

HKQAA Sustainable Building Index (HKQAA SBI)

Metrics Handbook and Report Template

Foreword

Is your building practical and sustainable?

In recent years, incidents related to the ageing, maintenance, safety, quality and environmental issues of buildings have raised awareness of the need for practical and sustainable buildings.

The HKQAA Sustainable Building Index (HKQAA SBI) and the HKQAA Environmental-and-Social Friendly Building Index (HKQAA ESB) were developed based on the UNEP-FI / SBCI's financial and sustainability metrics report 2009 as well as a few key ISO Standards on building sustainability to providing a user-friendly and inexpensive building assessment system with the right balance between usability and technical rigour. The building stakeholders will be able to have the building's key sustainability performance information at their fingertips for making decisions and driving improvements.

The HKQAA SBI project is funded by the Sustainable Development Fund (SDF). For more details about this project, please visit www.hkqaa.org/sbi.

1. Introduction

The purpose of this HKQAA SBI Report Template and Metrics Handbook is to provide step-by-step guidance for subscribing buildings of HKQAA SBI and HKQAA ESB to report their performance according to the sustainability performance indicators. This also serves as a report template. Subscribers of HKQAA SBI and HKQAA ESB should record their performance data directly in this template and submit to HKQAA to proceed with the assessment and disclosure. SBI verifiers should also follow this guidance when carrying out verification of buildings' disclosure reports.

2. References

- UNEP-FI / SBCI's financial and sustainability metrics report 2009
- ISO 15392:2008 Sustainability in Building Construction – General Principle
- ISO 21929-1:2011 Sustainability in building construction – Sustainability indicators – Part 1: Framework for the development of indicators and a core set of indicators for buildings
- ISO 21930:2007 Sustainability in building construction – Environmental declaration of building products
- ISO/TS 21931-1:2010 Sustainability in building construction – Framework for methods of assessment of the environmental performance of construction works – Part 1: Buildings
- ISO 26000:2010 Guidance on Social Responsibility

3. The Framework of HKQAA SBI and HKQAA ESB

The HKQAA SBI offers a composite index of current building sustainability performance of the social, economic and environmental aspects of a building. It focuses on measurable outcomes that can be linked to current statutory requirements, recommended practices and the Hong Kong building sustainability performance data gathered from desktop research or the territory-wide building sustainability performance benchmarking survey conducted by HKQAA.

The quantitative metrics underlying the HKQAA SBI encompass 20 performance indicators (P.I.) for tracking the performance of 10 core issues of the social, economic and environmental aspects of a chosen building. These were developed with reference to the UNEP-FI / SBCI's financial and sustainability metrics report published in 2009, ISO 15392 Sustainability in Building Construction – General Principle, ISO 21929-1:2011 Sustainability in building construction – Sustainability indicators – Part 1: Framework for the development of indicators and a core set of indicators for buildings and ISO 26000 Guidance on Social Responsibility.

The HKQAA ESB was developed under the umbrella of HKQAA SBI. The quantitative metrics underlying the HKQAA ESB encompass 18 performance indicators (P.I.) for tracking the performance of eight core issues of the social and environmental aspects of buildings.

| Aspects | Issues | Performance Indicators |
|---|--|--|
| Environmental (EN) | EN1 Climate Change | EN1.1 Greenhouse gas (GHG) emissions |
| | EN2 Ozone Destruction | EN2.1 Release of ozone-depleting substances into the atmosphere |
| | EN3 Biodiversity | EN3.1 Ecology in building |
| | EN4 Use of Resources | EN4.1 Use of water EN4.2 Use of biodegradable or organic materials EN4.3 Waste recycling |
| Social (SO) | SO1 Building Security and Safety | SO1.1 Building strength and quality |
| | | SO1.2 Fire prevention |
| | | SO1.3 Safety of lifts and escalators |
| | | SO1.4 Emergency planning |
| | | SO1.5 Designing out crime |
| | SO2 Health and Comfort of Users | SO2.1 User comfort – Lighting comfort |
| | | SO2.2 User comfort – Thermal comfort |
| | | SO2.3 User comfort – Noise control |
| | | SO2.4 Indoor air quality |
| | | SO2.5 Quality of fresh water |
| SO3 Social Infrastructure | SO3.1 Accessibility to transportation, public facilities and barrier free facilities | |
| SO4 Harmonized Neighbourhood Relationship | SO4.1 Neighbours' satisfaction | |
| Economic (EC) * | EC1 Asset Value | EC1.1 Rateable value of buildings |
| | EC2 Building Maintenance | EC2.1 Expenses on maintaining building's operational continuity |

* Subscribers of HKQAA ESB are not required to report the performance of EC1.1 and EC2.1 of the Economic Aspect for their buildings.

4. Setting Performance Targets for Each Particular Performance Indicator

Measurable performance targets will be set for three levels of comparative performance based on one or more of the criteria shown below and the best available data gathered from the desktop research as well as the territory-wide building sustainability performance questionnaire survey. Upon completion of the research by mid 2012, we will be able to set specific performance targets for the three levels of comparative performance. These performance targets will be updated from time to time.

- Score 3: Above-average performance based on the research findings; AND Meets statutory requirements
- Score 2: Meets up-to-average performance based on the research findings; AND Meets statutory requirements
- Score 1: Does not meet average performance based on the research findings; OR Does not meet statutory requirements; OR No data is provided at all

5. Compiling the Overall HKQAA SBI Score and HKQAA ESB Score

The overall HKQAA SBI score and HKQAA ESB score of the subscribing building will be computed by aggregating and averaging the scores of the performance indicators first, followed the issues and finally the aspects. The overall HKQAA SBI score and HKQAA ESB score will be rounded off to one decimal place.

However, if the performance indicator SO1.2 and/or SO1.3 scored 1, the overall HKQAA SBI score as well as HKQAA ESB score will be indicated as 'Unclassified'. In addition, if there are insufficient documents / evidence to support the calculation of a performance indicator, the score of that performance indicator may be affected.

6. Award of the HKQAA SBI Mark and HKQAA ESB Mark

Buildings subscribing for the 'Verified' report disclosure and attaining overall HKQAA SBI score of 2 or above will be entitled to use the HKQAA SBI Verified Mark. Similarly, buildings subscribing for the 'Verified' report disclosure and attaining overall HKQAA ESB score of 2 or above will be entitled to use the HKQAA ESB Verified Mark.

7. Subscribing to HKQAA SBI and HKQAA ESB

7.1 HKQAA SBI and HKQAA ESB Subscription

Buildings subscribing to HKQAA SBI or HKQAA ESB shall complete and submit the HKQAA SBI subscription form to HKQAA indicating the subscription category and the report disclosure category opted. Subscribers shall choose either HKQAA SBI or HKQAA ESB for their buildings. The report disclosure categories include 'Verified Report Disclosure' and 'Self-Declared Report Disclosure'.

