminded that fire safety begins at home. Every family should know the basics of how to prevent fires in your apartment and what to do in case of fire.

In the event of a fire always call 911 first.

SMOKE DETECTORS

- Consistent with New York City law, NYCHA equips each apartment with a smoke detector.
- Once a smoke detector has been installed in your apartment, you are responsible for periodically inspecting and testing it to determine that it is in good working order.
- Never remove a smoke detector for any reason. Smoke detectors save lives.
- All smoke detectors, whether hard wired (electrically connected) or battery operated are equipped with an audible "LOW BATTERY" warning signal. This signal is identifiable by an alternating beeping sound. When this warning beep is heard the battery must be replaced immediately.
- Be proactive. Change the smoke detector battery twice a year – in the fall and again in the spring at Daylight Savings time.
- Call NYCHA's Centralized Call Center (CCC) at (718) 707-7771 if you need a smoke detector.

FIRE SAFETY PLANS & NOTICES

- Every October during Fire Safety Week all NYCHA residents receive a Fire Safety Plan Booklet and Notice by mail.
- NYCHA is required to post a Fire Safety Notice sticker (a white sticker with black lettering) on the inside of every apartment entrance door. The Fire Safety Notice describes the actions to follow in the event of a fire emergency in your building.

GENERAL FIRE SAFETY TIPS

- Never use your stove or stove top burners as a source of heat. This is dangerous to your health and increases the chance of starting a fire in your apartment.
- Never leave a child or pet alone near any open flame. With open flames, such as those on a stove, loose clothing or material can easily catch fire.
- Space heaters are temporary heating devices and if necessary should only be used for a limited time each day. They should never be connected to an outlet with an extension cord. Unplug any space heaters when not in actual use.
- Never smoke in bed and make sure there are no smoldering butts when you empty ash trays.
- Electrical cords should not be run under rugs, placed behind radiators, or be nailed to walls.
- Replace old damaged or frayed extension cords.

- Don't overload outlets.
- Never leave a lit candle unattended in any room of your home. If you are going to use candles, make sure they sit properly in holders on a flat nonflammable surface.
- If your apartment has a fire escape it must be kept clear of all items.

HOLIDAY FIRE SAFETY

- If you choose a live tree ensure that it is freshly cut. Live trees need water. Check and refill the base receptacle often.
- Keep your tree away from heat sources, sparks or flames.
- Do not leave Christmas tree or other Holiday lights on while unattended.
- Check all light sets prior to use. Do not use damaged light sets or extension cords.
- Avoid overloading the connections.
- Use only Underwriters Laboratories (UL) approved lights on your tree, and no candles.

BARBECUING AND FIRE SAFETY

- In some developments, NYCHA Management provides clean, safe areas for barbecuing on development grounds
- Residents (only the lessee) must request permission from Management before barbecuing on development grounds.
- Barbecue grills must be under the continuous care and direction of a person at least 18 years of age.

ELEVATOR SAFETY

NYCHA reminds all residents to be conscientious and adhere to the following safety rules when riding an elevator.

If you are stuck in an elevator

- Remain Calm. Do not try to exit the elevator or attempt to force open the elevator doors. It is extremely dangerous. Believe it or not, the safest place to be in an elevator emergency is inside the elevator. Even if the air temperature feels warm, there is plenty of air circulating in the elevator and its shaft way.
- Press the alarm button and/or the emergency stop button and use any available communication to contact 911 and NYCHA's Centralized Call Center (CCC) at (718) 707-7771. Then wait for trained emergency personnel to arrive and assist you.

GENERAL ELEVATOR SAFETY TIPS

- Always look in before entering an elevator.
- Don't allow young children to go into the elevator by themselves. Young children should always be accompanied by an adult.
- Don't overload the elevator. Excessive weight in the elevator may cause it to malfunction. If the elevator is full, please be patient and wait for the next elevator.

- Don't hold the elevator door open with your hand or any other item. This may cause serious bodily injury and or damage to the elevator door and other mechanisms.
- Don't prop the elevator door open while running back to your apartment for something - this may cause damage to the elevator mechanisms and cause service interruptions.
- When moving, have all household items ready before you call for the elevator.
- Please be careful when loading and unloading your belongings to avoid damaging the elevator buttons, walls or doors.
- Remove all personal belongings when you leave the elevator, including personal garbage.
- If you see someone vandalizing the elevator call 911 and NYCHA's Centralized Call Center (CCC) at (718) 707-7771. These calls can be made anonymously and will be treated confidentially.
- If the elevator malfunctions (jumps, stops too high or low) call the Centralized Call Center.

WINDOW GUARDS

Window guards save children's lives. NYCHA provides, installs and maintains window guards in all residential apartment and public hallway windows. Because the safety of children is of utmost importance, NYCHA strictly enforces the City's window guard law. If you have children age ten or younger living in your apartment, you must have window guards installed. To further ensure the safety of young children NYCHA has expanded its policy to install and maintain window guards in every apartment, even in those apartments where window guards are not required under City law. NYCHA will install the guards at no cost to you. Please call the Centralized Call Center at (718) 707-7771 to request immediate installation or repair of window guards.

- NYCHA requires that every window in an apartment have a window guard, with the exception of windows that open onto fire escapes.
- If an air conditioner is being removed from a window, residents must notify Management prior to its removal so an appointment can be made to immediately install a window guard.
- 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. If the air conditioner is not installed correctly, the resident must install the air conditioner according to the manufacturer's installation specifications or remove the air conditioner. Staff will install a window guard after the removal.
- Window guards are required no matter what floor you live on. A child can be seriously injured falling from a first floor window.

