



BUILDING MANAGEMENT ISSUE HOW TO MAINTAIN HEALTHY INDOOR AIR QUALITY:

Indoor Air Quality: Building Managers Tackle A Universal Problem

How important is indoor air quality?

If you have more than 15 minutes of building management experience under your belt, you know that's a no-brainer. Maintaining balanced, proper air flow is the most important factor to ensuring excellent indoor air quality; odor elimination and a healthy living environment. And yet, while virtually all building owners and managers say that they've fielded tenant complaints and addressed problems connected to proper air flow, none agree on how to correct it. But they all say it's a problem that can require significant time and resources, including hiring hordes of very expensive engineers, and even that may not get it done.

Many say they couldn't correct the problem until they called one of New York's fastest growing service providers, **Indoor Environmental Solutions**.

The typical scenario is something like this: While most of the building's residents have no complaints, there's a vocal handful who complain loudly about lingering foul odors; the staleness of the air in your building's hallways and common areas, and even after checking air vents, you are no closer to solving the problem. And now, you even detect the same odor that has made everyone complain. Negative air flow draws air out of apartments, positive air blows in. Of course, in the melting pot that is New York, that means the lady on the seventh floor is complaining about the chain smoker on the sixth floor...another hates the smell of curry from their neighbor's kitchen; someone else calls about the smell of fish.

Rob Stein is the Board President of The Astor Terrace. “We have 288 units in 33 stories and I’d say that over the last six years, we’ve had about a handful of complaints...but we take them very seriously. As a result, I’ve hired engineers to come in and inspect the building and correct the problem. They go through the shafts and the exhaust air and have advised us to increase the motor strengths; change the pulleys to improve the air flow...*etc.*

Indoor Environmental Solutions, Inc.) came in and devised a brilliant solution from everyday materials, so I’m a fan of theirs.

In most buildings we clean all of these vents routinely, on a certain schedule. That’s one issue that is critical. You really need to have a schedule of routine maintenance.

“I like Maria and Giuseppe’s operation. They fixed what the engineers couldn’t. They’re focused and innovative. Again, I can’t fully understand what they did, but it worked!”

Louis Ferreira of 135 East 83rd Street Owners Corp., went down the same road...

“We had a problem in one particular apartment that we spent a lot of time working through but thanks to Indoor Environmental Solutions, Inc. it’s corrected now. We didn’t know what the air flow problem was but there was a bad odor. We had engineers say we needed to change the register in the walls, the speed of the fans... and price ranges went from projects effecting the whole building to \$3,000 to \$4,000 for one riser in particular. They wanted to give me a price that they said may not fix the problem but included cleaning of the whole riser. Indoor Environmental Solutions, Inc. just went in there and fixed the problem.

Rene Rivera, resident manager for AKAM Management’s building says There are some problems we had from the riser itself that were also effecting the ventilation. It was air blowing in due to positive pressure from an air register, going into the riser. But Indoor Environmental Solutions, Inc. corrected that problem.

When the engineers were here, they said we had to upgrade the CFM motors, clean the top where the blades are and increase the motor size.

We're glad Indoor Environmental Solutions, Inc. got involved. We're going to use Maria and Giuseppe's company for cleaning of exhaust vents and all of air-quality maintenance.

Ultimately, the problem with air flow is subjective; it depends on the individual, says **Barry Kane**, resident manager at The Astor Terrace. Some people are extremely sensitive to odors, some are not. If I have a resident who is sensitive, I have an issue. The ventilation problem is as serious as the person who identifies it as a problem.

As we said earlier, in several cases, we have had various engineering companies come in and nobody came up with any solution. They looked at everything from locking and unlocking windows and seeing how air blows in...

Sometimes it's in one apartment only. I might only have one member of a family of four who complains about an odor. In one instance, the husband was allergic to everything, but his wife said she didn't notice anything. We looked to change the damper on an air conditioning unit... that changes the air flow, but it was all hit and miss.

I've had this every so often and I tried to redirect the airflow myself and was never satisfied with the outcome. In one apartment where it was an issue I had Maria and Giuseppe come in. I told them – 'This is not an easy fix.' She said Giuseppe would be in the next day. "Don't be disappointed if you can't do it," I said. Low and behold within a short time he found why we had the problem and he fixed it. I didn't think anyone could do it but Giuseppe was able to resolve it.

Another time, a lady smelled cigarette smoke. I was up there and tried to resolve that... When that didn't work, I asked Indoor Environmental Solutions, Inc. to come in and the same thing happened – Giuseppe was able to address the issue. They've corrected four problems and they're doing a fifth next week.

Some problems have gone on for years and the most qualified people failed to resolve this issue, said Barry Kane.

Indoor Environmental Solutions, Inc. did what others were unable to do.

About Indoor Environmental Solutions, Inc.

Indoor Environmental Solutions is a NADCA (National Air Duct Cleaners) certified company with extensive experience in air ventilation inspections and cleaning. The family-owned business services co-op, condo and luxury rental properties, as well as commercial properties throughout the New York metro and tri-state area. Indoor Environmental Solutions, Inc. also works with property owners and property/facilities managers to address tenant concerns about indoor air quality, odor remediation and overall building hygiene.

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