

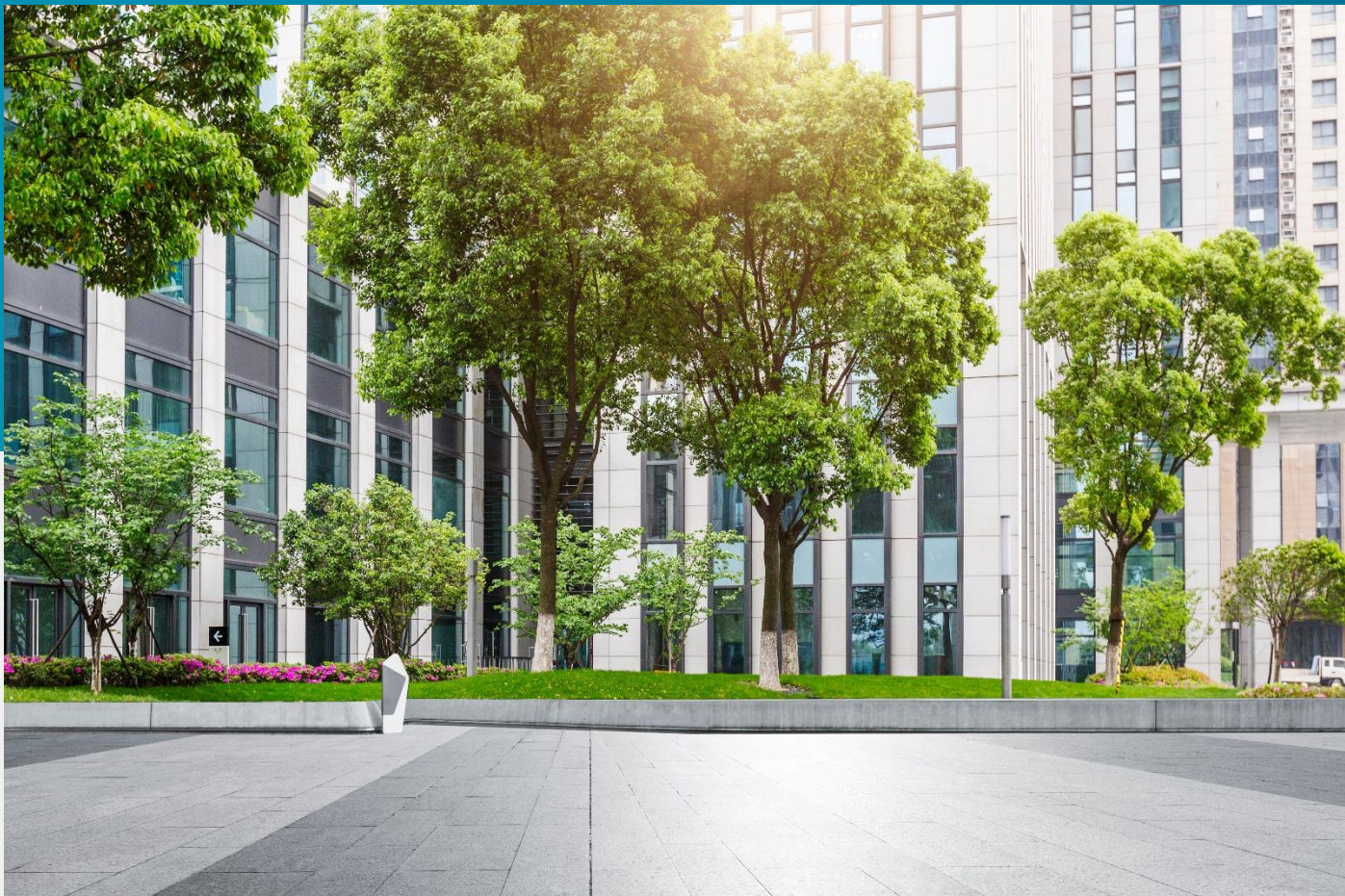


NABERS

UNITED KINGDOM

NABERS UK – The Rules
Energy for Offices

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Bucknalls Lane,
Bricket Wood,
Watford
WD25 9NH
United Kingdom

Email: nabersuk@bregroup.com

Website: www.bregroup.com/nabers-uk

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1 Introduction

1.1 Summary

NABERS UK is a performance-based rating scheme that operates across England, Wales, Scotland and Northern Ireland. It is managed by the Building Research Establishment (BRE), referred to as the **Scheme Administrator**. The scheme is owned and licensed by NABERS, who also own and administer the Australian NABERS rating scheme.

NABERS ratings are expressed as a number of stars, for example:

NABERS rating		Performance comparison
6 stars	★★★★★★	Market leading building performance
5 stars	★★★★★	Excellent building performance
3 stars	★★★	Market average building performance

NABERS UK currently offers one type of rating, NABERS Energy for Offices, which measures and rates the **Base Building** energy efficiency of an office. While in Australia there are also tenancy and whole building options, these are not yet available as part of NABERS UK.

An accredited NABERS Energy for Offices rating is awarded when the **Scheme Administrator** certifies a rating completed by an **Assessor**. The **Scheme Administrator** may independently audit the rating and assist in resolving complex technical issues.

The purpose of this document is to give clear requirements for **Assessors** when they are evaluating offices for their energy usage with the goal of providing a NABERS rating. It is intended that this document, be read and used alongside *NABERS UK The Rules - Metering and Consumption*.

In the context of this document, 'offices' are understood as being workplaces primarily used for administrative, clerical and similar information-based activities.

In addition to the **Rules**, an **Assessor** is to make use of relevant **rulings** and the **NABERS rating input form**.¹ A list of the documentation required in relation to this document is given in Chapter 7.

¹ The **Rules** are amended as required by additional **rulings** which are published on the NABERS UK website: www.nabers.gov.au/nabers-uk

1.2 Interpretation of the Rules

Assessments for an accredited rating must comply with the version of the **Rules** and any relevant **rulings** current on the day the rating application is lodged, unless:

- a) the **Scheme Administrator** has specifically approved otherwise in writing, or
- b) the assessment is conducted under the terms of a NABERS Design for Performance Agreement which specifies an earlier version of the **Rules**.

A **ruling** takes precedence if there is any conflict with the **Rules**. If there is a conflict between **rulings**, the most recent takes precedence.

1.3 Situations not covered by the Rules

These **Rules** are intended to cover most office buildings. If an exceptional situation is encountered and the **Rules** are not easily applicable, the **Assessor** must contact the **Scheme Administrator** for assistance.

Where an **Assessor** is unsure how to apply the **Rules**, the **Scheme Administrator** may resolve the issue by making an interpretation of the **Rules** or by advising the use of a specific procedure that aligns with the intention of the **Rules**. Written correspondence from the **Scheme Administrator** is required as evidence if this occurs.

Procedures not contained within these **Rules** may only be used for a particular rating with prior written approval from the **Scheme Administrator**. Approval to use the same procedure must be sought from the **Scheme Administrator** each time it is proposed to be used. Approval is entirely at the discretion of the **Scheme Administrator**.

1.4 How to use this document

1.4.1 Overview

This document provides the framework for assessing offices in relation to the following elements:

- a) Rated area (Chapter 4);
- b) Rated hours (Chapter 5);
- c) Minimum energy coverage (Chapter 6).

Documentation requirements for accredited ratings are given in Chapter 7.

Detailed requirements regarding energy sources and supply points, **metering systems**, validation of metering systems and other types of consumption can be found in *NABERS UK The Rules - Metering and Consumption*.

1.4.2 NABERS Energy for Offices

Under the NABERS rating system, the number of stars awarded to an office is calculated by benchmarking energy consumption and comparing it against buildings of the same category, using 12 months of actual data. Key factors influence this consumption, such as building area, hours of use and climate.

NABERS Energy for Offices ratings only cover the energy consumed in supplying building central services to the **Net Internal Area (NIA)** and common spaces, referred to in the **Rules** as the **Base Building**.

1.4.3 Formatting conventions and referencing

The term '**Rules**' refers to a body of works produced by the **Scheme Administrator** that specify what must be examined, tested and documented when an **Assessor** conducts a rating. Wherever the term is used in this document from Chapter 4 onwards, it refers to this particular document, *The Rules – NABERS Energy for Offices*. Wherever the document *NABERS UK The Rules – Metering and Consumption* is referred to, the title is also mentioned.

Notes and **examples**: Text appearing with a grey tint in the background is explanatory text only. It is not to be read as part of the **Rules** and/or is not essential for the proper use of this document.

Text appearing **dark green and bold** is a defined term (see Chapter 2).

All main references to documentation requirements appear *italicised and in aqua font*.

Internal cross references appear as numbered sections (e.g. Section 4.2) or chapters (e.g. Chapter 6) and are hyperlinked. Cross references to an individual **Rules** text (e.g. *NABERS UK The Rules – Metering and Consumption*) are numbered appropriately together with the title of the specific text.

1.5 Related documents

1.5.1 Documents specific to NABERS UK

NABERS UK The Rules – Metering and Consumption, v1.0, 2020

The Royal Institution of Chartered Surveyors (RICS) Code of Measuring Practice, 2015

1.5.2 NABERS Australia documents relevant to NABERS UK

Note: These documents are NABERS Australia documents which are relevant to NABERS ratings under the NABERS UK scheme.

NABERS Energy for Offices – Validation Protocol for Thermal Energy Exclusions, v2.0, 2008

NABERS Ruling – Shared Facilities, 2014

NABERS Ruling – Shared Services for Mixed-Use Buildings, 2015

Interim Methodology for the treatment of Cogeneration and Trigenation Systems in NABERS ratings, v1.1, 2013

2 Terms and definitions

This chapter lists the key terms and their definitions that are integral to the proper use of this document.

Term	Definition
acceptable data	Data which meets the applicable accuracy and validity requirements of these Rules .
acceptable estimate	The values derived from an estimation method permitted by these Rules in place of incomplete or uncertain data. Estimates that do not satisfy the above specifications are deemed unacceptable and cannot be used in the rating.
Assessor	An accredited person authorised by the Scheme Administrator to conduct NABERS ratings.
Auditor	A person contracted to the Scheme Administrator to perform audits of NABERS rating applications.
Base Building	The technical entity defined by the services within the minimum energy coverage defined in Chapter 6.
comfortable for office work	Where the conditions in a space, in terms of temperature and outside air supply, are suitable for reasonable, normal use as an office.
computer server room	A room designed to accommodate computer and associated communications equipment that is separated from adjacent spaces by full-height walls and a door.
data centre	A computer server room that comprises: <ul style="list-style-type: none">a) at least 5 % of the total office NIA of the rated building; orb) at least 25 % of the NIA of the floor on which it is located; orc) a room where at least 75 % of its capacity is dedicated to external users. The combination of multiple computer server rooms is not considered a data centre.
educational office facility	An educational facility which occupies a tenancy within a commercial office building that is fit for office use . Note: For more information, see Section 4.6.
embedded network	A private electricity network that is connected to the parent electricity network or 'grid'. Note: Most office buildings in the UK use embedded networks for supplying office tenants and the Base Building systems.

Term	Definition
end use	A purpose or activity (or a group of related purposes and activities) that energy is used for.
exclusively for the use of office tenants	Where public access is not generally allowed by the office owner or leaseholder, except for receiving visitors to the office.
external user	User of an IT or communication service provided from a facility sited in the rated premises , who is not an occupant of the rated premises . Note: An occupant who uses the service internally from the rated premises and who may also access the network or system remotely (such as from home or another work location) is not an external user.
fit for office use	Fit for continuous occupation as an office, with adequate lighting and with suitable ventilation (such as air conditioning, natural ventilation or mixed-mode operation) of a similar or higher standard of service to the bulk of the office.
fitout works	A construction activity undertaken to install, remodel, replace or remove an office fitout.
functional space	A space identified by an Assessor as a distinct space in accordance with Section 4.4.
local air conditioning	Equipment providing heating and/or cooling that is not connected to the Base Building air conditioning system, typically in the form of a packaged air conditioning unit.
measurement standard for rated area	The standard used for determining the Net Internal Area (NIA) of a rated premises , which is equal to the Net Internal Area as set out in <i>RICS Code of Measuring Practice (2015)</i> .
meeting room	A room designed to accommodate meetings for short periods of time on a temporary basis, as opposed to a permanent working area. A meeting room is separated from adjacent spaces by full-height walls and a door.
medical office facility	A doctor's surgery, dentist's surgery or other facility operated by a health professional (e.g., physiotherapist) that occupies a tenancy within a commercial office building that is fit for office use . Note: For more information, see Section 4.6.
metering system	A system of one or more devices providing an individual measurement. Note: For further information, refer to <i>NABERS UK The Rules – Metering and Consumption</i> .
NABERS rating input form	The rating input form provided by the Scheme Administrator for use by Assessors in the calculation of accredited ratings.

