



COVID-19 response

Monique Alfris

Head of Operations and Standards



Our response thus far



Taskforce to
allow us to
respond rapidly



Clarifications and
Ruling to address
the immediate
impacts



Consultation on
proposed medium &
long term solutions



Collaborating with
other industry
groups to coordinate
our response



Financial
relief to
assessors

Today's presentation



Outcomes from the
consultation



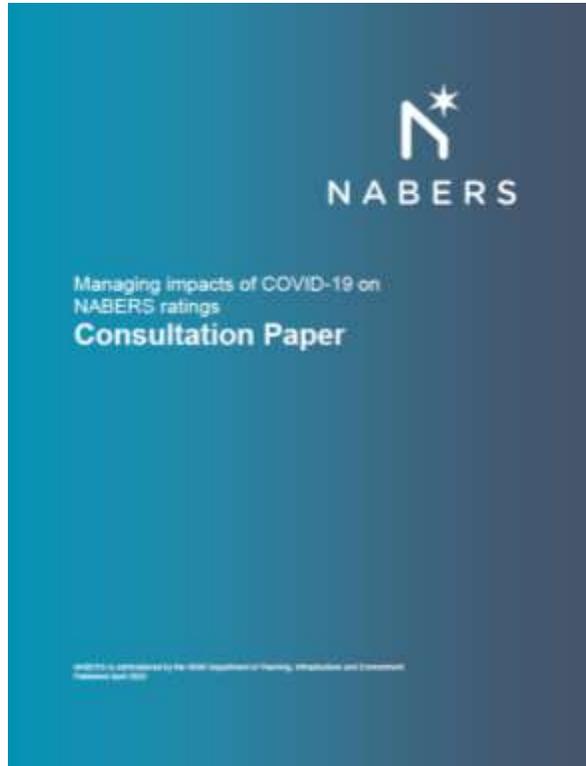
Moratorium on data



Your feedback on
further changes

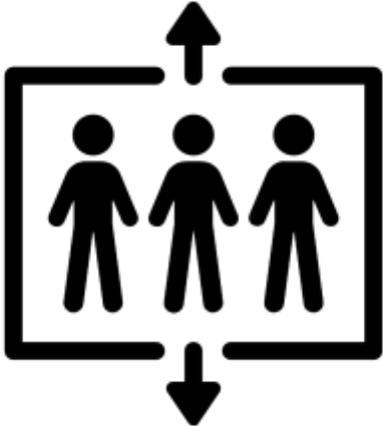
NABERS COVID Consultation Paper

Background



- 6 proposed rulings for feedback
- Overall response:
 - No changes to the benchmark - BAU for all data
 - Provide clarity around Rules e.g. what is occupied?
 - Support for a moratorium on use of data from end March/April/May

Potential Rules clarifications



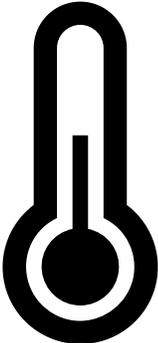
Occupancy in Office ratings



Vacancies and food court seats in Shopping Centres



Use of Estimated Utility Bills



Low occupancy for IE ratings



Treatment of Commitment Agreements

Office Energy and Water clarifications

Defining 'occupancy days'

occupied

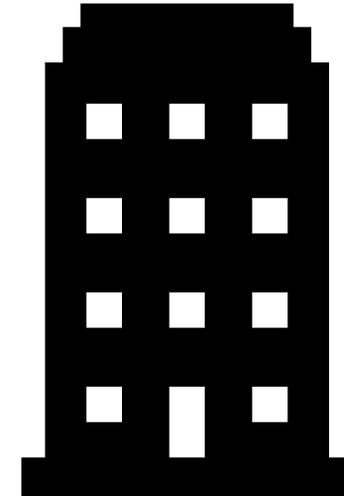
A space within the **NLA** of a building that—

