



The University of Calgary is committed first and foremost to the health and safety of our entire community. Staff, Students and Community often have questions regarv3 64845 Tm0 g0 (b)11(a)11(ve)-11()5(q)1

To ensure a thorough approach to maintaining a safe indoor environment, the role of HVAC systems and current maintenance practices are routinely assessed against industry guidelines. Utilizing

While air flow and air change rates are one aspect of a healthy building environment, this number by itself cannot be relied upon as a definitive measure of the effectiveness of a system. Other aspects such as how the air flows through the space (fluid dynamics), concentration of people in the space, size/shape of the space and filtration, taken as a whole, provide a better picture when considering air quality. These aspects were all considered when your building was constructed, and the HVAC systems at the UofC are continuously monitored for correct operation by our Facilities team. HVAC issues are given the highest response priority. If you are concerned that your system may not be operating correctly (too hot/cold, no air coming from air diffuser), please submit a work request, and our HVAC team will investigate, but cannot supply information such as air flow or air changes per hour.

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The HVAC systems in UofC buildings are designed and balanced to operate as a whole and adjusting one space may impact an adjacent space in a negative way. While our HVAC teams have some ability to adjust for temperature, they are very limited in their ability to adjust individual spaces for air flow, due to the risk of throwing the entire system out of balance. If you are concerned that your system may not be operating correctly (too hot/cold, no aremae operat

The University of Calgary is fortunate to be provided extremely high-quality drinking water from the City of Calgary, and your Facilities team takes great care in ensuring the integrity of this water is maintained throughout our facilities. Since 2016, Facilities has chaired a Water Management Committee with the mandate of ensuring the highest quality potable water is provided to our community. This Committee is comprised of representatives from Facilities Management, Facilities Development, EH&S and the Office of Sustainability. The water management program involves ongoing testing of potable water systems and continued verification/validation testing to ensure the effectiveness of our approach.

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Online request

Submit your maintenance or caretaking request online through ARCHIBUS, Facilities' online service request tool.

Service Requests | University of Calgary (ucalgary.ca)

Email request

Submit your request to the Customer Care Centre by email.

myfacilities@ucalgary.ca

Call customer care

If you have any questions about submitting your service request online, you can contact the Customer Care Centre by phone.

(403) 220-7555