

The Rules

Energy and Water for Shopping Centres

Version 5.0 — December 2024



Cover photo: Located in Adelaide, South Australia, Elizabeth City Shopping Centre has received a NABERS Energy for Shopping Centre rating every year since 2012. Managed by Vicinity Centres and with a Gross Lettable Area (GLA) of just over 70,000 m², the centre has seen large energy efficiency upgrades that has culminated in the achievement of a 6 stars NABERS Energy rating with 0 % GreenPower in 2020 (up from 3 stars in 2012). Image courtesy of Vicinity Centres.

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1 Introduction

1.1 General

The National Australian Built Environment Rating System (NABERS) is a performance-based rating system managed by the **National Administrator**.

NABERS ratings are expressed as a number of stars, as follows:

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

An accredited NABERS energy or water rating is awarded when the **National Administrator** certifies a rating completed by an **Assessor**. The **National Administrator** may independently audit the rating and assist in resolving complex technical issues.

This document contains **Rules** for **Assessors** conducting an energy and/or water rating for a shopping centre and provides the framework for assessing shopping centres as follows:

- Rated area** and rated centrally serviced area (Chapter 4).
- Rated hours (Chapter 5).
- Trading days (Chapter 6).
- Counting parking spaces (Chapter 7).
- Floor configuration (Chapter 8).
- Counting food court seats (Chapter 9).
- Gymnasium** area (Chapter 10).
- Counting **cinema theatrettes** (Chapter 11).
- Minimum energy and water coverage (Chapter 12).
- Documentation requirements (Chapter 13).

These **Rules** will supersede *NABERS The Rules – Energy and Water for Shopping Centres*, v4.1, 2022.

1.2 Interpretation of the Rules and Rulings

These **Rules** are to be read in conjunction with the respective NABERS **Rulings** as they apply to the specific building type. **Rulings** are used to address specific issues that may arise after the publication of the **Rules**.

Note: **Rules** texts are amended as required by additional **Rulings** which are published on the NABERS website at www.nabers.gov.au

Where a conflict between these **Rules** and existing **Rulings** is present, the requirements of the **Rulings** take precedence over 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 to NABERS, unless—

- a) the **National Administrator** has specifically approved otherwise in writing; or
- b) the assessment is conducted under the terms of a NABERS Commitment Agreement which specifies an earlier version of the **Rules**.

1.3 Situations not covered by the Rules

Assessors must comply with these **Rules** unless prior approval has been sought and approved by the **National Administrator**.

Where appropriate, **Assessors** may contact the **National Administrator** to propose an alternative methodology, outlining the circumstances and rationale. Prior approval for use is required and may be granted conditionally, on a case-by-case basis and at the **National Administrator's** discretion.


Procedures not contained within these **Rules** may only be used for a particular rating with prior written approval from the **National Administrator**. Approval to use the same procedure must be sought from the **National Administrator** each time it is proposed to be used. Approval is entirely at the discretion of the **National Administrator**. All written correspondence is required as evidence and should be collected prior to lodging the rating.

1.4 How to use this document

The term “**Rules**” refers to a body of works produced by NABERS 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 3 onwards, it refers to this document, *NABERS The Rules — Energy and Water for Shopping Centres*. Other **Rules** documents mentioned in the text are distinguished from the present document by the inclusion of their title.


Text appearing **teal and bold** is a defined term. Defined terms can be found in Chapter 2 of these **Rules** or in the terms and definitions chapter of the respective **Rules** document.

The following formatting conventions may appear in this text:

 Important requirements and/or instructions are highlighted by an information callout box.

Note: Text appearing with a grey background is explanatory text only and is not to be read as part of the **Rules**.

Example: Text appearing with a green background is intended to demonstrate a worked example of the respective **Rules** section or **Ruling** section.

 This is a documentation requirement callout box.

1.5 What is new in this version

A list of the changes between this version (5.0) and the previous version (4.1) is as follows:

- a) New criteria for typical and atypical shopping centres.
- b) Additions to accommodate **co-assess** applications for Shopping Centres.
- c) Additions to allow virtual site visits under some circumstances.
- d) Changes to documentation requirements for rated hours.
- e) Formatting and wording alignment with updated NABERS The Rules template and style guide.
- f) Alignment of terminology with the **NABERS rating input form**, in particular—
 - 1) “hours of service” has been updated to “rated hours”;
 - 2) “non-**centrally serviced**” has been updated to “**not centrally serviced**”;
 - 3) “Total Shopping Centre Area” has been updated to “total **rated area**”; and
 - 4) “**centrally serviced** Shopping Centre Area” has been updated to “rated **centrally serviced** area”.
- g) New definitions for **co-assess**, **gymnasium**, **not centrally serviced** and **retail store**.
- h) Minor clarifications to **centrally serviced** and **partially serviced** definitions.
- i) Corrected minor errors and invalid references.
- j) Clarifications based on feedback from **Assessors**:
 - 1) Requirements for non-retail spaces to be included in **rated area**.
 - 2) Treatment of swimming pools in **rated area**.
 - 3) Which tenancies require confirmation of **GLAR**.
 - 4) How to enter tenancies leased to multiple parties.
 - 5) Wording and calculation for rated hours.

A detailed list of the main changes between this and the previous version is given in Appendix E.

1.6 Related documents

The following documents have been referenced within these **Rules**:

- a) *NABERS The Rules – Metering and Consumption*, v2.4, 2024.

- b) *NABERS The Rules – Energy for Retail Stores*, v1.1, 2024.
- c) AS 1668.4-2012, *The use of ventilation and air conditioning in buildings, Part 4: Natural ventilation of buildings*.
- d) Building Owners and Managers Association (BOMA), *Method of Measurement*, 1989.
- e) Building Owners and Managers Association (BOMA), *Method of Measurement* (Net Rentable Area), 1985.
- f) Property Council of Australia (PCA), *Method of Measurement: Commercial*, 2008.

Assessors must use the latest version of NABERS Rules and **Rulings** that have been referenced within this document.

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	<p>The values derived from an estimation method permitted by these Rules in place of incomplete or uncertain data.</p> <p>Estimates that do not satisfy the above specifications are deemed unacceptable and cannot be used in the rating.</p>
Assessor	An accredited person authorised by the National Administrator to conduct NABERS ratings.
AHU	Abbreviation of 'Air Handling Unit'.
Auditor	A person employed by or contracted to the National Administrator to perform audits of NABERS rating applications.
centrally serviced	<p>A tenancy in a shopping centre where all air conditioning services provided to the tenancy are provided by the shopping centre plant.</p> <p>These services include heating, cooling, ventilation, and air movement. Where one or more of these services (serving spaces accessible to the public during trading hours) are provided by the tenant, the tenancy is considered either partially serviced or not centrally serviced (see Appendix B).</p> <div><p>Note: The energy from FCUs and AHUs, which is provided by the tenant, can be included either by sub-metering and using this data or by including all the energy from the tenancy. This would allow the tenancy to be considered centrally serviced.</p><p>Example: A tenancy does not need to be provided with full air conditioning services to be considered centrally serviced. If a tenancy receives cooling, ventilation and air movement from the shopping centre central plant but does not receive any heating at all, either from the central plant or from a tenant-controlled system, the tenancy is considered centrally serviced.</p></div>
cinema facility	A group of cinema theatrettes operated as a single entity with common ticketing across all theatrettes.

Term	Definition
cinema theatrette	A single room with a screen, permanent seating and provisions to present a movie to an audience within that room.
co-assess	An application process that allows two or more ratings at the same premises to be conducted within the same application. Shopping centre co-assess applications must include a Shopping Centre Energy rating and at least one Retail Store rating.
end use	A purpose or activity (or a group of related purposes and activities) that water or energy is used for.
extended hours	<p>A centrally serviced tenancy trades for extended hours if its publicly advertised weekly trading hours are higher than the shopping centre core hours.</p> <p>Note: The number of tenancies operating for extended hours in a shopping centre is usually small, often limited to major tenants and supermarkets.</p>
FCU	Abbreviation of 'Fan Coil Unit'.
Gross Lettable Area Retail (GLAR)	<p>The floor area, determined in accordance with the Measurement Standard for Shopping Centre Area, of spaces that can be used as retail tenancies within the premises to be rated.</p> <p>Note: This is essentially the space within the permanent walls of the building, excluding spaces for the following:</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) which are not part of a tenant's fitout. <p>Tenant storage areas not adjacent to the tenancy are also excluded.</p>
gymnasium	A tenancy which can be used by the attendees for exercising or swimming. For the purpose of a NABERS Shopping Centre rating, the tenancy must have multiple showering facilities (4 or more showers) to be considered a gymnasium .
kiosk	A permanent, stand-alone structure, with point of sale facilities, located in the common mall area of a shopping centre and leased for the duration of the rating period .

Term	Definition
	<p>Note: Retail merchandising units (i.e. moveable kiosk-type units), vending machines, ATMs and coin operated amusement machines are not included in the definition.</p>
Measurement Standard for Shopping Centre Area	<p>The standard used for determining the Gross Lettable Area Retail (GLAR) of a shopping centre tenancy, as set out in the <i>Property Council of Australia (PCA), Method of Measurement</i>, 2008.</p>
metering system	<p>A system of one or more devices providing an individual measurement.</p> <p>Note: For further information, refer to <i>NABERS The Rules – Metering and Consumption</i>.</p>
NABERS rating input form	<p>The rating input form provided by NABERS for use by Assessors in the calculation of accredited ratings.</p> <p>For NABERS Energy and Water for Shopping Centres ratings, this is in the NABERS Perform application.</p>
National Administrator	<p>The body responsible for administering NABERS, in particular the following areas:</p> <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. b) Determining issues that arise during the operation of the system and the making of ratings. c) Accrediting Assessors and awarding accredited ratings in accordance with NABERS standards and procedures. <p>The functions of the National Administrator are undertaken by the NSW Government.</p>
not centrally serviced	<p>A tenancy in a shopping centre that is neither centrally serviced nor partially serviced.</p>
pad site	<p>A free-standing tenancy located outside the shopping centre walls, within the shopping centre grounds.</p> <p>Note: Pad sites are typically located at the front of the shopping centre and leased to financial institutions or fast food restaurants.</p>

Term	Definition
partially serviced	<p>A tenancy in a shopping centre where the heating, cooling and ventilation services are provided by the shopping centre plant, but the air movement for spaces accessible to the public during trading hours is provided by the tenancy (see Appendix B). Where heating, cooling or ventilation is also provided by the tenant to spaces accessible to the public during trading hours, the tenancy is considered not centrally serviced.</p> <p>Note: The definition of a partially serviced tenancy covers the scenario where the shopping centre provides the heating (where needed), cooling and ventilation. However, the FCUs within the tenancy is served by the tenant board.</p> <p>If any heating is provided by the tenancy to spaces accessible to the public during trading hours, it is not centrally serviced, regardless of the configuration of the remaining HVAC.</p>
potential error	<p>The total of all estimates (including assumptions, approximations, and un-verified data) included in the rating assessment. The NABERS rating input form automatically calculates the potential error based on the data provided.</p>
rated area	<p>The total GLAR of all tenancies within the shopping centre.</p>
rated premises	<p>The building to be rated.</p>
rating period	<p>The 12-month base period for the rating, requiring at least 12 months of acceptable data upon which the rating is based.</p>
reasonably compared	<p>A space is considered reasonably compared to a retail tenancy if—</p> <ul style="list-style-type: none"> a) it is defined as GLAR; b) it is fit for continuous occupation during normal retail hours; and c) it requires adequate lighting and ventilation of a similar or higher standard of service to the bulk of the retail tenancies.
retail store	<p>A building or part of a building other than a kiosk where—</p> <ul style="list-style-type: none"> a) the store has a front-of-house area (i.e. public-facing or customer-accessible space) within the rated premises; and b) the main functions are— <ul style="list-style-type: none"> 1) the sales of goods direct to the public, with stock arranged and displayed in the store premises; and/or

Term	Definition
	2) supplying personal services directly to consumers.
	Note: Refer to <i>NABERS The Rules – Energy for Retail Stores</i> for retail stores that are eligible to be rated.
Rules	Authoritative document produced by the National Administrator that specifies what must be covered by an Assessor in order to produce a rating.
Ruling	An authoritative decision by the National Administrator which acts as an addition or amendment to the Rules .
Small Shopping Centre	A shopping centre with a Gross Lettable Area Retail (GLAR) of less than 15,000 m ² .
utility	<p>An organisation or company that holds a licence to retail electricity, gas or water, and that sells energy or water as its primary business. This definition excludes the following:</p> <ul style="list-style-type: none"> a) Landlords which on-sell electricity or water where they neither hold a licence nor have an exemption deemed valid by the National Administrator for needing a licence. b) Third party contractors, such as meter reading providers.
validity period	<p>The period during which the rating is valid for up to 12 months.</p> <p>Note: See Appendix D for further details.</p>

3 Key concepts and procedures

3.1 Eligibility criteria

3.1.1 General

A premises is considered eligible for a NABERS rating if all of the following eligibility criteria are met:

- a) *Building type*: During the **rating period**, the premises to be rated occupies a building or part of a building that is a shopping centre.
- b) *Energy or water coverage of the premises*: The minimum energy or water coverage for the rating scope and spaces included is met, as described in Chapter 12.
- c) *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 the building is open to and accessible by the public.

A NABERS rating is based on a 12-month **rating period**. Once certified, the rating is valid for up to 12 months from the certification date (the **validity period**). For further information, see Appendix D.

3.1.2 Classification of shopping centres: typical vs atypical

3.1.2.1 Typical shopping centres

The NABERS Energy and Water for Shopping Centres tool was developed to reflect the attributes of typical shopping centres around Australia, from which a benchmark was developed. Typical shopping centres align with the benchmark used in NABERS Energy and Water for Shopping Centres ratings. They are larger than 5,000 m², with a standard mix of retail tenancies, food and beverage tenancies (such as takeaway outlets) and restaurants.

They usually have more than one major store and several other shops. These shopping centres also allow tenants the flexibility to install additional services like air conditioning, and more than 80 % of shops are accessed through the shopping centre's internal walkways.