Term	Definition
Net Internal Area (NIA)	<p>The floor area, determined in accordance with the measurement standard for rated area, used to measure office space within the rated premises.</p> <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p>Note: This is essentially the space within the permanent walls of the building, but excluding spaces for:</p> <ul style="list-style-type: none"> a) Public access and use (including stairs, escalators, lift lobbies and passageways); b) Building mechanical, air conditioning, electrical and other utility services; c) Staff and cleaning facilities (including toilets, tea rooms, and cleaners' cupboards). <p>The Assessor should refer to the relevant measurement standard for rated area documents for a definitive list of inclusions and exclusions.</p> </div>
occupied	<p>A space within the NIA of a building that is ready for occupation.</p>
office	<p>A workplace primarily used for administrative, clerical and similar information-based activities, including the associated office support facilities.</p> <div style="background-color: #f0f0f0; padding: 10px; margin-top: 10px;"> <p>Note: For reasons of readability, this term is not highlighted throughout this document.</p> </div>
office support facility	<p>A facility which—</p> <ul style="list-style-type: none"> a) is an adjunct to an office used primarily to provide supporting facilities or services to the office or its occupants, and b) is exclusively for the use of office tenant, and c) occupies a space which is fit for office use. <p>This includes facilities for reception, meetings, training, filing and storage, IT and other office equipment, tenant-installed kitchenettes and staff amenities. It can also include child care, refreshment, recreation, and exercise facilities, as long as they are only available for use by office tenants in the rated premises.</p>
Owner/Tenant Agreement (OTA)	<p>An OTA refers to a document that:</p> <ul style="list-style-type: none"> a) is a mutual agreement between the landlord and a tenant representative with adequate authority; and b) clearly defines the space and the period of time for which the agreement is made; and c) defines hours of use for the space considered (OTA Hours); and d) is in a format that can be relied upon by the tenant for operational complaints and lease (re)negotiation. <p>The OTA could be the lease agreement or any other written correspondence between the tenant and owner as long as the conditions above are met.</p>

Term	Definition
potential error	The total of all acceptable estimates (including assumptions, approximations, and unverified data) included in the rating assessment. The NABERS rating input form automatically calculates the potential error based on the data provided.
public access space	A space that members of the public have access to.
rated area (for an entire rating)	The final area determined by following the process described in these Rules .
rated hours (for a functional space)	For each functional space , the total number of hours per week determined by using one or a combination of the methods described in these Rules .
rated hours (for an entire rating)	For an entire rating, the area-weighted average of the rated hours for all functional spaces included in the rating.
rating period	The 12-month base period for the rating, requiring at least 12 contiguous months of acceptable data upon which the rating is based.
rated premises	The building to be rated.
ready for occupation	A space within the NIA of a building when a person or organisation: <ul style="list-style-type: none"> a) is entitled to exclusive use of the space (e.g., through ownership or a lease or other agreement); and b) requires normal Base Building services, such as access, air conditioning, lighting and power to be provided to the space.
Rules	Authoritative document produced by the Scheme Administrator that specifies what must be covered by an Assessor in order to produce a rating.
ruling	An authoritative decision by the Scheme Administrator which acts as an addition or amendment to this document.
Scheme Administrator	The body responsible for administering NABERS UK, in particular— <ul style="list-style-type: none"> a) establishing and maintaining the standards and procedures to be followed in all aspects of the operation of the system, and b) determining issues that arise during the operation of the system and the making of ratings, and c) accrediting Assessors and awarding accredited ratings in accordance with NABERS UK standards and procedures. The functions of the Scheme Administrator are undertaken by the Building Research Establishment (BRE).

Term	Definition
	Note: The term ‘Scheme Administrator’ applies to the UK context and should not be confused with the term ‘National Administrator’ that appears in NABERS Australia publications.
special tenant requirement	An unusual usage of office space or office support facility (e.g., a ‘trading floor’ within an office), resulting in an increased consumption of one or more services or a requirement for additional services to achieve comfort conditions.
Tenant Occupancy Survey (TOS)	A survey of the staff managers or supervisors responsible for the functional spaces in the rated premises , conducted in accordance with these Rules . Note: For more information, see Section 5.3.4.
utility	An organisation or company that holds a licence to retail electricity, or gas, and that sells energy as its primary business. Building owners, and their agents, who onsell electricity or gas to tenants are not considered to be utilities for NABERS UK purposes.
validity period	The post-certification period during which the rating is valid for up to 12 months.

3 Key concepts and procedures

3.1 Eligibility criteria

3.1.1 General

A building is considered eligible for a NABERS rating if all of the eligibility criteria detailed below are met:

- a) Building type: during the **rating period**, the building or part of the building was used as an office, or, if unoccupied, capable of being used as an office.

Note 1: Purpose-built educational buildings (e.g. a school or non-office buildings on university campuses) or medical centre buildings are not considered **educational office facilities** or **medical office facilities** as they are not a tenancy within a commercial office building. Therefore, they cannot be assessed for a NABERS Energy for Offices rating.

- b) Building consumption data: less than 80 % of the building's total office **NIA** has been excluded due to lack of consumption data using the method described in Section 4.5.5.
- c) Building energy coverage: the minimum energy coverage is met, as described in Chapter 6.
- d) New buildings and major refurbishments: new buildings or buildings undertaking major refurbishments are eligible for a NABERS rating as soon as 12 months of a **rating period** can be completed. In these cases, the **rating period** can start as soon as one of the following conditions is met (whichever occurs first):
 - 1) 75 % of the office **NIA** is **occupied** by tenants; or
 - 2) It has been two years since the certificate of completion was issued.

Note 2: Buildings with high levels of vacancy are eligible for a NABERS rating to be conducted.

3.1.2 Multiple building versus single building ratings

NABERS ratings are for single buildings.

The following list must be consulted in cases where it is unclear whether there is a single or multiple buildings present. A majority of the following features is evidence of a single building:

- a) A common entry point for occupants;
- b) Interconnected access or the potential for interconnected access between areas;
- c) Central shared provision of the common services, such as heating and cooling;
- d) Capacity to be offered to a tenant as one building;

- e) Single owner;
- f) Buildings constructed at the same or within a short period of time of each other (within two years) and the original design allowed for the additional construction;
- g) Potential for disability legislation compliant travel horizontally between the buildings without using basement, car park or plant rooms;
- h) Single public street address (i.e. the address the building is known publicly by);
- i) Single title;
- j) A reasonable person would assume it is one building.

If the majority of these features are not met, more than one building may be present. Sufficient metering must be installed on each building for the buildings to be rated separately.

Exceptions may be made by the **Scheme Administrator**. Examples of exceptions may include:

- 1) Where it is not physically possible to install separate metering;
- 2) For a period of time until adequate metering can be installed;
- 3) Where there is a very small separate building on a site, that on its own would not warrant a separate rating.

Where **Assessors** are unsure if buildings should be separated for rating purposes, they should contact the **Scheme Administrator**. The **Scheme Administrator** reserves the right to determine what is considered a majority of features on a case-by-case basis.

3.2 The rating period

A NABERS rating is based on a 12-month **rating period**. Once certified, the rating is valid for a further 12 months after the **rating period**. This is called the **validity period**.

It takes time for the **Assessor** to complete a rating. Therefore 120 days is given to lodge the rating after the end of the **rating period**. Ratings lodged after the 120 days will have a reduced **validity period** to ensure all ratings are based on current data.

The **Assessor** must respond to all questions from the **Scheme Administrator** within 10 working days to avoid impacting the validity of the rating.

More information on the **rating period**, **validity period** and time limits for submission can be found in Appendix B.

3.3 Standards for acceptable data and acceptable estimates

3.3.1 General

An assessment for an accredited NABERS UK for Energy for Offices rating must be based on the **acceptable data** or **acceptable estimates** specified in the **Rules** (including applicable **rulings**) or as directed by the **Scheme Administrator**.

Data and estimates must be of an acceptable standard. The decision process for determining **acceptable data** and **acceptable estimates** in Sections 3.3.2 and 3.3.3 below must be followed, except where another process is specifically allowed by a provision of these **Rules**.

Note: Specific procedures related to standards for **acceptable data** and **acceptable estimates** in individual sections of these **Rules** take precedence over the standards in Section 3.3.2 and 3.3.3 below. Where specific procedures are followed, the requirement for compliance with Sections 3.3.2 and 3.3.3 is deemed to be satisfied.

3.3.2 Acceptable data

If accurate and verifiable **acceptable data** is available, it must be used. Where a section of the **Rules** allows more than one type of data source to be used and no particular priority is given, the following order of preference applies:

- a) Data obtained directly by the **Assessor**;
- b) Data provided by a third party without a significant interest in the operation or performance of the building or its equipment (such as an energy **utility**), including:
 - 1) Documents or other records provided by a third party which can be verified by the source (e.g., **utility** bills); or
 - 2) Documents or other records which cannot be independently verified but whose authenticity and accuracy is attested to by a credible and responsible person without a conflict of interest; or
 - 3) Written information provided by a credible and responsible person, which includes their full name, position and contact details of the person giving the information; or,
 - 4) Verbal information provided by a credible and responsible person, recorded in writing by the **Assessor** with the full name, position and contact details of the person giving the information.
- c) Data provided by the owner commissioning the rating, or a third party with a significant interest in the operation or performance of the building or its equipment (such as a facility manager, technical contractor or equipment supplier), including:
 - 1) Documents or other records provided by a party to an agreement or transaction which can be verified by another party to the same agreement or transaction (e.g., contracts or other legal agreements);
 - 2) Documents or other records which cannot be independently verified but whose authenticity and accuracy is attested to by a credible and responsible person without a conflict of interest; or
 - 3) Verbal information provided by a credible and responsible person, recorded in writing by the **Assessor** with the full name, position, and contact details of the person giving the information.

3.3.3 Acceptable estimates

If **acceptable data** is not available, estimates (including assumptions, approximations and unvalidated data) can be used if they are deemed to be **acceptable estimates** in accordance with these **Rules**.

Acceptable estimates must total to no more than $\pm 5\%$ of the overall rating kWh_e, as calculated when using the **NABERS rating input form**. Where they are greater than 5%, the building cannot be rated until sufficient **acceptable data** and/or **acceptable estimates** have been obtained.

3.4 Site visits

Assessors are required to inspect the **rated premises** in order to:

- a) Become familiar with the layout, services and features of the **rated premises**;
- b) Confirm that documentation provided for the assessment is accurate, complete and up-to-date;
- c) Check that all required spaces have been included in the **NIA**;
- d) Check for inclusions in and exclusions from the **rated area** calculation and energy coverage;
- e) Confirm energy sources;
- f) Visit plant rooms and switch rooms to ensure that all relevant equipment is covered under the meters included in the rating; and
- g) Resolve any other issues that arise.

The inspection must occur during the **rating period** or during the 120 days period following the **rating period**.

A physical check of all **functional spaces** is required during an **Assessor's** inspection of the **rated premises**.

There may be circumstances where access to part of the building is refused due to safety or security concerns. If this occurs, the **Assessor** must explain why they could not access these spaces and fully document this in the **NABERS rating input form**. Any known impacts on the quality of the information obtained for the assessment must also be fully described (e.g. an **acceptable estimate** must be used in the absence of **acceptable data**).

Only **Assessors** can undertake a site inspection for a NABERS rating. If the **Assessor** cannot conduct the site visit, they may only delegate this task to another **Assessor**.

The **Assessor** lodging the rating is responsible for the accuracy of the data. The **Assessor** must obtain and retain all the evidence required to prove their assumptions for auditing purposes, including but not limited to the documentation requirements listed in Chapter 7.

If there are significant difficulties visiting the site, the **Scheme Administrator** must be notified.

3.5 Documentation and record keeping

3.5.1 Documentation required

An assessment may be based on copies of original documents such as utility bills, signed leases and other records, as long as the **Assessor** is satisfied that they are, or can be verified to be, true and complete records of the original documents or files. Access to original documents is highly desirable if they are available. Partial copies of original documents must be sufficient to identify the original document including date, title and file name.

3.5.2 Record keeping for auditing purposes

Assessors must keep all records on which an assessment is based.

The records kept by **Assessors** must be to such a standard that it would be possible for another **Assessor** or an **Auditor** to accurately repeat the rating using only the documents provided. This includes records of assumptions and all information and calculations used as the basis for **acceptable estimates**. The records kept must be the actual documents used for the assessment or verifiable copies. Summaries or other derivative documents that quote the original source documents are not acceptable, even if prepared by the **Assessor** from original documents.

Digital copies of documents are considered acceptable in all cases.

Records must be kept for seven years from the date the rating application was lodged and be made available for audit on request. **Assessors** remain responsible for ratings they have conducted, even if they move companies.

A list of the usual documentation for a rating is presented in Chapter 7, however, additional documentation may also be required to permit an **Auditor** to accurately repeat the rating using only the documents provided.

4 Rated area

4.1 Summary

There are several factors which impact the consumption of energy in an assessment and therefore affect a NABERS Energy for Offices rating. The first of these factors is *area*. The **rated area** must be correctly determined to allow for fair comparison.

For documentation requirements, see Section 7.2.

4.2 Process overview

The process for determining the **rated area** is as per **Table 4.1** below.

Table 4.1: Determining rated area

Step		Reference
1	Determine the total office NIA for the rated premises	4.3
2	Divide the total office NIA into easily workable functional spaces with separate spaces, vacancies and hours of operation	4.4
3	For each functional space , determine if the space must be excluded	4.5
4	Add up only the resulting included functional space areas to obtain the net office NIA	N/A
5	Cap the inclusion of public access space to a maximum of 10 % of the net office NIA	4.6.2
6	Determine spaces qualifying as medical or educational office facilities and cap their inclusion to a maximum of 25 % of the net office NIA	4.6.3
7	Adjust for unoccupied spaces	4.7
8	The sum of the resulting occupation-weighted functional space NIA included in the rating is the rated area	N/A

The **NIA** is the starting point for calculating the **rated area**. The **Assessor** must then divide the **NIA** into **functional spaces**, determine exclusions, limit the proportion of medical or educational facility spaces and **public access spaces** and finally assess vacancies. This will require copies of plans, leases and site investigation.

Example: A floor might be verified to the **measurement standard for rated area**, but for convenience of hours calculations, it might have several **functional spaces** measured from not-to-scale layouts. Since the overall area is verified, there is no need to add the **functional space** floor areas to the **potential error** for area.

4.3 Determining office Net Internal Area

4.3.1 General

The **Assessor** must consider the **Net Internal Area (NIA)** of all spaces that are leased or available for lease for office tenancies in the building.