7.2 Submitting the Building Sustainability Performance Report to HKQAA

Building Representative shall fill in the Building Sustainability Performance Report template provided by HKQAA with an authorised signature.

Buildings subscribing to the 'Verified Report Disclosure' category must engage a listed SBI verifier to verify the integrity of the reported information before submitting the report to HKQAA. The SBI verifier shall complete and submit the Verification Report to the building representative. The SBI verifier shall also sign on the Building Sustainability Performance Report and the Verification Report upon completion of report verification. The Building Sustainability Performance Report shall be submitted to HKQAA by mail within 3 months upon completion of the report.

7.3 HKQAA conducting independent verification on verified reports on a sampling basis

Buildings subscribing for the 'Verified Report Disclosure' category shall keep record of their sustainability performance data and information throughout the subscription period. HKQAA will conduct independent verification on the reported data and information on a sampling basis. HKQAA will notify the subscribing building at least seven working days in advance of arranging the verification exercise. The subscribing building shall make the records and the Verification Report available to the HKQAA verifiers. The building's score will be reviewed and evaluated based on the results of this independent verification conducted by HKQAA.

7.4 Computing the HKQAA SBI Score and HKQAA ESB Score

HKQAA will compute the HKQAA SBI score and the HKQAA ESB score of the subscribing buildings based on the reported performance submitted according to the approach depicted in Section 5.

7.5 Display of HKQAA SBI Mark and HKQAA ESB Mark

Buildings subscribing for the 'Verified' report disclosure and attaining a HKQAA SBI score of 2 or above will be entitled to use the HKQAA SBI Verified Mark according to the Use of Mark Guidelines provided by HKQAA. The Mark will also be displayed next to the subscribing building name on the HKQAA SBI website. The entitlement of HKQAA SBI Verified Mark will be valid for one year.

Similarly, buildings subscribing for the 'Verified' report disclosure and attaining HKQAA ESB score of 2 or above will be entitled to use the HKQAA ESB Verified Mark according to the Use of Mark Guidelines provided by HKQAA. The Mark will also be displayed next to the subscribing building name on the HKQAA SBI website. The entitlement of HKQAA ESB Verified Mark will be valid for one year.

7.6 Disclosure of Reported Performance

The reports, both self-declared or verified, of the subscribing buildings with applicable HKQAA SBI Verified Mark or HKQAA ESB Verified Mark will be displayed in the HKQAA SBI website which will be available by mid 2012. The public can look up the performance of the key sustainability issues of buildings by browsing and searching the subscribing building listing.

8. Terms and Definitions

For the purpose of this document, the following terms and definitions apply.

| Term | Definition | Source of Reference |
|------------------------|---|--|
| Accommodation Building | This refers to a part of or the whole of the building for human habitation or family dwelling, including but not limited to domestic buildings, hotels, serviced apartments, guest-houses, dormitories or similar establishments. | |
| Biodegradable | Capable of decomposing under natural conditions. | USEPA: http://www.epa.gov/OCEPAterms/bterms.html |
| Biodiversity | Biodiversity is the variety of life on Earth, it includes all organisms, species, and populations; the genetic variation among these; and their complex assemblages of communities and ecosystems. | UN Environment Programme: http://www.unep.org/billiontreecampaign/CampaignNews/Docs/BIODIVERSITY.pdf |
| Building Inspection | This refers to any technical assessment of building strength and performance handled by building professionals, including but not limited to qualified surveyors, building engineers, architects, clerks of works and site supervisors. | |
| Common Areas | This is in reference to the definition of 'common parts in the Building Management Ordinance of HKSAR, which includes: 1. External walls and load bearing walls, foundations, columns, beams and other structural supports. 2. Walls enclosing passageways, corridors and staircases. 3. Roofs, chimneys, gables, gutters, lightning conductors, satellite dishes and ancillary equipment, aerials and aerial cables. 4. Parapet walls, fences and boundary walls. 5. Vents serving two or more flats. | Schedule 1 of Chapter 344 - Building Management Ordinance of HKSAR |

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| | <p>6. Water tanks, reservoirs, pumps, wells, sewers, sewage treatment plants, drains, soil pipes, waste pipes, channels, water-courses, gutters, ducts, downpipes, cables, conduits, refuse chutes, hoppers and refuse container chambers.</p> <p>7. Cellars, toilets, water closets, wash houses, bathhouses, kitchens and caretakers' flats.</p> <p>8. Passageways, corridors, staircases, landings, light wells, staircase window frames and glazing, hatchways, roofways and outlets to the roofs and doors and gates giving access thereto.</p> <p>9. Lifts, escalators, lift shafts and machinery and apparatus used in connection therewith and the housing thereof.</p> <p>10. Lighting apparatus, air conditioning apparatus, central heating apparatus, fire fighting equipment and installations intended for the use and benefit of all of the owners generally and any room or chamber in which such apparatus, equipment or installation is fitted or installed.</p> <p>11. Fixtures situated in a flat which are used in connection with the enjoyment of any other flat or other portion of the building.</p> <p>12. Swimming pools, tennis courts, basketball courts, squash courts and premises containing or housing any other sporting or recreational facilities.</p> <p>13. Clubhouses, gymnasiums, sauna rooms and premises containing health or leisure facilities.</p> <p>14. Lawns, gardens and playgrounds and any other recreational areas.</p> <p>15. Slopes, gradients and retaining walls including sea walls (if any) comprising or forming part of any land which is in common ownership with the building.</p> | |
| Deed of Mutual Covenant | A Deed of Mutual Covenant is a document which defines the rights, interests and obligations of owners among themselves. | Chapter 585 – Land Titles Ordinance of HKSAR |
| Domestic Building | Domestic building means a building constructed or intended to be used expressly for habitation or ‘domestic purposes’. | Chapter 123 - Buildings Ordinance of HKSAR |