3.1.2.2 Atypical shopping centres

Atypical shopping centres do not align with the benchmark used in NABERS Energy and Water for Shopping Centres ratings. Their energy and water use might be too different for a meaningful comparison to other shopping centres.

A shopping centre with one or more of the following attributes is considered to be atypical:

- a) The **GLAR** of the shopping centre is less than 5,000 m².

- b) The building style is such that more than 80 % tenancies in the shopping centre have an open roof or semi-partitioned walls.
- c) More than 80 % of tenancies within the shopping centre are of 'one type'. Examples include—
 - 1) a shopping centre with only medical clinics and pharmacy stores; and
 - 2) a shopping centre with only restaurants and/or cafes (may or may not have a food court).
- d) The shopping centre contains only one major supermarket or department store with fewer than three other shops.
- e) Access to more than 80 % of tenancies is not within the shopping centre building, i.e. most tenancies are accessed from public thoroughfares.

If an **Assessor** believes a shopping centre is atypical but it does not meet any of the above criteria, advice should be sought from the **National Administrator**.

Note: Atypical shopping centres will be highlighted in the NABERS Energy and Water reports. The data from atypical ratings will be recorded for future re-benchmarking purposes. The current certified star rating will remain unchanged, even with future benchmarking updates. Customers can continue their sustainability journey and improve their shopping centre rating year-on-year, with an **Assessor's** assistance, to meet sustainability targets.

3.2 Rating period

A NABERS rating is based on a 12-month **rating period**. Once certified, the rating is valid for up to 12 months – 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**. The **validity period** of a rating cannot extend past 485 days from the end of the **rating period**, to ensure all ratings are based on current data.

Ratings lodged after the 120 days will have a reduced **validity period** that cannot extend past 365 days from the end of the **rating period**.

Assessors may submit a NABERS Energy rating and NABERS Water rating for the same premises as a combined rating application. When submitting a combined rating application, both ratings must have the same rating period.

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

3.3 Standards for acceptable data and estimates

3.3.1 General

An assessment for an accredited NABERS Energy or Water for Shopping Centres rating must be based on the **acceptable data** or **acceptable estimates** specified in the **Rules** (including applicable **Rulings**), or as directed by the **National 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 or water utility), including—
 - 1) Documents or other records provided by a third party which can be verified by the source (e.g. utility bills) or by the **Assessor** (e.g. building plans showing **GLAR**);
 - 2) Documents or other records which cannot be independently verified (e.g. plant operation data) 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.
- 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. leases);
 - 2) Documents or other records which cannot be independently verified (e.g. plant operation data) 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

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

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

3.4 Site visits

3.4.1 General

For every rating application, **Assessors** must conduct a site visit to inspect the **rated premises**. The purpose of the site visit is 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 **GLAR**;
- d) check for inclusions in and exclusions from energy and water coverage (as appropriate);
- e) count mechanically and naturally ventilated car parking spaces, food court seats and **cinema theatrettes** as appropriate;
- f) check floor configuration;
- g) visit plant rooms to ensure that all relevant equipment is covered under the meters included in the rating; and
- h) resolve any other issues that arise.

An **Assessor's** inspection of the **rated premises** is expected to include a physical check of the servicing arrangements provided to all tenancies sampled according to Section 4.5.

Site visits must occur during the **rating period** or during the 120 days period following the **rating period**.

A new site visit must be conducted as part of every NABERS rating application. In most scenarios a physical site visit must be undertaken (see Section 3.4.2), though a virtual site visit may be appropriate in some circumstances (see Section 3.4.3).

3.4.2 Physical site visits

Assessors must conduct a physical site visit of the premises if any of the following circumstances apply:

- a) If the premises is subject to conditions requiring on-site checks including from Level 2 audits.
- b) It is the first time the premises is being rated by that **Assessor**.
- c) The **Assessor** is undertaking a supervised rating.
- d) A physical site visit was not conducted as part of the previous rating.
- e) The last physical site visit was conducted more than 12 months before the start of the **rating period**.

- f) The total **rated area (GLAR)** has changed by more than 5 % from the previous rating.
- g) Site measurements are required to verify **GLAR** according to Section 4.6.2.
- h) An Energy rating is being conducted and—
 - 1) any tenancies have changed servicing arrangements from the previous rating; or

Note: This is based on the physical location of each tenancy rather than the tenant (e.g. if Coles replaces the physical space previously occupied by Woolworths, but both were **not centrally serviced**, this does not count as a change in servicing arrangements).

- 2) the number of mechanically or naturally ventilated parking spaces has changed by more than 10 % from the previous rating; or
 - 3) the floor configuration has changed from the previous rating; or
 - 4) An On-site Renewable Electricity Generation (OREG) system or embedded network has been installed since the previous rating.
- i) An Energy rating is being conducted for a **Small Shopping Centre** (less than 15,000 m² **GLAR**) and—
 - 1) the number of food court seats has changed by more than 10 % from the previous rating; or
 - 2) the **centrally serviced** gymnasium area has changed by more than 10 % from the previous rating.
- j) A Water rating is being conducted and—
 - 1) the number of food court seats has changed by more than 10 % from the previous rating; or
 - 2) the number of **cinema theatrettes** has changed from the previous rating; or
 - 3) the **GLAR** of gymnasium tenants has changed by more than 10 % from the previous rating.
- k) There is a change in the number of **utility** meters from the previous rating.
- l) Progressive SLDs are used as per Section 13.10.1.
- m) The rating is being completed as part of a **co-assess** rating.

Note: **Assessors** must contact the **National Administrator** to determine whether a virtual site visit might be appropriate in cases where a physical site visit is not possible for legitimate reasons (e.g. if travel can't be undertaken because of a declared natural disaster event).

3.4.3 Virtual site visits

An **Assessor** may elect to do a virtual site visit in lieu of a physical site visit only in scenarios where none of the conditions in Section 3.4.2 apply. A virtual site visit must include each of the following:

- a) A site inspection carried out by another Assessor accredited in a different tool, or a building or facility manager who is familiar with the site. The person conducting the

site inspection must record photos and videos as they proceed, and this evidence may only be used for a single rating (that is, it must not be re-used for subsequent ratings).

Note: The **Assessor** is ultimately responsible for ensuring the person conducting the site inspection has sufficient competency and is clear about their objectives, and that they obtain the necessary evidence for the rating. The **Assessor** for a rating application remains responsible for the accuracy of the data collected by others when conducting a virtual site visit.

- b) Use of knowledge and notes from previous physical site visits. This must not include the re-use of actual data (e.g. area and hours).
- c) As relevant, confirmation of site plans, servicing arrangements and as-built drawings of fit outs (e.g. mechanical, electrical and/or desk layout drawings) received from building managers or facility managers.

A virtual site visit should be supported by other evidence as relevant. When conducting a virtual site visit, assessors must retain evidence of all communications used as part of confirming various aspects of the site, including from the **Assessor** to the person conducting the 'walk through'.

3.4.4 Delegating a site visit to another Assessor

Where an **Assessor** cannot undertake a site visit to inspect the rated premises, **Assessors** may delegate this task to another **Assessor** accredited specifically in Energy and Water for Shopping Centres ratings.

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, as per the documentation requirements listed in Chapter 13.

Note: Delegating a site visit to another **Assessor** specifically accredited in Energy and Water for Shopping Centres ratings is not the same as a virtual site visit. Additional restrictions and standards of evidence apply to virtual site visits to offset the lower bar of accreditation required.

3.4.5 Situations where a site visit cannot be conducted or delegated

There may be circumstances where access to part of the premises 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** has been used in the absence of verified data).

It is the responsibility of the customer to provide sufficient access to the premises to allow a rating to be undertaken. The **National Administrator** should be contacted for assistance in situations where restrictions on carrying out a site visit are outside the control of both the **Assessor** and the customer (e.g. if travel can't be undertaken because of a declared natural disaster event).

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 for audit 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 made, 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.

Note: **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 13, however, additional documentation may also be required to permit an **Auditor** to accurately repeat the rating using only the documents provided.

3.6 Alternative methodologies

Assessors may be required to use alternative methodology for obtaining or interpreting data for an assessment where standard methods outlined in the NABERS **Rules** cannot be applied. At a minimum, the alternative methodology must be one of the following:

- a) Equivalent to the preferred method in terms of its results, accuracy and validity.
- b) Acceptable in place of the preferred method, subject to the data resulting from the alternative method being treated as an estimate in accordance with Section 3.3, or other specified conditions on the use of the data.


All alternative methodologies must be approved by the **National Administrator** prior to use. For further information, please contact the **National Administrator**.

4 Rated area and rated centrally serviced area

4.1 General

In NABERS Energy and Water for Shopping Centres, the total **rated area** of a building is measured through its **Gross Lettable Area Retail (GLAR)**. This figure is used to adjust the figures for energy and water consumption so that a fair comparison can be made between buildings of different sizes. This figure is not corrected for vacancies, as it is a measurement of the total shopping centre size.

For NABERS Energy for Shopping Centres, the rated **centrally serviced** area represents the portion of the total **rated area** that is provided with full air conditioning services by the central plant. This figure is used to provide a meaningful comparison among centres that provide different service coverage to tenants, and it is corrected for vacancies.

 For documentation requirements, see Section 13.2.

4.2 Process overview

The total **rated area** and rated **centrally serviced** area are determined through a common validation process. The **NABERS rating input form** calculates the final **rated area** and rated **centrally serviced** area based on the results of this **validation** process.

A list of tenancies specifying the **GLAR** and servicing arrangements of each tenancy is the starting point for calculating the total **rated area** and rated **centrally serviced** area. Once this list has been obtained, the **Assessor** must—

- a) divide the tenancies into contiguous blocks;
- b) confirm which tenancies are centrally serviced;
- c) confirm the tenant **GLAR**; and
- d) assess vacancies.

This will require copies of plans, leases and a site investigation. The steps involved in performing the area calculations are outlined below in Table 4.2.

Table 4.2: Determining total and centrally serviced area

Step		Reference
1	Obtain a list from the building owner showing the area of each tenancy and identifying whether each tenancy is centrally serviced or partially serviced .	4.3
2	Divide the tenancies into contiguous blocks of centrally serviced , partially serviced and not centrally serviced tenancies.	4.4
3	Confirm of servicing arrangements of each block.	4.5
4	Confirm the GLAR of large tenancies and additional tenancies as required.	4.6
5	Adjust for vacancies.	4.7

4.3 Area and servicing arrangements

4.3.1 General

Assessors must obtain a listing of all the tenancies in the shopping centre from the building owner, preferably in spreadsheet format. The list must include the following information for each tenancy in the centre:

- Tenancy name.
- Floor area.
- Confirmation, or otherwise, of **central servicing** or **partial servicing**.



For documentation requirements, see Section 13.2.1.

4.3.2 Typical retail spaces

Tenanted spaces included within the definition of a shopping centre include—

- shops, department stores, supermarkets, **gymnasiums**, cinemas, children's playgrounds, cafés, restaurants, and health service providers;
- all support areas associated with the operations of such tenants of the shopping centre; and
- all tenanted spaces that can be **reasonably compared** to a retail tenancy.

Kiosks, pad sites and other stand-alone tenancies located within the boundary of the shopping centre site, including its grounds, may be included in the list.

4.3.3 Excluded spaces

The following spaces and occupancy types are not included within the definition of retail spaces:

- a) Offices that have not been leased as **GLAR**, e.g. centre management offices.
- b) Non-retail occupancies, such as hotels or apartments.
- c) Data centres, other than required to support the activities of tenants within the shopping centre.

While non-retail spaces are generally excluded, functional spaces that may be converted to additional retail space without significant renovation can generally be included in a NABERS Shopping Centre rating. Table 4.3.3 outlines the treatment of some specific uses of functional spaces.

Table 4.3.3: Treatment of functional spaces in shopping centre ratings

Example	Interpretation
Atypical tenancies (e.g. ice rinks) with different energy and/or water consumption patterns to surrounding tenancies	<p>Included, where the space is GLAR and the consumption is not separately sub metered.</p> <p>Excluded, where either the space is not GLAR or the consumption is separately sub metered.</p>
Car washes located within a shopping centre's carpark	<p>Included, where the space is GLAR and the consumption is not separately sub metered.</p> <p>Excluded, where either the space is not GLAR or the water consumption is separately sub metered.</p>
Indoor community spaces (e.g. public libraries and community halls)	Included , where the space is GLAR . The space may be convertible to additional retail space.
Childcare centres	Included , where the space is GLAR . The space may be convertible to additional retail space.
Tenancies operating as office spaces	Included , where the space is GLAR . The space may be convertible to additional retail space.

4.4 Grouping tenancies into contiguous blocks

4.4.1 General

The **Assessor** must prepare or obtain a plan of the shopping centre marked up with the tenancies listed as **centrally serviced**, **partially serviced** or **not centrally serviced**.

Tenancies are grouped into contiguous blocks of tenancies that are either **centrally serviced**, **partially serviced** or **not centrally serviced**. An example of this can be seen in Figure 4.4.1.


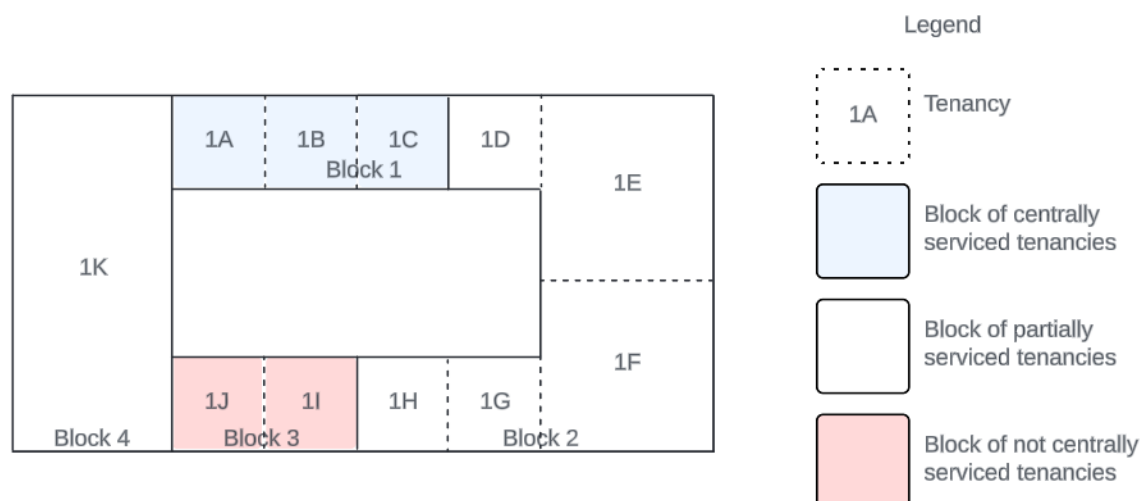
 For documentation requirements, see Section 13.2.2.

