

Man04

Commissioning and handover

Handover

Actions:

- i. Develop two building user guides **prior to handover**.
- ii. Prepare two training schedules **prior to handover**.

i. Building user guides

Prior to handover, two building user guides should be developed:

- a. A **non-technical** user guide for to the **building occupiers**
- b. A **technical** user guide for the **facilities managers**

Draft copies of the guides should first be **discussed** with building occupier and users where possible, to ensure the guides are appropriate, understandable and useful.

The building user guides should be **building-specific or site-specific guidance**. Building user guides *are not* merely a collation of datasheets and manuals. They must be written in a **simple and coherent language** and guide the building user through the relevant operations and intricacies of the building. They should empower the occupants and facilities managers to understand every aspect of the building, and as such, enable them to operate it as **efficiently as possible**. The content of the guides is specific to the building type and end users, but broadly should include information on the following:

- **Overview** of the building and its **environmental strategy**, e.g. energy, water or waste efficiency policy or strategy, and how users should engage with and deliver the policy or strategy.
- Provision of, and access to, **shared facilities**.
- **Safety and emergency** information or instructions.
- Building-related **operational procedures** specific to building type or operation, e.g. laboratories.
- Building-related **incident reporting** and feedback arrangements.
- Provision of and access to **transportation facilities**, e.g. public transport, cyclist facilities, pedestrian routes etc.
- Provision of and access to **local amenities**.
- Links, references and **relevant contact details**.

Additionally, for the **non-technical** building user guide for building occupiers:

Note: This document is intended as guidance only. Consult your BREEAM AP or Assessor to ensure compliance is achieved.

- **Building services overview** and access to **building occupant controls**, e.g. where to find them, what they control, how to operate effectively and efficiently etc.
- **Pre-arrival information** for visitors, e.g. access and security procedures or provisions.

Additionally, for the **technical** building user guide for facilities managers:

- **Building services overview** and access to **facilities management controls**, e.g. where to find them, what they control, how to operate effectively and efficiently etc.
- **Refit, refurbishment and maintenance** arrangements or considerations
- Building related **training information** or links.

The building user guide for building occupiers should be **written in plain English** and provide easily accessible and understandable information relevant to the building’s staff (or where relevant residents) and to other building users, e.g. visitors or community users.

The building user guide for facilities managers can use **more technical language** if appropriate and provide understandable information relevant to the professionals managing the building facilities. This guide could be part of the Operations and Maintenance (O&M) manual.

There is **no requirement on the format** the building user guide should take.

ii. Training schedules

Two training schedules should be prepared **prior to handover**:

- Non-technical training schedule for the **building occupants**
- Technical training schedule for the **premise’s facilities managers**

The training schedules shall include the **building’s design intent** as a minimum.

For the building **occupiers’** training schedule:

- Introduction to the **non-technical building user guide** for building occupiers and other relevant building documentation.

For the **facilities managers’** training schedule:

- The **available aftercare provision** and aftercare team main contacts, including any scheduled commissioning and post occupancy evaluation.
- Introduction to, and demonstration of, **installed systems and key features**, particularly building management systems, controls and their interfaces.
- Introduction to the **technical building user guide** for facilities managers’ and other relevant building documentation, e.g. design data, technical guides, maintenance strategy, operations and maintenance (O&M) manual, commissioning records, logbook etc.
- **Maintenance requirements**, including any maintenance contracts and regimes in place.

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Report

Non-technical building user guide

Technical building user guide

Non-technical training schedule

Technical training schedule

Completed

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