

## **Post Occupancy Evaluation in the AHP 21-26 Information Sheet**

### **1. Background**

#### Achieving the Mayor's vision for housing

- 1.1. The Mayor is supporting a new focus on design quality in the recently announced £4b 21-26 Affordable Homes Programme (AHP), which was launched at the end of November. Included in this is the commitment to run a pilot to trial the use of Post Occupancy Evaluation, which has the potential to become a contractual requirement of all delivery partners, if successful.
- 1.2. By evaluating homes funded through the AHP – their performance and the residents' perspectives – we can assess the extent to which affordable homes delivered are well designed and fit for purpose. We can also gather data which can inform policy making moving forward.
- 1.3. Whilst many partners are delivering high quality homes, there is still an opportunity to close the feedback loop and learn more from the completed schemes. The objective is ultimately to drive up the quality of homes in terms of building and environmental performance as well as improving the quality of life for Londoners.
- 1.4. The GLA is working with four housing delivery organisations to help shape the POE requirement through a pilot project. As a part of the pilot the GLA will produce a set of tools to enable partners to carry out post occupancy evaluation on a selection of their schemes.
- 1.5. The GLA intends to provide the tools for partners to carry out POE in a consistent way across London once the requirement is made contractual. The data will be comparable between schemes and the information will be made publicly available on the London Datastore, aggregated in a way that is GDPR compliant.

### **2. What is POE?**

- 2.1. POE is the process of obtaining feedback on a building's performance in use once it is complete and residents have moved in. It helps clients, design teams and contractors understand if buildings are performing in line with the design intent and if they are fit for purpose. POE typically collects data associated with technical building performance, as well as user satisfaction.
- 2.2. The findings from the studies can be used to improve the building in question, for example solving maintenance or operational issues. It also provides valuable lessons for design teams and clients for their next projects. Ultimately this contributes to industry learning for all types of development, avoiding the same mistakes being made again and wasting resources.
- 2.3. Partner organisations currently undertake resident questionnaires and 'move-in' surveys with their residents. The regulator also seeks to understand resident satisfaction. POE looks to go beyond these requirements to understand how buildings are performing and how organisations might learn from successes and failures for future delivery.

2.4. The GLA POE requirement will enable partners to gather a base level of data and identify issues and successes of their schemes which can be explored in more detail. A suite of resources will be developed to enable this.

### 3. The pilot

3.1. The pilot intends to gather data on a minimum of 100 units across the four partners engaged. The GLA has produced a standardised approach which seeks to capture objective and subjective data on how newly built homes are performing. The pilot will test the effectiveness of these resources and establish how best to implement them as a contractual requirement of the AHP 21-26.

3.2. A summary of the draft resources which will be tested in the pilot is as follows;

- a. **Resident survey** – An initial survey to understand how residents experience their homes
- b. **Survey analysis and home visit template** – guidance for the consultant or officer carrying out the home visit
- c. **'Be Seen' requirements** – how the 'Be Seen' requirements will be met for the pilot project
- d. **Summary proforma** – this captures a summary of the findings from a.-c. and is to be returned to the GLA.
- e. **GDPR templates** – for participating residents to sign before completing the survey.

3.3. The pilot process and resources will be reviewed in the winter of 2022 to establish if it has been a success. Partners will be notified if the POE requirement becomes operative from March 2023.