**Staff Process for**

**HVAC / Temperature calls**

***Effective Immediately: 05/04/2023***

**For HVAC issues that occur during the business day: 8:00 – to – 4:30 Monday through Friday:**

Such as temperature adjustments, humidity issues, mechanical issues [such as whistling noises or rattling vents or equipment failures] that occur during the business day [8 am to 4:30 pm] staff should contact MBC.Services@municipalbuilding.org or call 612-596-9512 to report the issue;

Theresa Baker/MBCServices@municipalbuilding.org will issue a work order in MicroMain.

**For HVAC issues that occur after hours [4:30 pm to 8:00 am] or on weekends:**

The MBC Security desk should be contacted at 612-596-9521/mbc.security@municipalbuilding.org.

The Security desk will issue a workorder via the online MicroMain work order system. Security will then make the appropriate contact as follows:

Norther Air Corporation [NAC] will be contacted for Temperature and Humidity issues at 651-490-9868/ service1@nac-hvac.com .

Alliance Mechanical will be contacted for HVAC mechanical issues such as whistling noises, rattling vents, units not working at 651-633-9333/ [no e-mail address].

\*\*Once on-site Alliance will connect with Cassie Rooney Cassandra.rooney@municipalbuilding.org 612-998-1768 to pass on any additional information, questions, etc.