For documentation requirements, see Section 7.2.1.

4.3.2 Standard for acceptable data

The office **NIA** of the **rated premises** must be verified by the **Assessor** to have been measured in compliance with the **measurement standard for rated area**, by one of the following methods (listed in order of preference):

- a) Reference to a third-party survey or to lease documentation that is explicitly based on the **measurement standard for rated area**, or, if not available;
- b) Direct measurement from current plans or scaled prints, measured to the **measurement standard for rated area**, or, if not available;
- c) Site measurements verified by the **Assessor** to have been done to the **measurement standard for rated area**.

Regardless of the method used to determine the **NIA**, the **Assessor** must ensure that the information accurately reflects the configuration of the building and its uses during the **rating period**. Survey information must be checked through a site inspection to ensure the space has not been altered, for example by the introduction of corridors to serve multiple tenancies. **Assessors** must also confirm that the **measurement standard for rated area** has been interpreted correctly.

An unverified tenancy schedule is not a suitable document on which to base the **NIA** assessment.

Note: This effectively means that, for any rating, all non-**NIA** spaces including common areas, purpose built retail facilities and accessways must be disregarded as they cannot be considered as **NIA**.

4.3.3 Area measurement estimates

If the office **NIA** of the **rated premises** cannot be verified by the **Assessor** in accordance with Section 4.3.2, then the estimated area of that space must be added to the **potential error** for area.

Note: Subdivision of spaces is not as critical as overall areas. For example, a floor might be verified to the **measurement standard for rated area**, but for convenience of hours calculations, it might have several **functional spaces** measured from not-to-scale layouts. Since the overall area is verified, there is no need to add the **functional space** floor areas to the **potential error** for area.

4.4 Dividing the office Net Internal Area into functional spaces

4.4.1 General

After determining the office **NIA** of the **rated premises**, this office **NIA** must be divided into **functional spaces** in order to calculate the effects of vacancies and differing operational hours across the total office **NIA**. These spaces should be based on existing functional distinctions such as physical boundaries, leases, or operational divisions.

Most **office support facilities** do not need to be separated into their own **functional spaces** as they will have the same periods of occupation and operating hours as the office space.

For documentation requirements, see Section 7.2.2.

4.4.2 Minimum requirement for division of office NIA

For all ratings, a **functional space** must be the smallest of the following:

- a) Each individual contiguous floor plate of the building (i.e. for buildings with multiple units or towers, this refers to each floor of each unit or tower); or
- b) Each individual and distinct tenancy, regardless of its size; or
- c) Within any tenancy, any section that must be treated as distinct because of a significant difference in period of occupation or operating hours. This must include:
 - 1) Spaces in which significant construction activity has taken place for fit-out works during the **rating period**; and,
 - 2) Spaces associated with different AHAC zones and AHAC hour counts or **office support facilities** that have a significant difference in operating hours to the surrounding office space.
- d) Any **computer server room** or series of contiguous **computer server rooms** that constitute more than 5 % of that respective floor plate's **NIA**; or
- e) Any **meeting room** or series of contiguous **meeting rooms** with **local air conditioning** that constitute more than 10 % of that respective floor plate's **NIA**; or
- f) Any **office support space** with **local air conditioning** that constitutes more than 10 % of that respective floor plate's **NIA**; or
- g) Any open plan or cell office area that has **local air conditioning**.

In addition, any space which meets either of the following two conditions must also be separated into its own **functional space** for the purpose of exclusion under Section 4.5.5:

- i) **Acceptable data** or **acceptable estimates** of energy consumption is not available for reasons beyond the control of the **Assessor** or customer; or
- ii) Where it is not possible to include all the energy required to be included under the energy coverage (typically because of **local air conditioning** that has been allocated to the rating under Section 6.2 but is covered under the tenant metering).

Provision (ii) does not apply to any **computer server room**, **meeting room** or **office support space** not required to be separated under provisions (d), (e) and (f) above.

It is not recommended that **Assessors** divide the **NIA** into smaller divisions than required above. Where an **Assessor** considers such further division necessary they should contact the **Scheme Administrator**.

Note 1: The requirements in this section are intended to make it easier for the **Assessor** to separate independent spaces and record the necessary data, not to fragment the **NIA** into multiple similar spaces for no real benefit.

Note 2: Small **office support facilities** whose operating hours depend on the spaces nearby should be treated as an integrated component of the surrounding office space. They should not normally be separated out into a different **functional space**.

Note 3: In many UK offices, components of the minimum energy coverage such as fan coil motors are covered under the tenant metering. Processes for inclusion of such energy are provided in Section 7.2.1 of *NABERS UK The Rules – Metering and Consumption*. Whenever these processes can be applied, the lack of direct metering coverage is not grounds for the space to be excluded.

Note 4: Division into smaller spaces than required above conflicts with the intent of provisions around the handling of **local air conditioning**. Smaller divisions by the **Assessor** may unfairly disadvantage the rating.

For documentation requirements, see Section 7.2.2.

4.5 Excluding functional spaces

4.5.1 General

After dividing the office **NIA** into **functional spaces**, the **Assessor** must determine the nature of each of the **functional spaces** and include or exclude them as required.

The following must be excluded from the **rated area** calculation:

- a) Spaces within the office **NIA** that have not been used as offices (as per the requirements of Sections 4.5.2) during the **rating period**;
- b) **Computer server rooms** as per the requirements of Sections 0;
- c) Areas with **local air conditioning** that is not metered to enable inclusion as per the requirements of Sections 4.5.4;
- d) Spaces with no consumption data.

This ensures that ratings are consistently based on office usage of buildings, and provides a fair comparison between different offices.

Note 1: Exclusions are only considered *after* calculating the office **NIA** as described in Section 4.3. The criteria in this section cannot be applied to areas that are not within the office **NIA**, as these are never included in the **rated area** calculation.

Note 2: The energy consumption associated with an excluded space may still need to be included in the assessment in accordance with Chapter 6.

Note 3: For consistency and ease of auditing, the area of spaces which have been excluded should be entered into the **NABERS rating input form** but their occupancy days should be marked as 0. This area can be approximated by the **Assessor** as it is not used in the calculation of the NABERS rating.

For documentation requirements, see Section 7.2.3.

4.5.2 Excluding spaces that cannot be considered offices

A **functional space** area must be excluded when:

- a) It is either not used, or not available to be used for, accommodating an office or an **office support facility**. This applies whether or not these spaces were primarily intended as office accommodation; or,
- b) It is not **occupied** for all or part of the **rating period**; or,
- c) It is not **fit for office use**.

It is not necessary to exclude a space with a floor area less than 5 m² unless it is a well-defined separate facility (e.g., surrounded by walls). However, where several similar excludable spaces or facilities are located next to each other, they must be considered to be a single group and not individual items.

A corridor (or section thereof) must be excluded under this provision only if:

- 1) It is purely a thoroughfare, bounded by walls; and
- 2) It has at least one wall that is adjacent to area that is not NIA; and
- 3) It is not **fit for office use**.

See **Table 4.2** and **Figure 4.1** below for examples.

For documentation requirements, see Section 7.2.3.

Table 4.2: Examples of area exclusions

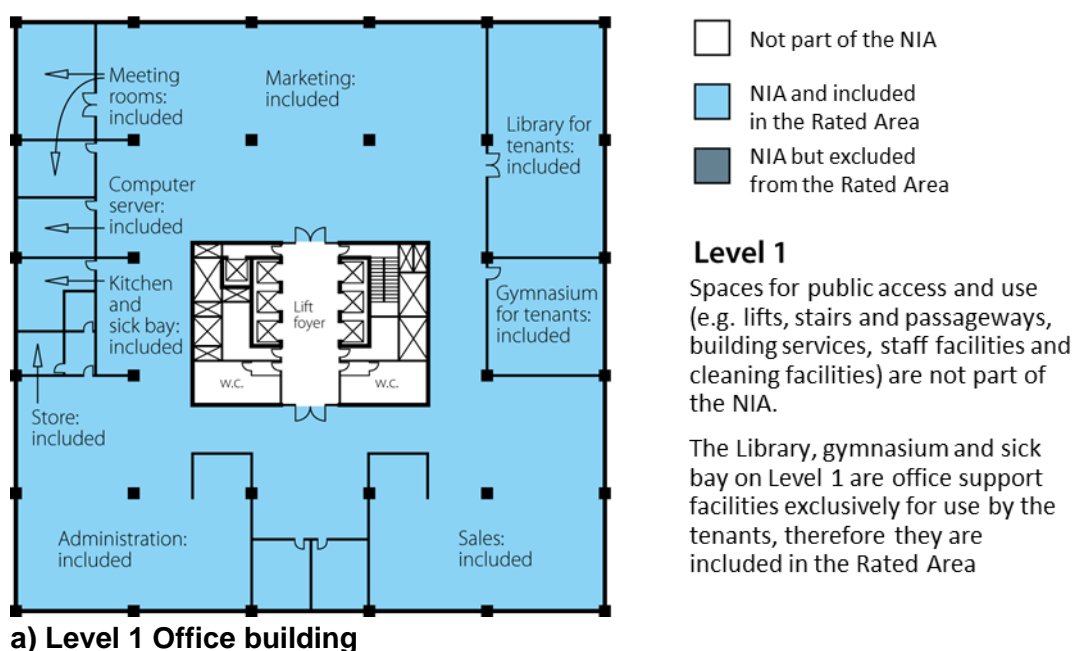
Example	Interpretation
A space originally designed for office accommodation but not used as an office – such as a suite of training rooms for hire, a commercial art gallery, a showroom, an information centre	Excluded. They are not used as offices or office support facilities

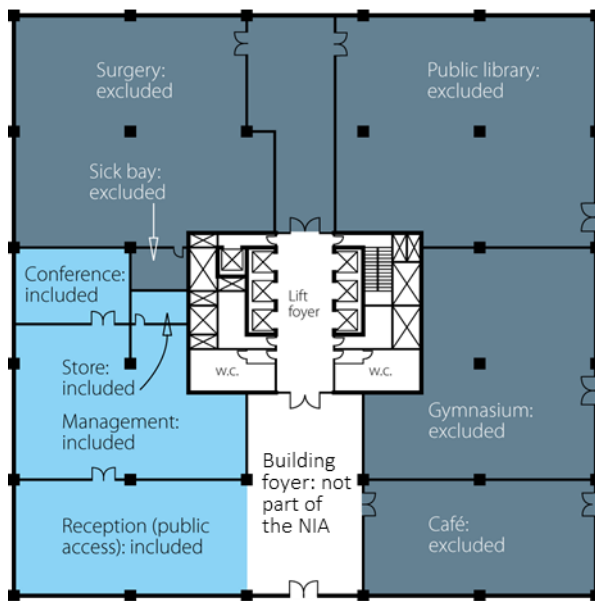
Example	Interpretation
<p>A space designed for retail use, but used as an office space</p> <p>Example: A tenancy in a shopping centre used as an accountant's office.</p>	<p>Excluded. The space is not considered as office NIA</p>
<p>Spaces used primarily for providing services to the public</p>	
<p>Retail spaces selling goods and products (shops)</p>	<p>Excluded. They are not used as offices or office support facilities. They are retail outlets</p>
<p>Government shopfronts</p>	<p>Limited inclusion. Customer service areas requiring appointments or escort can be considered as office spaces. Waiting areas are still considered as public access spaces and must be included in the 10 % allowance of public access spaces</p>
<p>Other tenancy spaces with a primary purpose of providing services to walk-in customers; and where the office portion supports the retail space</p> <p>Example: Bank branch open to the public, post office, real estate agency, travel agency, information centre, print shop.</p>	<p>Excluded. These are retail outlets</p>
<p>Commercial cafeterias and cafés</p>	
<p>Exclusively for the use of office tenants (and their visitors)</p>	<p>Included. They are office support facilities</p>
<p>With public access (but can also be used by tenants)</p>	<p>Excluded. They are retail outlets</p>
<p>Gymnasiums, child minding centres, treatment rooms and similar</p>	
<p>Exclusively for the use of office tenants (and their visitors)</p>	<p>Included. They are office support facilities</p>
<p>With public access (but can also be used by tenants)</p>	<p>Excluded. They are retail outlets</p>
<p>Call centres and trading rooms</p>	<p>Included. They are high-density office spaces</p>
<p>Breakout spaces, meeting rooms, eating areas or tea rooms and kitchenettes built as part of the tenant fitout</p>	<p>Included. They are office support facilities</p>
<p>Tenant-fitted-out toilets and showers</p>	
<p>Toilet and shower facilities with an area over 5 m²</p>	<p>Excluded. Although they are office support facilities, they are not fit for office use</p>

Example	Interpretation
Small 'ensuite' toilets, etc., with individual floor area under 5 m ²	Included. Although they could be excluded as not fit for office use , this is not required as the area is so small
End of trip facilities	Excluded. Although they are office support facilities , they are not fit for office use
Change rooms (within the NIA)	
Integral to the toilet and shower facility, with only exhaust air systems and low-level lighting	Excluded. Although they are office support facilities , they are not fit for office use
Partitioned-off office space with air conditioning and lighting as for the rest of the office	Included. They are office support facilities , and located in spaces fit for office use
Storage spaces	
A chain-wire enclosed store in the basement	Excluded. This space is not (and cannot become) fit for office use
A similar enclosed space within the fitted-out tenancy floor	Included. This is an office support facility and is fit for office use
An archival store with lighting, temperature and humidity settings for preserving paper, not for comfort	Excluded. This space is not fit for office use .
A compactus file storage facility within the fitted-out tenancy floor with air conditioning and lighting as for the rest of the office	Included. This is an office support facility and is fit for office use
Other spaces	
A professional library in a lawyer's or consultant's office	Included. This is an office support facility for professional work
A public library in an office building	Excluded. This is a facility for the general public and is not an office
A large vault designed as a secure store (such as for paper or gold) and not for continual occupation by people	Excluded. Even if empty, this store is not fit for office use
The same vault that is part of the NIA , converted to office space with air conditioning and lighting	Included. Although originally a store, the space is now fit for office use
Building Manager's office, where it is not part of the NIA and therefore not leased	Included. If the space is serviced at the same condition as the surrounding office space and there is a lease in place Otherwise, Excluded. The space is not part of the NIA