Figure 4.4.1: Example of the division of tenancies



4.4.2 Multi-level tenancies

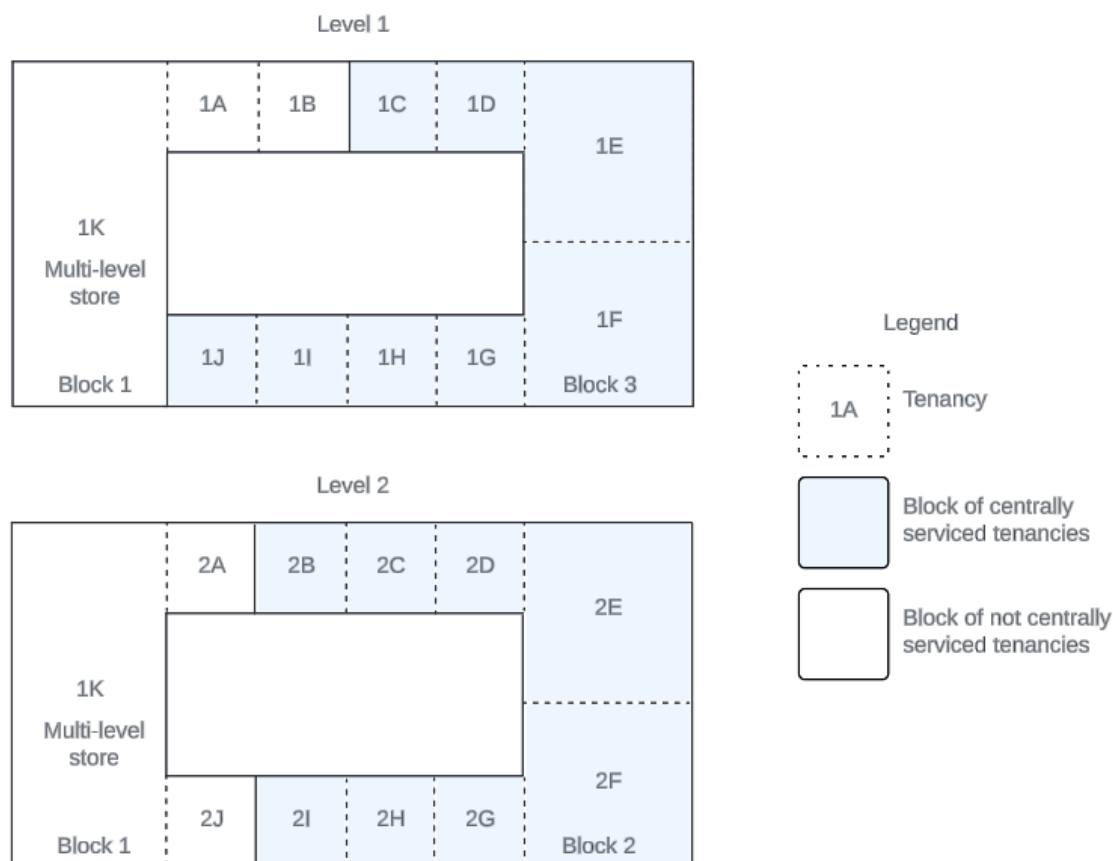
Some retail tenants rent space over more than one shopping centre storey. This gives people the ability to move between floors via stairs, escalators or lifts within the same store. Such a configuration is considered to be a multi-level tenancy and it is common among large anchor tenants, such as department stores.

Multi-level tenancies with spaces on multiple floors may be listed under the same block number, provided all of the following conditions are met:

- The retail tenant has leased space over two or more levels.
- People are able to move between floors without leaving the store.
- The servicing arrangements (**centrally serviced**, **partially serviced** or **not centrally serviced**) across all floors of the store are the same.

Tenancies that are contiguous to the multi-level tenancy and share the same servicing arrangements should also be grouped in the same block. An example of this can be seen in Figure 4.4.2.

Figure 4.4.2: Example of servicing blocks containing a multi-level tenancy



Where the servicing arrangements of a multi-level tenancy differ between floors, the **Assessor** must split the multi-level tenancy into separate blocks by floor.

4.4.3 Kiosks

Assessors may group all **kiosk** tenancies with the same listed servicing together into one block. **Kiosk** tenancy blocks do not need to be contiguous and are permitted to span one or more levels.

4.5 Confirmation of servicing

4.5.1 General

Shopping centres provide varying levels of air conditioning to their tenancies. All energy from the shopping centre central plant must be included in the minimum energy coverage, however the different service levels are also considered. The **Assessor** must confirm the servicing arrangement (**centrally serviced**, **partially serviced** or **not centrally serviced**) of each block to ensure the servicing information provided by the building owner is correct.

Note 1: For a list of factors to consider when determining the servicing arrangement of a tenancy, see Appendix A and Appendix B.

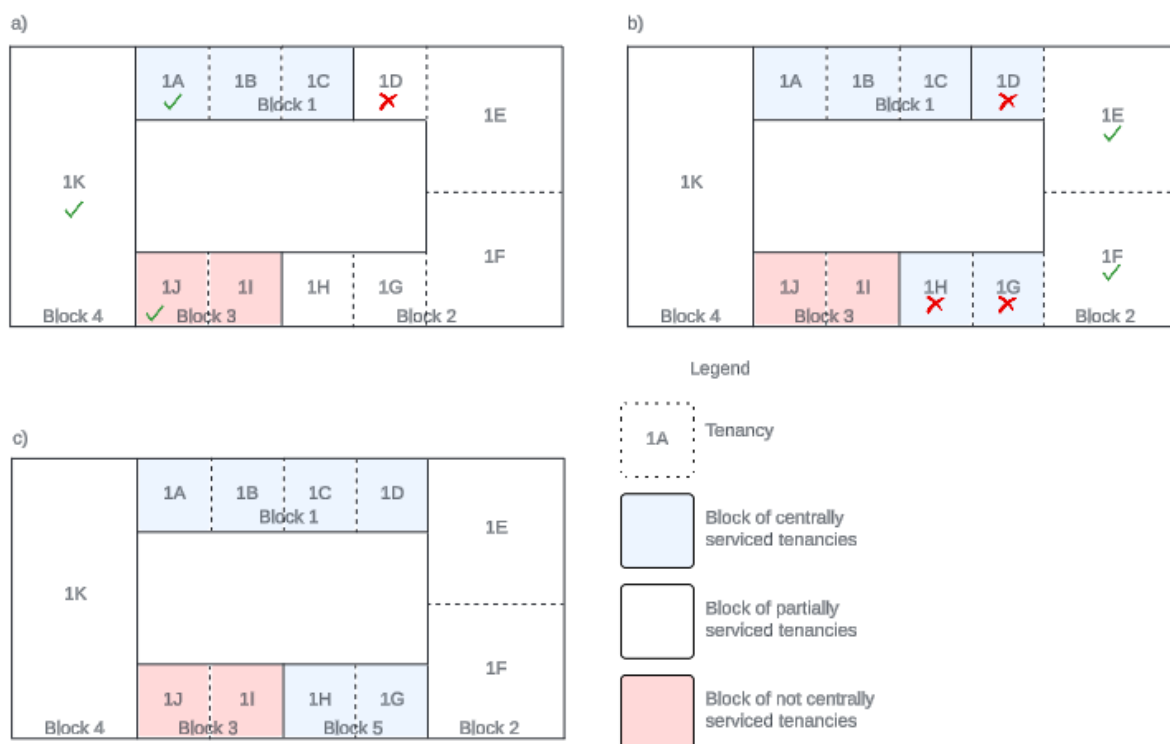
An **Assessor** may reuse servicing validation checks (Sections 13.2.3 and 13.8.1) from the previous rating if—

- Note 2:** This is based on the physical location of each tenancy rather than the tenant (e.g. if Woolworths replaces the physical space previously occupied by Coles, but both were **not centrally serviced**, this does not count as a change in servicing arrangements).

4.5.2 Sampling of tenancies

Where the listed servicing arrangement of the sampled tenancy is incorrect (e.g. the sampled tenancy is listed as **centrally serviced**, but upon checking it is found to be **partially serviced**), the **Assessor** must check all tenancies in the block and where applicable tenancies must be grouped into blocks as per Section 4.4. An example of this can be seen in Figure 4.5.2.

Figure 4.5.2: Example of confirmation of servicing arrangements of blocks



Note to figure: In this example, tenancies were sampled to confirm servicing arrangements, but Tenancy 1D was found to be incorrectly listed (a). As such, all tenancies in Block 2 were checked and Tenancy 1G & Tenancy 1H were also found to be incorrectly listed (b). Therefore, the tenancies were grouped as per Section 4.4 and a new Block 5 was created (c).

Note 1: Assuming all tenancies are **not centrally serviced** in a block that was listed as **centrally serviced** may result in a lower star rating result. **Assessors** should justify why an inspection of all tenancies in that block was not possible.

Compliance with this section is deemed to satisfy the accuracy requirements of Section 3.3.

For NABERS Energy ratings of a **Small Shopping Centre** with a block that contains a **gymnasium** tenancy, the **Assessor** must perform a site visit to that tenancy to verify that the servicing information is correct.

Assessors must retain documentation on all validation checks that have been undertaken in case of auditing.

Note 2: Appendix A contains an example Tenancy Servicing Validation Form that can be used to record these checks.



For documentation requirements, see Section 13.2.3.

4.5.3 Sampling of tenancies in a co-assess application

For Shopping Centre ratings in a **co-assess** application, the **Assessor** must ensure that the requirements for servicing arrangements validation specified in Section 4.5.2 are met. Tenancies where the servicing arrangement is validated for a NABERS Energy for Retail Store rating can be counted towards these minimum sampling requirements.

For **co-assess** applications, the following requirements apply in addition to Section 4.5.2:

- a) Where the number of **retail stores** being rated is 10 or less, the **Assessor** must validate the servicing arrangement for all **retail stores** being rated.
- b) Where more than 10 **retail stores** are being rated, the **Assessor** must—
 - 1) validate the servicing arrangement for all **not centrally serviced retail stores** being rated; and
 - 2) validate the servicing arrangement for at least 10 **retail stores** being rated.

Note: Refer to Appendix C for examples on which tenancies must have their servicing arrangement validated in a **co-assess** application. It is recommended to use tenancies undergoing a NABERS Energy for Retail Stores rating to meet the sampling requirements of Section 4.5.2 where possible.

4.5.4 Servicing to part of a tenancy

In some cases, the tenancy may provide some supplementary air conditioning services, which may consist of full servicing or some servicing to parts of a tenancy. In such cases, the following rules apply:

- a) If the space receiving the tenant supplied services is normally accessible to the public during retail opening hours, then the tenancy must be considered **not centrally serviced**.
- b) If the space receiving the tenant supplied services is not normally accessible to the public during retail opening hours, then the tenancy may be considered either **centrally serviced** or **partially serviced**, if all public spaces within the tenancy are also **centrally serviced** or **partially serviced** respectively.

4.5.5 Treatment of tenancy GLAR based on service arrangements

4.5.5.1 Centrally serviced tenancies

Where a tenancy is deemed to be **centrally serviced**, 100 % of the tenancy's **GLAR** contributes to the calculation of the rated **centrally serviced** area.

4.5.5.2 Partially serviced tenancies

Where a tenancy is deemed to be **partially serviced**, only 50 % of the tenancy's **GLAR** contributes to the calculation of the rated **centrally serviced** area to represent the Base Building providing a significant amount of service to the tenancy.

As this calculation is done automatically in the **NABERS rating input form**, **Assessors** must input 100 % of the tenancy's **GLAR** and select 'partially serviced' when prompted.

4.5.5.3 Not centrally serviced tenancies

Where a tenancy is deemed to be **not centrally serviced**, its **GLAR** does not contribute to the calculation of the rated **centrally serviced** area.

4.6 Confirmation of area

4.6.1 General


Assessors must obtain written evidence confirming the **GLAR** of the following tenancies:

- a) All tenancies greater than 10 % of the total **rated area**.
- b) All **centrally serviced** or **partially serviced** tenancies greater than 10 % of the total **centrally serviced** or total **partially serviced** area (whichever is greater).
- c) For NABERS Water for Shopping Centres ratings, all **gymnasiums** (see Chapter 10).
- d) For NABERS Energy for Small Shopping Centres ratings, all **centrally serviced gymnasiums** (see Chapter 10).
- e) For **co-assess** applications, all tenancies undergoing a NABERS Energy for Retail Stores rating.

- f) The largest tenancies in the shopping centre, with a combined total area not less than 50 % of the total **rated area**.

Note: Confirmed areas from Section 4.6.1 a) to e) contribute to the total confirmed area in Section 4.6.1 f). If the total confirmed area from Section 4.6.1 a) to e) is less than 50 % of the total **rated area**, the areas of the largest remaining tenancies are then confirmed until the total confirmed area is at least 50 % of the total **rated area**.

Assessors must enter the confirmed areas into the **NABERS rating input form**.

 For documentation requirements, see Section 13.2.4.

4.6.2 Determining tenancy Gross Lettable Area Retail (GLAR)

The **GLAR** of the shopping centre must be verified by the **Assessor** to have been determined in accordance with the **Measurement Standard for Shopping Centre Area**, by one of the following methods:

- a) Reference to a third-party survey or to lease documentation that is explicitly based on the **Measurement Standard for Shopping Centre Area** or, alternatively, either the Building Owners and Managers Association (BOMA), *Method of Measurement*, 1989 or the BOMA, *Method of Measurement (Net Rentable Area)*, 1985; or, if not available
- b) Reference to a third-party survey or to lease documentation that is explicitly based on superseded documents considered to be the equivalent of the **Measurement Standard for Shopping Centre Area**; or, if not available
- c) Reference to lease documentation that does not explicitly reference the **Measurement Standard for Shopping Centre Area** but that has been verified by the **Assessor** to be **GLAR**; or, if not available
- d) Direct measurement from current plans or scaled prints, measured to the **Measurement Standard for Shopping Centre Area**; or, if not available
- e) Site measurements verified by the **Assessor** to have been done to the **Measurement Standard for Shopping Centre Area**.

