**OCCUPIER’S APPRAISAL**

**(AT THE COMPLETION OF BUILDING WORK)**

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| **Name of Property** |  |
| **Project** |  |
| **Date of Review Meeting** |  |
| **Occupier** |  |
| **Name & position of occupier’s representative** |  |
| **Signature** |  |
| **Client Authority** |  |
| **Attended by** |  |
| **Signature** |  |
| **Contractor** |  |
| **Attended by** |  |
| **Signature** |  |
| **Architect** |  |
| **Attended by** |  |

This form should be completed by the building user or building occupier at Building Handover in a joint meeting with representatives on the LA, Contractor and Architect. Scores and comments should refer to organisations, and not to individuals.

This survey only scores the period from the appointment of the contractor up to the completion of the project.

**Scoring: - 1 is Poor, 10 is Excellent,** *see guidance overleaf*

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| **Part A Satisfaction with completed building**  **Score Comments (optional)** | | | | |
| **1.** | Quality of Workmanship |  |  |  |
|  |  |  |  |
| **2.** | Quality of Design |  |  |
|  |  |  |  |
| **3.** | Consideration given to future maintenance and running costs |  |  |
|  |  |  |  |
| **4.** | How well does the completed project meet your expectation |  |  |
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| **Part B Satisfaction with Service (Combined contractor and design team \*)**  \*The framework assumes that the project delivery team worked collaboratively as one body  **Score Comments (optional)** | | | | |
| **1.** | Communication with you and understanding your requirements |  |  |  |
|  |  |  |  |
| **2.** | Consideration towards you and other site users during the work |  |  |
|  |  |  |  |
| **3.** | Handover of project on time, and dealing with outstanding snags |  |  |
|  |  |  |  |
| **4.** | Overall Service |  |  |
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| **Any other comments or suggestions?**  *Thank-you for your feedback* | | | | |

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| **Performance Measure**  **(Product)** | **Prompts** |
| Quality of workmanship | Your impression of the quality of the finished work carried out by the contractor |
| Quality of Design | E.g. building layout, circulation routes, flexibility, storage space, colour scheme, social inclusion,  H&S features, security, lighting, noise |
| Consideration given to future maintenance and running costs | Suitability of materials used, durability, ease of cleaning, access for maintenance. Provision of good and easy to use heating, lighting, ventilation and water controls. |
| How well does the completed project meet your expectations? | Allow for constraints outside the control of the project delivery team; such as the available budget, time or space. |
| **Performance Measure (service)** | **Prompts** |
| Communication with you and understand your requirements | How well did the project team listen to your requirements both during project design and liaising with you during the site work? Did the team use 3D visualizations to help end users understand what the building would look like? |
| Consideration towards you and other site users during the construction work | E.g. working times, deliveries, storage of materials, parking, noise, dust, waste, unexpected disruption. |
| Handover of project on time and dealing with remaining snags (faults) | Was the project handed over to you on the date you expected?  Was the building clean and fully usable?  Consider the *seriousness* as well as the *number* of any snags (faults) – and the attitude of the combined team to quickly resolve them with minimum disruption to you. |
| Overall Service | The service provided by the combined project team of designers and contractors in delivering the project. |