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- Screens are not a substitute for window guards; they are only for keeping insects out. They will not protect your child.

Contact the Centralized Call Center at (718) 707-7771 immediately if:

- A window guard is not fully secure.
- 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.
- A five inch ball can fit through any window opening.
- 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.

AIR CONDITIONERS

- All air conditioners must be safely installed, properly braced and conform to the manufacturer's installation specifications. Do not use bricks, wood, cans, telephone books or any other object to support or level the air conditioner unit.
- If you need information on the proper installation or if you observe an air conditioner that appears to be improperly installed, call the Centralized Call Center (CCC) at (718) 707-7771.

BUILDING ENTRANCE DOORS AND INTERCOM SAFETY

Building Entrance Doors

The building entrance door is the first line of safety and security for residents. Proper working front entrance doors enhance security and keep unwanted persons from entering your building. If either the building entrance door or its locking mechanisms are malfunctioning, building security could be compromised. The following conditions should be reported immediately to the Centralized Call Center (CCC) at (718) 707-7771:

- Door does not lock
- Door cylinder loose/damaged/missing
- Key gets stuck in cylinder
- Electro-magnetic lock is "buzzing" and not locking
- Broken, cracked, loose or missing parts, e.g., exit button, magnet, door glass
- Obstructions inserted in the door to keep it open, e.g., rocks, sticks, tape, debris

Intercoms

The intercom system is the communication method that visitors must use when visiting your apartment. If you have a visitor they must call your apartment through the intercom service from outside the building entrance. The intercom provides you with the security of only allowing persons you know to enter the building. The following conditions should be reported to the Centralized Call Center at (718) 707-7771 immediately:

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- Your apartment intercom device is damaged, has parts missing or is out of order
- The entire building's intercom system is out of order
- The building entrance intercom panel buttons are damaged
- The building's entrance intercom panel directory is damaged or missing
- If you use a telephone to talk on your building's intercom system and open your building's entrance door, you have a telephone entry system. If you discontinue phone service or switch to a cable or fiber optic system (FIOs) your intercom will not operate with the new system. You must call the Centralized Call Center (CCC) (718) 707-7771 to have your intercom connected to your new phone or cable service.

CARBON MONOXIDE DETECTORS

Carbon Monoxide (CO) is odorless, colorless, and tasteless. Carbon monoxide poisoning occurs more often in the winter months. This occurs when people use their gas stove to heat the home. Carbon monoxide is produced by any device that burns fuel. To reduce the chance of accidental exposure, over and above the mandates of the law, NYCHA has installed a carbon monoxide detector in every apartment. In the event you become ill from carbon monoxide poisoning, move to fresh air immediately and call 911. Follow instructions from the operator and await the help of a trained medical professional.

Carbon monoxide fumes build up where there is poor ventilation particularly in an enclosed area. The following is a list of items that can produce such deadly fumes:

- Gas stoves
- Gas ranges
- Kerosene lanterns
- Burning charcoal

When carbon monoxide exposure is high enough, you can develop the following symptoms:

- Headache
- Dizziness
- Nausea
- Vomiting
- Confusion
- Stupor
- Loss of consciousness

To further reduce the chances of becoming overcome by carbon monoxide poisoning follow these preventive tips:

- Be proactive. Change the carbon monoxide detector battery twice a year – in the fall and again in the spring at Daylight Savings time.
- Never heat your home with a gas range.

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- Never use a charcoal grill or a hibachi in your apartment.
- Never use a gas powered generator or a gas powered machine in your apartment
- Properly ventilate a room where a fuel-burning appliance is used (e.g., open the window when using the gas range for prolonged periods of time).
- If you require a carbon monoxide detector contact NYCHA's Centralized Call Center (CCC) at 718-707-7771.

VANDALISM

Vandalism of Authority property is not only an unnecessary and unproductive drain on NYCHA's financial and labor resources but also has a negative impact on resident safety and security in the following ways.

- Vandalism of building entrance/exit doors and intercom systems allows unauthorized persons access to development buildings.
- Vandalized glass surfaces can contain sharp edges that can lead to cuts if touched, while graffiti or "scratchitti" on glass can impair visibility in lobbies and elevators thus impacting your personal safety.
- Vandalized lighting in hallways, stairways and development grounds can endanger personal safety and the reduced visibility in these areas.
- If you see an act of vandalism occurring, report it immediately to 911 and the Centralized Call Center (CCC) at (718) 707-7771. These calls can be made anonymously and will be treated confidentially.

LIGHTING

Lighting of development buildings and grounds provides a critical deterrent to crime and vandalism. Report to the Centralized Call Center (CCC) at (718) 707-7771 the following conditions:

- All inoperable or vandalized lighting in development buildings and/or grounds.
- Grounds lighting that is obstructed by tree branches and leaves.
- Exposed electrical wires coming from light fixtures and poles. Do not touch exposed wires.

GRAFFITI

Graffiti is the etching, painting, covering or otherwise placing a mark upon public or private property. Not only is graffiti an eyesore that detracts from the beauty of our developments and neighborhoods but graffiti vandalism is also a crime punishable by a jail term, monetary fine and/or community service.

If you see an act of vandalism occurring, immediately contact 911 and the Centralized Call Center (CCC) at (718) 707-7771. These calls can be made anonymously and will be treated confidentially..

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