Note: For a **co-assess** process, the **GLAR** of tenancies being rated under the NABERS Energy for Retail Stores rating must be determined using the method specified in Section 4.3 of *NABERS The Rules – Energy for Retail Stores*.

4.6.3 Standard for acceptable data

Regardless of the method used to confirm the **GLAR**, the **Assessor** must conduct a site inspection to confirm the currency and general accuracy of the documentation related to the shopping centre tenancies during the **rating period**. Some information may be out of date and must be checked to ensure the space has not been altered.


In the case of a virtual site visit, the **Assessor** may direct the person conducting the site inspection to collect the information needed for this confirmation/verification instead of physically attending the site themselves. The **Assessor** remains responsible for the accuracy of the data, and must retain sufficient evidence from the person conducting the site inspection to support the reliability of the information.

Assessors should particularly check the accuracy of the **GLAR** listed in leasing documents, where there is no reference to the **Measurement Standard for Shopping Centre Area**. This is to ensure that the figure does not include any areas that are not considered to be **GLAR** under the standard such as loading docks or car parks that are not for exclusive use by a tenant.

Note: Compliance with this Section 4.6 is deemed to satisfy the accuracy requirements of Section 3.3.

4.7 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 the **NABERS rating input form**.

 Where a tenancy space has been leased to different tenants throughout the **rating period**, it must be entered into the **NABERS rating input form** as a single tenancy. The total number of weeks that the tenancy was not leased and/or occupied by any party must be entered as the weeks vacant during **rating period**. If the **GLAR** or servicing arrangements of a tenancy changes during the **rating period**, the **Assessor** must contact the **National Administrator** for assistance.


Example: The **rating period** is calendar year 2024 (CY24). Shop G01 was occupied by Samsung from 01/01/2024 to 31/08/2024. The space remained vacant for the entire month of September 2024. A new tenant, RadioShack, moved in and occupied the tenancy from 01/10/2024 to 31/12/2024. The fields on the **NABERS rating input form** should be completed as follows:

Tenancy name	Shop or unit number	Weeks vacant during rating period
Samsung/RadioShack	G01	4.3

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).

Information regarding vacancy is not always readily available. Written documentation, (e.g. a signed statement that complies with Section 3.3) may need to be specifically requested from the shopping centre management. Verbal information alone is not acceptable.

 For documentation requirements, see Section 13.2.5.

5 Rated hours

5.1 General

In NABERS Energy and Water for Shopping Centres ratings, the rated hours are used to determine customised energy and water benchmarks for each shopping centre. These benchmarks are based on the building's attributes, thus enabling a fair comparison to be made between shopping centres, even when services are provided to tenants for different amounts of time.


 For documentation requirements, see Section 13.3.

Table 5.1 specifies the types of Shopping Centre ratings for which the rated hours are required.

Table 5.1: Shopping Centre ratings requiring rated hours

Rating type	Rated hours
NABERS Energy for Shopping Centres	Required
NABERS Water for Shopping Centres > 15,000 m ²	Not required
NABERS Water for Shopping Centres < 15,000 m ²	Required

5.2 Process overview

The rated hours are determined through the process as described in Table 5.2.

Table 5.2: Determining the rated hours

Step		Reference
1	Determine the shopping centre's core hours of operation.	5.3.2
2	Determine extended hours of operation.	5.3.3
3	Enter the weekly core hours and extended hours into the NABERS rating input form .	

5.3 Determining rated hours

5.3.1 General

The rated hours are the area-weighted hours of operation for all **centrally serviced** and **partially serviced** tenants, calculated using the shopping centre's core hours of operation and the **extended hours** of **centrally serviced** and **partially serviced** tenants.

The **Assessor** must enter the shopping centre's core hours and the **extended hours** into the **NABERS rating input form** which will automatically calculate the rated hours based on the data entered.

For **Small Shopping Centre** ratings, the rated hours are determined based on the shopping centre's core hours of operation only. The **extended hours** of **centrally serviced** and **partially serviced** tenants are no longer required.

5.3.2 Core hours of operation

Note: The shopping centre's core hours of operation represent the hours in which most tenancies are open for trading. All **centrally serviced** and **partially serviced** tenancies are assumed to operate during these hours only, except where **extended hours** of trading can be proven.


The shopping centre's core hours of operation must be obtained by one of the following methods, listed in order of preference:

- a) Publicly available records showing the operating hours of the shopping centre. These hours can be advertised—
 - 1) on the shopping centre's website;
 - 2) at the entrance to the shopping centre; or
 - 3) in promotional materials.
- b) If the operating hours of the shopping centre are not published, but the trading hours of the individual tenancies are, the shopping centre's core hours can be taken to be the hours during which all **centrally serviced** and **partially serviced** tenancies are advertised as open for trading.
- c) The operating hours of the shopping centre published by an entity other than the shopping centre, such as Google, Apple Maps or Facebook.
- d) Written confirmation of the operating hours of the shopping centre during the **rating period** from a person that meets Section 3.3.2 of the **Rules**.

Assessors must ensure that the advertised hours represent—

- 1) the times when most tenancies are open for trade, as opposed to the trading hours of individual tenants operating for **extended hours**; and
- 2) a normal week of shopping centre operation, rather than special sales periods such as the end of the calendar or financial year.

Assessors must calculate the total number of hours of per week and enter this into the **NABERS rating input form**.

 For documentation requirements, see Section 13.3.1.

5.3.3 Extended hours of operation

A **centrally serviced** or **partially serviced** tenancy can be considered as operating **extended hours** when its weekly trading hours are higher than the shopping centre's core hours. The extended trading hours must be based on publicly advertised records showing the hours of trade of the specific tenancy operating **extended hours**. **Extended hours** can be advertised—


- a) on the shopping centre or tenancy website;
- b) at the store entrance; or
- c) in promotional materials.

Where there is no documentation to prove **extended hours**, the **Assessor** must assume the tenancy operates during the shopping centre's core hours only.

For NABERS ratings of a **Small Shopping Centre** with total **GLAR** < 15,000 m², the **Assessor** is not required to determine the **extended hours**.

Note 1: This section only applies to **centrally serviced** or **partially serviced** tenancies operating for longer than the shopping centre's core hours. The **Assessor** is not required to confirm whether the trading hours of tenancies are less than the shopping centre's core hours. Neither is the **Assessor** required to determine the weekly trading hours of **not centrally serviced** tenancies.

Note 2: For **co-assess** applications, the **Assessor** may enter the weekly trading hours for each tenancy receiving a Retail Store rating as **extended hours**, as per Chapter 8 of *NABERS The Rules – Energy for Retail Stores*. If **extended hours** are entered for a **not centrally serviced** tenancy or for tenancies in a **Small Shopping Centre**, they will contribute only to the corresponding Retail Store rating and will not affect the Shopping Centre rating.

 For documentation requirements, see Section 13.3.2.

6 Trading days

6.1 General

For NABERS Energy and Water for Shopping Centres ratings, the number of trading days is required. The maximum allowable trading days for shopping centres is legislated by the individual states and territories and is unlikely to change on a regular basis. Although some minor differences exist regarding trading regulations on public holidays, the most significant variant among states and territories is Sunday trading.

The number of trading days is used, along with other factors such as rated hours, to customise the energy and water consumption benchmarks for the shopping centre. This ensures that fair comparisons can be made between ratings even though the duration of services provided may vary between different shopping centres.


 For documentation requirements, see Section 13.4.

Table 6.1 specifies the types of shopping centre ratings for which the count of trading days is required.

Table 6.1: Shopping centre ratings requiring counts of trading days

Rating type	Trading Days
NABERS Energy for Shopping Centres	Required
NABERS Water for Shopping Centres > 15,000 m ²	Not required
NABERS Water for Shopping Centres < 15,000 m ²	Required

6.2 Process overview

The total trading days are determined through the process as described in Table 6.2.

Table 6.2: Determining the trading days

Step		Reference
1	Confirm the public holidays during the rating period .	6.3.2
2	Determine whether the shopping centre traded during the rating period on Sundays and on each public holiday.	6.3.3
3	Enter the number of trading days into the NABERS rating input form .	

6.3 Determining the number of trading days

6.3.1 General

The **Assessor** must determine the number of days the shopping centre was open for trade during the **rating period** and enter the data into the **NABERS rating input form**.

6.3.2 Identifying public holidays

Confirmation of the public holidays that occurred during the **rating period** must be obtained from publicly available records. The **Assessor** must confirm that the public holidays relate to the specific state or territory in which the shopping centre is located.

6.3.3 Confirming trading days

The **Assessor** must obtain written documentation confirming whether the shopping centre traded during the **rating period** on—

- a) Sundays; and
- b) each public holiday.

If evidence of operation cannot be obtained for some of these days, the **Assessor** must assume that the shopping centre was not open for trading.

The total number of trading days is determined by subtracting the number of days that the centre did not trade from the number of days in the **rating period**.

Note 1: Where a shopping centre traded on a public holiday for half a day, 0.5 days can be included in the total number of trading days.

Note 2: The **Assessor** is not required to obtain evidence of trading during other periods of the year. The **Assessor** can assume that the shopping centre was open for trade for the remainder of the **rating period**.



For documentation requirements, see Section 13.4.1.

7 Counting parking spaces

7.1 General

For NABERS Energy for Shopping Centres ratings, the number of mechanically and naturally ventilated parking spaces is required. Therefore, a physical check is needed to confirm documented evidence.

The number of parking spaces is used, along with other factors such as hours of service and climate, to customise the energy consumption benchmarks for the shopping centre. This ensures that fair comparisons can be made between ratings even though the level of services provided may vary between different shopping centres.


 For documentation requirements, see Section 13.5.

Table 7.1 specifies the types of shopping centre ratings for which the count of parking spaces is required.

Table 7.1: Shopping centre ratings requiring counts of parking spaces

Rating type	Count of parking spaces
NABERS Energy for Shopping Centres	Required
NABERS Water for Shopping Centres	Not required

7.2 Process overview

The number of parking spaces is determined through the process as described in Table 7.2.

Table 7.2: Determining the number of parking spaces

Step		Reference
1	Obtain or prepare car park plan(s) and verify that it shows individual parking spaces & ventilation arrangements.	7.3.3
2	Divide parking spaces into blocks with the same servicing arrangements.	7.4.1
3	Physically verify the servicing arrangements of each block shown on the plans.	7.4.2
4	Enter the number of naturally and mechanically ventilated parking spaces into the NABERS rating input form .	7.4.3

7.3 Determining the number of parking spaces

7.3.1 Principle and definitions

7.3.1.1 General

The **Assessor** is required to—

- a) verify the number of parking spaces that service the shopping centre as shown on plans; and
- b) confirm whether they are mechanically or naturally ventilated.

7.3.1.2 Mechanically ventilated parking spaces

A parking space is counted as a mechanically ventilated parking space if all three of the following three conditions (a, b and c) are met:

- a) The parking space is not—
 - 1) in the open air; or
 - 2) adjacent to or within three (3) parking space widths of a section of wall that is 50 % or more gridded/louvered or open to permit natural ventilation.
- b) There is a car park supply or exhaust fan serving the car park level that the parking space is on.
- c) The car park fans either—
 - 1) run continuously; or
 - 2) are on a timeclock; or
 - 3) are controlled on the basis of carbon monoxide sensor operation.

7.3.1.3 Naturally ventilated parking spaces

A naturally ventilated parking space is any parking space that is not mechanically ventilated.

7.3.2 Parking space count inclusions and exclusions

7.3.2.1 Parking spaced to be included in the count

All parking spaces that exclusively service the shopping centre are to be included in the count.

Parking spaces not shown on the plan (including parking spaces located outside the property boundary) may only be included if written evidence is obtained confirming—

- a) these spaces are for the exclusive use of the shopping centre; and
- b) energy and water consumption data for these spaces is included.

7.3.2.2 Parking spaces to be excluded from the count

The following parking spaces must not be included in the count:

- a) Spaces that do not exclusively service the shopping centre.

- b) Spaces that are physically separated from the rest of the car park by a physical barrier that prevents use by shopping centre visitors.
- c) Spaces that are operated by or leased to a third party entity.
- d) Spaces located within loading docks.

7.3.2.3 Motorcycle parking spaces

For the purposes of conducting a parking space count, a group of four (4) contiguous motorcycle parking spaces is considered to be the equivalent of one (1) car parking space.

All motorcycle parking included in the count must be designated as such (e.g. through use of line marking, traffic signage and/or the site's traffic management plan).

7.3.3 Car park plan(s)



For documentation requirements, see Section 13.5.1.

7.3.3.1 Shopping Centres with existing car park plan(s)

Where a car park plan that has been confirmed in writing from site management is available, the **Assessor** must ensure the plan clearly shows both—

- a) line-markings of individual parking spaces; and
- b) ventilation arrangements of parking spaces.

Where the car park plan does not show ventilation arrangements, **Assessors** must conduct a physical inspection of the parking spaces and record ventilation arrangements.

7.3.3.2 Shopping Centres without existing car park plan(s)

Where a car park plan is not available, the **Assessor** must—

- a) conduct a physical count of all parking spaces;
- b) draft a car park plan showing all the parking spaces and their ventilation arrangements; and
- c) confirm the draft car park plan in writing from site management.

Once the car park plan has been confirmed by site management, the plan can be used for the current and subsequent ratings (see Section 7.3.3.1).

