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Sommario/riassunto	<p>Occupants of buildings are becoming more conscious and critical of the quality of their living and working environments which in general are provided by the engineering services. Some causes of indoor environment problems can be identified such as poor air quality, defective air infiltration, and inadequate maintenance. Problems can also arise when the client changes their engineering services requirements from those originally specified, designed and installed. The role of the facilities manager in ensuring that a safe and comfortable indoor environment is provided to the building occupants is becoming an increasingly onerous responsibility. This will include maintaining the value of the engineering plant and equipment through cost effective maintenance and being aware of the importance of energy efficiency. This guide is particularly aimed at facilities managers and others with day to day responsibility for the operation and maintenance of the engineering services in buildings. It is intended to help identify roles and responsibilities, understand the term 'comfort', assess the condition of existing plant, provide an overview of fault finding, address how to keep records and how to monitor performance. Various published guidance has been brought together to address possible reasons why buildings do not appear to work, and provide constructive ways of identifying likely causes with appropriate remedial actions. It is intended to help those responsible for the engineering</p>

services to initiate investigations and follow their progress.

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