
RE: HTH - HQM requirements

From Scott Lau <scott.lau@fecil.uk>

Date Fri 2025-04-11 13:18

To Bethan Street <BStreet@ardmoregroup.co.uk>

Cc richard.pearce <richard.pearce@fulkers.co.uk>; Louis Aldred <Louis.Aldred@fecil.uk>; Alison Boulter <alison.boulter@fecil.uk>; Nick Poon <nick.poon@fecil.uk>; Sharon Doherty <SDoherty@ardmoregroup.co.uk>

 1 attachment (1,000 KB)

RE: 11530: . Hornsey Town Hall project- HQM requirements;

This email has been sent from outside the Ardmoregroup address - please be cautious of any links or requests for private information. If in doubt, press the "Report Message" button and select "Phishing" for IT to review.

Hi Bethan,

Please take this email as FECs commitment to carry out a POE at approx. 1 year after occupation of the final section.

I have also attached the correspondence that we have been having with eightvisa

Thanks

Scott Lau

Project Director

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FEC House, 40 Furnival Street, London, EC4A 1JQ

From: Bethan Street <BStreet@ardmoregroup.co.uk>

Sent: 07 April 2025 08:01

To: Scott Lau <scott.lau@fecil.uk>

Cc: richard.pearce <richard.pearce@fulkers.co.uk>; Sharon Doherty <SDoherty@ardmoregroup.co.uk>; Louis Aldred <Louis.Aldred@fecil.uk>; Alison Boulter <alison.boulter@fecil.uk>; Nick Poon <nick.poon@fecil.uk>

Subject: RE: HTH - HQM requirements

Hi Scott,

We would recommend you speak to the below contact, they have the following availability. Happy to assist with this further if required.

Will Fitzjohn will.fitzjohn@eightversa.com

We'll be pleased to help with this – I'd like to get a call set up to go over the specifics and ensure that we're delivering on your requirements, are you free for a call on any of the following dates?

- Monday April 7th – 11am-12pm

HTH_POE

From Bethan Street <BStreet@ardmoregroup.co.uk>

Date Thu 2025-04-03 15:29

To Katy Venables <katy.venables@whitecode.co.uk>

Hi Katy,

We have received the below POE offer from FEC, before formally issuing on letter headed paper, can you please confirm if the below is satisfactory?

Dear Occupant,

We are writing to you as a resident at Hornsey Town Hall development to confirm that we are going to undertake a Post Occupancy Evaluation around 16 months after occupancy. This is part of the requirement for your 3-star Home Quality Mark Certification. We would like to encourage you to take part in this to enable us to collate as much data as possible. This data will then be disseminated to the key stakeholders of the development.

The process will involve you responding to a questionnaire providing feedback on the following aspects of your home:

- *Thermal comfort during winter and summer*
 - *Confirmation on questionnaire that your home was comfortable for you throughout the year*
- *Actual temperature levels as per the thermostats*
 - *On questionnaire stating the actual temperature measured in your home on the day completed*
- *Ventilation and air quality during summer and winter*
 - *Confirmation on questionnaire that you felt the air quality during the year was of a comfortable quality*
- *Lighting*
 - *Response to questionnaire that the lighting levels are satisfactory to achieve required tasks – cooking, working, writing, relaxing etc.*
- *Noise*
 - *Confirmation from occupant on questionnaire that the noise levels experienced are acceptable to complete required tasks – sleeping, relaxing, working etc.*
- *Actual energy and water consumption from smart meters or bills*
 - *Details from energy bills or smart meters on the actual energy and water consumption for your home when completing questionnaire*
- *Satisfaction with energy and water efficiency*
 - *Questionnaire response that you are satisfied with the energy and water efficiency of your home*
- *Satisfaction with low and zero carbon technologies*
 - *The low and zero carbon technologies are linked to the communal spaces of the development, so unlikely affect you as an occupant, but confirmation on questionnaire that you are satisfied with the level of low and zero carbon technologies that are part of the development*
- *Actual amount of energy generated from low and zero carbon technologies*
 - *This will be provided by the Landlord*
- *Connectivity, smart meters and controls*
 - *Questionnaire responses that the controls, smart meters and connectivity of your home are suitable, easy to use and provide the required functionality*

- Access, space and layout
 - Confirmation on questionnaire that the access provisions into and around your home and sufficient, and the space and layout of your home provide a satisfactory living environment
- Overall comfort
 - Questionnaire scale to respond to overall satisfaction of comfort with your home
- Overall quality
 - Questionnaire scale to respond to overall satisfaction of the quality of your home
- Opportunity for further responses
 - At all appropriate questions in the questionnaire there will be opportunity for you to provide further expanded information or responses

During this engagement we may ask you to volunteer to attend an interview or focus group to further discuss the above topics, so we can gain a thorough understanding of the user experience.

The data collected is valuable to the construction industry to collate 'real life' data to help recognise high performing homes. To gain a better understanding of how homes perform during occupation and ensure better designs and processes are considered for future consumers. To help the industry learn from both positive and negative experiences. Your engagement in this process is valuable in us gaining a full understanding of the performance of the development. Questionnaires will be sent out to all occupants around 16 months after occupancy of your home, you will be given a two-week response time. If your response is not received a further request for response will be issued as a reminder. Once the responses are received and collated the results will be shared with the key stakeholders of the development, including you as occupant, the developer, designers, principal contractor and management companies. This will be in the form of a written summary of the feedback from the responding occupants. Any questions with any of the above, please contact the undersigned.

Yours Sincerely,

Bethan Street

Head of Design

T: 0208 344 0300 M: 07799 063 542



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