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|----------------------------------|---|--|
| Ecological Facilities | Facilities that enhance the ecological value of the environment. Examples include turf roofs or green roofs, vertical greening, landscaping with native trees, organic gardens, bird / bat boxes, etc. | |
| Ecology | The relationship of living things to one another and their environment, or the study of such relationships. | USEPA: http://www.epa.gov/OCEPAterms/eterms.html |
| Emergency / Emergency Incidents | It refers to any natural or other disaster, civil disturbance or war or any other emergency, whether actual or anticipated, affecting or likely to affect people in Hong Kong. | Chapter 517 – Auxiliary Medical Service Ordinance of HKSAR |
| Floor Area | It means any areas other than the common areas of a building. | |
| Greenhouse Gas | <p>Greenhouse gases are those gaseous constituents of the atmosphere, both natural and anthropogenic, that absorb and emit radiation at specific wavelengths within the spectrum of thermal infrared radiation emitted by the Earth's surface, the atmosphere itself and by clouds. This property contributes to the greenhouse effect. Water vapour (H₂O), carbon dioxide (CO₂), nitrous oxide (N₂O), methane (CH₄) and ozone (O₃) are the primary greenhouse gases in the Earth's atmosphere.</p> <p>Moreover, there are a number of entirely human-made greenhouse gases in the atmosphere, such as the halocarbons and other chlorine and bromine containing substances, dealt with under the Montreal Protocol. Beside CO₂, N₂O and CH₄, the Kyoto Protocol deals with the greenhouse gases sulphur hexafluoride (SF₆), hydrofluorocarbons (HFCs) and perfluorocarbons (PFCs).</p> <p>Note: The measurement of carbon emission shall refer to 'Guidelines To Account For And Report On Greenhouse Gas Emissions And Removals For Buildings In Hong Kong' issued by the Environmental Protection Department of HKSAR</p> | <p>IPCC AR4 SYR Appendix Glossary:</p> <p>http://www.ipcc.ch/pdf/assessment-report/ar4/syr/ar4_syr_appendix.pdf</p> <p>Retrieved 14 December 2008.</p> |
| Maintenance and Improvement Cost | It refers to any cost incurred for any activity intended to keep a building in satisfactory condition and includes tests, measurements, replacements, adjustments and repairs. | |
| Measurement Period | Measurement period is the period of time during which performance of a building in regards to a specific performance indicator is measured. Unless otherwise | |

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| | specified, the measurement period should be at least one year (12 consecutive months), and it shall have taken place no more than 18 months prior to the report submission date. | |
| Non-Hazardous Materials | It refers to the materials that do NOT contain any hazardous chemicals. By definition, 'hazardous chemical' means any chemical that: (a) Is not a pesticide; and (b) Has potentially harmful or adverse effect on human health or the environment, including any such chemical that is subject to the regulations of the Rotterdam Convention or the Stockholm Convention. | Chapter 595 – Hazardous Chemicals Control Ordinance of HKSAR |
| Organic | This refers to living organisms or anything derived from them. In chemistry, any compound containing carbon. | USEPA: http://www.epa.gov/OCEPAterms/oterm.html |
| Ozone-depleting substances | A family of man-made compounds that includes, but are not limited to, chlorofluorocarbons (CFCs), bromofluorocarbons (halons), methyl chloroform, carbon tetrachloride, methyl bromide, and hydrochlorofluorocarbons (HCFCs). These compounds have been shown to deplete stratospheric ozone. Therefore, they are typically referred to as ODSs. | UNFCCC: http://unfccc.int/resource/cd_roms/na1/ghg_inventories/english/8_glossary/Glossary.htm#R |
| Rateable value | Rateable value is an estimate of the annual rental value of the property at a designated valuation reference date, assuming that the property was then vacant and lettable. | Rating and Valuation Department, HKSAR |
| Refrigerant | A refrigerant is a chemical used in cooling systems for mechanical devices such as refrigerators, walk-in freezers or air conditioners. | |
| Registered Fire Service Installation Contractor | It is equivalent to the definition of 'registered contractor' in Regulation 2 of Chapter 95A – Fire Service (Installation Contractors) Regulations. | Chapter 95A – Fire Service (Installation Contractors) Regulations of HKSAR |
| Report Verification | It refers to the verification process conducted by a listed SBI Verifier in which the SBI Verifier will check and verify the selected representative sample of data to confirm that the data contained and disclosed in the HKQAA SBI report are accurate. | |

| | | |
|-------------------|--|---|
| Square Foot | <p>One square foot (abbreviated ft² or sq ft) is equivalent to 0.09290304 square meters (symbol: m²)</p> <p>Hence, 10,000 square feet is equivalent to 929.0304 square meters (symbol: m²)</p> | |
| Waste | <p>Anything for which the generator and holder has no further use and which is disposed of or released to the environment, such as :</p> <ol style="list-style-type: none"> 1. Unwanted materials left over from a manufacturing process. 2. Refuse from places of human or animal habitation. | <p>USEPA: http://www.epa.gov/OCEPAterms/wterms.html</p> |
| Window Inspection | <p>It refers to any technical assessment of strength and performance of windows of building handled by building professionals, including but not limited to qualified surveyors, building engineers, architects, clerks of works and site supervisors.</p> | |

For Self-Declared Report

Subscription No.: _____

(for Office Use only)

**HKQAA Sustainable Building Index (HKQAA SBI)
Final Submission Report**
(to be submitted within 3 months upon completion of the report)

DETAILS OF SUBSCRIBING BUILDING:

Name (Chinese): _____

Name (English): _____

Address (Chinese): _____

Address (English): _____

Name of Property
Management Company (Chinese): _____

Name of Property
Management Company (English): _____

Name of Developer (Chinese): _____

Name of Developer (English): _____

Building Age: _____ Report Completion Date: _____

Subscription Category: HKQAA SBI HKQAA ESB

Building Type: Domestic / Accommodation Building Industrial / Office Building
 Shopping Centre

DECLARATION:

By signing on this statement, it is declared that all reporting contents presented in the HKQAA Self Declared Report were accurate in accordance to the requirements specified by HKQAA.

Signature of Building Representative

Name of Building Representative

Date: _____

Subscription No.: _____

(for Office Use only)

HKQAA Sustainable Building Index (HKQAA SBI) Final Submission Report

(to be submitted within 3 months upon completion of the report)

DETAILS OF SUBSCRIBING BUILDING:

Name (Chinese): _____

Name (English): _____

Address (Chinese): _____

Address (English): _____

Name of Property
Management Company (Chinese): _____

Name of Property
Management Company (English): _____

Name of Developer (Chinese): _____

Name of Developer (English): _____

Building Age: _____ Report Completion Date: _____

Subscription Category: HKQAA SBI HKQAA ESB

Building Type: Domestic / Accommodation Building Industrial / Office Building
 Shopping Centre

DECLARATION:

By signing on this verification statement, the SBI Verifier has verified a selected representative sample of data from the report and confirmed that the data contained in this report are accurate.

Checked and Endorsed by:

Acknowledged and Agreed by:

Signature of SBI Verifier

Signature of Building Representative

Name of SBI Verifier

Name of Building Representative

Code of Listed SBI Verifier

Date: _____

Date: _____

Environmental Aspects (EN)

Issue: EN1 Climate Change

Performance Indicator: EN1.1 Greenhouse Gas (GHG) Emissions

Performance Data Reported (please fill in your performance data in the blanks):

1. Measurement period

Counting rule:

Did you gather any data or evidence for measuring the greenhouse gas (GHG) emissions of the common areas of the building?