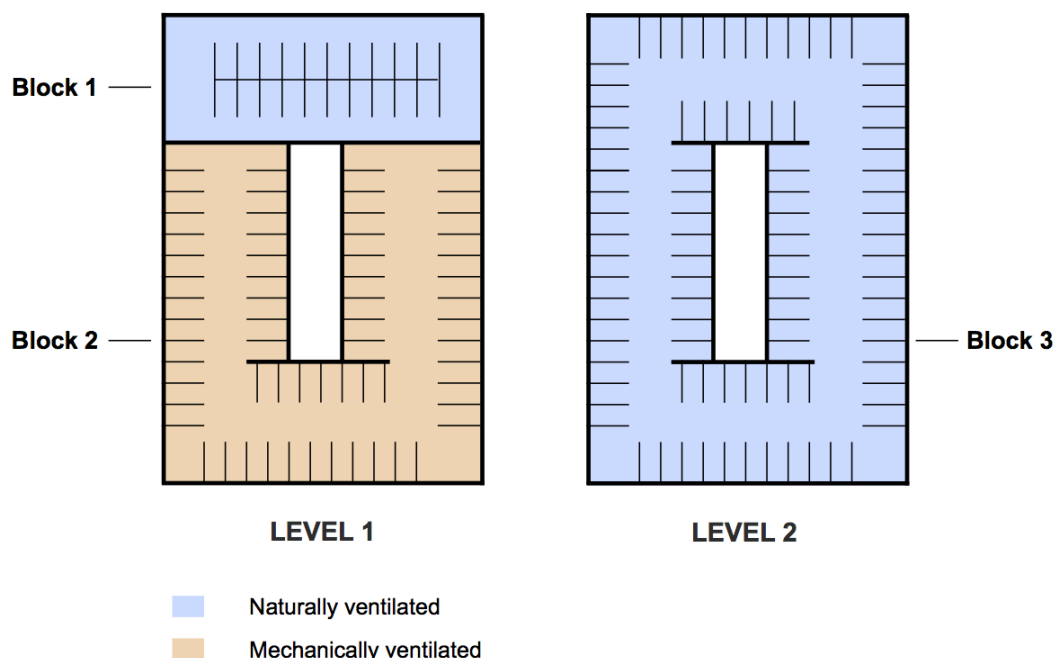
7.4 Verifying car park plan(s) and servicing arrangements

7.4.1 Dividing car parking spaces into blocks

The **Assessor** must divide parking spaces indicated in the car park plan(s) into blocks of spaces that are either naturally ventilated or mechanically ventilated. The car park plan(s) should be marked up to show each block and their respective servicing arrangements. See Figure 7.1 for an example.

Note: The **Assessor** should separate the car park into reasonably well delineated blocks, such as a floor of a multi-level car park or a block of external parking spaces. Separate blocks should be used for naturally and mechanically ventilated parking spaces.

Figure 7.1: Example of dividing car parking spaces into blocks



7.4.2 Site inspection

The **Assessor** must conduct a physical verification of blocks to verify the accuracy of car park plan(s) and ventilation arrangements.

Any discrepancies must be noted on the car parking plan(s) and confirmed in writing by site management.

Evidence of physical verification must be retained in the event of L2 auditing.

In the case of a virtual site visit, the **Assessor** may direct the person conducting the site inspection to collect the information needed for this verification instead of physically attending the site themselves. The **Assessor** remains responsible for the accuracy of the data and must retain sufficient evidence from the person conducting the site inspection to support the reliability of the information.



For documentation requirements, see Section 13.5.2.

7.4.3 Data to be entered into NABERS rating input form

Once verification has been completed, the following information must be entered into the **NABERS rating input form**:

- Number of parking spaces in each block.
- Category of ventilation arrangement for each block.

8 Floor configuration

8.1 General

In NABERS Energy for Shopping Centres ratings, the **Assessor** must determine whether the floor configuration of the shopping centre is single storey or multi-storey.

The floor configuration is used to account for differences between single and multi-storey shopping centres, and to customise the energy consumption benchmarks for the shopping centre. This ensures that fair comparisons can be made between ratings even though the services provided may vary between different shopping centres.


 For documentation requirements, see Section 13.6.

Table 8.1 specifies the types of Shopping Centre ratings for which the floor configuration is required.

Table 8.1: Shopping Centre ratings requiring floor configuration

Rating type	Floor configuration
NABERS Energy for Shopping Centres	Required
NABERS Water for Shopping Centres	Not required


8.2 Determining single or multi-storey

8.2.1 Principle and definitions

For a shopping centre to be considered multi-storey, two or more of its floors must comply with the following two conditions:

- Floors must be located directly above each other.
- Each floor must have a **GLAR** of at least 5 % of the total **rated area**.

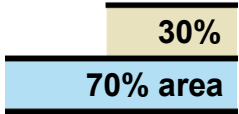
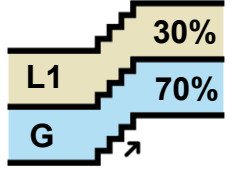
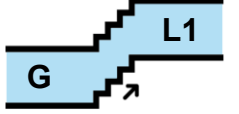
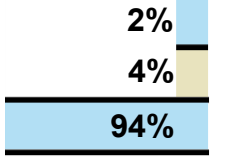
If a shopping centre does not meet both of the above conditions, it is considered single storey for the purposes of a NABERS Energy for Shopping Centres rating.

 For documentation requirements, see Section 13.6.1.

8.2.2 Examples

See Table 8.2 for examples of the designation of multi-storey or single story.

Table 8.2: Examples of multi-storey and single storey configurations

Example	Floor configuration	Reason
	Multi-storey	Floors are directly above each other and meet the minimum floor size requirements.
	Multi-storey	Floors are directly above each other and meet the minimum floor size requirements.
	Single storey	Floors are not directly above each other.
	Single storey	Only one floor meets the minimum size requirement of 5 % of the total rated area.

9 Counting food court seats

9.1 General

In NABERS Energy and Water for Shopping Centres ratings, the number of food court seats is required. This means that a physical count on site is required.

The number of food court seats is used to index the scale of catering facilities in the shopping centre, and to customise the energy and water consumption benchmarks. This ensures that fair comparisons can be made between ratings even though the level of services provided may vary between different shopping centres.


 For documentation requirements, see Section 13.7.

Table 9.1 specifies the types of Shopping Centre ratings for which the count of food court seats is required.

Table 9.1: Shopping Centre ratings requiring counts of food court seats

Rating type	Count of food court seats
NABERS Energy for Shopping Centres > 15,000 m ²	Not required
NABERS Energy for Shopping Centres < 15,000 m ²	Required
NABERS Water for Shopping Centres	Required

9.2 Process overview

The number of food court seats is determined through the process as described in Table 9.2.

Table 9.2: Determining the number of food court seats

Step		Reference
1	Obtain or prepare a schedule or plan of all food court seats and conduct an inspection.	9.3.2
2	Conduct a count of food court seats.	9.3.3
3	Enter the number of food court seats in each food court into the NABERS rating input form .	

9.3 Determining the number of food court seats

9.3.1 Principle and definitions

The **Assessor** is required to identify all food courts within the shopping centre and count the number of seats within each food court.

A seat is counted as a food court seat if it is—

- a) located within an area adjacent to more than one food outlet;
- b) neither part of the **GLAR** of an individual tenancy nor reserved for the customers of an individual tenant;
- c) provided with seats, tables or benches to eat from;
- d) intended for use by the customers of multiple food outlets; and
- e) not intended as general circulation seating.

If the seating is a bench, rather than a specific seat, then a food court seat can be counted for every 0.5 m of bench length.

9.3.2 Conducting a site inspection

The **Assessor** must either obtain a plan of the shopping centre food courts, identifying all food court seats, or prepare a plan or schedule on site. The **Assessor** must conduct a site inspection to confirm—

- a) the schedule or plan is current and accurate and mark revisions where necessary; and
- b) whether seats shown on the plan meet the interpretation of a food court seat defined in Section 9.3.1.

In the case of a virtual site visit, the **Assessor** may direct the person conducting the site inspection to collect the information needed for this confirmation instead of physically attending the site themselves. The **Assessor** remains responsible for the accuracy of the data and must retain sufficient evidence from the person conducting the site inspection to support the reliability of the information.



For documentation requirements, see Section 13.7.1.

9.3.3 Conducting a count

The **Assessor** must count the number of food court seats in each food court and enter the data into the **NABERS rating input form**. The number of food court seats must be based on a physical site count.

10 Gymnasium area

10.1 General

For NABERS Water for Shopping Centres ratings, the total **GLAR** of all **gymnasiums** in the shopping centre is required. This is used to index the level of showering facilities in the shopping centre, and to customise the water consumption benchmarks. This ensures that fair comparisons can be made between ratings even though the level of services provided may vary between different shopping centres.

Tenancies that do not meet the definition of a **gymnasium** must not use this section of the **Rules**.

For NABERS Energy for **Small Shopping Centres** ratings, the area of **centrally serviced gymnasiums** is required. This represents the portion of the **gymnasium** area that is provided with full air conditioning services by the central plant to provide a meaningful comparison among centres that provide different servicing configurations to **gymnasium** tenants.


 For documentation requirements, see Section 13.8.

Table 10.1 specifies the types of Shopping Centre ratings for which the GLAR of gymnasiums is required.

Table 10.1: Shopping Centres requiring the GLAR of gymnasiums

Rating type	Gymnasium area required
NABERS Energy for Shopping Centres > 15,000 m ²	Not required
NABERS Energy for Shopping Centres < 15,000 m ²	Centrally serviced gymnasium area
NABERS Water for Shopping Centres	Total gymnasium area

10.2 Process overview

The area of **gymnasiums** is determined through the process described in Table 10.2.

Table 10.2: Determining gymnasium area

Step		Reference
1	Identify all gymnasiums within the shopping centre.	10.3.1
2	Determine the GLAR of all gymnasiums .	10.3.2

3	Determine whether gymnasiums are centrally serviced if it is a NABERS Energy for Small Shopping Centres rating.	4.5
4	Enter the GLAR and servicing information of each gymnasium into the NABERS rating input form .	

10.3 Determining the gymnasium area

10.3.1 Principle and definitions

The **Assessor** is required to identify all **gymnasiums** located in the shopping centre and determine their **GLAR**. This includes gyms and swimming pools that provide showering facilities to attendees.


Gymnasiums that are **centrally serviced** are required to be identified when rating shopping centres with a **GLAR** less than 15,000 m² for NABERS Energy ratings.

10.3.2 Determining gymnasium Gross Lettable Area Retail

The **GLAR** of the **gymnasiums** must be verified by the **Assessor** to have been measured in compliance with the **Measurement Standard for Shopping Centre Area**, using one of the methods outlined in Section 4.6.2.

Note: The area of swimming pools within a **gymnasium** may be included if it is included within the verified **GLAR** of the **gymnasium**.

If the **GLAR** of the **gymnasiums** cannot be verified, the **gymnasium** area contributes to the rating **potential error**. The rating can proceed if the **potential error** does not exceed 5 %.

 For documentation requirements, see Section 13.8.1.

10.3.3 Standard for acceptable data

Regardless of the method used to confirm the **gymnasium GLAR**, the **Assessor** must conduct a site inspection to confirm the currency and general accuracy of the documentation related to the **gymnasiums** during the **rating period**. Some information may be out of date and must be checked to ensure the space has not been altered.

In the case of a virtual site visit, the **Assessor** may direct the person conducting the site inspection to collect the information needed for this confirmation instead of physically attending the site themselves. The **Assessor** remains responsible for the accuracy of the data and must retain sufficient evidence from the person conducting the site inspection to support the reliability of the information.

11 Counting cinema theatrettes

11.1 General

For NABERS Water for Shopping Centres ratings, the number of **cinema theatrettes** is required. This means that a physical count on site is required.

The number of **cinema theatrettes** is used as a measure of the scale of **cinema facilities** in the shopping centre, and to customise the water consumption benchmarks. This ensures that fair comparisons can be made between ratings even though the level of services provided may vary between different shopping centres.


 For documentation requirements, see Section 13.9.

Table 11.1 specifies the types of shopping centre ratings for which the count of **cinema theatrettes** is required.

Table 11.1: Shopping centres requiring a count of theatrettes

Rating type	Count of cinema theatrettes
NABERS Energy for Shopping Centres	Not required
NABERS Water for Shopping Centres	Required

11.2 Process overview

The number of **cinema theatrettes** is determined through the process described in Table 11.2.

Table 11.2: Determining the number of cinema theatrettes

Step		Reference
1	Identify all cinema facilities within the shopping centre.	11.3.2
2	Determine the number of cinema theatrettes within each cinema facility .	11.3.3
3	Enter the number of cinema theatrettes in each cinema facility into the NABERS rating input form .	

11.3 Determining the number of cinema theatrettes

11.3.1 Principle and definitions

The **Assessor** is required to identify all **cinema facilities** within the shopping centre and count the number of **cinema theatrettes** within each facility.

11.3.2 Conducting a site inspection

The **Assessor** must either obtain a plan of the shopping centre cinemas, identifying all **cinema theatrettes**, or prepare a plan or schedule on site.

The **Assessor** must conduct a site inspection to ensure that the schedule or plan is current and accurate and mark revisions where necessary.

In the case of a virtual site visit, the **Assessor** may direct the person conducting the site inspection to collect the information needed for this confirmation instead of physically attending the site themselves. The **Assessor** remains responsible for the accuracy of the data and must retain sufficient evidence from the person conducting the site inspection to support the reliability of the information.



For documentation requirements, see Section 13.9.1.

11.3.3 Conducting a count

The **Assessor** must count the number of cinema theatrettes in each **cinema facility** and enter the data into the **NABERS rating input form**.

The number of **cinema theatrettes** must be based on an actual site count of cinema theatrettes in each **cinema facility**.

12 Minimum energy and water coverage

12.1 General


Correctly interpreting the scope of energy and water supply and consumption data is essential to the accuracy of NABERS Energy and Water for Shopping Centres ratings. The key principles are as follows:

- a) An assessment for an accredited rating must include all sources of external energy and water supplied to the **rated premises**, and must cover all of the energy and water **end uses** specified for the rating type listed in Sections 12.2.2 and 12.3.2 respectively.
- b) Utility and non-utility metering systems that meet the requirements of *NABERS The Rules – Metering and Consumption* may be used in any combination to achieve the required coverage, subject to the accuracy requirements of Section 3.3.

