

# POST OCCUPANCY EVALUATION REPORT

## SI YUAN CENTRE OF CONTEMPORARY CHINESE STUDIES



**JUNE 2014**

**FINAL**

## 1. Introduction

QTC Projects were appointed to carry out the Post Occupancy Evaluation following the submission of a tender for services dated 12 November 2013 to the Development Director, University Estate Office.

## 2. Scope of the Review

### Evaluation Technique

The evaluation was conducted at Project Review stage (1 – 2 years after handover) and has been undertaken in line with the criteria and guidance contained in the HEFCE/AUDE publication, 'Guide to Post Occupancy Evaluation'.

### Analysis

Analysis broadly followed the University's brief for undertaking the evaluation and consisted of reviewing all written information received concerning the building together with information collated from the questionnaires and workshop. Particular areas reviewed were:

- Purpose and scope of project (brief)
- Some aspects of the building procurement process
- Building user feedback
- Cost management and control
- Construction and project management
- Functional and technical performance
- Sustainability - Assessment against BREEAM criteria
  - Review of energy efficiency measures incorporated into the design

### Questionnaires

Questionnaires were developed to obtain information and feedback from four specific groups:

- a) User (On-line survey)
  - a representative sample of 66 users of the building being evaluated consisting of Academic/Admin staff and PGR/PGT and UG students
- b) Consultant Design Team
  - Architect
  - Project Manager
  - Quantity Surveyor
  - Building Services Consultant
- c) Estate Office – Development
- d) Main Contractor

A Sample of the User Questionnaires is shown in Appendix 1.

### Interviews

Interviews were held with the following:

- a) Si Yuan Centre of Contemporary Chinese Studies  
- Jenny Hall, Administration Manager
- b) Estate Office  
- Richard Wigginton, Senior Capital Projects Officer
- c) Lewis & Hickey Architects – Adrian Hollis
- d) Gleeds Project Manager – Maria Willis
- e) G F Tomlinson Building – Nick Banks
- f) URS Scott Wilson – Jonathan Tranter

### Workshop

A half day workshop was held on 21 May 2014 (a list of attendees is shown in Appendix 2).

The format for the workshop was a presentation by QTC Projects acting as facilitator which included feedback from the user satisfaction questionnaires. The workshop helped to highlight the key issues that had been raised in the questionnaires and interviews which were then discussed and debated.

The information from the workshop provided important comment which has been incorporated into this report.



### 3. Building Data

Name	Si Yuan Centre of Contemporary Chinese Studies
Size	2123m <sup>2</sup> (Gross Internal Area)
No of Storeys	3 storeys
Occupants	School of Contemporary Chinese Studies, Confucius Institute
Types of space	Offices (cellular and open plan) Research office space Meeting/seminar rooms Centrally Timetabled rooms Staff Room Confucius Institute Library/Resource room PGT study area Confucius Institute Gallery
Construction Period	44 weeks (including extension of time)
Start on site	3 January 2012
Contract Completion	8 October 2012
Practical Completion	15 October 2012

#### Net Construction Costs

At Start of Construction	£3,096,422
At Final Account stage	£3,301,619 (including additional works)

<u>Funding</u>	University
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#### Consultant Team

Project Manager	Gleeds Management Services, Nottingham
Architects	Lewis & Hickey, Nottingham
Cost Managers/QS	Gleeds, Nottingham
Services Engineer	URS Scott Wilson, Chesterfield
Structural Engineers	Clarke Bond

<u>Contractor</u>	G F Tomlinson Building, Derby
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<u>Building Contract</u>	JCT Design & Build 2005 (Rev 2009)
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#### 4. Project Background and Description

The building is located on the Jubilee campus and provides purpose-built accommodation for the School to facilitate their growth and subsequent relocation from the Yang Fujia Building.

As part of the design competition the University issued a design brief in January 2010 and two sites were put forward on which the Architects were to select what they considered to be the most appropriate. The development had to be in line with the University Campus Development Plan formally adopted by Nottingham City Council in December 2004 and updated in the Development Framework issued in February 2006.



The final design and finished building sits well within a mix of contemporary architecture which makes up the University Campus and it respects the original master planning principles. Its location is defined on two sides by the lakeside aspect and the Boulevard and is based on three simple elements of three storeys including a glazed atrium.

There are subtle references to Chinese design through the use of charcoal standing seam zinc cladding and black glazing, red glass either side of the atrium entrance and bespoke feature lighting over the main staircase.

The reinforced concrete frame with exposed concrete soffits provides the thermal mass for internal climate moderation. Windows of varying heights facilitate natural ventilation with solar gain limited through the use of brise soleil.

Due to the nature of the site, a separate enabling contract was commenced in December 2011 with a specialist remediation contractor to address the levels of contamination and safety and satisfy the environmental requirements stipulated in the planning approval conditions. This work continued throughout the build period and construction works were managed around it.

The main contract works commenced on site in January 2012 and was completed in October that year.

The building has achieved a BREEAM 'Excellent' rating, and has received a number of design awards and commendations.

A full list of project milestones is shown in Table 1.

<b>Table 1     Project Milestones</b>
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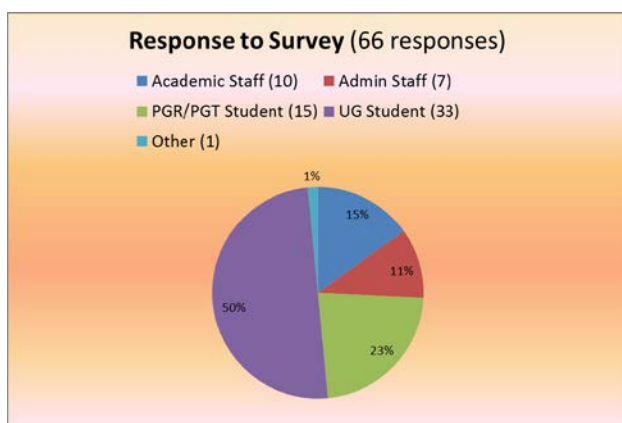
Design Brief issued	January 2010
Design competition submission	14 June 2010
Design Team appointed	February 2011
Planning application submitted	31 May 2011
Project budget set	June 2011
Main contract tenders returned	9 September 2011
Tender report	October 2011
Contractor appointed	November 2011
Site set up and enabling works commence	5 December 2011
Contract start date	3 January 2012
Target completion date	24 September 2012
Contract completion date	8 October 2012
Actual completion date	15 October 2012

## 5. User Satisfaction

Building user satisfaction has been assessed from the responses to the on-line questionnaires received and analysis of the comments made. The results are shown in a series of bar charts covering the following areas:

- Satisfaction with specific room types, ie shared and single offices, PGR/Visiting Scholars' space, PGT/UG Study space, meeting rooms, central timetabled rooms, Staff Lounge, Confucius Gallery, ancillary space and overall impression of the building
- Security
- Cleanliness
- Internal room temperature
- Distraction from noise
- Lighting conditions, natural and artificial
- Data connectivity at the workspace
- AV equipment in teaching/meeting rooms