YES (From _____ (Month/Year) To _____ (Month/Year), total _____ month(s))

NO

2. The number of metric tons of GHG emissions (CO₂e) per 10,000 square feet (ft²) of the floor areas per year

Counting rule:

$$E_{total} = \frac{E_y}{(Y \times FA)} \times 10,000$$

$$= \frac{\text{Metric Tons CO}_2\text{e}}{10,000 \text{ ft}^2}$$

Where:

E_{total} = Total GHG emissions per 10,000 square feet of the floor areas per year

E_y = Total GHG emissions of the common areas of the building throughout the measurement period

Y = Number of years in the measurement period

FA = Total floor area of the subscribing building

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Note 1: For the first year subscription, the measurement period can be reduced to no less than three months.

Note 2: The measurement of greenhouse gas (GHG) emission shall refer to 'Guidelines To Account For And Report On Greenhouse Gas Emissions And Removals For Buildings In Hong Kong' issued by the Environmental Protection Department of HKSAR. To download a copy of the revised Guidelines, please click [here](#) (for the Chinese version, please click [here](#)).

The GHG Emission Factor in 2011 for CLP Power Hong Kong Limited and The Hongkong Electric Company Limited are 0.59 and 0.79 respectively. The subscribing building should quantify its emissions based on the emission factor provided by its respective provider of electricity.

Note 3: Floor area refers to any areas other than common area of a building.

Note 4: Other equivalent measurement approaches based on international standards are also acceptable.

Note 5: If the carbon emissions of the subscribing building are measured with other buildings of similar characteristics (such as buildings of the same Deed of Mutual Covenant), the carbon emissions of the subscribing building are to be estimated on pro-rata floor area basis.

Note 6: The performance result should be rounded off to two significant figures.

Note 7: The use of energy has a positive relationship with the level of greenhouse gas (GHG) emissions, i.e. the less energy consumed, the more significant reduction of GHG emissions.

Scoring Approach:

Performance targets are to be defined based on the HKQAA SBI Benchmarking Survey. Please refer to page 4, Setting Performance Targets, for more details.

Issue: EN2 Ozone Destruction

Performance Indicator: EN2.1 Release of Ozone-Depleting Substances into the Atmosphere

Performance Data Reported (please fill in your performance data in the blanks):

1. Measurement period

Counting rule:

Did you gather any data or evidence for measuring the amount of refrigerant with ozone-depleting substances consumed for the common areas of the building?

YES (From _____ (Month/Year) To _____ (Month/Year), total _____ month(s))

NO

NOT APPLICABLE (Reason(s): _____)

2. The number of kilograms of refrigerant with ozone-depleting substances consumed per 10,000 square feet (ft²) of the floor areas per year

Counting rule:

$$\begin{aligned} ODS_{total} &= \frac{ODS_y}{(Y \times FA)} \times 10,000 \\ &= \underline{\hspace{10em}} \text{ kg / 10,000 ft}^2 \end{aligned}$$

Where:

ODS_{total} = Total kilograms of refrigerant with ozone-depleting substances consumed per 10,000 square feet of the floor areas per year

ODS_y = Total kilograms of refrigerant with ozone-depleting substances purchased for the common areas of the building throughout the measurement period

Y = Number of years in the measurement period

FA = Total floor area of the subscribing building

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Note 1: The purchase of refrigerant with ozone-depleting substances in this performance indicator shall be the last purchase order.

Note 2: The number of months in the measurement period shall be calculated as:

The day after making the second-to-last purchase order

until

The day the last purchase order is placed

For example, if a building purchased 100 kg of refrigerant on 1 March 2010 and 100 kg of refrigerant on 1 May 2012, the number of months in the measurement period shall be 26 months.

Note 3: Floor area refers to any areas other than common area of a building.

Note 4: The performance result should be rounded off to two significant figures.

Scoring Approach:

Performance targets are to be defined based on the HKQAA SBI Benchmarking Survey. Please refer to page 4, Setting Performance Targets, for more details.

Issue: EN3 Biodiversity

Performance Indicator: EN3.1 Ecology of Building

Performance Data Reported (please indicate your performance data with a in the boxes provided):

Ecological facilities

Counting rule:

Please tick the boxes corresponding to the ecological facilities that are in place in the common areas of your building, and / or on your estate (the area under the same Deed of Mutual Covenant).

- Turf roof or green roof
- Vertical greening
- Landscaping with native plants
- Garden
- Nursery plants
- Organic farm
- Tree Trail
- Greenhouse
- Organic food waste disposal system/facilities
- Rainwater recycling system
- Other (please specify): _____

Total: (For HKQAA Use)

Scoring Approach:

Performance targets are to be defined based on the HKQAA SBI Benchmarking Survey. Please refer to page 4, Setting Performance Targets, for more details.

Issue: EN4 Use of Resources

Performance Indicator: EN4.1 Use of Water

Performance Data Reported (please fill in your performance data in the blanks):

1. Measurement period

Counting rule:

Did you gather any data or evidence for measuring the amount of water consumed for the operation of the common areas of the building?

YES (From _____ (Month/Year) To _____ (Month/Year), total _____ month(s))

NO

2. The number of cubic metres of water consumed per 10,000 square feet (ft²) of the floor areas per year

Counting rule:

$$W_{total} = \frac{W_y}{(Y \times FA)} \times 10,000$$
$$= \underline{\hspace{10em}} \text{ m}^3 / 10,000 \text{ ft}^2$$

Where:

W_{total} = Total cubic metres of water consumed per 10,000 square feet of the floor areas per year

W_y = Total cubic metres of water consumed for the common areas of the building throughout the measurement period

Y = Number of years in the measurement period

FA = Total floor area of the subscribing building

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Note 1: In this metric, 'water' includes drinkable tap water, flush water and water used for any other purpose.

Note 2: Floor area refers to any areas other than the common area of a building.

Note 3: The performance result should be rounded off to one decimal place.

Scoring Approach:

Performance targets are to be defined based on the HKQAA SBI Benchmarking Survey. Please refer to page 4, Setting Performance Targets, for more details.

Issue: EN4 Use of Resources

Performance Indicator: EN4.2 Use of Biodegradable or Organic Materials

Performance Data Reported (please indicate your performance data with a in the boxes provided):

Eco-friendly materials in use

Counting rule:

Please tick the materials that were used in the previous 12 months or are currently in use in your building.

- Biodegradable/organic materials
- Sustainable forest materials
- Recycled materials
- Rapidly renewable materials
- Locally produced materials
- Non ozone-depleting materials (low emission of Chlorofluorocarbons (CFCs) or Hydrofluorocarbons (HFCs)
- Low Volatile Organic Compounds (VOCs) materials
- Non-hazardous materials
- Others (please specify): _____

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Total: (For HKQAA Use)

Scoring Approach:

Performance targets are to be defined based on the HKQAA SBI Benchmarking Survey. Please refer to page 4, Setting Performance Targets, for more details.

