

# Domestic Occupant Satisfaction Surveying for Building Performance Evaluation

Purpose, Description, and Methodology

*“Occupants are the best (albeit uncalibrated) sensor of building performance that we have”*

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## Why conduct occupant surveying?

To overlook the occupants (and users) of a building when assessing its performance, is like rating restaurant food based on its shape, size, nutritional values, and weight, but ignoring what it tastes like. The subjective experience of any building is fundamental to its “performance”. Buildings are implicitly constructed to serve the needs of the occupants and users, rather than to achieve net zero energy consumption (for instance). Furthermore, monitoring, and sensing equipment is often expensive and complex to install, process, and evaluate, whereas occupants experience of buildings is readily available; you just need to ask.

There is growing awareness that occupant feedback is **essential** to assess the performance of buildings. The British Standard on Building Performance Evaluation (BPE), BS40101:2022, includes occupant surveying at all levels of BPE. Likewise, the Retrofit Coordination standard, PAS2035:2019, also requires occupant (user or client) feedback on performance to be collected post-retrofit, to validate the installed measures and instigate further testing if required. The survey developed by SOAP Retrofit Ltd complies with both critical standards.

## What is involved in surveying occupants?

Surveying is a relatively straightforward process. The survey is preferably completed online via weblink: [bit.ly/HomeSurveySOAP](https://bit.ly/HomeSurveySOAP), or by scanning the QR code (one survey per household). Alternatively, where residents are unable to access the online survey, it can be provided as a paper copy survey (although this is not recommended).

The three main complexities of surveying occupants are:

**1. Asking the right questions**

*The questions developed comply with BS40101:2022 and PAS2035:2019*

**2. Analysing the findings**

*The results are analysed automatically via a secure online database*

**3. Maximising the response rate**

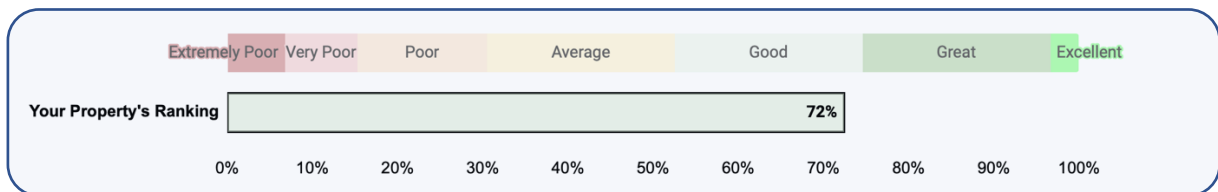
*Communication method(s) include (but are not limited to), emails, telephone calls, face-to-face events, flyers and posters, and posted letters. Whatever suits the residents best and SOAP Retrofit Ltd can help agree that on a scheme-by-scheme basis*



## What can you learn from occupant surveying?

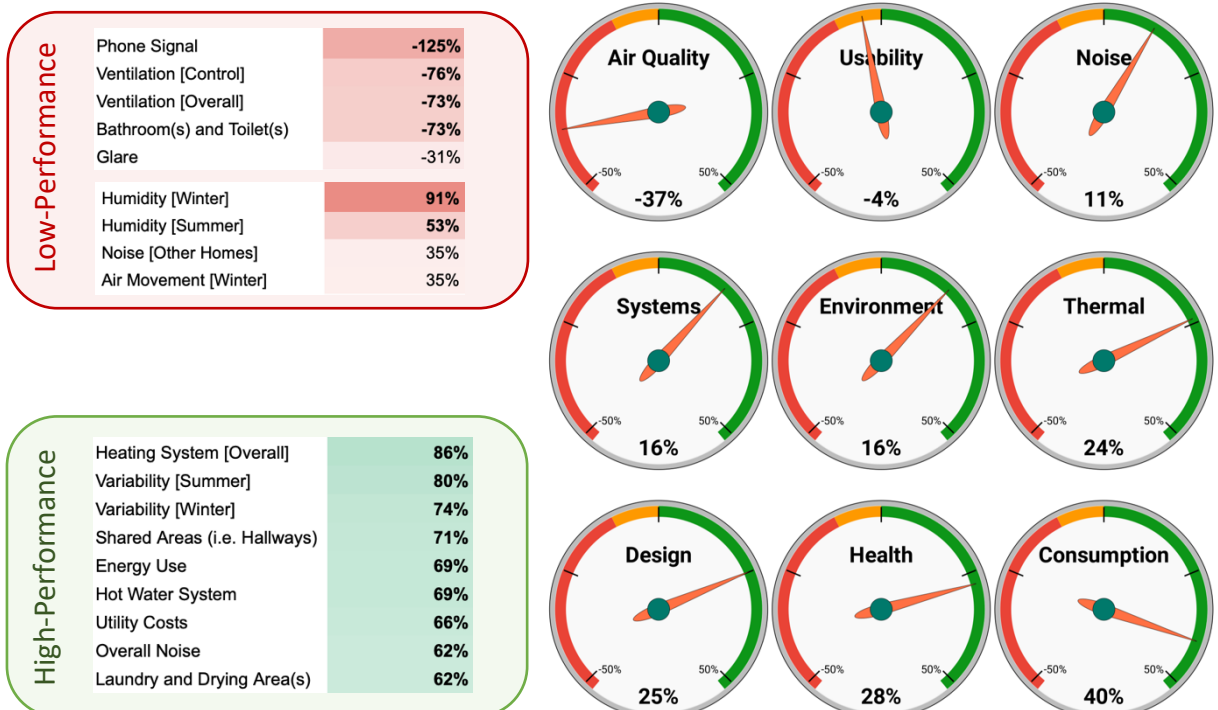
The surveying process reveals how your property or properties perform from the occupants' perspective. Data is analysed automatically via the online database, and summary performance reports are provided as required i.e. per scheme, per property, per archetype...

Results include a high-level summary of the overall performance of the property (or scheme of properties), including ranking against benchmark values. An example output of this is shown below where the property surveyed is rated "Good", but not "Great" or "Excellent".



Subsequently, specific areas of performance above or below benchmarks and targets are highlighted to categorise where the building is performing well or requires improvement. For the example below, ventilation is a particular area of concern along with the bathroom(s) and toilet(s). Improving the phone signal would also help to improve occupant satisfaction.

However, the heating (and hot water system), operating costs, and stability of conditions in both winter and summer, are all particularly high performance.



## How much does occupant surveying cost?

SOAP Retrofit Ltd currently provides **access** to the survey **free of charge** (i.e. the survey can be distributed by you to your residents without charge). We will work with you to agree the best communication and distribution method of the survey although this will typically be done by the Housing Provider who has best contact with the residents already.

We then agree the level of data analysis that will be required across the surveyed homes. This might be a report per home, per archetype, per scheme, or a combination of all three. When implemented at scale (i.e. 100's of homes) Costs typically range between **£1 (!) and £50 (+VAT) per property**, depending on number of properties and reporting requirements. For small and pilot projects (i.e. 1's - 10's of homes) this will typically be based on a day rate of **£650 +VAT**. Please contact us to discuss specific pricing for your project.

***Note:** Residents should have occupied their home for more than 9 months for the survey to be implemented and valid. Therefore, following new construction or a retrofit, the survey can only be issued after 9 months following completion.*

### Clients



### Contact Details

For further details and to develop a proposal for your project, please contact us for further details

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