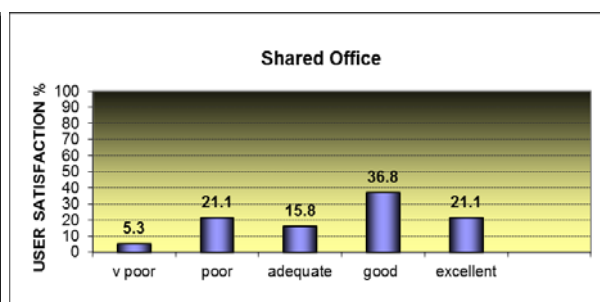
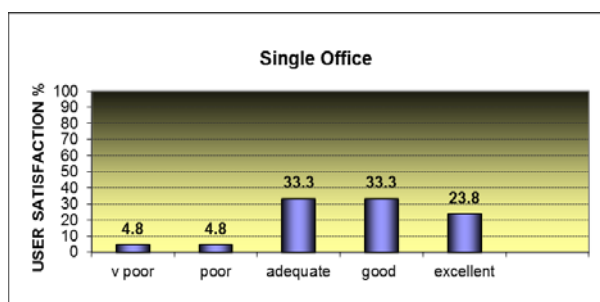


Overall, 66 responses were received from a representative group comprising Academic/Admin staff and PGR/PGT/UG students.

Users were asked to give a response on their overall impression of the building and this has shown a very high level of satisfaction.

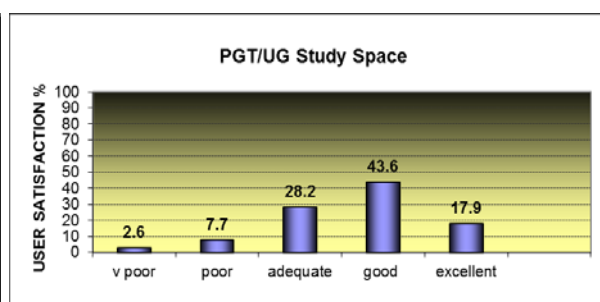
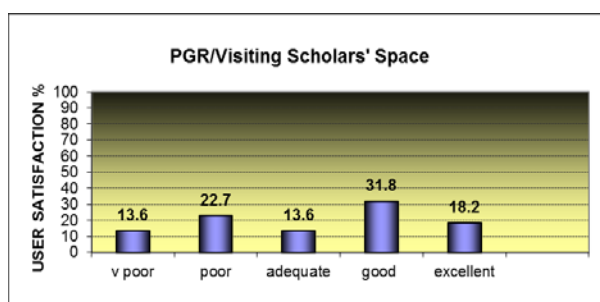
**84% of respondents rated the building good to excellent.**

The single offices in the building comply with the University's space norms providing office sizes relative to the grade of post of the staff occupant. The majority of the offices in the building are single occupancy with 57% of staff occupants rating them as good to excellent. There were some negative points raised relating to window sill heights but on the whole there is a reasonable level of satisfaction.

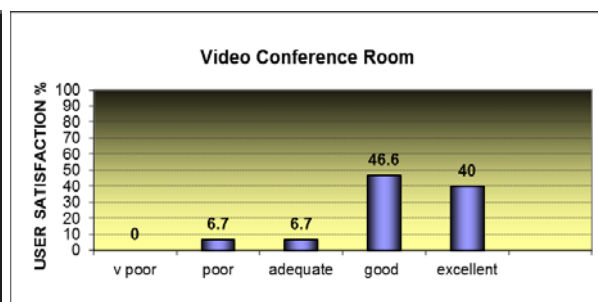
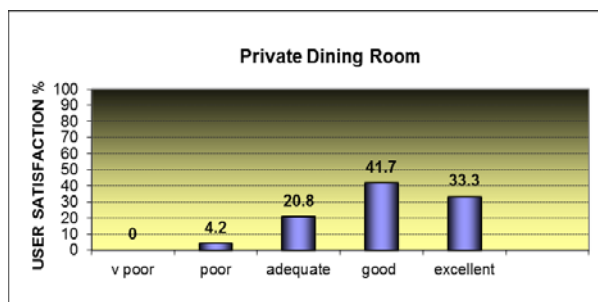


The shared offices had a range of responses with less satisfaction compared to the single offices. This is due mainly to the distraction caused by working in a shared space (PGT/UG space in particular). It was noted at the workshop that the administrative staff who share an office are very content with their space.

There was less satisfaction with the open plan area occupied by PGR students and Visiting Scholars on the 2<sup>nd</sup> Floor (37% of respondents rating this area as poor or very poor). The School is aware of the situation and is managing this accordingly.



The UG/PGT study space on the 1<sup>st</sup> Floor is an area that is well used by students. It is often crowded at times and feedback shows that users are concerned the space is used by students from other schools. This is more of a management issue rather than the functioning of the building.



Both the private Dining Room and Video Conference Room provide excellent meeting room facilities. This is reflected in the level of satisfaction shown for users of these areas. The rooms are located on the ground floor and the full height glazing gives excellent light and adds to the quality of these spaces for small group meetings.

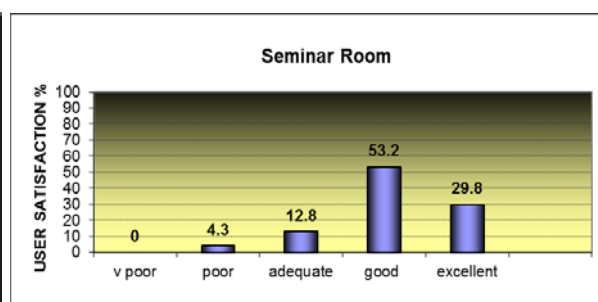
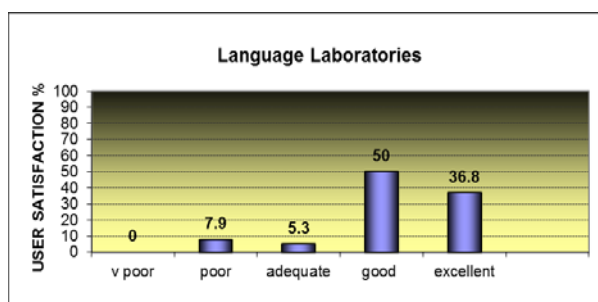


Private Dining Room



Video Conference Room

The two Language Laboratories on the ground floor are centrally timetabled and are well used. There is a high level of satisfaction (87% good to excellent) for these rooms. A similar response was given for the use of the seminar room.