Note 1: The scope is not necessarily restricted to spaces included in the total **rated area** and rated **centrally serviced** area calculation.

Note 2: Where several instances of very similar individual **end uses** occur together so as to form a single collection (e.g. luminaires in a lighting grid, taps in a washroom, or emergency lighting in a stairwell) then the collection is to be regarded as a single **end use**.

This chapter is to be read in conjunction with Chapter 4 of *NABERS The Rules – Metering and Consumption*.

 For documentation requirements, see Section 13.10.

12.2 Minimum energy coverage

12.2.1 General

Once the energy sources and their supply points have been determined, **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 Chapter 4 of *NABERS 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 Section 8.2 of *NABERS The Rules – Metering and Consumption* to ensure the minimum energy coverage requirements can be met.

12.2.2 Energy coverage

The minimum energy coverage is the energy consumed in supplying building central services to shopping centre tenancies and common spaces during the **rating period**, and includes the following:

- a) Common-area lighting and power (e.g. lifts, lobbies, food courts, plant rooms and common-area toilets).
- b) Lifts and escalators in common areas.
- c) Air conditioning and ventilation, including:
 - 1) Centralised services provided to common areas.
 - 2) Centralised services provided to tenancies and **pad sites**.
- d) Exterior lighting.
- e) Exterior signage.
- f) Generator fuel where it serves central services.
- g) Car park ventilation and lighting, where internal or external car parks within the legal boundaries of the site are provided to service the shopping centre.
- h) Energy associated with centre management or back-of-house areas not included in the **GLAR**.

The **Assessor** must examine available single-line diagrams and electrical circuit schedules and visit the plant rooms to ensure that all relevant equipment is covered under the meters included in the rating.

In the case of a virtual site visit, the **Assessor** may direct the person conducting the site inspection to collect the information needed for this confirmation instead of physically attending the site themselves. The **Assessor** remains responsible for the accuracy of the data and must retain sufficient evidence from the person conducting the site inspection to support the reliability of the information.



For documentation requirements, see Section 13.10.1.

For more information on on-site renewable systems, refer to Chapter 9 of *NABERS The Rules – Metering and Consumption*.

For more information on GreenPower, refer to Section 10.4 of *NABERS The Rules – Metering and Consumption*.

12.2.3 Partially and centrally serviced tenancies

Energy from HVAC services in **not centrally serviced** tenancies, or the fan in **partially serviced** tenancies may be included in the rating. Once included, if the energy coverage is met for a **centrally serviced** tenancy, the tenancy may be considered **centrally serviced**.

Example: A tenancy has all HVAC services provided by the central plant, except for the fan in the **FCU**. The tenancy would be considered **partially serviced**. However, if the fan energy is sub-metered and including in the rating, it may be considered **centrally serviced** instead.

12.2.4 Exterior signage

Generally, energy use for exterior signage must be included in the rating, unless it does not relate to the function, tenants, ownership or management of the shopping centre.

Exterior signage may also be excluded from the rating for situations where—

- a) it is specifically promoting a single tenant;
- b) it is owned and managed by the tenant; and
- c) the consumption data for the signage is missing or cannot be easily obtained.

12.2.5 Car parks

12.2.5.1 General

The energy use of lighting and ventilation in car parks servicing the shopping centre must be included in the rating. This applies whether the energy use is separately metered or not.

Note: Where parking is not available to shopping centre visitors (e.g. spaces are leased to office tenants under a separate agreement) then it is not considered to be servicing the shopping centre and is therefore not included.

12.2.5.2 Proportional exclusion of energy use

Where the **Assessor** has identified under Section 7.3.2.2 that car parking spaces do not service the shopping centre, a proportion of the energy use associated with the non-shopping centre car spaces may be excluded from the rating in accordance with the following rules:

- 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.

Example: It is not uncommon for car park metering to include other basement services such as hydraulic pumping. In such cases, proportioning is not permitted.

- b) Where lease documents assign a proportion of the measured car park energy use, 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 in lease documentation, the relevant proportion is calculated by dividing the number of parking spaces included in the parking space count by the total number of parking spaces.

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



For documentation requirements, see Section 13.10.2.

12.2.5.3 Standard for acceptable data

Compliance with this Section 12.2.5 on car parks is deemed to satisfy the accuracy requirements of Section 3.3.

12.2.6 Exclusions

12.2.6.1 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;
- b) there is a methodology within the **Rules** that permits 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.

12.2.6.2 Electric vehicle charging points

The energy associated with electric vehicle charging points does not form part of the minimum energy coverage and is not required to be included. Emissions associated with moving vehicles are not included in the scope of ratings.

12.3 Minimum water coverage

12.3.1 General

Once the water sources and their supply points have been determined, **Assessors** must ensure that all the required water end uses as listed in this chapter are covered by the sources and supply points identified in accordance with Chapter 4 of *NABERS 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 Section 8.2 of *NABERS The Rules – Metering and Consumption* to ensure the minimum water coverage requirements can be met.


12.3.2 Water coverage

The minimum water coverage is all water uses within the shopping centre used to support the shopping centre and its tenants during the **rating period**. It includes the following features and services:

- a) Taps and sinks.
- b) Air conditioning and other central services (e.g. general cleaning, façade cleaning).
- c) All services supplied to the shopping centre, such as showers, swimming pools, etc.
- d) Fire services.
- e) Water features and irrigation associated with the shopping centre (including areas outside the building not considered **GLAR**, but within site boundaries), unless primarily associated with non-shopping centre facilities such as hotels.
- f) Toilets and washing facilities.
- g) Water associated with centre management or back-of-house areas not included in the **GLAR**.

The **Assessor** must examine available documentation, floor plans and reticulation diagrams, and visit the plant rooms to ensure that all relevant equipment is covered under the meters included in the rating.

In the case of a virtual site visit, the **Assessor** may direct the person conducting the site inspection to collect the information needed for this confirmation instead of physically attending the site themselves. The **Assessor** remains responsible for the accuracy of the data and must retain sufficient evidence from the person conducting the site inspection to support the reliability of the information.

 For documentation requirements, see Section 13.10.3.

For more information on rainwater capture and recycling, refer to Section 9.4 of *NABERS The Rules – Metering and Consumption*.

For more information on accounting for recycled water, refer to Section 5.5 of *NABERS The Rules – Metering and Consumption*.

12.3.3 Fire system consumption

Water consumption from the operation of a building's fire system, whether consumed in an emergency or during testing, is considered a cost of operating a building and must be included in the calculation of water consumption if it is metered. If it is not metered, fire system consumption need not be included.

Note: Metered fire system consumption that is re-used within the building will tend to improve the rating.

12.3.4 Exclusions

Water use may only be excluded from a rating if—

- a) the water is not part of the minimum required water 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 water coverage.

12.4 Exclusions

Energy or water use may only be excluded from a rating if permitted by a provision of these **Rules** and either—

- a) quantified by a method of measurement or estimation specified in that provision; or
- b) separately metered (or otherwise measured in the case of batch deliveries) from all energy or water uses to be included in the rating.

Any exclusion must only cover the specific item being excluded. This means that every item to be excluded must be assessed separately, and the justification for its exclusion is to be included in the documentation.

 For documentation requirements, see Section 13.10.4.

12.5 Vacant spaces

The energy and water use (within the scope of the minimum coverage of the rating) of vacant spaces must always be **included**, even though the space may have been excluded from or discounted in the calculation of **centrally serviced** area under Section 4.5.

Note: Tenant lighting and power of a vacant space does not need to be included in the rating, as these services are not part of the minimum energy coverage.

13 Documentation requirements

13.1 General





13.1.1 Information and documentation requirements















The information in the tables below is required for a rating. Information may be contained in many different formats. The purpose of the documentation is to provide an acceptable, credible source of the required information. In some instances, specific document types may be unnecessary for an individual rating. Or, under different rating circumstances, the specific document types may carry multiple items of information required for the rating. The qualifying factor is not the type of document but that the documentation contains the required information in an acceptable format.

The tables in Section 13.2 onwards are organised based on the divisions of previous chapters (Chapter 4 through to Chapter 12). All the required information should be obtained from the owner/manager of the premises before a site visit, and then confirmed during the site visit and subsequent assessment. A site inspection helps to verify that the information provided is accurate, current and complete.

Individual ratings may require additional information or documentation depending on the individual circumstances of the **rated premises**. Table 13.1 provides an overview of the documentation required for energy and water ratings according to data type.

Table 13.1: Overview of documentation required for Energy and Water ratings

Data Type	Information Required	NABERS Energy	NABERS Water
Climate	The building's postcode		
Total rated area	The Gross Lettable Area Retail (GLAR) of all retail tenancy areas assessed to Property Council of Australia (PCA), <i>Method of Measurement: Commercial</i> , 2008		

Rated centrally serviced area	The GLAR of shops that receive full air conditioning services from the centre (i.e. heating, cooling and air movement)		
Rated hours	The hours of operation of centrally serviced and partially serviced tenancies		 ¹
Number of trading days	The number of trading days per year		 ¹
Parking spaces	The number of mechanically and naturally ventilated parking spaces		
Floor configuration	Confirmation on whether the shopping centre is single or multi-storey		
Number of food court seats	The number of seats within the common area that are assigned to the food court	 ¹	
Number of cinema theatrettes	The number of separate cinema theatrettes within the shopping centre		
Gymnasium area	The GLAR of gymnasium tenants		
Centrally serviced gymnasium area	The GLAR of gymnasiums that are centrally serviced	 ¹	
Energy use	12 months of continuous data for all energy supplied to the shopping centre Base Building systems		
Water use	12 months of data for all external water supplied to the shopping centre		

¹ This information is only required for **Small Shopping Centres** with a **GLAR** less than 15,000 m².

13.1.2 Documentation retention

Assessors must keep copies of the documentation that contains information on which an assessment is based, including any specific guidance or approvals given by the **National Administrator**.

All data retained for audit must be in a form which facilitates reviews and makes anomalies easily apparent.

Access to original documents is highly desirable if they are available. 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.

13.2 Documentation required for Chapter 4: Rated area and rated centrally serviced area

Topic	Requirements	Documentation
13.2.1 Area and servicing arrangements	Section 4.3	<p><i>Required information</i></p> <p>Assessors must retain a list of tenancies obtained from the building owner showing the following information for each tenancy:</p> <ul style="list-style-type: none"> a) The tenancy name. b) Floor area. c) Servicing arrangements.
13.2.2 Grouping tenancies into contiguous blocks	Section 4.4	<p><i>Required information</i></p> <p>Assessors must retain documentation that, as per the requirements of Section 4.4, groups tenancies into contiguous blocks of either—</p> <ul style="list-style-type: none"> a) centrally serviced tenancies; b) partially serviced tenancies; or c) not centrally serviced tenancies.

Topic	Requirements	Documentation
13.2.3 Confirmation of central servicing	Section 4.5	<p><i>Required information</i></p> <p>Assessors must retain evidence that tenancy servicing arrangements have been confirmed through a process of sampling and undertaking a validation check of the information provided.</p> <p>Note: Appendix A contains an example Tenancy Servicing Validation Form that can be used as a record of these checks.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) Shopping centre drawings that identify tenancy servicing arrangements and arrangement of blocks for rating purposes. b) Documentation that outline which tenancies were sampled for validation checks and the result of the validation checks. c) Site photos. d) Video recordings. e) Assessor site notes and other relevant documentation.
13.2.4 Confirmation of area	Section 4.6	<p><i>Required information</i></p> <p>Assessors must retain evidence of validation of the GLAR of tenancies, to the Measurement Standard for Shopping Centre Area.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes, in order of preference—</p>

Topic	Requirements	Documentation
		<p>a) a third-party survey or lease documentation that is explicitly based on the Measurement Standard for Shopping Centre Area, or superseded documents considered to be the equivalent of the Measurement Standard for Shopping Centre Area; or, if not available</p> <p>b) direct measurement from current plans or scaled prints, measured to the Measurement Standard for Shopping Centre Area.</p> <p>For any tenancy where GLAR was confirmed, Assessors must retain one of the following documentation types:</p> <ol style="list-style-type: none"> 1) In order of preference: Surveys, leases, or other third-party documentation identifying the tenancy area made to the Measurement Standard for Shopping Centre Area. 2) Lease documentation identifying the tenancy area, with no reference to the Measurement Standard for Shopping Centre Area, but that has been verified by the Assessor to be GLAR through checks by the Assessor during a site visit or written confirmation from a third-party. 3) Assessor calculations based on plans or site measurements identifying the tenancy in question, made to the Measurement Standard for Shopping Centre Area.
13.2.5 Adjusting for vacancies	Section 4.7	<p><i>Required information</i></p> <p>Assessors must retain evidence verifying any tenancies that were vacant for any time during the rating period from the building owner.</p>

13.3 Documentation required for Chapter 5: Rated hours

Topic	Requirements	Documentation
13.3.1 Core hours of operation	Section 5.3.2	<p><i>Required information</i></p> <p>Assessors must retain evidence that shows how the core hours were determined.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) Copies of publicly available written notifications (either physical or electronic). b) Photographic evidence of publicly advertised hours of operation. c) Written confirmation from a person that meets Section 3.4.2 of the Rules.
13.3.2 Extended hours of operation	Section 5.3.3	<p><i>Required information</i></p> <p>Assessors must retain evidence that confirms any extended hours of operation.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) Copies of publicly available written notifications (either physical or electronic). b) Photographic evidence of publicly advertised hours of operation.

13.4 Documentation required for Chapter 6: Trading days

Topic	Requirements	Documentation
13.4.1 Determining the number of trading days	Section 6.3	<p><i>Required information</i></p> <p>Assessors must retain evidence that confirms shopping centre operation on Sundays and Public Holidays.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) A signed statement from the shopping centre management. b) Copies of written records confirming operation.

13.5 Documentation required for Chapter 7: Counting parking spaces

Topic	Requirements	Documentation
13.5.1 Car parking plan(s)	Section 7.3.3.1	<p><i>Required information</i></p> <p>Assessors must retain evidence that confirms the amount of car parks that service the premises and their ventilation arrangements.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) Car park drawings, identifying whether a space is naturally or mechanically ventilated and showing the parking space count.