Example	Interpretation
Basement areas	
A basement area not fit for continual occupation by people	Excluded. The space is not fit for office use
A basement area part of NIA and converted to office space and fit for office use	Included. This is an office space and is fit for office use
A basement area that is not part of NIA but has been converted to office space and is fit for office use	Excluded. This space is not office NIA
An enclosed store in the basement part of NIA that is fit for office use and currently used as a storage space	Included. The space is fit for office use and is used as an office support facility

The following diagrams in **Figure 4.1 a), b) and c)** represent an office building over three levels and show how the areas are to be treated:





b) Ground level Office building

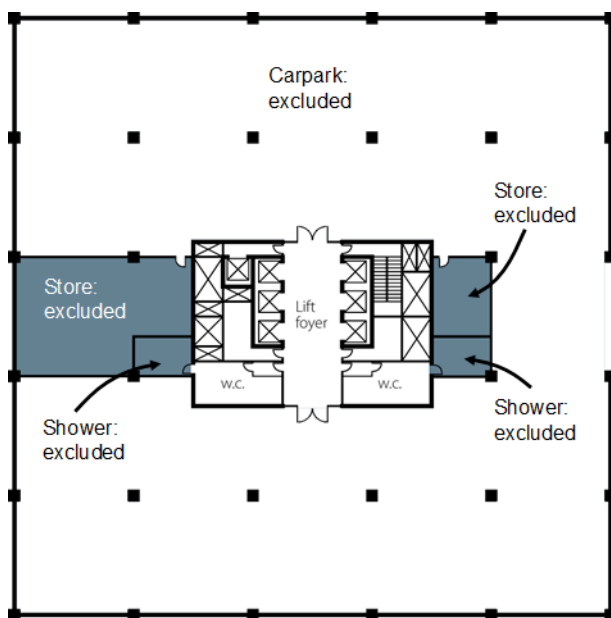
- Not part of the NIA
- NIA and included in the Rated Area
- NIA but excluded from the Rated Area

Ground level

The café, library, gymnasium, surgery (and its sick bay) on the ground level are not office spaces or office support facilities and not exclusively for use by the tenants, so they are excluded from the Rated Area.

The store next to the management area is an office support facility, therefore it is included in the Rated Area.

Note: It can be seen that the two gymnasiums (Level 1 and ground level) are treated differently depending on their use, so the defining criteria is not so much the actual function of the space but the way it is used by the occupants in the context of a specific office.



c) Basement Office building

- Not part of the NIA
- NIA but excluded from the Rated Area

Basement

The carpark is not part of the NIA, so it is excluded from the Rated Area.

The shower and change rooms were fitted out by the tenant, exclusively for use by the tenant, but they are not fit for office use so they are excluded from the Rated Area.

The small store is not and cannot become part of an office, so it is excluded from the Rated Area. The larger store has lighting and air conditioning but is used as a commercial storage facility and is not part of an office, so it is excluded from the Rated Area.

Figure 4.1: Examples of Net Internal Area, rateable area inclusions and exclusions

4.5.3 Excluding computer server rooms and data centres

4.5.3.1 Computer server rooms

If a **computer server room** is required to be separated into its own **functional space** as described in Section 4.4.2, then the area of the **functional space** is to be excluded.

Note: Depending on circumstances, the **Base Building** energy for the **computer server room** may be included or excluded from the rating.

For documentation requirements, see Section 7.2.3.

4.5.3.2 Data centres

Where a **computer server room** qualifies as a **data centre**, then area must be excluded from the **rated area** calculation.

The combination of multiple **computer server rooms** is not considered a **data centre**. Each individual **computer server room** must meet the criteria as defined above to be considered as a **data centre**.

For documentation requirements, see Section 7.2.3.

Note: As a **data centre** is considered a non-office use, the **Base Building** energy to the data centre is always excluded from the rating.

4.5.4 Excluding other functional spaces with local air conditioning

This Section applies to all **functional spaces** other than **computer server rooms** that are required to be separate **functional spaces** under Section 4.4.2 and are served by **local air conditioning**. **Computer server rooms** are covered under Section 0.

If an area within the **NIA** that has **local air conditioning** is not required to be separated into its own **functional space** as described in Section 4.4.2, its area must be combined with an adjacent **functional space** included in the **rated area**.

Where a space with **local air conditioning** has been separated into its own **functional space** under the provisions of Section 4.4.2, the metering of the **local air conditioning** must be checked by the **Assessor** and comply with the following requirements:

- (a) The space must be included in the **rated area** if all the energy within the minimum energy coverage to the space is metered such that it can be included in the rating
- (b) The space must be excluded from the **rated area** if it is not possible with current metering to include all energy within the minimum energy coverage in the rating

For documentation requirements, see Section 7.2.4

4.5.5 Functional spaces without consumption data

Where **acceptable data** or **acceptable estimates** of the energy consumption for a **functional space** are not available for reasons beyond the control of the **Assessor** or customer, then the **functional space** must be excluded from calculation of the **rated area**.

Note 1: This includes scenarios where the use of **acceptable estimates** results in a **potential error** above the 5 % threshold.

Examples of **functional space** exclusions include the following:

- a) When **utility** bills for energy consumption within the minimum energy coverage cannot be obtained for **functional spaces** within buildings that do not have an **embedded network**. Situations where this may occur include where a previous owner of occupant of the building cannot be contacted to obtain, or refuse to provide, required energy bills;
- b) When the **utility** was unable to provide the necessary data to cover the minimum energy coverage for the **functional space**;
- c) When a non-utility **metering system** was unable to provide the data necessary to cover the minimum energy coverage for the **functional space** and estimates were above the 5 % **potential error** allowance;

Note 2: The full range of consumption data required for a **functional space** is specified in Chapter 6.

Note 3: **Functional spaces** without hours data cannot be excluded in the same way as spaces without consumption data. These spaces must be included and another method of measuring hours used. (Such a situation can occur, for example, when tenant has moved out and a **TOS** cannot be obtained.)

For documentation requirements, see Section 7.2.5

4.6 Medical or educational office facilities and public access spaces

4.6.1 General

After excluding **functional spaces**, the **Assessor** must limit the proportion of **public access spaces** followed by **medical** or **educational office facility** spaces.

4.6.2 Public access spaces

Note: The **functional spaces** included so far may include some space open to public access such as inquiry desks, courier counters and reception areas. The primary purpose of these spaces is to accommodate arrivals, deliveries and despatches associated with office activities. These spaces are distinct from non-**NIA** or commercially negotiated **NIA** public spaces in building foyers and other common spaces, which are never included in the **rated area** calculation.

In calculating the **rated area** of a **rated premises**, the allowable total floor area of such **public access space** is capped to a maximum of 10 % of the net office **NIA**.

For this section, net office NIA is defined as:

$$\text{Net Office NIA} = \text{Total Office NIA} - \text{Area of Public Access Space}$$

Any additional amount must be excluded from the **rated area** calculation. The maximum **public access space** in a given area that can be included in a rating is calculated using the following formula:

$$\left(\frac{\text{Net Office NIA}}{0.9} \right) - \text{Net Office NIA} = \text{Maximum public access space}$$

The 10 % ratio applies to the aggregate area of the spaces to be included in the rating. It is not calculated separately for individual **functional spaces**, floors individual tenancies.

For documentation requirements, see Section 7.2.6.

Example 1:

An office has a total **NIA** of 500 m². A large reception space that measures 5 m x 12 m (60 m²) is located within the total **NIA**.

The net office **NIA** is calculated as:

$$500 \text{ m}^2 - 60 \text{ m}^2 = 440 \text{ m}^2$$

Therefore, the maximum public access space that can be included for this rating is calculated as follows:

$$\left(\frac{440 \text{ m}^2}{0.9} \right) - 440 \text{ m}^2 = 48.9 \text{ m}^2$$

As the reception space is greater than the maximum allowable, only 48.9 m² of the reception space can be included.

Example 2:

An office with a total **NIA** of 1,000 m² has two tenancies.

Tenancy #1 has a total **NIA** of 600 m², including a large reception space that measures 72 m².

Tenancy #2 has a total **NIA** of 400 m² and has no **public access space**.

The net office **NIA** is calculated as:

$$1,000 \text{ m}^2 - 72 \text{ m}^2 = 928 \text{ m}^2$$

Therefore, the maximum public access space that can be included for this rating is calculated as follows:

$$\left(\frac{928 \text{ m}^2}{0.9} \right) - 928 \text{ m}^2 = 103.1 \text{ m}^2$$

As the reception space is less than the maximum allowable, the entire reception area can be included.

4.6.3 Medical or educational office facility spaces

4.6.3.1 General

After limiting the proportion of **public access spaces**, the **Assessor** must determine and limit the proportion of **medical** and/or **educational office facility** spaces. The **Scheme Administrator** should be contacted if there is any doubt as to whether a facility or part of a facility is included in either of these categories (medical or educational).

A **medical office facility** may include—

- a) consulting rooms,
- b) patient reception areas,
- c) break-out spaces,
- d) **meeting rooms**,
- e) medical administration areas, and
- f) associated store rooms for medical equipment, supplies or records.

A space within the facility that is not serviced by **Base Building** services does not qualify as a **medical office facility**.

If a medical facility contains—

- 1) hospitals,
- 2) operating theatres,
- 3) specialist medical imaging practices,
- 4) laboratories,
- 5) day-stay treatment areas,
- 6) wards,
- 7) specialist emergency medicine facilities,
- 8) pharmacies,

then the entire facility cannot be considered as a **medical office facility** and must be excluded from the rating. The determining factor here is whether there is significant medical or scientific equipment present, or a requirement to operate continually.

An **educational office facility** may include—

- i) classrooms,
- ii) seminar rooms,
- iii) break-out spaces,
- iv) **meeting rooms**,
- v) student computer labs,
- vi) administration areas, and
- vii) store rooms.

A space within the facility that is not serviced by **Base Building** services does not qualify as an **educational office facility**.

Note 1: Workshops, laboratories, art studios, teaching kitchens or associated prep areas are not considered **educational office facilities**.

Note 2: Where the proportion is limited, **Assessors** should refer to the 'exclusions based on area weighting' provisions in Section 7.2.3 of *NABERS UK The Rules – Metering and Consumption* or *NABERS Energy for Offices – Validation Protocol for Thermal Energy Exclusions* (simplified method), which may provide some exclusion of the energy related to the excluded areas.

For documentation requirements, see Section 7.2.7.

4.6.3.2 Permitted treatment

Although they are not office spaces as such, **medical office facilities** and **educational office facilities** can be included in the calculation of the **rated area** for the purposes of a NABERS Energy for Offices rating. This is acceptable only if services provided by the **Base Building** within the minimum energy coverage cannot be wholly excluded by sub-metering, and with the caveat that the inclusion of **medical** and **educational office facilities** combined is capped to a maximum of 25 % of the office **NIA**.

Where all services provided by the **Base Building** within the minimum energy coverage can be wholly excluded by sub-metering, the **medical office facilities** and **educational office facilities** must be excluded in the calculation of the **rated area**.

For this section, net office **NIA** is defined as:

Net Office NIA = Total Office NIA – Combined area of medical and educational office facility

Note that this inclusion is calculated after having adjusted the office **NIA** for the **public access spaces** 10 % cap as per Section 4.6.2.

The maximum **medical office facilities** and **educational office facilities** in a given area that can be included in a rating is calculated using the following formula:

$$\left(\frac{\text{Net Office NIA}}{0.75} \right) - \text{Net Office NIA} = \text{Maximum medical and educational office facility}$$

A rating including **medical** or **educational office facilities** must include the energy consumption relevant to the minimum energy coverage for this space in full. No apportionment is allowed.

Note: Public reception or patient waiting rooms within **medical** or **educational office facilities** should have already been included in the **public access space** requirement.

Example 1:

A building has a total NIA of 2,500 m². Within this NIA, 1,500 m² is **occupied** by a tenant that is an English college.

The net office NIA is calculated as:

$$2,500 \text{ m}^2 - 1,500 \text{ m}^2 = 1,000 \text{ m}^2$$

Therefore, the maximum **medical office facilities** and **educational office facilities** that can be included for this rating is calculated as follows:

$$\left(\frac{1,000 \text{ m}^2}{0.75}\right) - 1,000 \text{ m}^2 = 333.3 \text{ m}^2$$

As the English college **occupies** a space greater than the maximum allowable, only 333.3 m² can be included.

Example 2:

A building has a total NIA of 8,000 m². Within this NIA:

- 1,500 m² is **occupied** by a tenant that is an English college.
- 400 m² is **occupied** by a tenant that is a doctor's surgery.

The net office NIA is calculated as:

$$8,000 \text{ m}^2 - (1,500 \text{ m}^2 + 400 \text{ m}^2) = 6,100 \text{ m}^2$$

Therefore, the maximum **medical office facilities** and **educational office facilities** that can be included for this rating is calculated as follows:

$$\left(\frac{6,100 \text{ m}^2}{0.75}\right) - 6,100 \text{ m}^2 = 2,033.3 \text{ m}^2$$

As the combined area of the **medical office facilities** and **educational office facilities** in this building is less than the maximum allowable, the entire combined area can be included.