Issue: EN4 Use of Resources

Performance Indicator: EN4.3 Waste Recycling

Performance Data Reported (please fill in your performance data in the blanks):

1. Measurement period

Counting rule:

Did you gather any data or evidence for measuring the amount of waste recycled and reused in the operation of the building?

YES (From _____ (Month/Year) To _____ (Month/Year), total _____ month(s))

NO

2. The number of kilograms of waste recycled and reused per 10,000 square feet (ft²) of the floor areas per year

Counting rule:

$$WT_{total} = \frac{WT_y}{(Y \times FA)} \times 10,000$$
$$= \underline{\hspace{10em}} \text{ kg / 10,000 ft}^2$$

Where:

WT_{total} = Total kilograms of waste recycled and reused per 10,000 square feet of the floor areas per year

WT_y = Total kilograms of waste recycled and reused throughout the measurement period

Y = Number of years in the measurement period

FA = Total floor area of the subscribing building

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Note 1: Floor area refers to any areas other than common areas of a building.

Note 2: The performance result should be rounded off to one decimal place.

Scoring Approach:

Performance targets are to be defined based on the HKQAA SBI Benchmarking Survey. Please refer to page 4, Setting Performance Targets, for more details.

Social Aspects (SO)

Issue: SO1 Building Security and Safety

Performance Indicator: SO1.1 Building Strength and Quality

Performance Data Reported (please indicate your performance data with a in the boxes provided):

Inspection of building and windows of building

Counting rule:

Please tick the correct box

- | | YES | NO |
|--|--------------------------|--------------------------|
| a. Does your building meet the building age requirement for carrying out building inspections under the Mandatory Building Inspection Scheme (MBIS) of HKSAR? | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Does your building meet the building age requirement for carrying out window inspections under the Mandatory Window Inspection Scheme (MWIS) of HKSAR? | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Has a building inspection been carried out in the past 10 years? | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Were any windows inspections carried out in the building during the past five years? | <input type="checkbox"/> | <input type="checkbox"/> |
| e. In the course of the building inspection, were any repairs found to be necessary? | <input type="checkbox"/> | <input type="checkbox"/> |
| f. In the course of the window inspection, were any repairs found to be necessary? | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Was your building selected by the Buildings Department to carry out a building inspection and / or window inspection during the past 12 months? (If 'NO', please go to Question i.) | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Did your building comply with statutory requirements of building inspection and/or window inspection stated in the inspection notice(s) issued by Buildings Department? | <input type="checkbox"/> | <input type="checkbox"/> |

i. At present, is any outstanding rectification work needed for the building?

j. At present, is any outstanding rectification work needed for the building's windows?

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Note 1: Under the Mandatory Building Inspection Scheme, the Buildings Department (BD) will serve statutory notices to owners of buildings aged 30 years or above (except domestic buildings not exceeding three storeys) once every 10 years.

Note 2: Under the Mandatory Window Inspection Scheme, the Buildings Department (BD) will serve statutory notices to owners of buildings aged 10 years or above (except domestic buildings not exceeding three storeys) once every five years.

Note 3: For building inspection under the Mandatory Building Inspection Scheme, the scope of the building inspection shall cover all of the following building elements:

- (a) External elements and other physical elements
- (b) Structural elements
- (c) Fire safety elements
- (d) Drainage systems
- (e) Identification of unauthorised building works in the common parts and on the exterior of the building

Note 4: For any voluntary building inspection, the scope of building inspection shall cover at least one of the building elements stated in Note 3.

Note 5: The scope of the window inspection shall cover all the windows in the common parts of a building and within individual premises of the building.

Note 6: For the statutory requirements of MBIS and MWIS, please visit:
http://www.bd.gov.hk/english/services/index_MBIS_MWIS.html

Scoring Approach:

Score 1 – The building did not comply with statutory requirements of the building Inspection and / or window inspection upon receiving the inspection notice(s) issued by Buildings Department, OR

There has been neither a building inspection nor window inspection in the past 10 years and 5 years respectively, OR

The building which meets the building age requirement for building inspection and / or window inspection failed to carry out corresponding inspection(s) in the past 10 years and 5 years, respectively, OR

Not known.

Score 2 – The building which meets the building age requirement for building inspection and / or window inspection has carried out corresponding inspection(s) in the past 10 years and 5 years, respectively. However, no repair work was done after the inspection(s) or the repair works were only partially completed.

Score 3 – The building which meets the building age requirement for building inspections and window inspections, which have been carried out corresponding inspection(s) in the past 10 years and 5 years, respectively; AND all repairs were completed after the inspection(s), OR

A building which has been in operation for less than 10 years since it was built.

Issue: SO1 Building Security and Safety

Performance Indicator: SO1.2 Fire Prevention

Performance Data Reported (please indicate your performance data with a in the boxes provided):

Inspection of fire service installation or equipment

Counting rule:

Please tick the correct box

- | | YES | NO |
|---|--------------------------|--------------------------|
| a. Does your building meet the statutory requirement of carrying out inspections of fire service installations or equipment of the building conducted by a Registered Fire Service Installation Contractor (or equivalent) under Chapter 95A – Fire Service (Installation Contractors) Regulations? | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Were there any defects or non-conformities identified in the past inspection? | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Is there any outstanding rectification work to be done for the fire service installation or equipment at present? | <input type="checkbox"/> | <input type="checkbox"/> |

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Scoring Approach:

Score 1 – Does not comply with statutory requirement, OR

Not known.

Score 2 – Complies with statutory requirements, AND defects needing rectification are outstanding.

Score 3 – Complies with statutory requirements, AND there are no outstanding defects in need of rectification.

Issue: SO1 Building Security and Safety

Performance Indicator: SO1.3 Safety of Lifts and Escalators

Performance Data Reported (please indicate your performance data with a in the boxes provided):

Inspection of lifts and escalators

Counting rule:

Please tick the correct box

- | | YES | NO | N/A |
|--|--------------------------|--------------------------|--------------------------|
| a. Does your building meet the statutory requirement of carrying out periodic examinations of all lifts installed in your building and on your estate under Chapter 327 – Lifts and Escalators (Safety) Ordinance? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Does your building meet the statutory requirement of carrying out periodic examination of all escalators installed in your building and on your estate under Chapter 327 – Lifts and Escalators (Safety) Ordinance? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Does your building meet the statutory requirement of carrying out periodic testing of safety equipment of all lifts installed in your building and on your estate under Chapter 327 – Lifts and Escalators (Safety) Ordinance? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Does your building meet the statutory requirement of carrying out periodic testing of safety equipment of all escalators installed in your building and on your estate under Chapter 327 – Lifts and Escalators (Safety) Ordinance? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Were any repair works for the lifts installed in your building and on your estate found necessary in the course of the inspection? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Were any repair works for the escalators installed in your building and on your estate found necessary in the course of the inspection? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

g. At present, is any outstanding rectification work needed for the lifts installed in your building and on your estate?

h. At present, is any outstanding rectification work needed for the escalators installed in your building and on your estate?