Topic	Requirements	Documentation
		<ul style="list-style-type: none"> b) A plan or schedule of parking spaces, that identifies blocks of naturally or mechanically ventilated parking spaces and records the number of spaces in each block. c) Written confirmation, (e.g. lease documentation) that confirm the number of spaces that service the shopping centre and the ventilation arrangements of spaces.
13.5.2 Site inspection	Section 7.4.2	<p><i>Required information</i></p> <p>Assessors must retain evidence of the physical site inspection, including confirmation of spaces that do not service the premises.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) Marked-up car park drawings. b) Site photos. c) Video recordings. d) Assessor site notes and other relevant documents.

13.6 Documentation required for Chapter 8: Floor configuration

Topic	Requirements	Documentation
13.6.1 Determining single story or multi-story	Section 8.2	<p><i>Required information</i></p> <p>Assessors must retain evidence that demonstrate the floor configuration of the premises.</p> <p><i>Documentation examples</i></p>

Topic	Requirements	Documentation
		<p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) Marked-up floor plans of the shopping centre, or Assessor site notes showing the shopping centre floor area configuration. b) The aggregated GLAR of each retail floor that complies with the requirements of Section 4.6.

13.7 Documentation required for Chapter 9: Counting food court seats

Topic	Requirements	Documentation
13.7.1 Conducting a site inspection	Section 9.3.2	<p><i>Required information</i></p> <p>Assessors must retain evidence of the food court seat count, including identification of all food court blocks and the number of seats in each block.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ul style="list-style-type: none"> a) Marked-up food court drawings, identifying all food court seats and showing the food court seat count. b) Site photos. c) Video recordings. d) Assessor site notes and other relevant documentation.

13.8 Documentation required for Chapter 10: Gymnasium area

Topic	Requirements	Documentation
13.8.1 Determining gymnasium Gross Lettable Area Retail (GLAR)	Section 10.3.2	<p><i>Required information</i></p> <p>Assessors must retain evidence that confirms validation of—</p> <ol style="list-style-type: none"> central servicing arrangements of all gymnasiums; and the GLAR of all gymnasiums, to the Measurement Standard for Shopping Centre Area. <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p> <ol style="list-style-type: none"> For validation of central servicing arrangements, see 'Documentation examples' in Section 13.2.3. For validation of the GLAR, see 'Documentation examples' in Section 13.2.4.

13.9 Documentation required for Chapter 11: Counting cinema theatrettes

Topic	Requirements	Documentation
13.9.1 Conducting a site inspection	Section 11.3.2	<p><i>Required information</i></p> <p>Assessors must retain evidence of the cinema theatrette count, including identification of all cinema theatrette blocks and the number of cinema theatrettes in each block.</p> <p><i>Documentation examples</i></p> <p>Documentation that can be used as evidence includes:</p>

Topic	Requirements	Documentation
		<ul style="list-style-type: none"> a) Shopping centre drawings, identifying all cinema theatrettes and showing the cinema theatre count. b) Site photos. c) Video recordings. d) Assessor site notes and other relevant documentation.

13.10 Documentation required for Chapter 12: Minimum energy and water coverage

Topic	Requirements	Documentation
13.10.1 Minimum energy coverage	Section 12.2	<p><i>Required information</i></p> <p>The documentation requirements contained within Section 11.2 of <i>NABERS The Rules – Metering and Consumption</i> apply.</p> <p>Where an existing single-line diagram is unavailable, a progressive confirmation of coverage over several ratings is permitted. This confirmation must be completed as part of a physical site visit and documented on the existing single-line diagram in sufficient detail.</p>
13.10.2 Car parks	Section 12.2.5	<p><i>Required information</i></p> <p>Assessor must retain evidence of any agreements by the building owner and shopping centre tenants, or between the building owner and third parties, concerning—</p> <ul style="list-style-type: none"> a) car park usage; and b) apportionment of utility costs for common or shared facilities.

Topic	Requirements	Documentation
		Documentation retained must show the method and data used to proportion car park energy usage.
13.10.3 Minimum water coverage	Section 12.3	<p><i>Required information</i></p> <p>The documentation requirements contained within Section 11.2 of <i>NABERS The Rules – Metering and Consumption</i> apply.</p> <p>Assessors must retain evidence of any agreements between the building owner and shopping centre tenants, or between tenants, to apportion water costs for common or shared facilities.</p> <p>The documentation required for water coverage includes:</p> <ul style="list-style-type: none"> a) Reticulation diagrams showing all relevant equipment and metering systems. b) Documentation of the source, quantities and any non-recycled component of externally supplied recycled water. c) Calculations or documentation confirming any consumption to be excluded from the rating and substantiating the grounds for the exclusion.
13.10.4 Exclusions	Section 12.4	<p><i>Required information</i></p> <p>Assessors must retain evidence that supports any exclusions used as part of the rating application, including—</p> <ul style="list-style-type: none"> a) information confirming any consumption to be excluded from the rating; b) calculations; and c) documentation substantiating the grounds for the exclusion.

Appendix A Tenancy servicing validation form

The following template is an example of a tenancy servicing validation form that an **Assessor** may use for each tenancy where central servicing has been validated in accordance with Section 4.5.

Written evidence confirming servicing arrangements for each tenancy, whether using this template, an altered template or other appropriate documentation, must be completed and kept on file for auditing purposes.

Tenancy:

Inspection date:

Inspected by:

Block number:

Block location:

Heating:

Circle items applicable:

- Not provided to this tenancy by any services
- Provided by hot air from central services
- Provided by electric/heat pump heating powered from central service energy supply
- Provided by hot water from central services
- Other, please specify

Cooling:

Circle items applicable:

- Not provided to this tenancy by any services
- Provided by cool air from central services
- Provided by chilled water from central services
- Provided by DX cooling on the central services power supply
- Other, please specify

Ventilation Air:

(i.e. provision of outside air)

Circle items applicable:

- Not provided to this tenancy by any services
- Provided by central services air supply
- Provided by tenant specific central services powered from the central services power supply
- Other, please specify

Air Movement:

(i.e. provision of movement of air within the space)

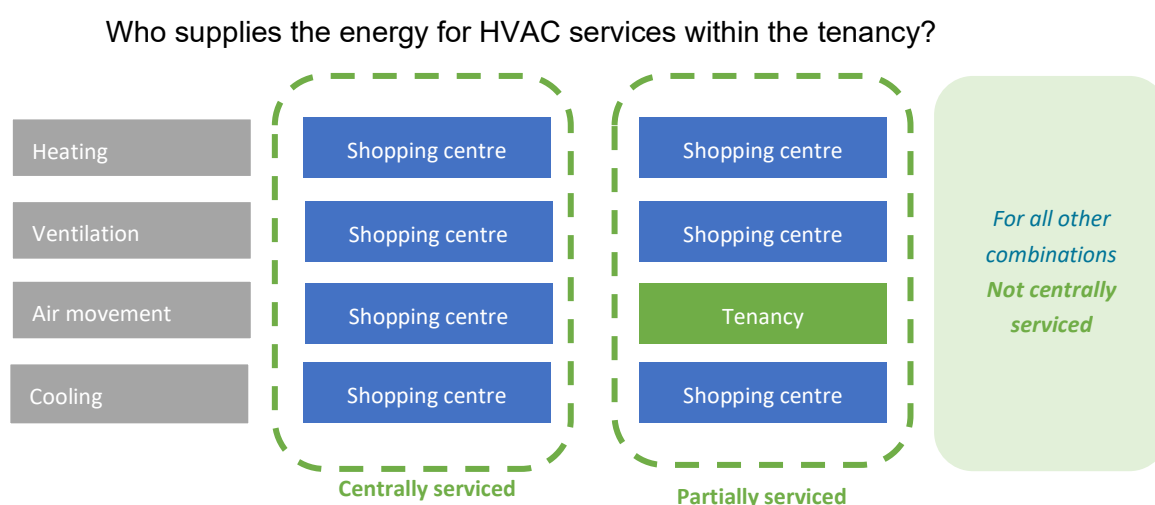
Circle items applicable:

- Not provided to this tenancy by any services
- Provided by fan/air supply powered from central services
- Other, please specify

Appendix B Servicing arrangement examples

Figure B.1 shows the servicing arrangement of a tenancy based on whether the individual HVAC services are supplied by the shopping centre or by the tenancy.

Figure B.1: Servicing arrangement examples



Appendix C Validating servicing arrangements in a co-assess application

Examples of the requirements for validating servicing arrangements for ratings in a **co-assess** application are shown in Figure C.1 and Table C.1. The examples assume that the servicing arrangements during the validation checks match the information shown in Figure C.1.

Figure C.1: Example of servicing arrangements

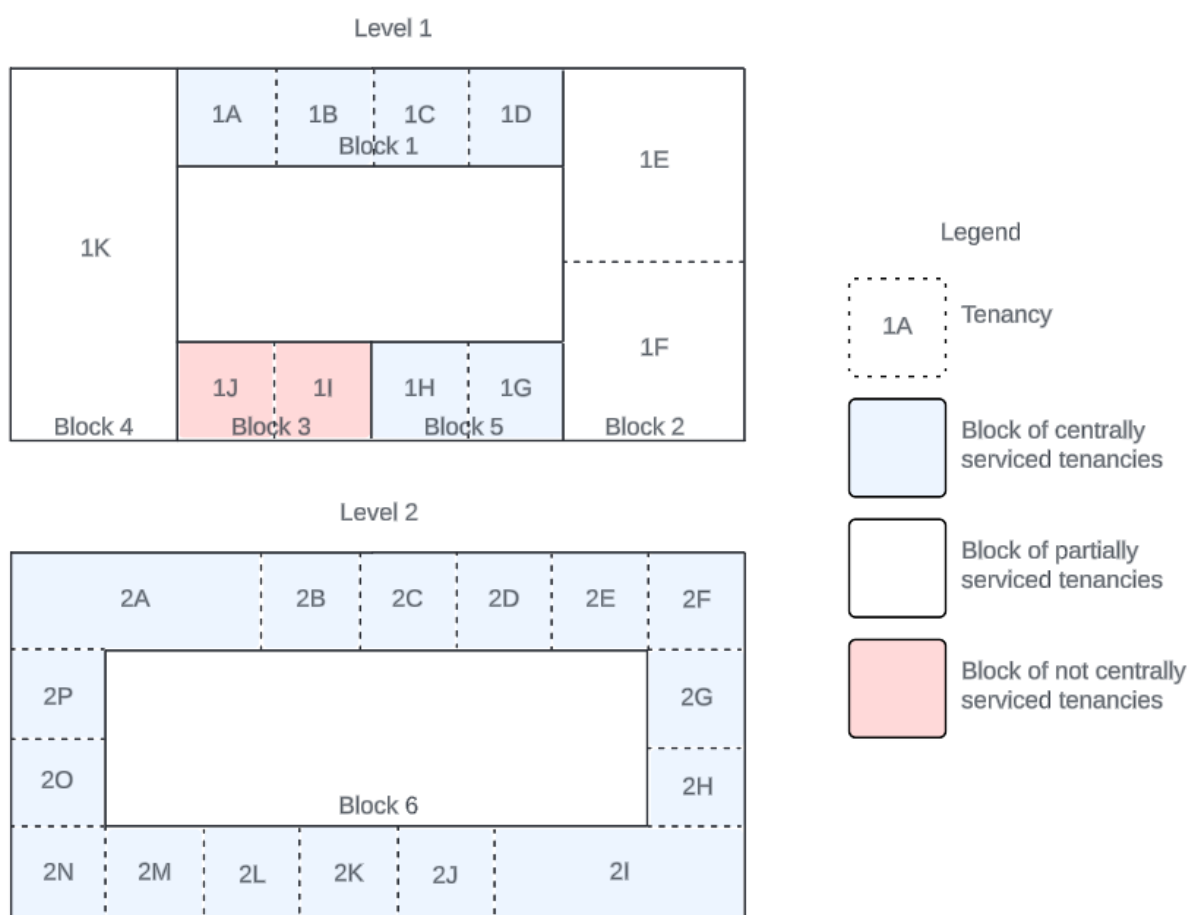


Table C.1: Example of validating servicing arrangements in a co-assess application

Example	Retail stores undergoing a NABERS Energy for Retail Stores rating	Interpretation
Example 1 (refer to Figure C.1)	1A, 1B, 1E, 1G, 1J, 1K, 2A and 2I.	<p>Since there are less than 10 retail stores being rated, the Assessor validates the servicing arrangement of all retail stores as per Section 4.5.3 a).</p> <p>The Assessor can choose not to validate additional tenancies in Blocks 1 to 6, as the minimum sampling requirements set out in Section 4.5.2 have been met.</p>
Example 2 (refer to Figure C.1)	1A, 1D, 1I, 1J, 2A, 2B, 2C, 2D, 2E, 2F, 2G and 2H.	<p>Since there are more than 10 retail stores being rated, the Assessor must validate all not centrally serviced retail stores and at least 10 retail stores in total. The Assessor must additionally meet the minimum sampling requirements set out in Section 4.5.2.</p> <p>The Assessor validates the servicing arrangement of retail stores 1I and 1J to meet Section 4.5.3 b) 1) since they are not centrally serviced.</p> <p>The Assessor meets the minimum sampling requirements in Section 4.5.2 as follows:</p> <ul style="list-style-type: none"> a) Block 1 is validated using retail store 1A. b) Block 2 is validated using tenancy 1E. c) Block 3 has already been validated. d) Block 4 is validated using tenancy 1K. e) Block 5 is validated using tenancy 1G. f) Block 6 is validated using retail stores 2A and 2B. <p>The Assessor has now validated 5 retail stores being rated, so the Assessor validates 2C, 2D, 2E, 2F and 2G to ensure at least 10 retail stores are validated in total. This meets Section 4.5.3 b) 2).</p>

Appendix D Rating period

D.1 Allowance for lodgement

D.1.1 General

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.

Sections D.1.2 and D.1.3 provide examples of this principle.

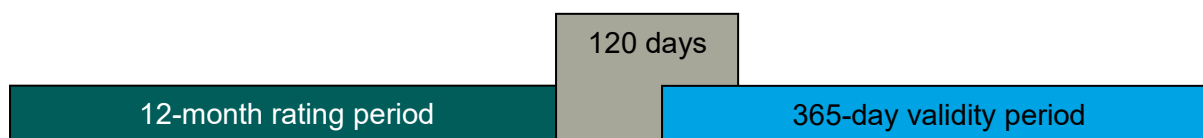
D.1.2 Scenario 1

A NABERS rating is lodged with the **National 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 D.1.2.

