

1 West Regent Street, Glasgow A Post-Occupancy Evaluation

Final Report





Introduction

A post occupancy evaluation of 1 West Regent Street, Glasgow was conducted by Performance Consultancy and Six Cylinder.

Over 220 people were involved in the evaluation, in which qualitative and quantitative data was collected. The key findings are presented in this report, along with conclusions and recommendations.

Findings of Evaluation

Overall, the building was reported to be well liked by tenants, many of whom described it as a great working environment.

Design Process

The brief was for a high specification office, achieved through quality facilities and finishes. The client and contractor were involved in the design process early on, to inform decisions and help fix the brief and design. M&E and structural input was commissioned later. They reported that they could have influenced some design decisions, if they had been brought in earlier.

Some restrictions to the flexibility of the fit-out had to be incorporated, such as soft spots in beams and the location of the core, because the future use by tenants was not known. It was not reported to have been an issue for any tenants in their fit-out.

An EPC A rating was targeted, as opposed to BREEAM Excellent, as it was felt to be more appealing to tenants.

Building Design

Tenants reported that they liked the look and feel of the workspace, especially the views out across the city.

The reception design was updated after handover. Some tenants preferred the previous one, with images of Glasgow. Whilst they wanted the building to be of a similar quality to London offices, they were proud to be based in Glasgow.

Facilities such as showers and changing rooms were well liked by those who used them. The toilets were more of an issue, due to water marks on surfaces, etc. when in use.

Access was effective, but when it was busy the lift doors closed too quickly, more than one lift could not be called at a time and lifts did not default back to the ground floor.

Tenants liked the location of the building, in relation to public transport links. Cycling provision was liked, but some felt the design of bike racks could potentially damage bicycles.

Internal Climate

Acoustics were reported to be very good.

Glare was an issue due to the high level of glazing, but tenants felt that they could easily control this with the blinds.

Cold draughts were experienced by some tenants, but not others, possibly due to their location in relation to the ventilation supply registers in the ceiling.

Some tenants reported being too cold, and others too warm. They said they had little control over the temperature. Overall though, people were comfortable day to day.

Facilities Management

Tenants reported that there was visible wear and tear of some finishes, especially panels inside lifts and push plates on doors.

Some maintenance issues were taking longer to fix than tenants would expect, for example repairs to stairwells. The lead time on parts affected the speed of some repairs.

Cleaning quality was felt to be good, but more cleaning time would have been appreciated in heavy use areas, such as toilets, during the working day.

Energy Use

Energy use did not change significantly with the weather, suggesting it was set to “always on”.

Data from tenants revealed that heating energy demands varied between them. This may be due to location within the building and/or issues with the commissioning of local temperature controls.

The spaces were performing well in relation to typical office benchmarks for heating energy, and were better than good practice for lighting and power.

Conclusions

From the evaluation, conclusions were drawn and recommendations made on three levels: quick wins, longer-term investment and future design.

Project Overview

One West Regent Street is a ten storey category A office building, including three retail units at ground floor level. The building was completed in 2015 for £25m. The floor area is 18,170 sqm. Included within the project was the integration of a landmark listed building. This site connects key Glasgow buildings; the Odeon Art Deco corner and James Miller House on West Nile Street.

There is a double-height entrance space at ground floor level, with a manned reception desk and waiting area. Security gates were installed before the six high speed lifts, which access all floors.

In addition to the office floors, a secure basement car park was provided, with bike racks for more than 50 bicycles and a drying room. A mezzanine level was incorporated, with lockers, showers and a changing area.

Floorplans are included within the appendices.

Seven and a half floors have been let in the building:

Floor 10	Weir Group
Floor 9	Weir Group
Floor 8	Global Radio
Floor 7	Arup
Floor 6	FDM
Floor 5	CMS
Floor 4	CMS (half floor)
Floor 3	Shepherd Wedderburn
Floor 2	Vacant
Floor 1	Vacant

Post Occupancy Evaluation Methodology

An holistic approach was taken to gather qualitative and quantitative data, and provide both breadth and depth. We involved over 150 building occupants in the evaluation process.

Evaluation activities included:

1) **Desktop review** of documentation including design brief, layout plans, energy data, etc.

2) A **Design team hindsight review workshop** was held with representatives from the project management, architectural and M&E teams. Discussion focused around the design process and responding to the brief.

3) **Interviews** were conducted with the building manager and representatives from four of the tenant organisations. Topics focused on were reasons for choosing the building, fit-out process and performance of the building following occupation.

4) A **Questionnaire** was sent out to four tenant organisations within the building. Responses were received from 151 tenants. Questions focused on building comfort and satisfaction with the communal areas.

5) **Building performance assessments** were conducted by a building scientist to establish how the facility was performing in terms of building fabric and energy use.

In this report, the key findings of the evaluation are detailed under the headings:

- Design process
- Building design
- Internal climate
- Facilities management
- Energy use

Recommendations are made for both the management of 1 West Regent Street, and learning for similar projects in the future.

Overall, tenants were extremely positive about the building. They liked the look and feel of the space internally and externally and were particularly positive about the views from their offices.

There were relatively few issues identified, which are highlighted within this report. Many of the issues are already being addressed by building managers, contractors and the design team.

Acknowledgements

Performance Consultancy worked with Six Cylinder to complete this research. We would like to thank the following people for their invaluable contributions to this post-occupancy evaluation report:

Ryder Architecture Limited

CBRE

Weir

Arup

FDM Group

Global Radio

www.performanceconsultancy.co.uk

© Performance Consultancy 2017