4.7 Adjustment for unoccupied spaces

4.7.1 General

After limiting the proportion of **public access spaces** and **medical** and **educational office facilities**, the **Assessor** must assess the number of occupation days and number of **fitout works** days during the **rating period**.

Occupation days and **fitout works** days are used as adjustment factors to calculate the **rated area** from the office NIA.

4.7.2 Occupation days

The number of occupation days for each **functional space** is the number of days (including weekends and public holidays) the space was **ready for occupation**.

If a **functional space** has different occupation days for different areas, the **functional space** must be split so the occupation days can be entered separately.

For documentation requirements, see Section 7.2.8.

4.7.3 Fitout works days

The number of **fitout works** days for each **functional space** is the number of days where the space was being refurbished or **fitout works** were being undertaken and **Base Building** air conditioning services were required for that space. Up to a maximum of 30 days can be entered for each **functional space**.

It does not include periods of work where the **Base Building** services were not required for that space. It does not include periods during which the building was under construction or being extensively renovated and was not suitable for normal occupation.

Any period during which it is not possible to clearly distinguish between **fitout works** and other construction activity must not be included. Similarly, if there is no evidence whether or not normal **Base Building** services were required by the occupiers during that period, then the **Assessor** must assume that the services were not required.

For documentation requirements, see Section 7.2.8.

Note:

- a) Where a space was not being used as an office while **fitout works** were taking place, the hours of occupation are deemed to be the same as the average hours of occupation for that space for the **rating period**.
- b) Where a space was being used as an office during business hours and **fitout works** were taking place outside the normal business hours, then any additional hours (i.e. while the space was provided with **Base Building** services) should be added to the **rated hours** calculation. If there are different hours for different times of the year, these should be entered into the **NABERS rating input form** separately. Please contact the **Scheme Administrator** for further information.

5 Rated hours

5.1 Summary

There are several factors which impact the consumption of energy in an assessment and therefore affect a NABERS Energy for Offices rating. The second of these factors is *hours*. The **rated hours** must be correctly determined to allow for fair comparison.

For documentation requirements, see Section 7.3.

5.2 Process overview

Table 5.1 below outlines the process for calculating **rated hours**.

Table 5.1: Process for calculating rated hours

	Step	Reference
1	Use the breakdown of functional spaces within the rated premises	4.4
2	For each other type of functional space , (with the exception of computer server rooms and office support facilities), use one of the following methods in priority order below: <ol style="list-style-type: none"> 1. OTA Core Hours and AHAC 2. Tenancy Occupancy Survey 3. Average Core Hours 4. Default hours 	5.3.2 and 5.3.3 5.3.4 5.3.5 5.3.6
3	Determine hours for computer server rooms	5.3.7
4	Determine hours for other office support facility spaces, including meeting rooms	5.3.8
5	Verify long hours if the rated hours for any functional space is greater than 60 hours per week	5.4

5.3 Determining rated hours

5.3.1 General

There are several methods for determining **rated hours**. The following sections must be used according to the order specified in **Table 5.1** above.

5.3.2 Core Hours

5.3.2.1 Owner/Tenant Agreement (OTA) Hours Method

An **Assessor** may use the **OTA Hours** method if a higher priority method for determining **rated hours** as detailed in Section 5.2 cannot be used.

The **OTA** Hours method can only be used if there are hours defined in the **OTA**. When **OTA** Hours are used, Core Hours are based on the hours mutually agreed upon in writing within the **OTA** by the building owner and the tenant for which the space will be **comfortable for office work**. The **OTA** should be able to be applied to the **rating period**.

The **OTA** may refer to another document, commonly known as the “House Rules”, which contains information about the Core Hours. Where this document is specifically referred to in the **OTA**, the information in it can be used by the **Assessor** to determine the Core Hours. The requirements around language as outlined in the Sections below must still be followed.

For documentation requirements, see Section 7.3.1.

Hours determined using the steps below are considered **acceptable data**.

Step 1: OTA Hours when they directly refer to ‘comfort conditions’

The key question for an **Assessor** is whether the tenants have requested that the space be **comfortable for office work** during specific hours. This is not the same as the operating hours of the plant servicing the space as the plant requires start up time to provide comfort conditions to the space.

The **Assessor** must consider the current lease in relation to building hours as most leases contain specific clauses that describe the Lessor’s obligations to the tenant. Such clauses are to be used to investigate whether the tenants have requested the space to be **comfortable for office work** or not.

The **Assessor** must identify and keep record of these specific clauses as evidence of the correct method being used for determining **OTA** hours.

If it is clear that the hours detailed in the **OTA** are the normal hours for which the space will be **comfortable for office work**, the **OTA** Hours must be used. The wording in the **OTA** must be interpreted carefully to distinguish between plant operation and comfort conditions within the space. Acceptable wording includes, but is not limited to:

- a) “hours for which the space will be **comfortable for office work**”;
- b) “hours of occupation”;
- c) “hours of comfort conditions”; or
- d) hours for which a temperature range compatible with being **comfortable for office work** must be met.

Wording that is not acceptable evidence on its own to demonstrate ‘comfort conditions’ includes, but is not limited to:

- 1) “air conditioning hours” – these may be plant operating hours; or
- 2) “hours of access”, “building availability” or “business hours” – these may be when security doors are open; or
- 3) “hours of restricted access” – these may be when security doors are closed.

Assessors can seek to obtain a new or updated **OTA** with acceptable wording which accurately captures the hours for which the space is **comfortable for office work**. This may be done if the wording used in the **OTA** is not acceptable, or if the existing **OTA** does not accurately reflect the current situation.

If the wording in the most up-to-date **OTA** remains unacceptable, the **Assessor** must move on to *Step 2: OTA Hours and BMS data*. If the **OTA** wording clearly states plant running times, and no updated **OTA** is obtained, the **Assessor** must move straight on to *Step 3: OTA Hours minus 2*.

Step 2: OTA Hours and BMS data

Building Management System (BMS) data demonstrating that the plant starts before the stated **OTA** Hours for the **rating period** can be used to clarify ambiguous wording within the **OTA**.

The **OTA** Hours can be used if it is verified that the plant starts up with enough time prior the start of **OTA** Hours to bring the space to comfort conditions. For example, if an **OTA** uses the words ‘air conditioning hours’ but the **Assessor** has independently verified that the air conditioning starts one to two hours before the **OTA** time every day, this would be sufficient to know that the words ‘air conditioning hours’ have been interpreted to mean ‘hours of comfort’.

The **Assessor** must obtain additional evidence to determine the **OTA** hours can be interpreted as ‘hours of comfort’ when—

- a) the plant starts with a small start-up time before **OTA** Hours, for example 30 minutes prior, or
- b) air conditioning plants with an optimised start strategy are present.

Example: The **OTA** refers to air conditioning hours from 8 am to 6pm. It is unclear if this refers to comfort conditions or plant run times. The BMS shows that the plant starts at 7:00 am every week day. As the hour between the plant start time and the **OTA** Hours is considered sufficient to achieve comfort conditions, the **OTA** Hours can be interpreted as hours for which comfort conditions are met.

This Step 2 can only be used where wording in the **OTA** is ambiguous and/or does not specifically refer to plant running hours, and no new or updated **OTA** with acceptable wording has been obtained. Where BMS data does not demonstrate the **OTA** intention of comfort conditions, the **Assessor** must move on to *Step 3: OTA Hours minus two*.

Step 3: OTA Hours minus two

Two (2) hours per day must be subtracted from the **OTA** Hours when:

- a) the **OTA** clearly refers to plant run times and no new or updated **OTA** with acceptable wording has been obtained; or

- b) wording in the **OTA** is unclear and there is no BMS data available, or the data within the BMS does not clearly demonstrate the intention of the **OTA** being comfort conditions.

Note: The two (2) hours per day is to account for plant start up time.

Example 1: A lease has been provided for a building which states that the space must be **comfortable for office work** between 8am and 6pm (i.e. 50 hours per week).

On this basis, Core Hours of 50 hours per week can be used.

Example 2: A lease has been provided for a building which states that plant hours are 8am and 6pm (i.e. 50 hours per week).

On this basis, Core Hours of 40 hours per week can be used, i.e.:

50 hrs per week minus two hours per day x five days = 50 – 10 = 40 hours per week

(as per Step 3: OTA Hours minus two).

5.3.2.2 Conflicting information on Core Hours

Core Hours are the regular hours for which tenants have mutually agreed with the building owner that a space is **comfortable for office work**. The building owner is obligated to provide services during these hours.

However, if the owner knows that all the tenants have gone home by the end of the agreed hours, they might turn the air conditioning off early. This would present the **Assessor** with conflicting information on Core Hours, as in practice, the air conditioning plant has shut down before the agreed end time stated in the **OTA**.

This is an effective strategy that should be recognised, as it is not efficient if the plant runs longer than required. Therefore, the Core Hours must remain as those stated in the **OTA**.

5.3.3 AHAC: after-hours air conditioning requests

5.3.3.1 Standard for acceptable data

After-hours air conditioning (AHAC) requests to service spaces outside Core Hours can be included in the calculation of **rated hours** for a **functional space** only if the **OTA Hours** method has been used to determine Core Hours of this space.

Acceptable data for AHAC requests includes:

- a) Logs of AHAC requests by tenants, showing the date and time of each request and the **functional space** to which it applied;
- b) Evidence of other AHAC requests, such as correspondence between the tenant and the owner or building manager or information written into the **OTA** which has been verified to be correct and up-to-date. This evidence must include the date, time and space to which AHAC has been agreed to be applied.

Air conditioning operation records that do not show the date, time and source of requests are not acceptable, even if supported by evidence of after-hours occupation of the space. Similarly, records which only show the total 'hours run' or 'after-hours run' for the air conditioning plant are not acceptable.

The determining factor is the tenant's request to the building owner for air conditioning services outside Core Hours.

For documentation requirements, see Section 7.3.2.

5.3.3.2 Requests related to Core Hours comfort conditions

The **Assessor** must verify that AHAC requests do not overlap with the Core Hours. This includes any requests for service that occur in the normal 'start up' period for the plant or in the hour before the start of Core Hours.

AHAC requests must be reviewed by the **Assessor** to ensure that all **AHAC** in the hour before start-up are due to early occupancy rather than to comfort issues. This can be typically demonstrated by providing correspondence with the tenant. If the **Assessor** cannot accurately assess the duration of the start-up period for the plant to ensure that no AHAC hours have been double-counted during this time, AHAC hours that are included in the entire hour before the start of Core Hours must be disregarded.

5.3.3.3 Maximum duration of individual requests

If a tenant's AHAC request or associated documentation does not include the duration for which a request was made, the maximum duration for each such request must be taken as one hour.

Similarly, if the standard run time per push-button activation is more than one hour and there is no evidence showing that the tenant requested that run time, or agreed to it in an **OTA** with the building owner, the maximum duration for each such request must be taken as one hour.

Note: This is to limit possible overestimation of AHAC hours and to discourage excessive provision of AHAC in response to a single request when it has not been clearly required by the tenant.

5.3.3.4 Spaces that individual requests apply to

An individual AHAC request applies only to the **functional space** for which the request was made. If a single request results in AHAC being provided to multiple **functional spaces**, and the tenant has not specified which **functional space** they want to be serviced, then the request is taken to apply only to the smallest of the affected **functional spaces**. See the list of examples in **Table 5.3** below:

Table 5.3: Examples of spaces that AHAC requests apply to

Example	Interpretation
A functional space that occupies 1 out of 25 floors or 5 % of the building requests AHAC, but 20 % of the building is operated to service this request	The request applies to the smallest affected space of the single floor (5 % of the building)
A tenant occupies a multi-tenanted floor and requests AHAC for the floor	The request applies only to the tenant's functional space on that floor
Push-button request for AHAC from a tenancy that occupies 20 % of the building, with more than one functional space	The request applies only to the smallest functional space serviced by that push-button request

A push-button request cannot apply to more than one **functional space** unless written confirmation from the tenant is available that the request was for a larger number of spaces.

5.3.3.5 Requests serving different zones within a single functional space

When different independent requests are serving different smaller zones within a main **functional space**, each of these smaller zones must become their own **functional space**.

If the **Assessor** cannot obtain detailed areas for the zones served, a simple average calculation (arithmetical mean) must be used. See the examples listed in **Table 5.4** below:

Table 5.4: Example of requests serving different zones

Example	Interpretation
<p>Functional space of 1,000 m² comprising three AHAC zones, where the areas of the AHAC zone(s) are unknown.</p> <p>Total AHAC count for push-button 1: 100 hours</p> <p>Total AHAC count for push button 2: 200 hours</p> <p>Total AHAC count for push button 3: 300 hours</p>	<p>The AHAC hours for the functional space must be taken as:</p> $= (100 + 200 + 300) / 3$ $= 600 / 3$ $= 200 \text{ hours}$

5.3.4 Tenant Occupancy Survey

5.3.4.1 General

An **Assessor** may use the **Tenant Occupancy Survey (TOS)** Core Hours and unusual hours method if a higher priority method for determining **rated hours** as detailed in Section 5.2 cannot be used.

A **TOS** cannot be used for:

- a) **Computer server rooms** not part of a larger **functional space** (refer to Section 5.3.7);
- b) **Meeting rooms** not part of a larger **functional space** (refer to Section 5.3.8);
- c) Any **office support facility** functional space that is significantly sized and is not usually **occupied**, for example a compactus room that occupies half a floor.

When TOS hours are used, hours are based on the hours confirmed by the manager or the supervisor of the **functional space** for which the space is typically at least 20 % **occupied**.

For documentation requirements, see Section 7.3.3.

5.3.4.2 Standard for acceptable data

For each **functional space**, a **TOS** must be completed by a manager or supervisor who works in that space and has specific knowledge of the levels of occupancy for the space. The **TOS** template is provided in Appendix A.