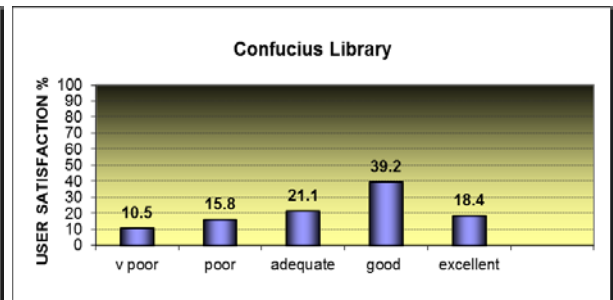
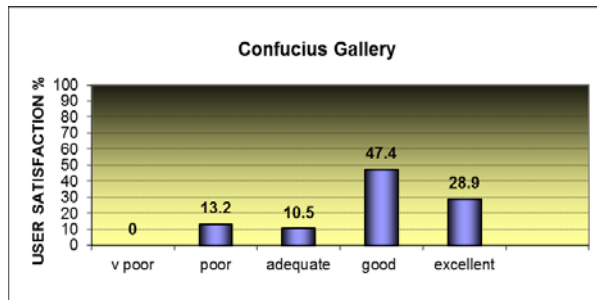
The space audit which was undertaken in October 2014 for actual use of the centrally timetabled rooms shows a good level of utilisation (see Table below). The exception is the Video Conference Room which has a low utilisation rate. This could be improved if the room was also formally booked for general meetings with priority booking given to the Centre under a quasi-centrally timetabled arrangement. The use of this room should therefore be reviewed.

Room	Usage	Occupancy	Utilisation
A08 Language Lab	75.00%	83.51%	62.64%
A09 Language Lab	65.63%	70.39%	46.20%
A21 Seminar Room	100.00%	78.13%	78.13%
A22 Video Conference	28.13%	44.44%	12.50%
<b>Overall</b>	<b>67.19%</b>	<b>69.12%</b>	<b>49.86%</b>

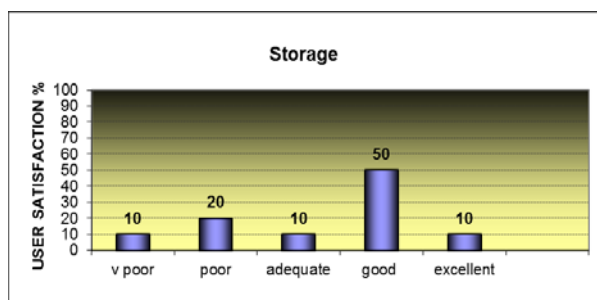
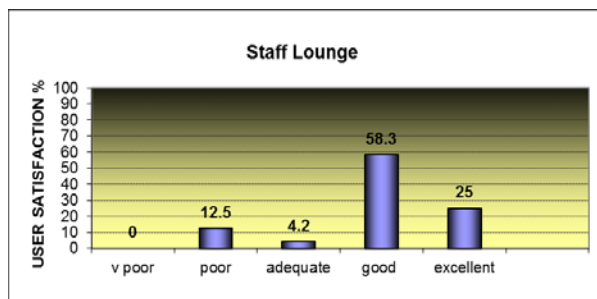


The Confucius Gallery is a multipurpose, flexible space on the ground floor and is considered an asset to the functioning of the building. It is used for large meetings, conferences, open days and can be opened up to the adjacent atrium space thus giving greater flexibility. Users generally like this space and this is reflected in the satisfaction ratings.

The room on the ground floor designated as the Confucius library shows less satisfaction from users. It is not the School's main library which is located elsewhere. It is considered to be underutilised and resourced which is a management issue rather than a criticism of the design brief or completed building.

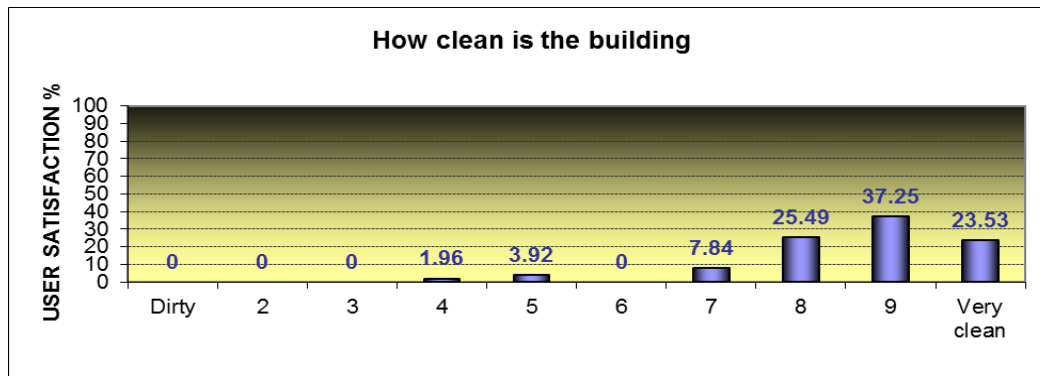
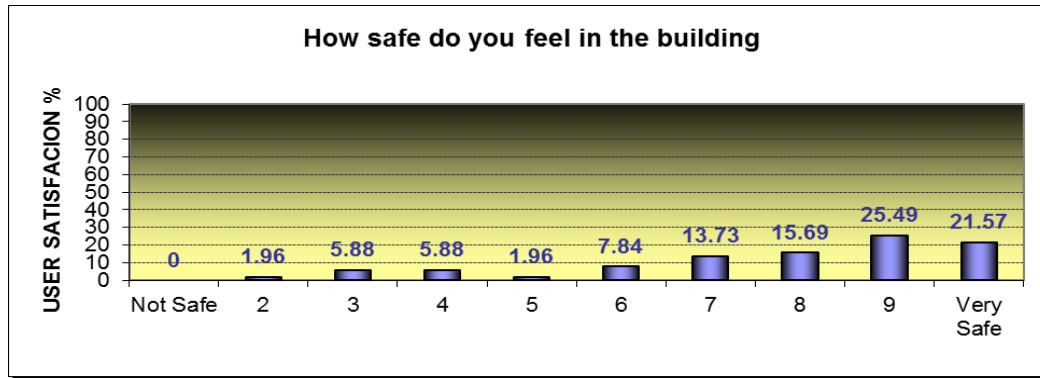


The design brief for the building included the provision of a staff lounge and this has been included on the first floor. It incorporates a kitchen area and it is a light and airy space well used by staff. (83% of respondents rated this space good to excellent). The negative comments regarding this space are from the UG students who don't have access to a kitchen or vending facilities.

