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Procedure for Aarhus BSS Building Services' user involvement and information concerning large reconstruction and renovation projects at Aarhus BSS

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Time schedules

The time schedules for large reconstruction and renovation projects (defined here as a reconstruction/renovation process that lasts more than a few days) will always involve a certain margin of error.

This is due to:

- The mutual dependencies of workmen/professional groups
- Unforeseen circumstances and events during the process (internal/external issues, technical/human issues, etc.)
- Changes in user requests during the process.

Consequently, ongoing adjustments to the time schedule are generally to be expected.

The time schedules prepared seek to obtain a balance between three following principles:

- Minimising possible inconveniences for the users (including a strong focus on exams)
- Prioritising resources in a sensible manner
- Shortening the *overall* period of inconvenience.

Handling noise

Ordinary construction noise (e.g. noise from conventional drilling machines at regular intervals), construction waste disposal etc. are to be expected during a reconstruction or renovation period. Particularly noisy activities (e.g. drilling through concrete floors, breaking down walls) or activities generating constant noise (more than 30 min.) are generally scheduled to be carried out between 16:00 – 10:00 and during weekends unless otherwise noted. Important user needs are incorporated into the time schedule (e.g. periods with a need for total quiet due to experiments, important deadlines or the like).

Communication and roles

Before the reconstruction/renovation process

As soon as Building Services become aware of a large reconstruction/renovation process, they will notify the users, including StudiePlan, to the relevant extent. Building Services will submit a written notification to the head of the department secretariat/division manager unless otherwise agreed upon (StudiePlan will be notified via the function-related email addresses). The head of the department secretariat/division manager is expected to forward the notice to the relevant extent. The notice will include the (at the time) applicable time schedule for the reconstruction or renovation project as well as any important points of attention for the user. An oral project review can take place at a meeting held at the request of the user. In response to the notice, the user is expected to report any special needs that may affect the project/time schedule to Building Services as soon as the user becomes aware of them. For example, experiments that require total quiet that take place during the project period. One week before the project is expected to begin, Building Services will submit an additional written notification as a follow-up on the previous notification. In urgent cases, there may be an overlap between the initial and the follow-up notification.

During the reconstruction/renovation process

During the reconstruction/renovation process, Aarhus BSS' contact person will be the buildings inspector for the area concerned. In his/her absence, the operating staff takes over. In case of questions or inconveniences beyond those expected, the user must notify the contact person, who is responsible for handling emergencies. Building Services will keep users updated to the relevant and appropriate extent.

After the reconstruction/renovation process

After the reconstruction/renovation process is completed, a learning-focused evaluation meeting may be held at the user's request. The meeting will focus on the communication and dialogue between the user and Building Services during the process.

Communication in general

Communication is a challenging exercise during ongoing reconstruction/renovation processes due to the conditions described above under the item regarding the preparation of the time schedule. Examples of this include: *A notification about increased noise on a given day may result in a number of employees opting to work from home. On the day in question, the noise may prove to be less severe than expected, or other circumstances may result in the workmen being unable to complete the planned noisy work. The noise may also prove to be less extensive as originally assumed. The opposite situation, where insufficient notice is given, can of course arise as well.* As such, communication and dialogue in this context will always be subject to an overall assessment, and there is always a risk that the actual inconveniences will deviate from those planned. Mutual understanding is therefore required if a reconstruction/renovation process is to run smoothly.