- a) for Base Building ratings – is **ready for occupation**,
 - b) for Tenancy ratings – is **ready for occupation** and being actively used as an office, including use as an **office support facility**,
 - c) for Whole Building ratings – is **ready for occupation** and either being actively used as an office (this includes use as an **office support facility**) or undergoing **fitout works**.
-

ready for occupation

A space within the **NLA** of a building when a person or organisation:

- 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.
-



Office Energy and Water clarifications

Defining 'occupancy days'

occupied

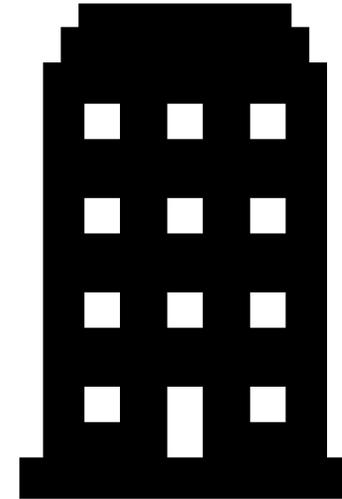
A space within the **NLA** of a building that—

- a) for Base Building ratings – is **ready for occupation**,
 - b) for Tenancy ratings – is **ready for occupation** and being **actively used** as an office, including use as an **office support facility**,
 - c) for Whole Building ratings – is **ready for occupation** and either being **actively used** as an office (this includes use as an **office support facility**) or undergoing **fitout works**.
-

ready for occupation

A space within the **NLA** of a building when a person or organisation:

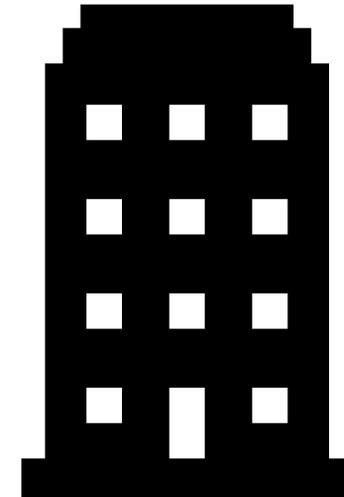
- a) is entitled to exclusive use of the space (e.g., through ownership or a lease or other agreement); and
 - b) requires normal base building services, such as access, air conditioning, lighting and power to be provided to the space.
-



Office Energy and Water clarifications

Defining 'occupancy days'

- What happens if base building services are not being provided to a space or floor, but this has been agreed to by the tenant?
- What happens if a tenancy is not currently being 'actively used'?
- How do you confirm hours of operation if the OTA is unclear and the BMS data can't be used because the space is unoccupied?

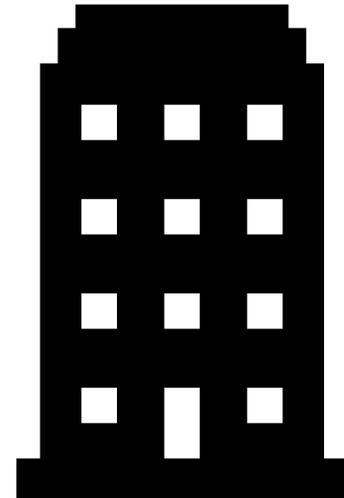


Office Energy and Water clarifications

Defining 'occupancy days'

NABERS principle:

- Buildings should be run in the most energy efficient way possible, that is safe and agreed to by the tenant
- If the proposed solutions do not allow this to happen let us know!

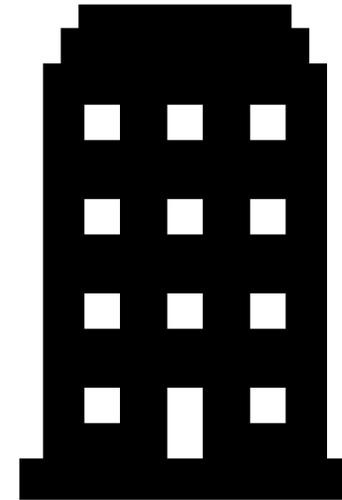


Office Energy and Water clarifications

Defining 'occupancy days'

Proposed clarification:

- Allow for ad hoc agreements between building and tenants regarding servicing levels during the COVID affected period.



