Roundtable No 2 - Leadership Drive for a Sustainable Built Environment

• Topic – Why we should be assessing building performance from the point of view of the users
  – and how it can be done

• Key Questions to consider:

  • Q1. Why do we rarely assess building performance from the point of view of the users and occupiers of our buildings?

  • Q2. Why are we not routinely measuring and benchmarking users’ perceptions of the buildings they occupy?
Q1 - Why don’t we assess performance from the point of view of the user?

- The economic case is surely overwhelming. A 100:10:1 ratio applies, where:
  - 100 is the organisation’s salary costs.
  - 10 is the cost of owning the building, and
  - 1 is the cost of energy.

- It is surely obvious that we should be asking the salary earners how they perceive the building and assessing its effect on their productivity.

- “Feel the fear and do it anyway”
Q2 - Why not routinely measure and benchmark users’ perceptions?

• The Questionnaires
• Building Use Studies
• Center for the Built Environment, Berkeley
Benchmarks

• Based on Scores?

• Absolute or Relative Scores?

• Based on Comments?
The Leadership Challenge

- My challenge to the industry in general, and the many Green Building Councils worldwide, is this:

  - Show Leadership by putting performance, from the point of view of the user, top of the agenda.
Want to know more about user surveys?

- George.Baird@vuw.ac.nz

- Published by Routledge, UK, 2010, in English
- and by China Architecture and Building Press, 2013 in Chinese
Thank you