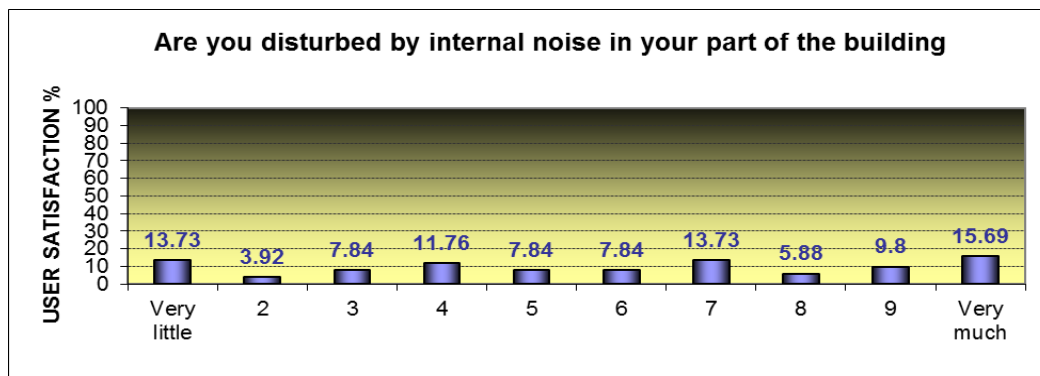


Regarding storage, there is limited space designated within the building and users would like more storage. There are only two cleaners' stores covering the three floors of the building. This is due to one store being converted to a WC late in the process to address provision for transgender users.

Looking at the charts for building amenity and comfort, most users felt safe in the building. However there were concerns regarding security of personal possessions in the open PGR/Visiting Scholars space. This area is open to general circulation space with no controlled access and is also a concern for lone working in the evenings and at weekends. These, though, are School Management issues which should be addressed directly or through dialogue with Security/Estate Office as necessary.

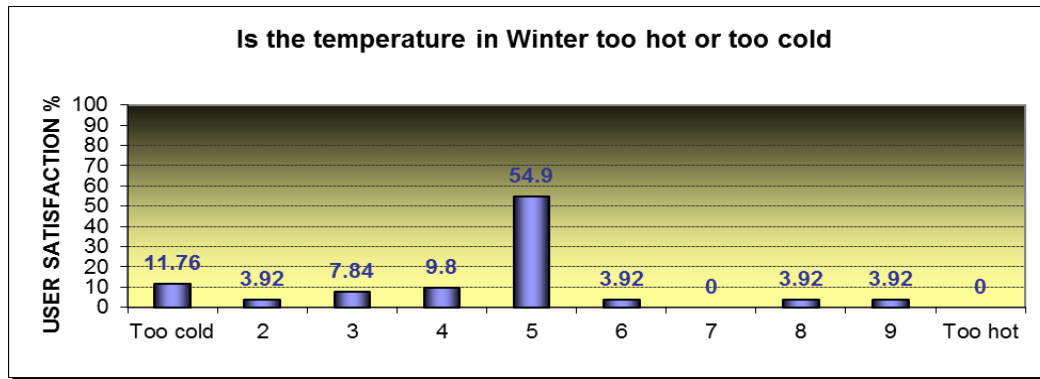


Overall, users are content with the cleanliness of the building.

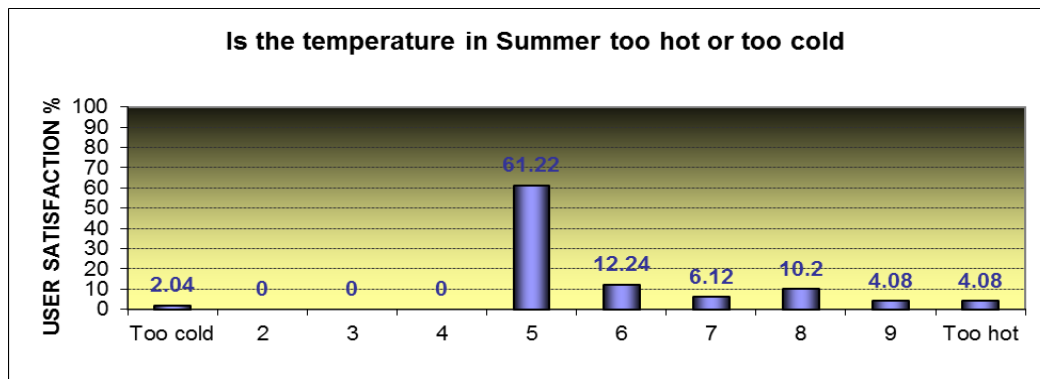


The response to the disturbance from noise question presented scores across the full range. Again scores were influenced by those working in the PGR/Visiting Scholars' space who experience noise disturbance emanating from other floors and from the atrium.

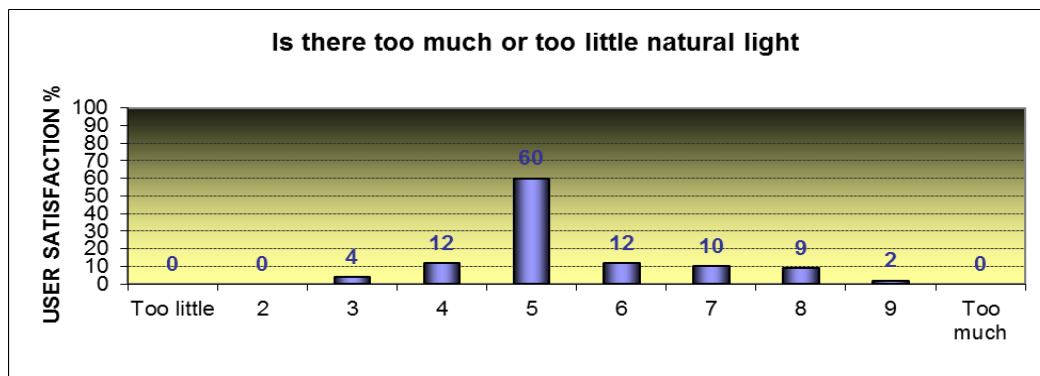
Regarding temperatures in the building, the charts show that for winter, in excess of 50% of respondents felt comfortable. However there were some concerns over feeling cold and users have commented that the building does go cool in the evening due to the heating switching off. The heating programme/cycle could be reviewed by the School in conjunction with the Estate Office.



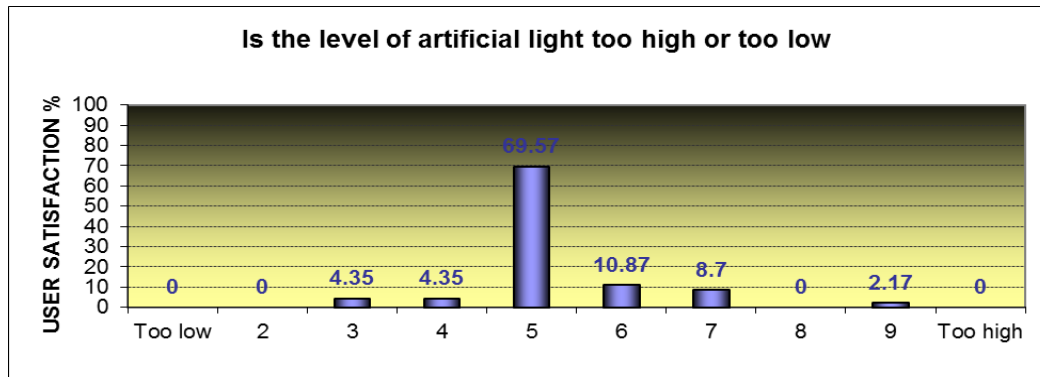
The temperature in summer has not caused any problems and no specific user comments have been made.