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Scoring Approach:

Score 1 – Does not comply with statutory requirements, OR

Not known

Score 2 – Complies with statutory requirement, AND there is outstanding rectification of defect(s) to be carried out.

Score 3 – Complies with statutory requirement, AND there are no outstanding defects to be rectified.

Issue: SO1 Building Security and Safety

Performance Indicator: SO1.4 Emergency Planning

Performance Data Reported (please indicate your performance data with a in the boxes provided):

Emergency plans in place at present

Counting rule:

Please check the box(es) to indicate the present availability of emergency plans for the following incidents.

- Fire
- Power service failure
- Water pipes rupture
- Lift and/or escalator accidents
- Road collapse
- Gas leakage
- Adverse weather
- Flooding
- Landslides
- Terrorist attack
- Building collapse
- Others (please specify): _____

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Total: (For HKQAA Use)

Scoring Approach:

Performance targets are to be defined based on the HKQAA SBI Benchmarking Survey. Please refer to page 4, Setting Performance Targets, for more details.

Issue: SO1 Building Security and Safety

Performance Indicator: SO1.5 Designing out crime

Performance Data Reported (please fill in your performance data in the blanks):

The number of criminal cases that occurred and / or were reported

Counting rule:

Please indicate the number of criminal cases (including robbery, burglary and sexual assault) that occurred and / or were reported to the police in your building during the last year.

Total: _____ case(s)

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Note: The cases of sexual assault should be the cases which occurred in the common area of the building / estate.

Scoring Approach:

Performance targets are to be defined based on the HKQAA SBI Benchmarking Survey. Please refer to page 4, Setting Performance Targets, for more details.

Issue: SO2 Health and Comfort of Users

Performance Indicator: SO2.1 User Comfort – Lighting comfort

Performance Data Reported (please fill in your performance data in the blanks):

The average score given by all survey respondents

Counting rule:

- a) Conduct a survey on Question 1 of HKQAA SBI Survey – Building Users’ Satisfaction (please refer to Appendix 2) within 12 months immediately before the report completion date.
- b) Calculate the average score of returned questionnaires and the survey response rate.
- c) The minimum number of completed questionnaires for Question 1 required shall refer to the table below:

| Number of Household Unit(s) | Minimum Number of Completed Questionnaires |
|------------------------------------|---|
| Below 60 | At least half of the number of occupied household unit(s) |
| 60 or above | At least 30 |

Did you meet the minimum number of completed questionnaires specified above?
(please tick the correct box)

YES

NO

Score of Survey Question 1: _____(round off to one decimal place)

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Scoring Approach:

The score of this performance indicator is the score of Survey Question 1 of HKQAA SBI Survey – Building Users’ Satisfaction. However, if the number of completed questionnaires fails to meet the requirement stated above, score 1 shall apply.

Issue: SO2 Health and Comfort of Users

Performance Indicator: SO2.2 User Comfort – Thermal Comfort

Performance Data Reported (please fill in your performance data in the blanks):

The average score given by all survey respondents

Counting rule:

- a) Conduct a survey on Question 2 of HKQAA SBI Survey – Building Users’ Satisfaction (please refer to Appendix 2) within 12 months immediately before the report completion date.
- b) Calculate the average score of returned questionnaires and the survey response rate.
- c) The minimum number of completed questionnaires for Question 2 required shall refer to the table below:

| Number of Household Unit(s) | Minimum Number of Completed Questionnaires |
|------------------------------------|---|
| Below 60 | At least half of the number of occupied household unit(s) |
| 60 or above | At least 30 |

Did you meet the minimum number of completed questionnaires specified above?
(please tick the correct box)

YES

NO

Score of Survey Question 2: _____(round off to one decimal place)

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Scoring Approach:

The score of this performance indicator is the score of Survey Question 2 of HKQAA SBI Survey – Building Users’ Satisfaction. However, if the number of completed questionnaires fails to meet the requirement stated above, score 1 shall apply.

Issue: SO2 Health and Comfort of Users

Performance Indicator: SO2.3 User Comfort – Noise Control

Performance Data Reported (please fill in your performance data in the blanks):

The average score given by all survey respondents

Counting rule:

- a) Conduct a survey on Question 3 of HKQAA SBI Survey – Building Users’ Satisfaction (please refer to Appendix 2) within 12 months immediately before the report completion date.
- b) Calculate the average score of returned questionnaires and the survey response rate.
- c) The minimum number of completed questionnaires for Question 3 required shall refer to the table below:

| Number of Household Unit(s) | Minimum Number of Completed Questionnaires |
|------------------------------------|---|
| Below 60 | At least half of the number of occupied household unit(s) |
| 60 or above | At least 30 |

Did you meet the minimum number of completed questionnaires specified above?
(please tick the correct box)

YES

NO

Score of Survey Question 3: _____(round off to one decimal place)

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Scoring Approach:

The score of this performance indicator is the score of Survey Question 3 of HKQAA SBI Survey – Building Users’ Satisfaction. However, if the number of completed questionnaires fails to meet the requirement stated above, score 1 shall apply.

Issue: SO2 Health and Comfort of Users

Performance Indicator: SO2.4 Indoor Air Quality

Performance Data Reported (please fill in your performance data in the blanks):

The average score given by all survey respondents

Counting rule:

- a) Conduct a survey on Question 4 of HKQAA SBI Survey – Building Users’ Satisfaction (please refer to Appendix 2) within 12 months immediately before the report completion date.
- b) Calculate the average score of returned questionnaires and the survey response rate.
- c) The minimum number of completed questionnaires for Question 4 required shall refer to the table below:

| Number of Household Unit(s) | Minimum Number of Completed Questionnaires |
|------------------------------------|---|
| Below 60 | At least half of the number of occupied household unit(s) |
| 60 or above | At least 30 |

Did you meet the minimum number of completed questionnaires specified above?
(please tick the correct box)

YES

NO

Score of Survey Question 4: _____(round off to one decimal place)

*Note: For a building with no indoor common area (e.g. villa), it shall refer to the indoor common area of the relevant estate/phase of development.

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Scoring Approach:

The score of this performance indicator is the score of Survey Question 4 of HKQAA SBI Survey – Building Users’ Satisfaction. However, if the number of completed questionnaires fails to meet the requirement stated above, score 1 shall apply.

