

Edge Debate – “ Feedback - why don't we learn?”

12 May 2003

Sixth floor meeting room, RIBA, 66 PORTLAND PLACE, LONDON W1N 4AD

PROGRAMME

6 PM	Arrival and registration
6.30 PM	Welcome and presentations
7.15 PM	Main debate
8.15 PM	End of debate.
	Informal discussion with wine for those who can stay

WELCOME

Bill Bordass

William Bordass Associates and The Edge committee, chair for the evening

PAPER 1 ABSTRACT

Workplace monitoring and feedback into design

Barry Austin

Arup R&D

Arup R&D have worked with clients on investigations into the energy consumption and performance of buildings for over twenty years. This work was carried out in the capacity of energy surveys or investigations linked to rectifying environmental system problems or as a precursor to possible litigation.

In the last three years the firm has recognised the value of a more systematic approach to collect performance feedback to inform the brief development and design process and has invested in a programme of building monitoring to have a deeper understanding of how our buildings work.

This talk will be a brief introduction to our building feedback work, the techniques used and a description of how that feedback is disseminated through the skill networks.

The intention is to build on the feedback initiative to break it out of its current situation as a specialist practice activity and define a standardised methodology. This will mean that the firm will be in a position to collect feedback from North America to Australasia in a consistent and rigorous manner.

This new initiative is called the Arup Workplace Performance Project which attempts to define this feedback methodology that draws on the developed methods in CIBSE TM22 and BUS post occupancy evaluation. It is being developed to incorporate assessment of space, form and organisational issues and the effects that these factors have on the well-being and productivity of the occupants.

PAPER 3 ABSTRACT

Soft Landings: A closer match between expectation and prediction

Mark Way

RMJM Architects and Engineers, London, EC2A 4UT

Learning from how buildings perform remains central to improvement of the end product. Soft Landings is an attempt to make this a natural part of delivery of a project.

The underlying objective is to obtain more certainty in delivering buildings that achieve a closer match between the expectations of the users/client and the aspirations of the design team.

This approach increases designer and constructor involvement after handover of buildings to help clients get the best out of their buildings and reduce the tensions and frustrations associated with moving into and working in new buildings.

The initiative focuses on the need for greater involvement of the designers (and the constructors) after Practical Completion when contractual obligations are traditionally minimal.

Soft Landings extends the contractual duties of the team in both the handover stage and the occupation period beyond the Defects Liability Period. The latter has the option to incorporate a financial penalty to encourage the meeting of agreed targets for the performance of the building. The 'aftercare service' is an additional paid duty.

The process cuts both ways; and issues for action by the client side are also clarified and augmented e.g. roles and responsibilities and sign-offs.

The Briefing and Commissioning project stages are also rethought, because the environmental performance targets will be set early on and then monitored for three years after handover.

The post-handover activities create a natural feedback route for all involved. An independent occupant survey is an integral part of the process.

The project is just completed and the deliverables are a suite of scope documents that are intended to be used in parallel with conventional duties.

Soft Landings is a University-Industry collaboration sponsored by Cambridge University and paid for by consultants. The research is led by the author.

Mark Way's paper will be introduced by the project sponsor,

David Adamson

Director, Estate Management and Building Service, University of Cambridge.