

## Worksheet 3.8D

# Tenant survey: indoor environment quality

The purpose of an occupant satisfaction survey is to provide a good indication on how indoor measures such as lighting and air quality impact on the occupants. Occupant satisfaction surveys provide useful information on occupant satisfaction that is not easily measured through direct (quantitative) measurements, for example office layout.

To avoid any survey bias, the occupant survey must be done prior to any direct measurements.

## NABERS Indoor Environment – Tenancy and Whole Building Ratings

### Occupant Satisfaction Survey

#### Introduction

The aim of the NABERS Indoor Environment rating tool is to measure the impact of a building on the environment and its occupants. The NABERS Indoor Environment tool uses a combination of direct measurement and an occupant satisfaction survey for Tenancy and Whole Building ratings. An occupant satisfaction survey is not required for Base Building ratings.

NABERS uses an occupant satisfaction survey for Tenancy and Whole Building NABERS Indoor Environment ratings to provide an indication of satisfaction with various aspects of the indoor environment that can not be fully assessed through direct (quantitative) measurements. The occupant satisfaction survey is not a health or safety survey and is more directed towards measuring comfort and satisfaction. NABERS assumes that health and safety is covered under statutory obligations.

There are two recognised NABERS occupant satisfaction survey providers with surveys that are benchmarked to best practice and can therefore provide reliable evaluation of some aspects of the indoor environment.

#### Instructions

To apply for a NABERS Indoor Environment Tenancy or Whole Building rating, an online occupant satisfaction must be undertaken by one of the two recognised providers. This survey must be undertaken prior to any direct measurements.

To ensure an appropriate response, the occupant survey must be available to staff for up to two weeks and as a minimum 75% of full-time staff must be surveyed, with a response rate of either 50% of distributed surveys or 40% of the total number of staff.

The two recognised NABERS providers are:

- Building Use Studies (BUS) – Usable Buildings, England
- Center for the Built Environment (CBE) – The University of California, Berkeley, USA.

The fee is approximately \$1500 – \$2000 per occupant satisfaction survey.

The results provided by the NABERS recognised provider are then entered into the NABERS Validation Protocol spreadsheet by an Accredited Assessor where it is combined with the direct measurements to give an overall score for each measure, e.g. air quality, lighting.

For further information on the two recognised NABERS providers contact NABERS at [www.nabers.com.au](http://www.nabers.com.au)

## **Self assessment occupant satisfaction survey**

An occupant satisfaction survey has been developed for self assessments of the indoor environment. Please note that to apply for a NABERS Indoor Environment Tenancy and Whole Building rating, the occupant satisfaction survey must be undertaken online by one of the recognised NABERS providers listed above.

### **Instructions for a self assessment survey**

All questions are rated on a scale of 1 to 7, with 1 being a very poor result that causes you discomfort or distracts you from your work and 7 being an excellent result for something that is noticeably pleasing. A score of 4 would indicate a neutral position where you are neither satisfied nor dissatisfied.

Please answer all questions and only answer each question once by placing a circle around the most appropriate answer. If you change your mind you can put a cross through your previous selection and then circle the new option.

If you have recently moved offices then please answer the questions as they relate to your new location only. If you work in more than one location in the same office (not in different buildings, the survey relates only to the current building) then please answer only for the space you occupy most of the time.

The survey is not intended to rate your satisfaction only on the day of completing the form, but you should try to remember conditions throughout the last year or as much of it as you can. For example, temperature conditions might be good in summer and poor in winter so your overall score should reflect this fact and how the building environment affects you throughout the entire year not just today or the last month. Similarly there might be an issue with space today because of packing boxes that you know will be moved shortly, but if the space has been good all year your score should reflect this.

### **Privacy**

All survey results are confidential and no personal data will be collected. Individual results will not be analysed or distributed, but only the aggregated results will be used as part of a self assessment for the overall building or tenancy.

## Survey questions

### 1 Thermal comfort

- 1a How satisfied have you been with the temperature level (i.e. whether you get too hot or cold) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | 7 *Very satisfied*

- 1b How satisfied have you been with the temperature stability (i.e. how much the temperature fluctuates during the day) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | 7 *Very satisfied*

- 1c How satisfied have you been with the level of airflow (i.e. do drafts make you uncomfortable, or is the air too still) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | 7 *Very satisfied*

- 1d How satisfied have you been with the humidity (i.e. do you feel either dry or clammy) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | 7 *Very satisfied*

- 1e Overall, do the thermal conditions (a combination of the above items) of this building interfere with your ability to get your job done, or enhance it?

*Interfere* 1 | 2 | 3 | 4 | 5 | 6 | 7 *Enhance*

### 2 Air quality

- 2a How satisfied have you been with the odour (i.e. do smells distract you or limit your ability to perform your required tasks) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | 7 *Very satisfied*

- 2b How satisfied have you been with the level of dust (i.e. airborne and stationary) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | 7 *Very satisfied*

- 2c How satisfied have you been with the levels of mould and fungi (both smells and visual presence) at your workspace in the previous 12 months?

*Very dissatisfied* *Very satisfied*

1 | 2 | 3 | 4 | 5 | 6 | 7

- 2d How satisfied have you been with the levels of fresh air (i.e. at any stage do you feel stuffy, sleepy, or unnecessarily tired) at your workspace in the previous 12 months?

