

BUILDING USE STUDIES

From the users' viewpoint

BUILDING USE STUDIES examines buildings in use to find ways of improving them in the future. Everything we do is primarily from the buildings users' point of view.

Mission

BUS was founded in 1981 to bring a more human dimension to the design of buildings. This objective has never changed, but the company now goes beyond design, reaching owners, procurers, managers and users, and their professional advisors - architects, building services engineers, facilities managers, interior designers, project managers, surveyors and researchers.

Core services

Our stock-in-trade has always been independent, objective, factual information about how buildings work, how they are used and whether they are liked.

We promote feedback, with a special emphasis on user needs, usability and manageability.

We offer:

- occupant studies;
- benchmarking;
- briefing;
- data management;
- consultancy on user needs;
- web development.

Pioneers

BUS came to widespread attention in the 1980s through the *Office Environment Survey* - the first major study of sick building syndrome in Europe (following earlier American work).

Post-occupancy evaluation

In the 1990s, we linked our analysis of health, comfort and productivity with technical and energy performance studies, the public face of which is the widely acclaimed *Probe* series of post-occupancy building reviews. We carry out such performance studies usually in collaboration with other like-minded specialists in energy, technical analysis, space and business strategy.

Benchmarked database

We have always collected information systematically. BUS has a reference system which is second-to-none. This allows us to carry out detailed diagnostic and feedback studies on buildings in use, and say with authority how well they compare against the reference dataset.

Licensees

Building Use Studies' methods are made available to others via licensing arrangements, so it is possible for third parties to have access to questionnaires and benchmarks.

Advocacy

We try to disseminate findings (subject always to client confidentiality) to a worldwide audience, so quite a lot of our material is already available through journals, books, conferences. We make this available and support as a public service with others the website:

www.usablebuildings.co.uk

You may download publications based on our work from the Publications page.

Clients

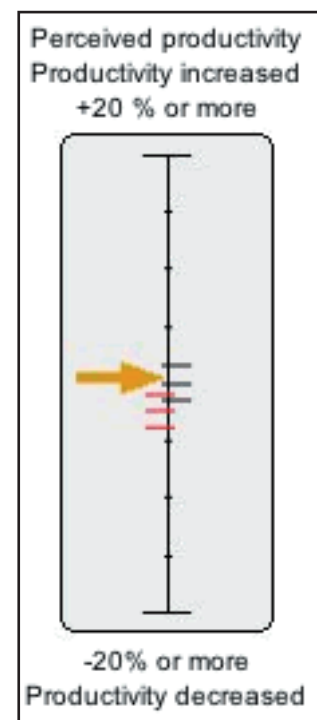
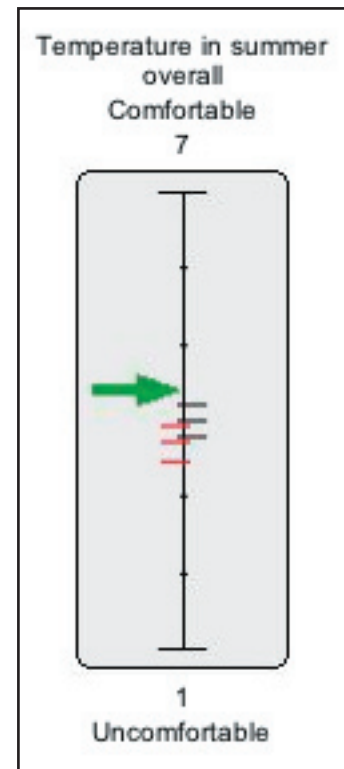
Our base is in Britain, but our clients are worldwide, most notably in Australia and New Zealand, the Netherlands, Norway, Sweden and Finland.

Over the years we have had over 500 commissions from a wide base including corporations like Nokia, Xerox, BA and BP. We work with government (e.g. DETR, Public Works Canada, New South Wales Public Works), research agencies (like the BRE (UK), Byggforsk (Norway), TNO (Netherlands)), developers (e.g. Milton Park) and international agencies (e.g. United Nations Development Program).

We promote our findings through postgraduate links with the universities of Cambridge, Newcastle, Reading and Wellington (New Zealand), and advanced study courses (e.g. British Institute of Facilities Management).

Further details

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Our practical web-enabled graphics system (extracts are shown above) is a rapid, yet statistically rigorous, way of summarising the salient points. This comes as part of our licensing and data analysis service.