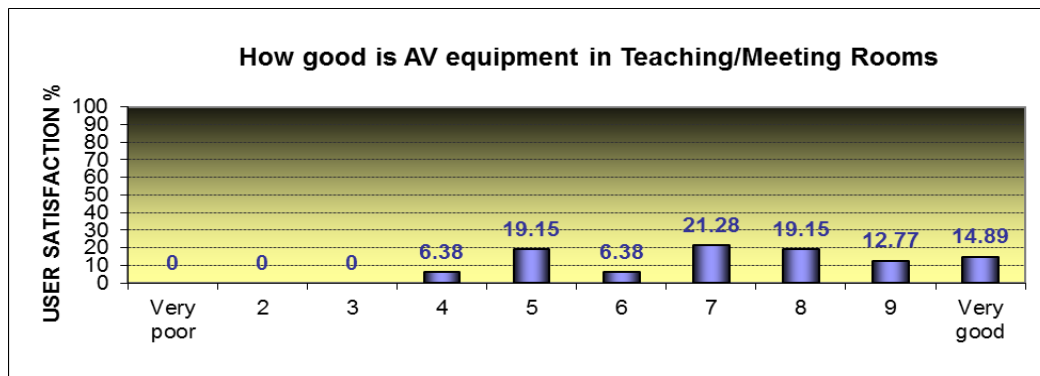
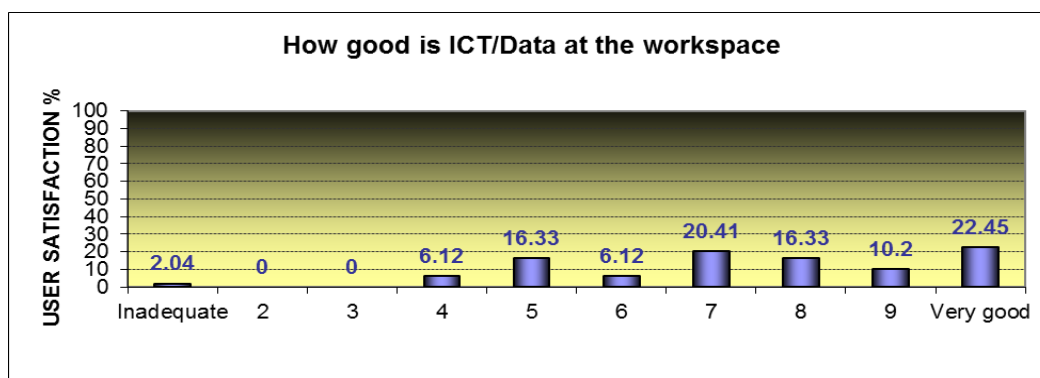
Regarding light both natural and artificial, respondents to the survey were very positive about this aspect of the building. Natural light has been maximised through the use of full height glazing in some areas and the top-lighting is particularly effective at 2<sup>nd</sup> floor level.



Examples of use of good natural light in different parts of the building



The scores on how good the ICT is at the workplace were positive and a similar response was given to the rating of AV equipment in the teaching/meeting rooms.



Resulting from the questionnaire responses, interviews and various discussions, a number of issues have been highlighted and were presented at the POE workshop for further discussion/debate. The issues have been grouped under the following headings and considered in more detail in this report:

- User Issues
- Design Issues
- Construction Issues
- Facilities and Operations
- Project Management
- Procurement and Cost Management
- Sustainability

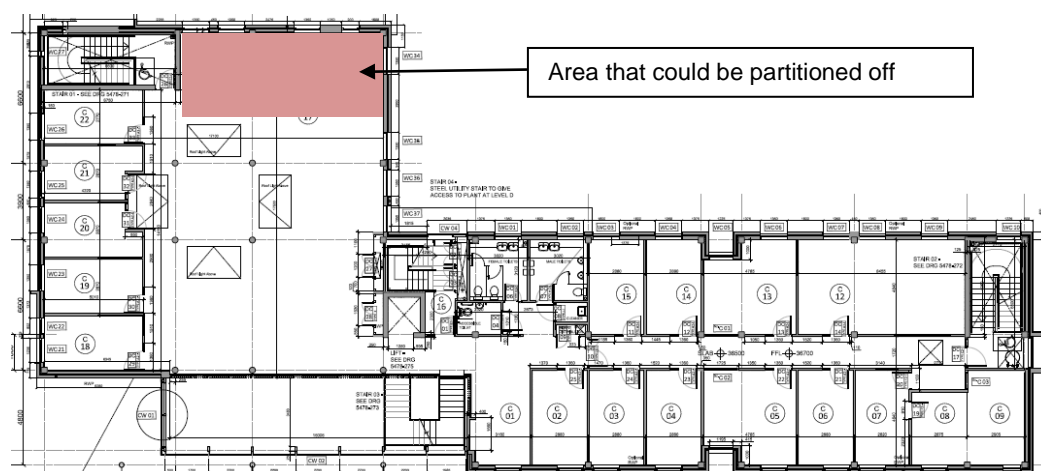
## 6. User Issues

A number of user issues and comments were raised during the interviews and from the questionnaire returns which were discussed at the workshop. These are listed below and commentary given.

### PGR/Visiting Scholars' Open Plan Office Area

Users of this space have commented on the disturbance to working caused by noise emanating from other floors and the adjacent atrium.

A possible solution to alleviate the problem would be to partition off some of the area at the back of the space to create offices and/or introduce more office screens to subdivide the space. A case could be presented by the School management to Space Management Committee (SMC) or funded directly.



### User Involvement at Design Stage

In discussion with the user representative regarding the School's involvement in the design development, they felt that they were included and the Design Team took on board their views.

### Language Laboratories

Some users have commented that the Labs are too long and narrow making it difficult for students at the back to see the board over the other students. It was noted at the workshop that the proportion of these rooms is dictated by the structural grid module of the building and cannot be altered. It is also acknowledged that the rooms are probably slightly too narrow although the occupancy/m<sup>2</sup> is correct.

### Temperature

Some users have commented that the building goes cool in the evening due to the heating switching off. It was confirmed at the workshop that the heating cycle from 8.00am to 6.00pm is within University guidelines although it is possible to adjust this schedule to extend heating in the evening. The School should review this with the Estate Office.

There was a specific comment relating to the lack of heating in the office (B22) where the occupant considers the room temperature to be too cold for a normal working environment. A job ticket needs to be raised and reviewed by the Estate Office.



