

RATING SOFT BENEFITS AND IMPROVED INTERNAL ENVIRONMENTAL QUALITY

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By definition post-occupancy evaluation tools can only be used once a building is operational. This paper documents the development of a tool which produces an extensive measure of a building's internal environmental quality which can be used both before and after the building has been built. This rating can then be used for comparative purposes when selecting new premises or other building options. Furthermore, an improved built environment has long been linked with improvements in productivity. Quantifying such effects is extremely problematic; however some aspects of productivity are more measurable than others. By applying a building's indoor environmental quality rating to known levels of churn and worker absenteeism a measure of likely soft benefits (or otherwise) can be achieved.