Issue: SO2 Health and Comfort of Users

Performance Indicator: SO2.5 Quality of Fresh Water

Performance Data Reported (please indicate your performance data with a in the boxes provided):

Assurance works on quality of fresh water

Counting rule:

Please tick the correct box

- | | YES | NO |
|---|--------------------------|--------------------------|
| a. Was there any inspection of the plumbing system of the building during the past 12 months? | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Was there any cleaning work of water tanks done at least once every three months in the past 12 months? | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Were there any water samples taken for inspection by an independent body competent of taking water samples in a manner following the Water Supplies Department standard procedure in the past 24 months? | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Were there any defects or non-conformities identified in the past inspection of the plumbing system of the building and / or water samples? | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Are there any outstanding rectification works to be done for the plumbing system of the building? | <input type="checkbox"/> | <input type="checkbox"/> |

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Scoring Approach:

Score 1 – None of the above assurance works were completed, OR

Not known

Score 2 – Only some of the above assurance works were completed, AND there is outstanding rectification of defects found in the inspection of the plumbing system of the building to be done

Score 3 – All of the above assurance works were completed, AND the rectification of defect(s) discovered during the inspection of the plumbing system of the building has been completed

Issue: SO3 Social Infrastructure

Performance Indicator: SO3.1 Accessibility to Transportation, Public facilities and Barrier Free Facilities

Performance Data Reported (please fill in your performance data in the blanks and tick the boxes provided):

The average score given by all survey respondents

Counting rule:

- a) Conduct a survey on Question 5 of HKQAA SBI Survey – Building Users’ Satisfaction (please refer to Appendix 2) within 12 months immediately before the report completion date.
- b) Calculate the average score of returned questionnaires and the survey response rate.
- c) The minimum number of completed questionnaires for Question 5 required shall refer to the table below:

| Number of Household Unit(s) | Minimum Number of Completed Questionnaires |
|------------------------------------|---|
| Below 60 | At least half of the number of occupied household unit(s) |
| 60 or above | At least 30 |

Did you meet the minimum number of completed questionnaires specified above?
(please tick the correct box)

YES

NO

Score of Survey Question 5: _____(round off to one decimal place)

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Additional information:

Please tick the following transportation, public facilities and barrier-free facilities which are accessible within 10 minutes' walk of your building.

- MTR Station
- Market / supermarket
- Convenience store
- Medical Service (e.g. clinic, hospital, etc.)
- Restaurant / food court
- Recreation, entertainment or sports amenities (either indoor or outdoor)
- Lift / elevator with sensory aids
- Barrier free access routes
- Others (please specify): _____

Note: Additional information will be disclosed on the HKQAA SBI website.

Scoring Approach:

The score of this performance indicator is the score of Survey Question 5 of HKQAA SBI Survey – Building Users' Satisfaction. However, if the number of completed questionnaires fails to meet the requirement stated above, score 1 shall apply.

Issue: SO4 Harmonised Neighbourhood Relationship

Performance Indicator: SO4.1 Neighbours' Satisfaction

Performance Data Reported (please fill in your performance data in the blanks):

The average score given by all survey respondents

Counting rule:

- a) Conduct a survey on ALL questions of HKQAA SBI Survey – Neighbours' Satisfaction (please refer to Appendix 4) on the street within 10 minutes walking distance of your building within 12 months immediately before the report completion date.
- b) The number of completed questionnaires for Neighbours' Satisfaction should be at least 30. Only permanent resident of HKSAR aged 18 or above are allowed to answer this survey question.
- c) Calculate the average score of returned questionnaires with reference to the Guidelines of HKQAA SBI Survey – Neighbours' Satisfaction in the Appendix 5, and write down the score, as well as the total number of completed questionnaire, in the blanks provided below.

The total number of completed questionnaire: _____

Overall score of Neighbours' Satisfaction: _____(round off to one decimal place)

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Scoring Approach:

The score of this performance indicator is the score of ALL questions of HKQAA SBI Survey - Neighbours' Satisfaction. However, for the number of completed questionnaires less than 30, Score 1 shall apply.

Economic Aspect (EC)

Issue: EC1 Asset Value

Performance Indicator: EC1.1 Rateable Value of Buildings

Performance Data Reported (please fill in your performance data in the blanks):

1. Measurement period

Counting rule:

Did you gather any data or evidence for measuring the change(s) on the rateable value of the building?

YES (From _____ (Year) To _____ (/Year), total _____ year(s))

NO

2. Change(s) on the rateable value of building compared to the last financial year

Counting rule:

$$\Delta RV\% = \frac{RV_y - RV_{y-1}}{(RV_{y-1})} \times 100\%$$

$$= \underline{\hspace{2cm}} \%$$

Where:

$\Delta RV\%$ = The percentage change on the rateable value of the building compared to the last financial year

RV_y = Total rateable value of the building in the current financial year

RV_{y-1} = Total rateable value of the building in the last financial year

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Note 1: For the calculation of total rateable value of the building, please refer to Appendix 6.

Note 2: In the disclosure of subscriber's HKQAA SBI report, the 'changes on the rateable value of building' reported in this performance indicator will be hidden and replaced by the score of this performance indicator.

Note 3: The performance result should be rounded off to one decimal place.

Scoring Approach:

Performance targets are to be defined based on the HKQAA SBI Benchmarking Survey. Please refer to page 4, Setting Performance Targets, for more details.

Issue: EC2 Building Maintenance

Performance Indicator: EC2.1 Expenses on Maintaining Building's Operational Continuity

Performance Data reported (please fill in your performance data in the blanks):

1. Measurement period

Counting rule:

Did you gather any data or evidence for measuring the amount of expenses on maintaining the building's operational continuity for the past six years?

YES (From _____ (Year) To _____ (Year), total _____ month(s))

NO

2. The amount of expenses on maintaining building's operational continuity per 10,000 square feet (ft²) of the floor areas per year

Counting rule:

$$M_{total} = \frac{M_y}{(Y \times FA)} \times 10,000$$

$$= \text{HK\$} \underline{\hspace{10em}} / 10,000 \text{ ft}^2$$

Where:

M_{total} = Total expenses on maintaining building's operational continuity per 10,000 square feet of the floor areas per year

M_y = Total expenses relating to the building's main operational continuity throughout the measurement period

Y = Number of years in the measurement period

FA = Total floor area of the subscribing building

Please tick this box if you do NOT wish to disclose your performance of this performance indicator.

Note 1: The expenses on maintaining a building's operational continuity shall cover the maintenance of the following building elements:

- (a) External elements and other physical elements
- (b) Structural elements
- (c) Fire safety elements
- (d) Drainage system
- (e) Removal of unauthorised building works in the common parts and on the exterior of the building

Note 2: Floor area refers to any areas other than common areas of a building.

Note 3: The measurement period refers to the past six years. If your building has been in operation for less than six years, the measurement should take place from the first operational year.

Note 4: The performance result should be rounded off to one decimal place.

Scoring Approach:

The score of this performance indicator will NOT be calculated and the performance will be disclosed as additional information.