## Recommendations

- i) School to consider changes to the PGR/Visiting Scholars' space to reduce noise disturbance through submission of a case to SMC or by direct funding*
- ii) Investigate the heating in Room B22 (raise job ticket)*
- iii) Consider adjusting the heating programme/schedule to help mitigate the temperature changes/drop*

## 7. Design Issues

A number of comments relating to design were raised during the interviews and from the questionnaire returns which were discussed at the workshop. These are listed as follows and commentary given:

### Design Brief

The University issued a design brief at the competition stage. This was adequately detailed and provided sufficient information on which to prepare preliminary designs. The Design Team considered there was good communication through the University's Estate Office via the Senior Capital Projects Officer.

### Design Co-ordination

Design co-ordination worked well on this project. The Architects selected the Building Services and Structural Engineers as part of their team having worked together on previous schemes. The contractor had also worked with the consultant team previously.

### Planning Stage

It was noted at the workshop that there were no issues with obtaining the necessary planning approvals. The siting of the project was in line with the approved Masterplan and Development Framework and sympathetic to adjacent buildings. There were no particular constraints from a planning point of view except environmental conditions relating to remediation and site contamination works.

### Building Services Installation

The original design intention for the hot water supply was to use the Ground Source Heat Pump (GSHP) system specified as the primary heating medium to serve the washbasins and shower. This proved to be in conflict with the lower temperatures required for the space heating and was also inefficient. It was resolved through the installation of a small domestic gas fired boiler to supply hot water only, supplemented by the solar panels.

### Window Sill Heights

Comments have been received from some users that the sills to some windows are quite high and prevent adequate views out of the building. At the design stage optimum window sizes were selected, balancing this with the cost of mechanical ventilation as well as the general architectural aesthetics and the building's elevations. Specific sill heights were not debated during the design development.

## **Recommendations**

- i) Review delivery of domestic hot water as use of building renewable systems often clash and are run ineffectively to deliver small hot water loads*
- ii) Ensure a review of internal sill heights takes place as part of the design development*

## **8. Construction Issues**

### Contractor Performance

The contractor performed well on this project with good liaison with the novated design team. The contractor employed his own Design Co-ordinator which helped this process.

### Site Conditions

The site was challenging in relation to the level of contamination present due to previous industrial activities. A separate remediation contract was set up with a specialist contractor to deal with the site amelioration which overlapped with the commencement of the main contract.

### Programme

The programme was fairly tight at 43 weeks. There was an extension of time granted of one week due to inclement weather but the contractor allowed beneficial occupation to the user client to assist with the moving-in period.

### Quality

The quality of finishes on this project is to a good standard both internally and externally. The contractor operated an 'Aftercare Plan' with a presence on site following handover. This was appreciated by the user client. Overall the quality and the limited number of post completion snags or issues are testament to the fact that the design team, contractor and construction process worked well.

### Commissioning

There were two issues raised regarding commissioning which could have been addressed earlier with improved communication. The issues related to the problems with the GSHP providing the hot water supply and links to the University's Building Management System.

The main contractor controlled the design team meetings and the consultant Project Manager was not always invited to attend. Attendance at these meetings may have alerted the University to these issues earlier which may have reduced the time and effort needed to reach a satisfactory resolution.

### Outstanding Defects

There were very few post-completion snags and all defects have now been signed off.

### Health and Safety

There were no health and safety issues raised, the contractor conducting site operations in a satisfactory manner.

## 9. Operations and Facilities Issues

### Involvement of Maintenance Team

On this project, maintenance staff were introduced and made aware of the scheme and had briefing sessions at the design stage and at handover. The co-ordination of the involvement of the Facilities Team has certainly improved and the recent appointment of two Senior Engineers will strengthen the process further and allow greater interaction and review.

### Building Materials/Services Specification

There were no major issues concerning the specification of building materials and mechanical and electrical services. There had been reports of rainwater penetration at the automatic entrance doors and a burst pipe above the suspended ceiling in the main foyer. There has been no further re-occurrence of suspended ceiling damage and work is in hand to address the rainwater problem at the entrance doors.

### Fault Reporting

There were no issues regarding fault reporting through the Estate Office helpdesk. Building users understood the process and were satisfied with the arrangements.

### Operations & Maintenance Manuals

There were no issues raised regarding the issue and content of the O & M Manuals which were compiled by external consultants.

### Cleaning

There were no issues raised relating to cleaning. There was generally a good response from building users.

### Security

There was an issue raised by users concerning the security of the open plan office area to the 2<sup>nd</sup> floor. There is no secure access to this area and at present anyone can walk into this area. This should be reviewed by the School as there may be security solutions that do not require physical alteration of the building (eg. provision of personal lockers).

### **Recommendations**

- i) Continue to improve the communication with the Facilities Team*
- ii) School to consider security options rather than physical alterations to the building*

## 10. Project Management

As with all University capital projects, this project was overseen and monitored by a Project Management Group (PMG) which included representation from the building user client. Once the final scheme was selected by the University, the project was delivered successfully through the normal PMG process.

The consultant Project Manager produced a detailed Project Execution Plan which sets out clearly the scope and broad objectives for the project, communication protocol and change control procedures.

There were very few client changes on this project with changes being dealt with through a well-structured change control process.

Risk management was a key part of the project monitoring process. Risk management workshops were held during the design stages and when the contractor was appointed. They included a value engineering exercise. Risk management was handled well with a risk register being produced at an early stage and monitored by the PMG.

## **11. Procurement and Cost Management**

### Procurement

The Architects on this project acted as lead design consultant, being appointed following the outcome of a design competition. This has proved to be a worthwhile and beneficial process as it enables the client to consider a range of design initiatives and different approaches to interpretation of the brief. The Architect also selected the Structural and Building Services Engineers to make up the overall design team.

The appointment of the Project Manager and Quantity Surveyor took place following the design competition. As the Project Manager/QS had worked on a number of University projects, they were familiar with University procedures and quickly gained an understanding of the objectives and scope of the project.

The Architects and Structural Engineers were novated to the contractor at stage D+ with the Building Services Engineers being retained on the client side to provide a monitoring role and quality control service. It is considered that stage D+ or stage E is the most appropriate point in the design process at which to novate as more design certainty has been achieved by this stage. The Structural Engineers later went into liquidation but this did not affect the integrity of the structural design.

The main contractor appointment followed standard University procedures. Following a pre-qualification exercise, five contractors were invited to tender for the proposed works. The appointment of the preferred contractor took place following a detailed assessment of tenders, the process and recommendations being set out in a detailed tender report approved by PMG.

The form of contract used was the JCT Design and Build contract 2005 (revised 2009). This form of contract works well particularly since the contract clauses remain unamended and thus requiring less negotiation. In this form it is considered to provide good value in balancing cost and quality.