Base Building ratings

Defining 'occupancy days'

ready for occupation

A space within the **NLA** of a building when a person or organisation:

- 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.

Propose to update this, for the COVID affected period, to:

- Requires base building services to be provided to the space **as agreed to by the tenant**
- Clarify this means that air conditioning can be turned off and the space will still be considered ready for occupation
- Documentation required would be an updated Owner Tenant Agreement, which can be via email

Tenancy and Whole Building ratings

Defining 'occupancy days'

occupied

A space within the **NLA** of a building that—

- a) for Base Building ratings – is **ready for occupation**,
 - b) for Tenancy ratings – is **ready for occupation** and being **actively used** as an office, including use as an **office support facility**,
 - c) for Whole Building ratings – is **ready for occupation** and either being **actively used** as an office (this includes use as an **office support facility**) or undergoing **fitout works**.
-

“...able to be actively used, as agreed with the tenant...”

Propose to update this, for the COVID affected period, to:

- Same as Base Building ratings – services need to be agreed to by the tenant.
- Documentation for Rated Hours required would need to be as per previous Ruling #3 – OTA can be used.

Vacant tenancies

Shopping Centres

3.7 Adjusting for vacancies

Assessors must identify each centrally serviced and partially serviced tenancy that has been vacant for any time during the Rating Period, and enter this information in NABERSRate. A tenancy is defined as vacant if:

- it is not leased, or
- if the shopping centre manager has been notified or is otherwise aware that the area is not occupied and/or does not require services (whether or not they are provided).

This information is not always readily available and written documentation, for example, a signed statement that complies with Section 2.7.2 *Standards for acceptable data and estimates*, may need to be specifically requested from the shopping centre management. Verbal information alone is not acceptable.

Only considered for spaces that are centrally or partially serviced – **does not impact whole rating.**

Tenancies which are provided with central services will be considered “vacant” if they don’t require services during the COVID affected period.

If there is a centrally serviced kiosk where services cannot be switched off NABERS will consider exemptions on a case-by-case basis.

Assessors will need to make sure they collect information on when services were required (as per the existing rules)

Food Court Seats

Shopping Centres



- Food courts 'shut down' but food court retailers are still operating.

Proposed clarification:

Where food court retailers are still open, allow use of previous count (pre-COVID shutdown)

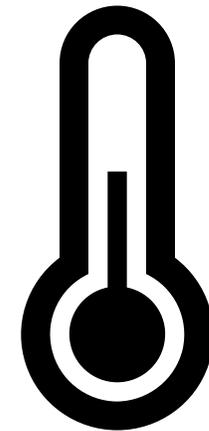
Indoor Environment – Base Building ratings

Low occupancy for spot measurements

- In some buildings there are not enough floors with required two-thirds occupation to conduct spot measurements.

Proposed update to allowable methods, in order of priority

1. Assessors must attempt to comply with the existing Rules
2. Select floors that are more than two-thirds occupied and serviced with air conditioning
3. Select any floor serviced by air conditioning (prioritising in line with the Rules)
4. If there are not enough floors – contact NABERS



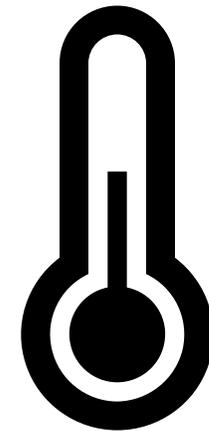
Indoor Environment

Low occupancy for occupant satisfaction survey

- In some buildings occupancy is too low to meet the minimum responses required for the Occupant Satisfaction Survey.

Proposed clarification

- Extend the survey period, based on prior approval.



Indoor Environment – Base Building ratings

Unoccupied areas with no air conditioning

3.3.2 Exclusions to the Office Floor Area

Spaces that have not been used as an office (or an office support facility) or are vacant at the time spot measurements are conducted can be excluded from the office floor calculation. This ensures the area is based on actively used office space to provide a fair comparison.