Each survey should be completed by a different manager or supervisor as it is not expected that any one individual will know the hours of **functional spaces** on all floors. A **TOS** across multiple **functional spaces** completed by a single manager or supervisor is only acceptable where it is reasonable that the individual would be aware of the hours in those spaces. Otherwise, each **TOS** must be completed by a different manager or supervisor. Examples of what is considered reasonable are—

- a) multiple small **functional spaces** on a single floor, and
- b) one manager or supervisor covering three floors or less of Activity Based Working, where they work across all those floors on a regular basis.

A **TOS** must also be completed for the following:

- 1) Each shift where more than one shift is worked per **functional space**. For example, a 24-hour call centre is one **functional space** but would require a **TOS** for each shift.
- 2) Each distinct period where the hours of occupation or the numbers of shifts in a **functional space** changed during the **rating period**.
- 3) Each distinct period where the manager or supervisor in a **functional space** changed during the **rating period**. For example, where a staff manager or supervisor is only able to provide information about occupation of a **functional space** for part of the **rating period**, a separate survey needs to be completed by the managers or supervisors responsible for the remaining parts of the **rating period**.

A **TOS** is considered unusable if:

- i) The **TOS** does not verify that the source of information is a staff manager or supervisor responsible for the **functional space** over the full course of the **rating period**. This includes **TOS** completed by building or facility managers; or
- ii) The **TOS** has missing or ambiguous data. This includes **TOS** that do not have name, position; or contact number of the manager who provided the information, dates of validity of the survey or identification of the **functional space** clearly detailed.

Preference is given to **TOS** directly completed and signed by the manager or supervisor of the space. However, documentation provided by an **Assessor** resulting from interaction with the manager/supervisor of the space is acceptable.

5.3.4.3 Unusual hours

Unusual hours from the **TOS** can only be used if the **TOS** method is used to determine Core Hours for the **functional space**. If Core Hours are determined using any other method, no unusual hours can be used.

AHAC cannot be used when using a **TOS**.

5.3.5 Average Core Hours

5.3.5.1 General

An **Assessor** may estimate the average Core Hours if a higher priority method for determining **rated hours** as detailed in Section 5.2 cannot be used.

Core Hours estimated under this method are **acceptable estimates** and must be added to the **potential error** for hours.

After-hours air conditioning or unusual hours cannot be allocated to a **functional space** that uses the Average Core Hours method.

For documentation requirements, see Section 7.3.4.

5.3.5.2 Standard for acceptable estimates

When average Core Hours are used for a **functional space**, the **Assessor** can use the following methods to estimate **rated hours** in order of priority:

- a) Period-weighted Core Hours of the space where **acceptable data** is only available for some shifts or some periods of operation in the **rating period**; or
- b) The average of the Core Hours of nearby **functional spaces** with similar uses and tenants, if **acceptable data** is available for these spaces; or
- c) The average of the Core Hours for the remainder of **functional spaces** included in the rating, if **acceptable data** is available for these spaces.

Exception for **fitout works**: where a space was not being used as an office while **fitout works** were taking place, the hours of occupation are calculated using Method a) above. Additional evidence is not required for the calculation of these hours; and nor does it add to the **potential error**.

Note: Average Core Hours calculated as per the above is entered into the **NABERS rating input form** under the category used for the remainder of the core hours, e.g. lease documentation or **TOS**.

5.3.6 Default Core Hours

Default hours of 45 hours per week may be used if a higher priority method for determining **rated hours** as detailed in Section 5.2 cannot be used. Where the **Assessor** estimates less hours than this as Default Hours, the reasons for doing so must be documented for this estimate to be deemed acceptable.

Default hours add to a rating's **potential error**. AHAC or unusual hours cannot be allocated to a **functional space** that uses default business hours.

For documentation requirements, see Section 7.3.5.

5.3.7 Computer server rooms

Where a **computer server room** has not been separated into its own **functional space**, the **rated hours** are the same as the **rated hours** for the adjoining **functional space**.

Note 1: Where a **computer server room** has been separated into its own functional space, its area is excluded so hours do not need to be evaluated.

5.3.8 Other office support facilities

This Section applies to all **office support facilities**, including **meeting rooms**.

This Section does not apply to **computer server rooms** which is covered under Section 5.3.7.

For documentation requirements, see Section 7.3.6.

Where an **office support facility** or **meeting room** has been separated into its own **functional space** and the **functional space** has not been excluded from the **rated area**, the **rated hours** are determined using the following methods in order of preference:

- a) Section 5.3.2 Core Hours and Section 5.3.3 AHAC: after-hours air conditioning requests. This is **acceptable data**;
- b) Section 5.3.5 Average Core Hours. This is **acceptable data**;
- c) Section 5.3.6 Default Core Hours. This is added to the **potential error**.

Where an **office support facility** or **meeting room** has not been separated into its own **functional space**, the **rated hours** are the same as the **rated hours** for the **functional space** it is located within.

Note: **Assessors** should determine whether the **office support facility** or **meeting room** area is included in the rating prior to considering the hours of operation of the space.

5.4 Verifying long hours

5.4.1 General

If the **rated hours** for any **functional space** is equal to or greater than 60 hours a week, then the **Assessor** must verify these hours using the following procedures (Sections 5.4.2 and 5.4.3).

Note: The intent of verification of long hours is to ensure **rated hours** outside of the typical range (beyond 60 hours/ week) are expected and reasonable for the space. It is to prevent situations where building services are being operated 'just in case' they are needed, or for a lease that is no longer appropriate for current conditions. For most ratings, verification should not be onerous but a matter of simply double-checking the hours determined are relevant for the space.

5.4.2 Procedure for verifying long OTA and AHAC hours

- a) The **Assessor** must determine if the hours are obviously as expected and reasonable for the space (see Section 5.4.4). If the hours are obviously as expected and reasonable, the hours are considered verified and the **Assessor** must document the reasons for this decision.
- b) If the hours are not obviously as expected and/or reasonable, the **Assessor** must obtain evidence from the tenant of the relevant **functional space** that the **rated hours** are as expected and reasonable, and the reasons they are considered to be so. The documentation must be in writing and be signed by the manager or supervisor of the **functional space**.
- c) If the tenant does not agree that the hours are reasonable and expected, or cannot provide independent documentation of this, the **Assessor** must recalculate **rated hours** using a **TOS**. Where the survey hours are within 10 % of the **rated hours** originally calculated, the original **rated hours** are considered verified and must be used. Where the survey hours are not within 10 %, the lower hours value must be used.
- d) If the tenant cannot be contacted to verify the **rated hours**, an alternative method must be used. Contact the **Scheme Administrator** for approval of an alternative method.

For documentation requirements, see Section 7.3.7.

5.4.3 Procedure for verifying long TOS hours

- a) The **Assessor** must determine if the hours are obviously as expected and reasonable for the space (see Section 5.4.4). If the hours are obviously as expected and reasonable, the hours are considered verified and the **Assessor** must document the reasons for this decision.
- b) If the hours are not obviously as expected and/or reasonable, the **Assessor** must confirm the person surveyed has properly interpreted the **TOS** questions. This may be conducted at the time the **TOS** is completed.

- c) If the person surveyed does not confirm that all questions have been properly interpreted, a second **TOS** must be completed. This **TOS** may be completed by the same manager/supervisor once the **TOS** has been properly explained.

For documentation requirements, see Section 7.3.8.

5.4.4 Checking expected hours

Assessors must complete a common-sense check to determine if the hours are ‘obviously as expected and reasonable for the space’. For example:

- a) 24-hour service for a call centre operating three shifts is reasonable, but not for a call centre operating one or two shifts.
- b) 24-hour operation for a **computer server room** is reasonable.
- c) Core Hours of 60 per week plus an additional 20 AHAC hours requested by the floors as needed (such as by push-button requests) is reasonable and based on demand by the tenants.
- d) Core Hours of 60 per week plus an additional 20 AHAC hours requested using a long-standing order written at the start of the **OTA** three years ago may not be reasonable, if the recent occupancy of the space outside the Core Hours is low.
- e) Core Hours of 60 per week plus an additional 1,000 unusual hours per year based on a **TOS** for standard base might not be reasonable.

For documentation requirements, see Section 7.3.9.

6 Minimum energy coverage

6.1 Summary

Assessors will need to determine the energy a building uses for a NABERS rating. This must be done in compliance with Chapter 3 of *NABERS UK The Rules – Metering and Consumption* as well as this chapter.

This chapter summarises the minimum energy coverage for NABERS UK Office ratings which must be considered in these calculations.

For minimum energy requirements in relation to Shared Services, refer to the following NABERS **rulings**:

a) Ruling – Shared Services for Mixed-Use Buildings

This **ruling** applies to single buildings that have two or more sections that share services but are used for different purposes.

b) Ruling – Shared Facilities

This **ruling** applies to any building which shares common facilities with other buildings. It is not applicable for office Tenancy ratings.

For documentation requirements, see Section 7.4 and NABERS UK The Rules – Metering and Consumption.

6.2 Energy coverage

6.2.1 General

Assessors must ensure that all the required energy **end uses** as listed in this chapter are covered by the sources and supply points identified in accordance with Sections 3.2 and 3.3 of *NABERS UK The Rules – Metering and Consumption*.

If an **end use** is required to be included in the rating but is not covered by one of the supply points identified, then the **Assessor** must use one of the alternative allowable methods listed in Chapter 7 of *NABERS UK The Rules – Metering and Consumption* to ensure the minimum energy coverage requirements can be met.

Note: Alternative allowable methods include small **end use** estimations and, for exclusions, use of financially reconciled utility costs and area weighting. See Section 7.2 of *NABERS UK The Rules – Metering and Consumption*. There are special provisions for the relatively common situation where components of the HVAC system such as fan coil motors and tertiary pumps are not covered by Base Building metering.

For documentation requirements, see Section 7.4.1.

6.2.2 Minimum requirements

The required minimum energy coverage is energy consumed in supplying building central services to office **NIA** and common spaces during the **rating period**. This energy coverage includes all energy associated with:

- a) Any services such as air conditioning (heating, cooling and/or ventilation), chilled water, hot water, condenser water, domestic hot water, hydraulic services or vertical transport that are:
 - 1) Available to more than one office tenant in the building or more than 30 % of the office **NIA** (irrespective of whether they are used); or
 - 2) Used to provide air conditioning services (heating, cooling and/or ventilation), to included **functional spaces**;
- b) Any components added or changed to reconfigure the services in (a) for office fitout requirements (e.g. additional fan coils, reheats and other additional terminal components).
- c) All services to:
 - 1) Non-**NIA** spaces such as lobbies, common area amenities, plantrooms and foyers, and
 - 2) Any amenities space (e.g. a shower or toilet block) that is accessible from a common space or car park without passing through **NIA**, whether the amenities space is being used by a single tenant or otherwise.
- d) Exterior lighting;
- e) Car park ventilation and lighting, where internal or external car parks within the legal boundaries of the site are provided for tenant use;
- f) Exterior signage that—
 - 1) is primarily used for identifying or advertising the building owners, or
 - 2) displays the building name, even if unrelated to a tenant or building owner, or
 - 3) is provided to a tenant by the building owner as a condition of lease.
- g) Generator fuel for any generator that—
 - 1) provides power to any of the services in (a) to (f) above, and/or
 - 2) provides power to the lighting and plug loads of more than one office tenant in the building or more than 30% of the office **NIA**.

The energy use (within the scope of the required minimum energy coverage of the rating) of unoccupied office spaces must always be included, even though the space may have been excluded from or discounted in the **rated area** calculation.

The balance of this chapter provides the detailed interpretation of the minimum coverage. Where subsequent sections appear to contradict the above, the subsequent section overrides this section.

6.2.3 Exclusions

6.2.3.1 General

Energy use may only be excluded from a rating if:

- a) The energy is not part of the minimum energy coverage of the rating; and
- b) There is a methodology within the **Rules** that permits the exclusion; and
- c) The coverage, accuracy and **validation** requirements for the metering of the exclusion are met.

The metering for any exclusion must not include any **end uses** that are required under the minimum energy coverage.

6.2.3.2 Specific exclusions

Energy associated with the following services, systems and components is excluded from the minimum energy coverage:

- a) Lighting within the **NIA**;
- b) Plug loads such as office equipment within the **NIA**;
- c) Stand-alone domestic hot water units in tenant-only kitchens, tea rooms or toilets, unless accessible from a common space of car park without passing through **NIA**;
- d) Local pollutant ventilation fans (i.e. toilet exhausts, kitchen exhausts, but not general ventilation) that serve areas within the **NIA** and that—
 - 1) serve only one tenant, or
 - 2) are available to less than 30 % of the building's **NIA**;
- e) **Local air conditioning** energy where excluded under Section 6.2.3.3 or Section 6.2.3.4;
- f) Electric vehicle charge points (energy use associated with moving vehicles is not included in the scope of the rating);
- g) Antennas/transmission towers that provide service to the locality/suburb.

Note: Typically, this would be where a building leases roof space to a telecommunications company to operate their telecommunications equipment for servicing of the locale.

- h) Services to non-office spaces.

For situations where HVAC services are provided centrally, thermal metering may be required to determine the proportion of energy use. In these situations, *NABERS Energy for Offices – Validation Protocol for Thermal Energy Exclusions* must be used.

6.2.3.3 Computer server rooms

Where a **computer server room** is provided with energy services in the form of chilled water, hot water or condenser water from the **Base Building**, this energy is included within the minimum energy coverage.

Where a computer server room is provided with **local air conditioning**, that energy is excluded from the minimum energy coverage.

These provisions apply irrespective of whether the **computer server room** is a separate **functional space** or not.