### Cost Management

Costs were managed well on this project. Regular cost plans and cost checks were prepared prior to construction and a value engineering exercise was carried out following receipt of tenders to bring the preferred contractor's tender closer to the approved overall budget. Once construction commenced, regular cost reports were produced. PMG was kept regularly informed through the monthly cost reports and was able to monitor expenditure effectively and direct as required.

The final account has been agreed and issued. Taking into account the cost of the Bin and Cycle store (circa £100k + VAT) which was funded separately, this brings the final out turn cost for construction within the 5% tolerance allowed by the University.

## 12. Sustainability

The design brief for this project stipulated a BREEAM target of 'Excellent' which conforms to the requirement of the University's Carbon Management Plan. Although this has been achieved, the final certificate confirming this is still awaited from BRE and is being regularly chased.

It is a requirement of the Nottingham City Council Planning Guidelines that 10% of all energy used (interpreted through CO<sub>2</sub> emissions) in new developments over 1000m<sup>2</sup> be obtained from low carbon emission or renewable energy sources. The design intent was that following an appraisal of possible options this would be achieved mainly through the provision of a ground source heat pump supplemented by the use of Photovoltaics (energy for heat pump) and Solar thermal panels (providing domestic hot water heating).

Energy Consumption figures have been obtained from the University's Estate Office for the period 11 April 2013 to 9 April 2014. It should be noted that the MeterRing system has not been recording gas consumption and solar thermal heat generation and so manual readings were taken.

The figures in the table below comparing design targets to actual energy consumption/generation show that the 10% of energy consumption from renewable sources has been achieved.

### LZC TECHNOLOGIES

	PREDICTED		ACTUAL	
	kWh/annum	kgCO <sub>2</sub> /annum	kWh/annum	kgCO <sub>2</sub> /annum
GSHP	42,443	6,200	37,011	
PV's	7,000	5,300	8,883	
Solar Thermal	2,527	400	2,367	
<b>Total</b>	<b>51,970</b>	<b>230,737</b>	<b>48,260</b>	

### BASE LOADS

	PREDICTED		ACTUAL	
	kWh/annum	kgCO <sub>2</sub> /annum	kWh/annum	kgCO <sub>2</sub> /annum
Electricity	144,704	48,679	113,567	38,204
Gas	115,354	28,060	203,155	49,418
<b>Total</b>	<b>260,058</b>	<b>76,739</b>	<b>316,722</b>	<b>87,622</b>



A number of energy efficiency and sustainability measures have been incorporated into the building, namely:

- Ground Source Heat Pump
- Photovoltaics
- Solar Thermal panels
- Naturally ventilated building
- Sensor controlled lighting including daylight sensors
- Concrete frame provides thermal mass
- Green Roof

### **Recommendations**

*i) Final certificate confirming the BREEAM 'Excellent' rating should be obtained as a matter of urgency from BRE*

### **13. Conclusion**

Overall, this building has been a huge success in terms of its procurement and design/construction processes. The building's fitness for purpose is very good, demonstrated by the very high level of user satisfaction (84%) and the comments made by users:

*The building looks good and has plenty of light*

*The natural lighting due to the architectural design of the building is great! I love the huge windows*

*Generally very happy with the building*

*Open, light, modern and clean*

*Love the Si Yuan building - it's my home away from home!*

*The building is a fantastic place to work*

*Looks great. Great study environment*

The building has also achieved a number of awards:

<b>RICS East Midlands 2013 Design &amp; Innovation Award</b>	<b>Commended</b>
<b>East Midlands Property Dinner 'Judges Special Award'</b>	<b>Winner</b>
<b>Construction News Award 2013 'Project of the Year – under £12m'</b>	<b>Winner</b>

## 14. Summary of Recommendations

## Action

### User Issues

- |  |                   |
|--|-------------------|
| i) School to consider changes to the PGR/Visiting Scholars' space to reduce noise disturbance through submission of a case to SMC or by direct funding | School Management |
| ii) Investigate the heating in Room B22 (Raise Job Ticket)   | School Management |
| iii) Consider adjusting the heating programme/schedule to help mitigate the temperature changes/drop   | Sustainability    |

### Design Issues

- |  |             |
|--|-------------|
| i) Review delivery of domestic hot water as use of building renewable systems often clash and are run ineffectively to deliver small hot water loads | Development |
| ii) Ensure a review of internal sill heights takes place as part of the design development   | Development |

### Operations and Facilities Issues

- |  |  |
|--|--|
| i) Continue to improve the communication with the Facilities Team                        | Development<br>Operations & Facilities |
| ii) School to consider security options rather than physical alterations to the building | School Management                      |

### Sustainability

- |  |             |
|--|-------------|
| i) Final certificate confirming the BREEAM 'Excellent' rating should be obtained from BRE as a matter of urgency | Development |
|--|-------------|

## **APPENDIX 1**

### **Sample Questionnaire**

## POST OCCUPANCY EVALUATION

### BUILDING USER SATISFACTION QUESTIONNAIRE (On-line survey method used)

#### BUILDING: SI YUAN CENTRE OF CONTEMPORARY CHINESE STUDIES

**Occupation** (Please tick most relevant or state in 'other')

Academic staff

Admin staff

PGR/PGT Student

UG student

Other

An evaluation of your building is being conducted to assess how well it performs for those who occupy it. This information will be used to assess areas that might need improvement and provide feedback that can be used for the benefit of similar future buildings.

Please complete the following questions relating to the above project by ticking the appropriate boxes and adding comments where requested.

### 1 – Satisfaction with types of space in building

Please rate the overall quality of the following areas:  
(Please tick)

<b>A: Single Office</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>B: Shared Office</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>C: PGR/Visiting Scholars space</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>D: PGT/UG study space</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>E: Private Dining Room</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>F: General Teaching rooms</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>G: Language Labs</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>H: Video Conferencing room</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>I: Staff lounge</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>J: Confucius Gallery</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>K: Library</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>L: Toilets/showers</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>M: Storage</b>	1 V Poor	2	3	4	5 Excellent	N/A
<b>N: Overall Impression</b>	1 V Poor	2	3	4	5 Excellent	N/A

## 2 - Security

2.1 How safe do you feel in the building? (*Please tick*)

Unsafe									Very safe
1	2	3	4	5	6	7	8	9	10

## 3 - Cleanliness

3.1 How clean is the building?

Dirty									Clean
1	2	3	4	5	6	7	8	9	10

## 4 - Temperature

4.1 Is the temperature in winter too cold or too hot?

Too cold									Too hot
1	2	3	4	5	6	7	8	9	10

4.2 Is the temperature in summer too cold or too hot?

Too cold									Too hot
1	2	3	4	5	6	7	8	9	10

## 5 - Noise

5.1 Do you suffer distraction caused by noise in your part of the building?

Very significant									Not significant
1	2	3	4	5	6	7	8	9	10

## 6 - Light

6.1 Is there too much or too little natural light?

Too little									Too much
1	2	3	4	5	6	7	8	9	10

6.2 Is the level of artificial light too high or too low?

Too low									Too high
1	2	3	4	5	6	7	8	9	10



## 7 – Telephone/Network Connectivity/Av Equipment

7.1 How well does telephone and network connectivity operate at your workstation?

Inadequate

Well provided

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

7.2 Is the AV equipment in the teaching/meeting rooms adequate?

Inadequate

Well provided

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

## 8 - Comments

If you have any additional comments that you would like to make about any aspect of the building and your working environment please note them here.