Spaces with no air conditioning should be treated as vacant
If Assessors would like to consider pro-rate areas they should contact NABERS

Commitment Agreements



- No proposed changes to use of data but Rulings will apply.
- NABERS preference is for project teams to **wait** until operations return to normal – **propose allowing extensions** on a case-by-case basis
- Where this is not possible propose that project teams and buildings owners **confirm they understand** ratings this year may not be reflective of ongoing performance
- There may be issues around starting a Commitment Agreement due to the minimum occupancy requirement, propose that NABERS will review this with project teams on a case-by-case basis

Impacts on other tools

- **Hotels**
 - Prior approval required for approach – may need to modify laundry service rooms and star rating / cost of hotel rooms inputs
- **Waste**
 - Current requirement is 75% minimum occupancy for auditing – propose dropping this to 50% to allow audits to start earlier
- **Carbon neutral**
 - Less waste = less emissions = less offsets to purchase
 - 4-star NABERS Energy rating minimum requirement may be impacted

No changes anticipated for:

Hospitals

Data Centres

Apartment
Building

What next?

Feedback

- Send your feedback to us by 22nd May 2020

Drafting

V3.0 Release

- Aimed for 29th May 2020



Send it direct it to us:

nabers@environment.nsw.gov.au

NABERS COVID-19 Webpage



About ▾ Ratings ▾ Publications ▾ Training Data gallery 🔍

Home ▾ About ▾ COVID-19 and NABERS Ratings

COVID-19 and NABERS Ratings

Managing impacts of COVID-19 on NABERS Ratings

Assessors and building owners have raised questions with the NABERS National Administrator (NABERS) and the Commercial Building Disclosure program (CBD) about the impacts of COVID-19 on NABERS ratings.

The document on this page answers questions, provides clarifications and presents three time-bound rulings regarding these impacts. The questions and the ruling have been put into the same document for ease of use by Assessors.

The document and Rulings are now available for use for ratings. If you have feedback or questions please contact nabers@enviroment.nsw.gov.au

NABERS will continue to monitor the changing circumstances brought on by the spread of COVID-19 and will continue to make changes as is required. When changes are made NABERS will keep historical versions of the Ruling on this website.

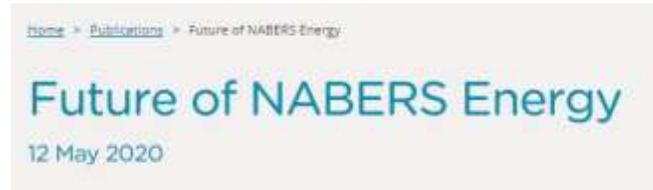
<https://www.nabers.gov.au/about/covid-19-and-nabers-ratings>

What's happening at NABERS?



Preparing for v4.0 Workshops

20th to 22nd May 2020



Future of NABERS Energy Webinar

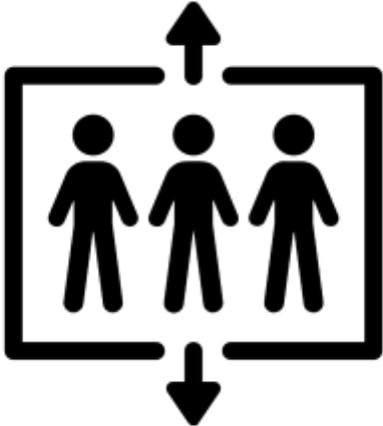
26th May 2020



Shared Solar PV Ruling

Contact us

Potential Rules clarifications



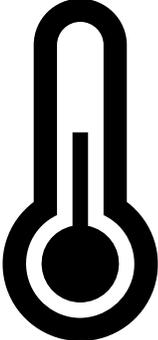
Occupancy in Office ratings



Vacancies and food court seats in Shopping Centres



Use of Estimated Utility Bills



Low occupancy for IE ratings



Treatment of Commitment Agreements

Thank you

nabers.gov.au



NABERS