Note 1: When chilled water energy is provided to a **computer server room**, the measured thermal energy is included within the minimum energy coverage and is used to provide an adjustment to the benchmark energy use of the building at a rate of 0.4 kWh_e per kWh_{th}, based on an assumed COP of 2.75. For condenser water services, the benchmark adjustment is 0.04 kWh_e/kWh_{th}, based on 40 W/kW of heat rejected and for hot water the adjustment is 0.9 kWh_e/kWh_{th} based on a heating system efficiency of 85 %. These adjustments compensate buildings for the provision of such additional services. They also provide incentive for such services at an efficiency greater than or equal to the baseline efficiency assumptions. If no thermal metering is provided, no benchmark adjustment is made.

Note 2: Where **local air conditioning** is provided to a **computer server room**, the energy is excluded from the minimum energy coverage and typically will be on the tenant’s meter. If it is on the **Base Building** meter, then it may be sub-metered for exclusion.

6.2.3.4 Spaces with local air conditioning

Where a **functional space** other than a **computer server room** is provided with **local air conditioning** that energy is included within the minimum energy coverage.

Where **local air conditioning** is provided but Section 4.4.2 does not require that the space be separated into its own **functional space**, the **local air conditioning** energy use is excluded from the minimum energy coverage.

Where it is not possible to distinguish **local air conditioning** from **Base Building** air conditioning (such as a building where all air conditioning is based on packaged air conditioning units) then all air conditioning energy is included in the minimum energy coverage.

6.3 Examples of energy use allocations

Examples of energy use allocations are given in **Table 7.4**. Items not within the rating (marked “No” in the second column of the table) can be excluded from the rating if there is an acceptable methodology within the **Rules** to permit this; otherwise, this energy must be included.

Table 7.4: Examples of energy use allocations

Example	In rating?	Reasons
Chiller water/hot water service to air conditioning equipment across the NIA in general	Yes	6.2.2 (a)
Chilled water/hot water/condenser water use of a computer server room	Yes	6.2.3.3
Local air conditioning energy of a computer server room	No	6.2.3.3

Local air conditioning to NIA spaces other than computer server rooms	Yes	6.2.3.4
General outside air ventilation service across the NIA including to spaces served by local air conditioning	Yes	6.2.2 (a)
Central domestic hot water supply	Yes	6.2.2 (a)
Fans (AHU fans, fan coils, terminal fans), electric duct heaters, local chilled water and hot water pumps operating to deliver air conditioning services within included functional spaces	Yes	6.2.2 (a)
A critical chilled water services loop serving multiple tenant computer server rooms or available to more than 30 % of NIA	Yes	6.2.2 (a)
General tenant kitchen ventilation provision serving multiple tenants	Yes	6.2.2 (a)
Tenant kitchen ventilation serving one tenant kitchen	No	6.2.2 (d)
A lift solely serving 3 floors within on tenancy of a 20 storey building, accessible only via the NIA	No	6.2.2 (a)
A lift serving 10 floors within a tenancy of a 20 storey building, accessible only via the NIA	Yes	6.2.2 (a)

6.4 Car parks

6.4.1 General

The energy use of lighting and ventilation in car parks in the **rated premises** must be included in the rating to the extent that parking is provided to office tenants as a benefit of their tenancy (e.g. as part of an agreement associated with a lease). This applies whether the energy use is separately metered or not.

It is not uncommon for car park metering to also include other basement services such as hydraulic pumping. In such cases, proportioning of consumption data, as outlined in this section, is not permitted.

Note: Where parking is provided to a tenant as a result of a separate agreement (e.g. a standard contract with a public car park operator that is independent of building ownership and management) then it is not a benefit of the tenancy and is not included.

6.4.2 Complete exclusion

The energy use of lighting and ventilation in car parks provided for office use may be **completely excluded** from the rating where—

- a) the car park is not located on the site of the **rated premises**, or
- b) both:
 - 1) The ownership and management of the car park are independent of the ownership and management of the **rated premises**; and
 - 2) There is a separate meter (or group of meters) that covers the entire energy use associated with the car park, but does not cover any other aspect of the building's central services energy use that must be included in the assessment.

Note: No complete exclusion applies based solely on the grounds that the car park is leased to, or otherwise operated by, a manager separate from the building owner and building facilities manager. The car park can, however, be excluded if tenants do not have access to the car park, in accordance with the following Section 6.4.3.

6.4.3 Proportional exclusion of energy use

Where building office tenants do not have use of all of the building's car park, then a proportion of the energy use associated with the non-office tenant car parking spaces may be excluded from the rating in accordance with the following:

- a) Proportional exclusion of car park energy use is only permitted where there is a separate meter (or group of meters) that covers the entire energy use associated with the car park, but does not cover any other aspect of the building's central services energy use that must be included in the assessment.
- b) Where lease documents explicitly assign a proportion of the measured car park energy use to the office tenants, then the share(s) specified in the documentation must be used in the assessment.
- c) If no specific allocation of the energy use is given to office tenant(s) in lease documentation, the relevant proportion is calculated by dividing the number of parking spaces allocated to office tenants by the total number of parking spaces.

Where pass cards or keys have been issued to office tenants, the number of parking spaces allocated to office tenants is the greater of—

- 1) the number of physically dedicated parking spaces, and
- 2) the number of pass cards or keys issued (to a limit of the total number of parking spaces).

Dedicated parking space, pass or key allocation data must be sourced from the lease documentation.

- d) If there is no lease documentation available, then it is acceptable to determine the proportions by obtaining documentation signed by office tenants that identifies the proportion of allocation.
- e) If there is no documentation and office tenants are unable to identify proportions, then all of the energy use associated with the car park must be included in the assessment.

- f) Regardless of the method used to proportion the energy use, the maximum that can be excluded is 100 % of the measured car park energy usage.

The **Assessor** must fully document both the method and all data used to proportion car park energy usage.

Where car parks are solely associated with education and medical office tenants, the energy consumption for these spaces must be included in the rating, even where some of the area has not been included in the rating.

Note: Where no spaces are provided to office tenants as a benefit of their tenancy and there is no car park energy use assigned to the Base Building in lease documentation then the proportion that can be excluded is 100 %.

6.4.4 Standard for acceptable data

Compliance with this Section on car parks is deemed to satisfy the accuracy requirements of Section 3.3.

For documentation requirements, see Section 7.4.4.

7 Documentation required for accredited ratings

7.1 Summary

Assessors must keep all records on which an assessment is based such that the entire rating can be recreated for audit based only on those documents. Data retained for audit must be in a form which facilitates reviews and makes anomalies easily apparent.

Access to original documents, if available, is highly desirable. Copies of original documents may be used as evidence as long as the **Assessor** is satisfied that they are, or can be verified to be, true and complete records of the original documents or files.

The information in the tables below will assist in determining the documentation required for a rating. The required documentation includes but is not limited to the documents in this section. It is organised based on the divisions of previous chapters (Chapter 4 through to Chapter 6). All the required information should be obtained from the building owner/manager before a site visit, and then confirmed during the site visit and subsequent assessment. A site inspection is required to verify that the information provided is accurate, current and complete. Comprehensive site inspection notes and photographs are required documents.

Individual ratings may require additional information or documentation depending on the individual circumstances of the **rated premises**.

7.2 Documentation required for Chapter 4: Rated area

Topic	Requirements	Documentation
7.2.1 Office NIA	Section 4.3	<p>To confirm and validate the office NIA, the following is required, in order of preference:</p> <ul style="list-style-type: none"> a) Surveys; b) Leases (including information about tenancy types, hours of operation and subsequent negotiations and changes); c) Other third-party documentation; d) Direct measurement from drawings, plans or prints; and/or e) Site measurement verified by the Assessor identifying the rated premises. <p>All of the documentation listed above must be made to/based on the measurement standard for rated area.</p>
7.2.2 Functional space	Section 4.4	<p>To confirm the division of office NIA into functional spaces, the following is required:</p> <ul style="list-style-type: none"> a) A complete list of functional spaces identified by the Assessor, including details of— <ul style="list-style-type: none"> 1) each individual and distinct tenancy, and 2) all spaces with different AHAC zones or operating hours, and 3) computer server rooms, and 4) meeting rooms with local air conditioning, and 5) office support facilities with local air conditioning, and 6) Open plan or cell office areas with local air conditioning. b) Measurements and calculations for the functional spaces and the method of measurement employed in these determinations. For example, measurement standard for rated area. c) Any documentation relating to significant construction activity during the rating period.

Topic	Requirements	Documentation
7.2.3 Exclusions	Section 4.5.1	For an excluded functional space , the following is required: <ul style="list-style-type: none"> a) Written information and/or Assessor's notes relating to the usage of spaces and the services provided to them, and b) The grounds for their exclusion from the rated area calculation. c) Documentation regarding the area to be excluded from rated area calculation.
	Sections 4.5.2	A list of all areas which cannot be considered offices must be retained. The appropriate reason for exclusion of the space must be stated in terms of the following categories: <ul style="list-style-type: none"> a) It cannot be used as an office or office support facility; or b) It is not occupied; or a) It is not fit for office use.
	Section 0	For the exclusion of computer server rooms and data centres , the following must be retained: <ul style="list-style-type: none"> a) Location of the computer server room or data centre; b) Documentation regarding the area to be excluded from rated area calculation;
7.2.4 Other functional spaces with local air conditioning	Section 4.5.4	For the exclusion of functional spaces with local air conditioning , the following documentation is required: <ul style="list-style-type: none"> a) Written information, drawings or Assessor's notes identifying the coverage and metering of local air conditioning b) Documentation regarding the area to be excluded from rated area calculation.

Topic	Requirements	Documentation
7.2.5 Spaces without consumption data	Section 4.5.5	<p>The documentation required for the exclusion of functional spaces without consumption data must include:</p> <ul style="list-style-type: none"> a) Assessor's notes on the nature and reasons for the lack of necessary consumption data; b) Documentation regarding the area to be excluded from rated area calculation.
7.2.6 Limiting public access spaces	Section 4.6.2	<p>Documentation such as measurements and calculations must be retained of the floor area of the public access spaces.</p> <p>The Assessor must report if such spaces comprise more than 10 % of the office NIA and, if so, what proportion cannot be included in the rating.</p>
7.2.7 Medical and Educational office facilities	Section 4.6.3	<p>Any medical and educational office facilities must be identified and the following documentation retained:</p> <ul style="list-style-type: none"> a) The nature of the facility (e.g. consulting room, store room, meeting room, etc.); b) Information regarding whether the space is serviced by Base Building services; c) All calculations and measurements used to determine whether or not the space occupied by the medical or educational office facility can be included in the rating. <p>The Assessor must retain documentation substantiating the grounds for any exclusion from the rated area calculation for the rating.</p>

Topic	Requirements	Documentation
7.2.8 Adjustments for unoccupied spaces	Section 4.7	<p>The documentation required for adjusting for unoccupied spaces includes:</p> <ul style="list-style-type: none"> a) Written evidence obtained from building manager, owner or tenants confirming the number of fitout days for the space and evidence showing that Base Building air conditioning services were required. This may include notes that fitout days occurred during the lease period and tenant confirmation that they did not require Base Building air conditioning services to be turned off or down. b) Written evidence confirming the number of occupation days including evidence showing that the space was ready for occupation during these days. <p>The Assessor must obtain documentation that shows for how much of the rating period the occupiers—</p> <ul style="list-style-type: none"> 1) had the right to make exclusive use of that part of the rated premises (e.g. leases or similar agreements when the fitout works days are before the start date of the lease), and 2) required services to be supplied to that part of the rated premises (e.g. copies of requests to the building owner for service, or a statement by the building owner or facility manager).

7.3 Documentation required for Chapter 5: Rated hours

The documentation required to determine correctly the **rated hours** depends on the data available and the method used. For each rating, the **Assessor** must ensure that the method used is clearly stated and any documentation listed below is included, relevant to the methods used.

