Indoor Air Quality Resolution Process

Complaint/request submitted to Environmental Health and Safety (EH&S) or Facilities Planning and Management (FP&M) or appropriate facility management team (for example Athletics, Memorial Union, Student Affairs, Iowa State Center, Reiman Gardens, Alumni Center, Research facilities)

If reported to EH&S:
EH&S will conduct an on-site assessment with customer.
Assessment may involve FP&M to understand building HVAC equipment operation, condition; other activities which contribute to complaint.
EH&S develops remediation plan; monitors remediation action items. Action items may involve FP&M or other facility management teams.
A work order request is entered in work management system.

If reported to FP&M/other Facility Management Teams:
Will conduct an on-site assessment with customer; develop remediation plan, monitor remediation action items.
May contact EH&S for assistance to assess complaint/request with customer; develop remediation plan; monitor remediation action items.
A work order request is entered in work management system.