
Step 2. Characterizing the IAQ Complaints

A questionnaire was administered to the building occupants. The results are summarized below:

- 20% of the cases were reported to physicians, half of whom suspect the building was the source of the problem but had no specific diagnosis.
- Symptoms are generally worse in the afternoon, with no other pattern in regard to timing.
- Frequency varies by individual and relief usually occurs overnight.
- Zones 1 & 3 have a relatively “typical” amount of complaints about building conditions.
- Zone 2 occupants reported high rates of dissatisfaction with thermal conditions and ventilation.
- Most symptoms in Zone 2 appear to date back to the respondents’ first employment in the building.
- Zones 1 & 3 had a small number of building-related complaints (less than 10%). This percentage would be considered “typical background” for facilities in general.
- 60% of Zone 2 respondents claimed building related symptoms. This percentage is higher than “typical”.
- 55% of the respondents from Zone 2 had a symptom pattern suggesting their complaints were building related.

1. Based on the questionnaire results, what part of the building would you focus your investigation efforts?

2. What further action is needed to resolve the problem?