For HKQAA Use Only

Appendix 1: Score Summary Sheet (Restricted to HKQAA and HKQAA SBI Subscribers)

Score of subscribing building

Performance Indicator EN1.1: _____

Performance Indicator EN2.1: _____

Performance Indicator EN3.1: _____

Performance Indicator EN4.1: _____

Performance Indicator EN4.2: _____

Performance Indicator EN4.3: _____

Average score of
Environmental Aspect: _____

Performance Indicator SO1.1: _____

Performance Indicator SO1.2: _____

Performance Indicator SO1.3: _____

Performance Indicator SO1.4: _____

Performance Indicator SO1.5: _____

Performance Indicator SO2.1: _____

Performance Indicator SO2.2: _____

Performance Indicator SO2.3: _____

Performance Indicator SO2.4: _____

Performance Indicator SO2.5: _____

Performance Indicator SO3.1: _____

Performance Indicator SO4.1: _____

Average score of Social
Aspect: _____

Performance Indicator EC1.1: _____

Score of Economic Aspect: _____

HKQAA SBI Score: _____

Appendix 2:

HKQAA SBI Survey Questions for Measuring the Building Users' Satisfaction

Note:

- Areas of concern are the 'Common Area' of the building.

Question 1. Lighting condition

| | | |
|----------------------------|----------------------------|----------------------------|
| Poor | Acceptable | Good |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Question 2. Thermal condition

| | | |
|----------------------------|----------------------------|----------------------------|
| Poor | Acceptable | Good |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Question 3. Noise control

| | | |
|----------------------------|----------------------------|----------------------------|
| Poor | Acceptable | Good |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Question 4. Indoor air quality

| | | |
|----------------------------|----------------------------|----------------------------|
| Poor | Acceptable | Good |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Question 5. Accessibility of transportation

| | | |
|----------------------------|----------------------------|----------------------------|
| Poor | Acceptable | Good |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Appendix 3: Guidelines for HKQAA SBI Survey – Building Users’ Satisfaction

Score calculation:

Step 1: Count the number of respondents for each of the corresponding marks (1 to 3)

Question 1 Lighting condition

| Poor | Acceptable | Good |
|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Example: (No. of respondents) (No. of respondents) (No. of respondents)

Step 2: Calculate the sub-total for each of the corresponding marks (1 to 3)

Question 1 Lighting condition

| Poor | Acceptable | Good |
|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Example: (Sub-total) (Sub-total) (Sub-total)

Step 3: Calculate the sub-total

Question 1 Lighting condition

| Poor | Acceptable | Good |
|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Example: (Sub-total) + (Sub-total) + (Sub-total)

Step 4: Divide the summation of sub-total score by the number of survey respondent. The score will be the final score of that survey question.

Step 5: Write down the final score of the questionnaire on the respective performance indicator in the HKQAA SBI Metrics Handbook and Report Template. The score should be rounded off to one decimal place.

Appendix 4:

HKQAA SBI Survey Questions for Measuring Neighbours' Satisfaction

- 1. The level of pollution, including light pollution, air pollution, noise pollution, aesthetic pollution and blockage of ventilation**

| | | |
|----------------------------|----------------------------|----------------------------|
| High | Minimal / Acceptable | Not affected / Enhanced |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

- 2. The influence on law and order**

| | | |
|----------------------------|----------------------------|----------------------------|
| Very negative | Minimal / Not affected | Enhanced |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

- 3. The influence on commuting convenience**

| | | |
|----------------------------|----------------------------|----------------------------|
| Very negative | Minimal / Not affected | Enhanced |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

- 4. The influence on the convenience for accessing public facilities and daily needs**

| | | |
|----------------------------|----------------------------|----------------------------|
| Very negative | Minimal / Not affected | Enhanced |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Appendix 5: Guidelines for HKQAA SBI Survey – Neighbours’ Satisfaction

Score calculation:

Step 1: Count the number of respondents for each of the corresponding marks (1 to 3) for each question in this survey

Question 1 The level of pollution, including light pollution, air pollution, noise pollution, aesthetic pollution and blockage of ventilation

| High | Minimal / Acceptable | Not affected / Enhanced |
|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Example:

 (No. of respondents) (No. of respondents) (No. of respondents)

Step 2: Calculate the sub-total for each of the corresponding marks (1 to 3) for each question in this survey

Question 1 The level of pollution, including light pollution, air pollution, noise pollution, aesthetic pollution and blockage of ventilation

| High | Minimal / Acceptable | Not affected / Enhanced |
|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Example:

 (Sub-total) (Sub-total) (Sub-total)

Step 3: Calculate the sub-total

Question 1 The level of pollution, including light pollution, air pollution, noise pollution, aesthetic pollution and blockage of ventilation

| High | Minimal / Acceptable | Not affected / Enhanced |
|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

Example:

 (Sub-total) + (Sub-total) + (Sub-total)

Step 4: Divide the sum of the sub-total by the number of survey respondents. The score will be the final score of that survey question.

Step 5: Sum up the score of all questions in this survey and divide it by four. The score will be the final score of the Performance Indicator SO4.1: Neighbours' satisfaction.

Step 6: Write down the final score of the survey question regarding the Performance Indicator SO4.1: Neighbours' satisfaction in the HKQAA SBI Metrics Handbook and Report Template. The score should be rounded off to one decimal place.

Appendix 6: Guidelines for calculating the total rateable value of the building

Rule 1: For a building with less than four floors or less than 20 units, the rateable value of all units of the whole building shall be summed up as the total rateable value of the building.

Rule 2: For a building with five or more floors and more than 20 units, the total rateable value of the building shall be calculated as follows:

$$\begin{aligned} & \text{Total rateable value of all units on the lowest floor} \\ & \quad \text{Plus} \\ & \text{Total rateable value of all units on the highest floor} \\ & \quad \text{Plus} \\ & \text{Total rateable value of all units on the middle floor of the building} \\ & \quad = \text{Total rateable value of the building} \end{aligned}$$

*Note 1: Floor(s) that have a different usage are excluded from the calculation of floors. For instance, if a private domestic building subscribes to HKQAA SBI, floors with non-domestic usage, such as car park, club house and shop floors are excluded from the calculation of floors.

*Note 2: The information of the rateable value of units of a building can be accessed at Property Information Online of Rating and Valuation Department of HKSAR. Please refer to (www.rvdpi.gov.hk) for more details.

Example 1:

For a building with nine floors (more than 20 units for the whole building is assumed), the total rateable rate is equal to the total rateable value of all units in the first floor plus the total rateable value of all units in the ninth floor plus the total rateable value of all units on the fifth floor.

Example 2:

For a building with 22 floors (assuming more than 20 units for the whole building), the total rateable rate is equal to total rateable value of all units on the first floor plus the total rateable value of all units in the 22nd floor plus the total rateable value of all units on the 11th floor.