The Post Occupancy Evaluation Process

A typical Post Occupancy Evaluation will comprise:

**Preparation (2-3 weeks):** Identification of user groups, timetabling, selection and invitation of participants.

**Interviews (1 week):** Small groups of like users are interviewed while walking through the building, which provides the prompt for their comments and observations. A review session is held to verify comments, establish priorities and review the process. Observation studies and written questionnaires may also be used.

**Analysis & Reporting (3-6 weeks):** Documentation of participant findings, generation of recommendations, compilation of a report and presentation.

We welcome inquiries about how Post Occupancy Evaluation can assist organisations manage the relationship between people and buildings.

www.PostOccupancyEvaluation.com

Email: inquiries@postoccupancyevaluation.com
Defining Post Occupancy Evaluation

Post Occupancy Evaluation is the systematic evaluation of buildings in use, from the perspective of the people who use them.

It assesses how well buildings match users' needs, and identifies ways to improve building design, performance and fitness for purpose.

In Post Occupancy Evaluation, 'building users' are defined as all people with an interest in a building – including staff, managers, customers or clients, visitors, owners, design and maintenance teams, and particular interest groups such as the disabled.

Post Occupancy Evaluation is a systematic, independent and comprehensive process that differs significantly from conventional surveys and market research. Most importantly, it uses the direct, unmediated experiences of building users as the basis for evaluating how a building works.

Getting results from Post Occupancy Evaluation

Post Occupancy Evaluation offers organisations a range of benefits:

- **Fine tuning new buildings**: By understanding how buildings support and/or frustrate activities, they can be fine-tuned and management practices adjusted. Very often, slight adjustments to buildings and the ways they are used offer significant benefits for users.

- **Improving design for future buildings**: By designing new facilities with an understanding of how similar buildings perform in use, mistakes can be avoided and successful design features capitalised upon.

- **Accountability**: Post Occupancy Evaluation is a valuable tool for assessing building quality – essential when organisations are required to demonstrate that building programmes are being responsibly managed.

- **Cost savings**: Post Occupancy Evaluation identifies ways people can use buildings and equipment more efficiently and more cost-effectively. Dysfunctional or seldom-used building features can be eliminated or replaced.

- **Renovating existing buildings**: Post Occupancy Evaluation is an important tool in planning the refurbishment of existing buildings. It helps clarify perceived strengths and weaknesses to focus resources where they are needed. It is also used to identify where building design adjustments are needed to support changing practices, markets, legislation and social trends.

- **Staff and/or customer relations**: Post Occupancy Evaluation involves building users in defining how buildings work for them. This participation engenders greater commitment to solutions, and more willingness to accept shortcomings.

Experience

Projects

- Museums
- Banks
- Military Facilities
- School Buildings
- Apartments
- University Buildings
- Social service facilities
- Courts of Law
- National Archives
- Gasoline retail facilities

We have also been contracted to the OECD in Paris, presented to international conferences and spoken at schools of architecture around the world.