Thank you for completing the questionnaire.



## **Appendix 2**

### **SI YUAN CENTRE OF CONTEMPORARY CHINESE STUDIES**

#### **Post Occupancy Evaluation Workshop**

**Held on Wednesday 21 May 2014**

#### **List of Attendees**

##### **User Representatives**

Jenny Hall	School Manager
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##### **Estate Office**

Richard Wigginton	Senior Capital Projects Officer
Chris Dickinson	General Manager Maintenance

##### **Design Team**

Adrian Hollis	Lewis & Hickey – Architects
Maria Willis	Gleeds – Project Manager
Jonathan Tranter	URS Scott Wilson – Building Services Engineers

##### **Contractor**

Ian Dalby	G F Tomlinson Building
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##### **Apologies**

Alex Glen	Estate Office – Space Resource Manager
Mark Bonsall	Estate Office – Engineer
Yvonne Solomon	Estate Office – Building Surveyor
Nick Banks	G F Tomlinson Building



















## **APPENDIX 3**

### **Floor Plans**

# Si Yuan Centre of Contemporary Chinese Studies - A Floor Plan



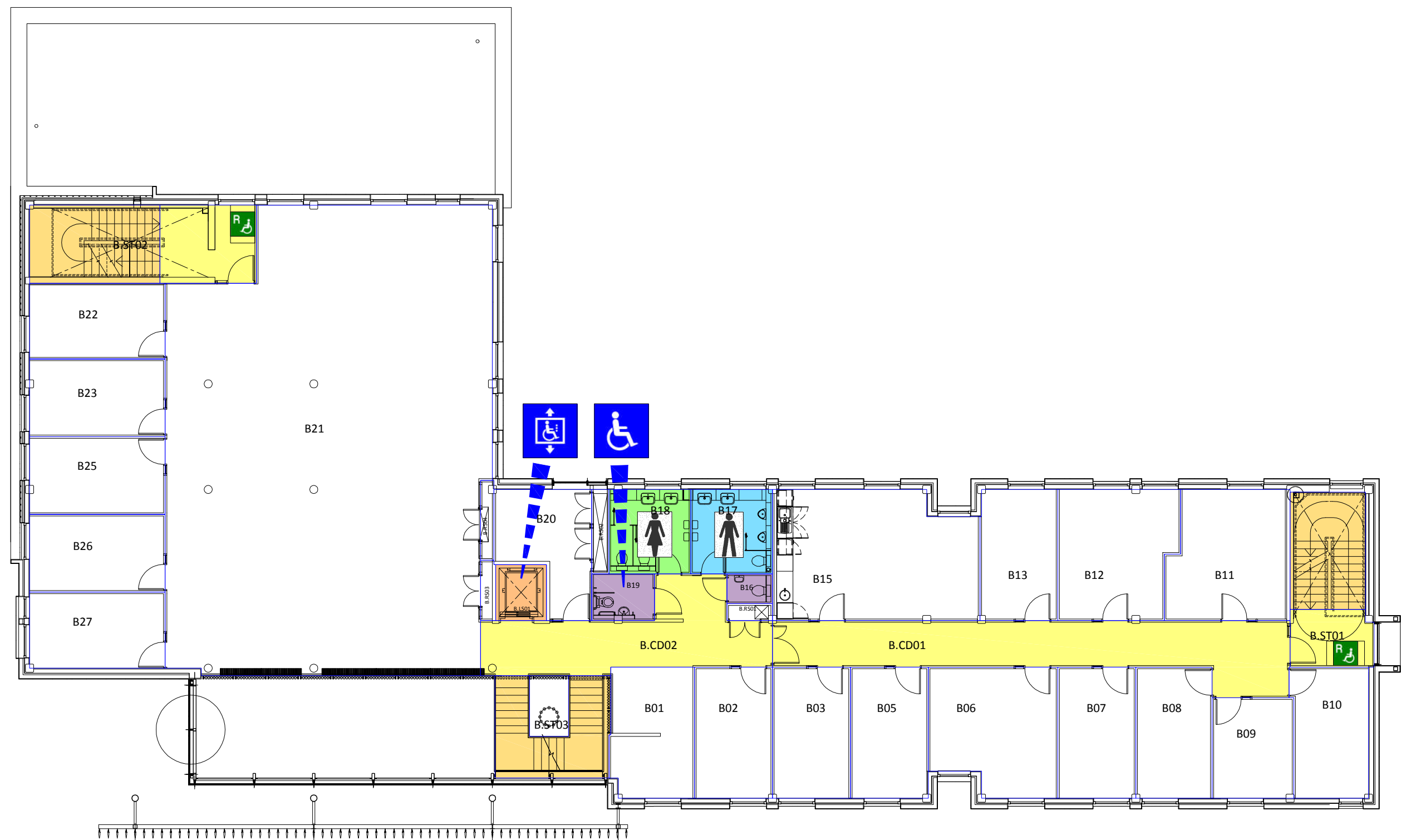
## Key

	Designated Badge-Holder Parking		Entrance		Toilet (Female / Male)		Refectory/Cafe		Lift
	Access Ramp		Accessible Entrance		Accessible Toilet		Central Timetabled Room		Fire Assembly Point
	Automatic Doors		Evacuation Chair		Reception		Circulation		You Are Here
	Accessible Lift		Emergency Refuge				Stairs		

Oct 2012  
Estate Office

[www.nottingham.ac.uk/estate/](http://www.nottingham.ac.uk/estate/)

# Si Yuan Centre of Contemporary Chinese Studies - B Floor Plan



## Key

	Designated Badge-Holder Parking		Entrance		Toilet (Female / Male)		Refectory/Cafe		Lift
	Access Ramp		Accessible Entrance		Accessible Toilet		Central Timetabled Room		Fire Assembly Point
	Automatic Doors		Evacuation Chair		Reception		Circulation		
	Accessible Lift		Emergency Refuge				Stairs		




Oct 2012  
Estate Office



# Si Yuan Centre of Contemporary Chinese Studies - C Floor Plan



## Key

	Designated Badge-Holder Parking		Entrance		Toilet (Female / Male)		Refectory/Cafe		Lift
	Access Ramp		Accessible Entrance		Accessible Toilet		Central Timetabled Room		Fire Assembly Point
	Automatic Doors		Evacuation Chair		Reception		Circulation		
	Accessible Lift		Emergency Refuge				Stairs		