

## Occupant survey (element 5)

Assessing the occupant's levels of satisfaction and perception of their control and comfort provides understanding in terms of how they use and interact with their environment. This can be undertaken through a number of methods, both one-off measurements and more long-term monitoring. Depending on objectives, occupancy survey methods can be alternative sources for collecting occupancy patterns and estimated operation of systems or even windows.

*General note about timing: It is often recommended that when possible; administer questionnaires / surveys after a minimum of one year of occupancy. This ensures that occupants experience the full range of seasonal variation in the building.*

### Level 3: Thermal comfort diary

<b>Cost:</b> ₹	<b>Time:</b> ⌚⌚	<b>Skills:</b> 🙌
----------------	-----------------	------------------

A complementary long-term survey method is the thermal comfort diary. This allows the occupants to record their levels of comfort over a continuous period of time (typically one or two weeks) during select times of year (typically seasonal). Diaries can also be used to query daily schedule, use of systems and windows, etc.

**How:** The diary can either be posted or hand-delivered by the researcher; both with advantages and disadvantages. Hand-delivering allows the researcher to fully explain how to complete it, as well as provide a visible reminder to complete it, but obviously increases the time involved by the researcher in the overall process. It is most beneficial to personally deliver the first series of diaries when possible. This enables the researcher to explain the sheets and answer any queries the occupants may have.

It is ideal to have occupants in either the same case study or across multiple case studies to complete the diary during the same periods so that cross-comparisons can be made.

**Timing:** Timing depends on objectives. Often seasonal diaries are sufficient; however, more intense occupant surveys can include monthly diaries.

**Potential barriers:** It can sometimes be difficult to ensure that occupants in the same case study or multiple case studies complete the diary during the same period.