Topic	Requirements	Documentation
7.3.1 Core Hours	Section 5.3.2	<p>For the confirmation of the rated hours under this method, the following documentation is required:</p> <ul style="list-style-type: none"> a) Written documentation stating the hours of service for normal and after-hours operation as agreed upon by the building manager and tenant; b) Copies of most up-to-date OTA; c) Records of specific lease clauses referring to Lessor’s obligations; and d) Details of any conflicting information regarding Core Hours (if applicable). <p>If the OTA Hours and BMS data method is used, the Assessor must retain BMS data representative of the plant operation for the rating period – meaning at a minimum one day from each of the four seasons for each primary air handling system serving the space under the OTA.</p> <p>The Assessor must obtain additional evidence to determine the OTA hours can be interpreted as ‘hours of comfort’ when—</p> <ul style="list-style-type: none"> 1) the plant starts with a small start-up time before OTA Hours (e.g. 30 minutes prior), or 2) air conditioning plants with an optimised start strategy are present. <p>The additional evidence may include a BMS or mechanical contractor signed statement or temperature data within the space from the BMS, demonstrating that the system is programmed to bring the space to comfort conditions in time for the start of OTA Hours. This evidence should represent at minimum one day from each of the four seasons for each primary air handling system serving the space under the OTA.</p>

Topic	Requirements	Documentation
7.3.2 AHAC	Section 5.3.3	<p>For the confirmation of the rated hours under this method, the following documentation is required:</p> <ul style="list-style-type: none"> a) Copies of AHAC request data showing the date and time of each request and the space to which it applied; and b) Evidence of run times for each request showing that the tenant requested that run time, or agreed to it in an OTA or related written agreement with the building owner; and c) Evidence that no AHAC has been counted during the Core Hours and during the plant start-up period or the hour before the start of Core Hours if the plant start-up period is unknown; d) Drawings and measurements showing AHAC zones for requests serving different zones within a single functional space.
7.3.3 TOS	Section 5.3.4	<p>For the confirmation of the rated hours under this method, a completed and signed TOS for each functional space and shift must be retained.</p>
7.3.4 Average Core Hours	Section 5.3.5	<p>For the confirmation of the rated hours under this method, the following evidence must be retained:</p> <ul style="list-style-type: none"> a) Details of how the estimates have been calculated; b) A clear list of functional spaces; and c) Associated Core Hours used to determine average Core Hours for each space.
7.3.5 Default Core Hours	Section 5.3.6	<p>For the confirmation of the rated hours under this method, evidence that no other method with a higher priority could be used for the functional space must be retained (i.e. evidence that OTA and AHAC, TOS or average Core Hours could not be used for the functional space).</p> <p>Note: Tenancy ratings and co-assess applications are not required to provide this documentation.</p> <p>The Assessor must state his/her reasons if giving an estimate of less than the Default Hours of 45 hours per week.</p>

Topic	Requirements	Documentation
7.3.6 Other office support facilities	Section 5.3.8	<p>Depending on the method used, confirmation of the rated hours for other office support facilities including meeting rooms must be retained in the following formats:</p> <ul style="list-style-type: none"> a) Copies of OTA and AHAC requests; or b) Evidence on how the average Core Hours have been calculated; or, c) If default values are used, evidence that no other method could be used.
7.3.7 Verifying long OTA and AHAC Hours	Section 5.4.2	<p>Depending on the process used, confirmation of the rated hours must be retained as follows for long OTA and AHAC hours:</p> <ul style="list-style-type: none"> a) Where the hours are obviously as expected and reasonable for the space: Assessor's notes explaining the reasons why long hours are obviously expected and reasonable; or b) Where the hours are not obviously as expected and reasonable for the space: written and signed tenant confirmation that the rated hours are as expected and reasonable and the reasons why they are considered so.
7.3.8 Verifying long TOS hours	Section 5.4.3	<p>Depending on the process used, confirmation of the rated hours must be retained as follows for long TOS hours:</p> <ul style="list-style-type: none"> a) Where the hours are obviously as expected and reasonable for the space: Assessor's notes explaining the reasons why long hours are obviously expected and reasonable; or b) Where the hours are not obviously as expected and reasonable for the space: written evidence showing that the TOS questions have been properly interpreted by the person surveyed. This can take the form of copies of email exchanges or detailed minutes of a phone conversation.
7.3.9 Checking expected hours	Section 5.4.4	<p>For confirmation of the rated hours for all functional spaces a common-sense check of the hours must be performed. This must take the form of Assessor's notes stating their judgment of whether the hours are 'obviously as expected and reasonable for the space' and giving reasons why or why not.</p>

7.4 Documentation required for Chapter 7: Minimum energy coverage

The documentation requirements for minimum energy coverage are covered in Section 5.7 of *NABERS UK The Rules – Metering and Consumption*. Additional documentation requirements specific to offices are listed below:

Topic	Requirements	Documentation
7.4.1 Minimum energy coverage	Section 6.2	For documentation required to confirm minimum energy coverage see Section 9.2.3 of <i>NABERS UK The Rules – Metering and Consumption</i> .
7.4.2 Exclusions	Section 6.2.3	For documentation required to confirm exclusions from minimum energy coverage see Section 9.2.3 of <i>NABERS UK The Rules – Metering and Consumption</i> .
7.4.3 Spaces with local air conditioning	Section 6.2.3.4	Where it is not possible to include local air conditioning energy, the Assessor must retain written documentation that identifies the coverage of the local air conditioning .
7.4.4 Car parks	Section 6.4	<p>The Assessor must fully document both the method and all data used to proportion car park energy usage.</p> <p>Dedicated parking space, pass or key allocation data must be sourced from the lease documentation.</p> <p>Documentation to support the proportioning of energy use, includes either—</p> <ul style="list-style-type: none"> a) lease documentation, or b) documentation signed by office tenants that identifies the proportion of allocation, or c) Assessor's calculation of relevant proportions.

Appendices

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Appendix A – Tenant Occupancy Survey

The following form must be completed by a staff manager or supervisor responsible for the nominated **functional space**. At least one form must be printed and completed for every shift operating in each **functional space**, and kept on file for auditing purposes.

The questions in this survey are aimed at finding the average number of hours per week that at least 20 % (one in five) of people who work in the **functional space** were present for the **rating period**. This information is only used to assess the energy consumption and greenhouse gas performance of the building relative to how many hours it is used.

Functional space:

Rating period: From _____ to _____
(to be completed by the **Assessor**)

Please answer the following questions with respect to the **functional space** and **rating period** specified above.

Name of manager/supervisor:

Position:

Location of staff under your supervision:

What are the typical days of work within the area you manage?

By what time at the start of the typical day have approximately 20 % (1 in 5) people arrived within the area you manage?

By what time at the end of the typical day have most people gone except for approximately 20 % (1 in 5) people who are still in the area you manage?

Describe any periods where more than 20 % of people would be present outside these typical hours: (e.g. '4 hours one Saturday each month', or, 'a total of 50 hours at the end of financial year'.)

Do all the answers above apply for the whole **rating period** (shown at top)?

If not, what period do the answers apply to? Please give alternative responses for the rest of the **rating period** (ignoring periods when the space was vacant):

Signature of manager/supervisor:

Date:

Appendix B – The rating period

B.1 Allowance for lodgement

A NABERS rating is based on 12 months of **acceptable data**, called the **rating period**. Once certified, the rating is valid for up to 12 months, called the **validity period**.

It can take time for an **Assessor** to complete a rating. Therefore, a period of 120 calendar days is given to lodge the rating after the end of the **rating period**. Ratings lodged after the 120 calendar days will have a reduced **validity period** to ensure all ratings are based on current data.

The following scenarios illustrate this principle.

Scenario 1

A NABERS rating is lodged with the **Scheme Administrator** within 120 calendar days of the end of the **rating period**. It will be valid for 365 days from the date of certification. See **Figure B.1**.

Example:

- The **rating period** is 1 January 2020 to 31 December 2020. The due date is therefore 30 April 2021.
- The **Assessor** lodges the rating on 1 February 2021, and the Administrator certifies it on 5 February 2021. This is before the due date.
- The rating will therefore be valid for 365 days from the date of certification (5 February 2021).
- It will expire on 5 February 2022.

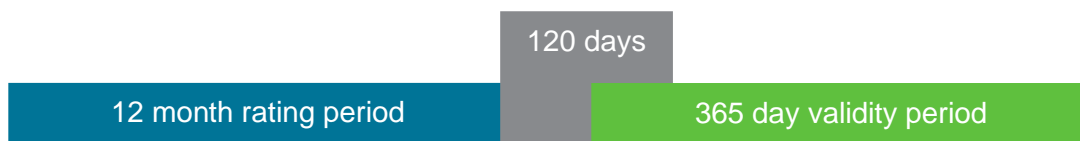


Figure B.1: A rating lodged within 120 days of the end of rating period

Scenario 2

A NABERS rating is lodged with the **Scheme Administrator** more than 120 calendar days after the end of the **rating period**. It will be valid for 365 days from the end of the **rating period**. See **Figure B.2**.

Example:

- a) The **rating period** is 1 January 2020 to 31 December 2020. The due date is therefore 30 April 2021.
- b) The **Assessor** lodges the rating on 1 June 2021, and the Administrator certifies it on 6 June 2021. This is after the due date.
- c) The rating will therefore be valid for 365 days from the end of the **rating period** (31 December 2020).
- d) It will expire on 31 December 2021.

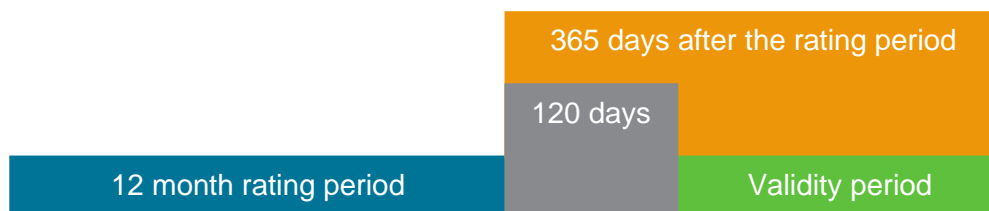


Figure B.2: A rating lodged after 120 days from the end of rating period

B.2 Allowance for responses

Assessors are given 120 days after the **rating period** to lodge ratings with the **Scheme Administrator**. The **Assessor** should allow 10 working days within this 120-day period for a response from the **Scheme Administrator**. The **Scheme Administrator** then allows a further 10 working days for the **Assessor** to respond to any queries that arise from quality assurance checks before certification.

When the **Assessor** is required to provide clarification multiple times, this must be done within the allowable 10 working days period.

If the **Assessor** has not responded adequately to all queries and the rating has not been certified within 120 days of the end of the **rating period** + 10 working days, the rating will only be valid for up to 365 days from the end of the **rating period**. This does not include the time taken by the **Scheme Administrator**.

The following scenario illustrates this principle.

Scenario 3

A NABERS rating is lodged with the **Scheme Administrator** one day before the lodgement due date (120 days from the end of the **rating period**). Depending on how quickly the **Assessor** responds to clarifications, the rating will either be valid for 365 days from the date of certification or 365 days from the end of the **rating period**.

Example:

- a) The **rating period** is 1 January 2020 to 31 December 2020. The due date is therefore 30 April 2021.
- b) The **Assessor** lodges the rating on 29 April 2021, 119 days after the end of the **rating period**.
- c) The **Scheme Administrator** responds on 3 May 2021 requesting further clarification. The **Assessor** must provide adequate clarification by 14 May 2021 (120 days from the end of the rating period plus 10 working days) for the rating to be valid for 365 days from the date of certification.
- d) If the **Assessor** responds on the 8 May 2021, the rating will be certified and valid until the 8 May 2022.
- e) If the **Assessor** does not respond with clarification until the 30 May 2021, the rating will only be valid until 365 days from the end of the **rating period** and therefore will expire on the 31 December 2021.

B.3 Adjusting the rating period

After the rating has been lodged, the **Assessor** may require the **rating period** to be changed. The **rating period** may only be adjusted by a maximum of 62 days from the first lodgement. A new rating will need to be created if the **Assessor** would like to adjust the **rating period** by more than this.

Note: A rating is required to comply with the **Rules** that are current at the time of lodgement. **Assessors** are advised to seek advice and request a **ruling** (if needed) prior to lodging ratings that may require one.

B.4 Lodging successive ratings

For a building which already has a current rating, there are two options to complete another rating of the same type: Replace or Renew.

Note: The **Assessor** will be prompted to select Replace or Renew when creating a rating. This selection can be changed just before the rating is lodged but not after.

Option 1: Replace

The Replace option allows the new certified rating to replace the existing rating immediately upon certification.

There will be loss of the existing rating's remaining **validity period**. This option might be chosen if the new rating is better than the existing rating. See **Figure B.3**.



Figure B.3: The existing rating replaced by a new rating

Option 2: Renew

The Renew option allows the new certified rating to begin its **validity period** immediately after the existing rating **validity period** expires. This option is often chosen when a site is most concerned with maximising the **validity period**.

As ratings are based on current data, the new **validity period** cannot not exceed 485 days from the end of the **rating period**. To ensure the new rating maximum **validity period** is achieved, the **validity period** must start within 120 days after the end of the rating period.

The following scenario illustrates this principle.

Scenario 4

A NABERS rating is lodged with the **Scheme Administrator** and the Renew option has been selected. The new rating begins its **validity period** within 120 days after the end of the **rating period**. See **Figure B.4**.

Example:

- The current rating's **validity period** expired 31 December 2020.
- The **rating period** is 1 October 2019 to 30 September 2020 for the renewal rating.
- The **Assessor** lodges the renewal 1 November 2020 and it is certified by the **Scheme Administrator** 7 November 2020.
- The **validity period** for the renewal will be 1 January 2021 to 31 December 2021.

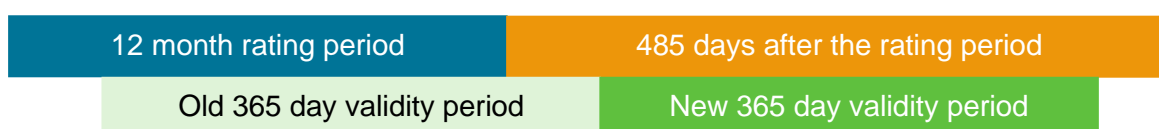


Figure B.4: The validity period for the new rating begins once the old rating expires and the new validity period is 365 days

If the new rating's **validity period** begins more than 120 days after the end of the **rating period**, the validity will be reduced as the **validity period** will exceed 485 days from the end of the **rating period**.

Note: An expired rating can be renewed. The **validity period** will begin on the date of certification, rather than the date the previous rating expired.

The following scenario illustrates this principle.

Scenario 5

A NABERS rating is lodged with the **Scheme Administrator** and the Renew option has been selected. The new rating begins its **validity period** over 120 calendar days after the end of the **rating period**. See **Figure B.5**.

Example:

- a) The current rating's **validity period** expired 31 December 2020.
- b) The **rating period** is 1 August 2019 to 31 July 2020 for the renewal rating.
- c) The **Assessor** lodges the renewal 1 November 2020 and it is certified by the **Scheme Administrator** 7 November 2020.
- d) The **validity period** for the renewal will be 1 January 2021 to 28 November 2021, 485 days after the end of the **rating period**.



Figure B.5: The validity period for the new rating begins once the old rating expires and the new validity period is less than 365 days

Contact us

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Bucknalls Lane, Bricket Wood,
Watford
WD25 9NH
United Kingdom

nabersuk@bregroup.com
www.bregroup.com/nabers-uk