*Very dissatisfied* *Very satisfied*

1 | 2 | 3 | 4 | 5 | 6 | 7

- 2e When moving around your office, how satisfied have you been with the consistency (i.e. are the conditions the same in all parts of the workspace) of air quality at your workspace in the previous 12 months?

*Very dissatisfied* *Very satisfied*

1 | 2 | 3 | 4 | 5 | 6 | 7

- 2f Overall, does the air quality (a combination of the above items) in your workspace interfere with or enhance your ability to get your job done?

*Interfere* *Enhance*

1 | 2 | 3 | 4 | 5 | 6 | 7

### 3 Acoustic comfort

- 3a How satisfied have you been with the level of air conditioning noise at your workspace in the previous 12 months?

*Very dissatisfied* *Very satisfied*

1 | 2 | 3 | 4 | 5 | 6 | 7

- 3b How satisfied have you been with the levels of noise from outside the building (i.e. road traffic, aircraft, trains, pedestrians, events, etc.) at your workspace in the previous 12 months?

*Very dissatisfied* *Very satisfied*

1 | 2 | 3 | 4 | 5 | 6 | 7

- 3c How satisfied have you been with the level of general building equipment noise (i.e. lifts, machinery etc.) at your workspace in the previous 12 months?

*Very dissatisfied* *Very satisfied*

1 | 2 | 3 | 4 | 5 | 6 | 7

- 3d How satisfied have you been with your sound privacy (i.e. ability to have conversations without your neighbours overhearing and vice versa) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | *Very satisfied* 7

- 3e How satisfied have you been with the amount and level of distracting noise (i.e. sudden or sustained noises coming from within the building or other occupants) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | *Very satisfied* 7

- 3f Overall, does the acoustic comfort (a combination of the above items) interfere with or enhance your ability to get your job done?

*Interfere* 1 | 2 | 3 | 4 | 5 | 6 | *Enhance* 7

#### 4 Lighting

- 4a How satisfied have you been with the quantity and quality of light (i.e. enough to perform your tasks without interference or eye strain) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | *Very satisfied* 7

- 4b How satisfied have you been with the amount of glare (i.e. bright lights in your field of view or reflections on your screen) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | *Very satisfied* 7

- 4c How satisfied have you been with the amount of light contrast (i.e. either finding it difficult to adjust to differing brightness levels, having strong shadows, or having very uniform and bland levels) at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | *Very satisfied* 7

- 4d How satisfied have you been with the amount of artificial lighting flicker at your workspace in the previous 12 months?

*Very dissatisfied* 1 | 2 | 3 | 4 | 5 | 6 | *Very satisfied* 7

- 4e How satisfied have you been with the amount of natural light at your workspace in the previous 12 months?

<i>Very dissatisfied</i>	<i>Very satisfied</i>
1	7
2	6
3	5
4	4
5	3
6	2
7	1

- 4f How satisfied have you been with the amount of lighting control (i.e. availability of dimmers, blinds for controlling natural light levels, etc.) at your workspace in the previous 12 months?

<i>Very dissatisfied</i>	<i>Very satisfied</i>
1	7
2	6
3	5
4	4
5	3
6	2
7	1

- 4g Overall, does the lighting comfort (i.e. a combination of the above items) interfere with or enhance your ability to get your job done?

<i>Interfere</i>	<i>Enhance</i>
1	7
2	6
3	5
4	4
5	3
6	2
7	1

## 5 Office layout

- 5a How satisfied have you been with the amount of work and desk space available for you to perform your job function in the previous 12 months?

<i>Very dissatisfied</i>	<i>Very satisfied</i>
1	7
2	6
3	5
4	4
5	3
6	2
7	1

- 5b How satisfied have you been with the amount of storage available for you to perform your job function in the previous 12 months?

<i>Very dissatisfied</i>	<i>Very satisfied</i>
1	7
2	6
3	5
4	4
5	3
6	2
7	1

- 5c How satisfied have you been with the location and arrangement of general office equipment (i.e. storage, printers, fax, copiers etc.) in the previous 12 months?

<i>Very dissatisfied</i>	<i>Very satisfied</i>
1	7
2	6
3	5
4	4
5	3
6	2
7	1

- 5d How satisfied have you been with your proximity to a view (i.e. being able to see into the distance either through a window or pleasing outlook) in the previous 12 months?

<i>Very dissatisfied</i>	<i>Very satisfied</i>
1	7
2	6
3	5
4	4
5	3
6	2
7	1

5e How satisfied have you been with the comfort of your office furnishings (i.e. chair, desk, computer, equipment, etc.) in the previous 12 months?

*Very dissatisfied* *Very satisfied*

1 | 2 | 3 | 4 | 5 | 6 | 7

5f How satisfied have you been with the appearance and quality of your office furnishings (i.e. chair, desk, computer, equipment, etc.) in the previous 12 months?

*Very dissatisfied* *Very satisfied*

1 | 2 | 3 | 4 | 5 | 6 | 7

5g How satisfied have you been with your ability to adjust your furniture to meet your needs in the previous 12 months?

*Very dissatisfied* *Very satisfied*

1 | 2 | 3 | 4 | 5 | 6 | 7

5h Overall, does the office layout (i.e. a combination of the above office layout items) interfere with or enhance your ability to get your job done?

*Interfere* *Enhance*

1 | 2 | 3 | 4 | 5 | 6 | 7