Example: The process for date of certification will be as follows:

- The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- The **Assessor** lodges the rating on 1 February 2025, and the **National Administrator** certifies it on 5 February 2025. This is before the due date.
- The rating will therefore be valid for 365 days from the date of certification (5 February 2025).
- The validity period will be 5 February 2025 to 4 February 2026.

Figure D.1.2: Rating lodged within 120 days of end of rating period



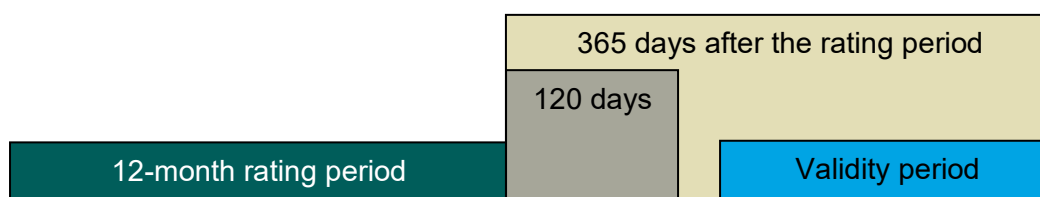
D.1.3 Scenario 2

A NABERS rating is lodged with the **National 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 D.1.3.

Example: The process for date of certification will be as follows:

- The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- The **Assessor** lodges the rating on 1 June 2025, and the **National Administrator** certifies it on 6 June 2025. The rating was lodged after the due date.
- The rating will therefore be valid for 365 days from the end of the **rating period** (31 December 2024).
- The validity period will be 6 June 2025 to 31 December 2025.

Figure D.1.3: A rating lodged after 120 days from end of rating period



D.2 Allowance for responses

D.2.1 General

Assessors are given 120 days after the **rating period** to lodge ratings with the **National Administrator**. The **Assessor** should allow 10 working days within this 120-day period for a response from the **National Administrator**.

As ratings are based on current data, the **validity period** cannot not exceed 485 days from the end of the **rating period**. This means that if an **Assessor** lodges a rating towards the end of the 120-day period and it is certified after the due date because of processing and response time, the **validity period** may be less than 365 days.

Section D.2.2 provides an example of this principle.

D.2.2 Scenario

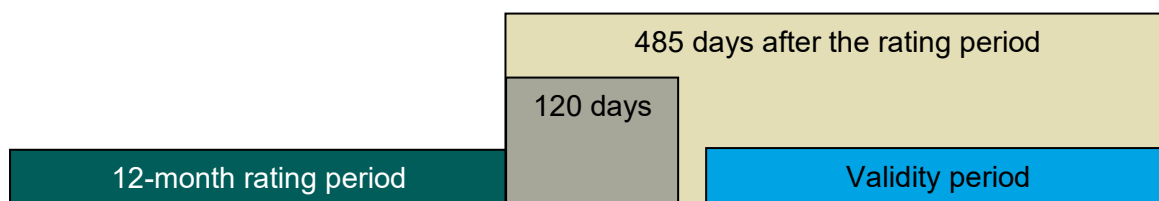
A NABERS rating is lodged with the **National Administrator** one day before the lodgement due date (120 days from the end of the **rating period**). The **National Administrator** takes 7 calendar days to complete quality assurance checks, and the **Assessor** takes 6 calendar days to respond to queries that arose from the quality assurance checks. The rating will be valid for 485 days from the end of the **rating period**: see Figure D.2.2.

Example: The process for date of certification will be as follows:

- The **rating period** is 1 January 2024 to 31 December 2024. The due date is therefore 30 April 2025.
- The **Assessor** lodges the rating on 29 April 2025, 119 days after the end of the **rating period**. This is before the due date.
- The **National Administrator** responds on 6 May 2025 requesting further clarification.

- d) The **Assessor** responds on 12 May 2025 and the rating is certified the same day on 12 May 2025.
- e) The **validity period** cannot extend past 485 days from the end of the rating period (30 April 2026).
- f) The **validity period** will therefore be 12 May 2025 to 30 April 2026 (353 days from the date of certification).

Figure D.2.2: A rating lodged before, but certified after 120 days from the end of the rating period



D.3 Adjusting 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.

Requests to adjust the **rating period** for a rating after lodgement will be considered by the **National Administrator** on a case-by-case basis.

D.4 Lodging successive ratings

D.4.1 General

For a premises 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.

D.4.2 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 D.4.2.

Figure D.4.2: Existing rating replaced by new rating



D.4.3 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**.

Section D.4.4 provides an example of this principle.

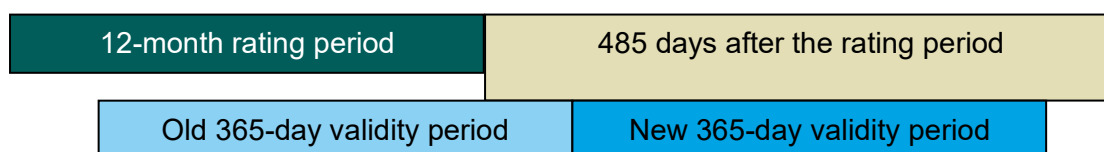
D.4.4 Scenario 1

A NABERS rating is lodged with the **National 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 D.4.4.

Example: The process for date of certification will be as follows:

- The current rating's **validity period** expired on 31 December 2024.
- The **rating period** is 1 October 2023 to 30 September 2024 for the renewal rating.
- The **Assessor** lodges the renewal on 1 November 2024 and it is certified by the **National Administrator** 7 November 2024.
- The **validity period** for the renewal will be 1 January 2025 to 31 December 2025.

Figure D.4.4: Validity period for new rating begins once old rating expires and 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.

Section D.4.5 provides an example of this principle.

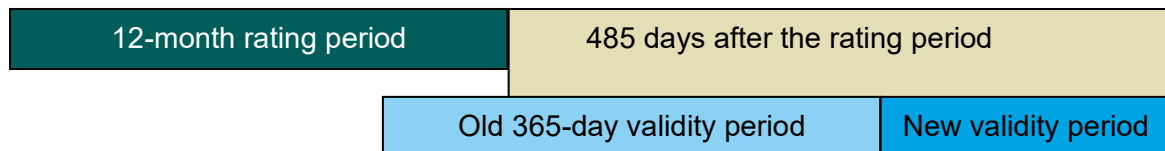
D.4.5 Scenario 2

A NABERS rating is lodged with the **National 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 D.4.5.

Example: The process for date of certification will be as follows:

- The current rating's **validity period** expired on 31 December 2024.
- The **rating period** is 1 August 2023 to 31 July 2024 for the renewal rating.
- The **Assessor** lodges the renewal on 1 November 2024 and it is certified by the **National Administrator** on 7 November 2024.
- The **validity period** for the renewal will be 1 January 2025 to 28 November 2025, 485 days after the end of the **rating period**.

Figure D.4.5: Validity period for new rating begins once old rating expires and new validity period is less than 365 days



Appendix E List of changes

The following tables list the changes to the content of *NABERS The Rules — Energy and Water for Shopping Centres v4.1* (February 2022) in order to produce this version 5.0.

Chapter 1: Introduction		
Version 4.1 (old version)	Version 5.0 (current version)	Changes made
1.1 General		Added wording to align with NABERS The Rules template, including moving the document outline from section 1.4 to this section.
1.2 Interpretation of the Rules and Rulings		Updated wording to align with NABERS The Rules template.
1.3 Situations not covered by the Rules		Updated wording to align with NABERS The Rules template.
1.4 How to use this document		Removed content specific to shopping centres and aligned wording with NABERS The Rules template.
1.5 What is new in this version		Included latest changes.
1.6 Related documents		<p>Added <i>NABERS The Rules — Energy and Water for Retail Stores</i>.</p> <p>Removed <i>NABERS Ruling — On-Site Renewable Energy Generation (OREG) Systems</i> as this is now incorporated into the Metering and Consumption Rules.</p> <p>Clarified that the most recent version of NABERS Rules and Rulings should be used.</p>

Chapter 2: Terms and definitions		
Version 4.1 (old version)	Version 5.0 (current version)	Changes made

2 Terms and definitions	<p>Added definitions for co-assess, gymnasium, not centrally serviced, rated area and retail store.</p> <p>Updated all instances of “non-centrally serviced” to “not centrally serviced” to align with Perform.</p> <p>Added clarifications around public access areas to the definitions for centrally serviced and partially serviced.</p> <p>Aligned the definitions for Auditor and NABERS rating input form with NABERS The Rules template.</p>
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Chapter 3: Key concepts and procedures

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
3.1 Eligibility criteria		Minor wording updates to align with NABERS The Rules template.
3.1.2 Size of shopping centres 3.1.3 Typical vs atypical shopping centres	3.1.2 Classification of shopping centres: typical vs atypical	Replaced previous sections with a new section detailing specific criteria for typical and atypical shopping centres.
3.2 Rating period		Updated wording to align with NABERS The Rules template.
3.3 Standards for acceptable data and estimates		Updated wording to align with NABERS The Rules template.
3.4 Site visits		<p>Specified that a new (physical or virtual) site visit is required for each rating, either during the rating period or within 120 days after the rating period.</p> <p>Added criteria for when a physical site visit must be undertaken (new section 3.4.2 <i>Physical site visits</i>).</p> <p>Added requirements for undertaking a virtual site visit (new section 3.4.3 <i>Virtual site visits</i>).</p> <p>Updated wording for sections 3.4.4 <i>Delegating a site visit to another Assessor</i> and 3.4.5 <i>Situations where a site visit cannot be conducted or delegated</i> to align with NABERS The Rules template.</p>

3.5 Documentation and record-keeping	Updated wording to align with NABERS The Rules template.
3.6 Alternative methodologies	Updated wording to align with NABERS The Rules template.

Chapter 4: Rated area and rated centrally serviced area

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
4 Total and centrally serviced area	4 Rated area and rated centrally serviced area	Updated terminology to align with Perform.
4.1 Summary	4.1 General	Updated section title to align with NABERS The Rules template.
4.3 Listed area and servicing arrangements	4.3 Area and servicing arrangements	Updated section title to reduce confusion around terminology.
4.3.3 Excluded spaces		<p>Updating wording of 4.3.3 a) to clarify when offices are excluded.</p> <p>Renumbered Table 4.3 to Table 4.3.3.</p> <p>Clarified in Table 4.3.3 that non-retail spaces are only included when defined as GLAR.</p> <p>Added additional example to Table 4.3.3 for tenancies operating as office spaces.</p>
4.5.1 General		Added option to reuse servicing checks from the previous rating under certain conditions.
-	4.5.3 Sampling of tenancies in a co-assess application	New section.
4.5.3 Servicing to part of a tenancy	4.5.4 Servicing to part of a tenancy	Section renumbered.

4.5.4 Treatment of tenancy GLAR based on service arrangements	4.5.5 Treatment of tenancy GLAR based on service arrangements	Section renumbered.
4.6.1 General		Added new items to the list of GLAR verifications to clarify that co-assess retail store area verifications and gymnasium area verifications contribute to the total 50 % requirement.
4.6.2 Determining tenancy Gross Lettable Area Retail (GLAR)		Clarified that the Retail Store Rules must be used for verifying a tenancy receiving a Retail Store rating as part of co-assess.
4.6.3 Standard for acceptable data		Added option for Assessors to collect on-site information via a third-party for virtual site visits.
4.7 Adjusting for vacancies		Clarified how to enter tenancies with multiple tenants in the rating period into Perform.

Chapter 5: Rated hours

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
5 Hours of service	5 Rated hours	Updated terminology to align with Perform.
5.1 Summary	5.1 General	Updated section title to align with NABERS The Rules template.
5.3 Determining hours of service	5.3 Determining rated hours	Clarified that extended hours of partially serviced tenancies contribute to the rated hours. Added instructions for entering extended hours in a co-assess application. Changed evidence options for core hours.

Chapter 6: Trading days

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
6.1 Summary	6.1 General	Updated section title to align with NABERS The Rules template.

Chapter 7: Counting parking spaces

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
7.1 Summary	7.1 General	Updated section title to align with NABERS The Rules template.
7.4.2 Site inspection		Added option for Assessors to collect on-site information via a third-party for virtual site visits.

Chapter 8: Floor configuration

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
8.1 Summary	8.1 General	Updated section title to align with NABERS The Rules template.

Chapter 9: Counting food court seats

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
9.1 Summary	9.1 General	Updated section title to align with NABERS The Rules template.
9.3.2 Site inspection		Added option for Assessors to collect on-site information via a third-party for virtual site visits.

Chapter 10: Gymnasium area

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
10 Gymnasium area		Clarified that gymnasiums must meet the definition in Chapter 2 to be documented in line with this chapter. Removed the word “public” due to confusion about whether gymnasiums with member-only access were eligible.
10.1 Summary	10.1 General	Updated section title to align with NABERS The Rules template.
10.3.2 Determining gymnasium Gross Lettable Area Retail (GLAR)		Added clarification on swimming pool area.
10.3.3 Standard for acceptable data		Added option for Assessors to collect on-site information via a third-party for virtual site visits.

Chapter 11: Counting cinema theatrettes

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
11.1 Summary	11.1 General	Updated section title to align with NABERS The Rules template.
11.3.2 Conducting a site inspection		Added option for Assessors to collect on-site information via a third-party for virtual site visits.

Chapter 12: Minimum energy and water coverage

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
12 Minimum energy and water coverage		Updated incorrect section references to the Metering and Consumption Rules due to change in chapter structure.
12.1 Summary	12.1 General	Updated section title to align with NABERS The Rules template.

12.2.2 Energy coverage		Added option for Assessors to collect on-site information via a third-party for virtual site visits.
12.3.2 Water coverage		Added option for Assessors to collect on-site information via a third-party for virtual site visits.
-	12.3.4 Exclusions	New section, moved specific information on water coverage exclusions from the general exclusions section 12.4.

Chapter 13: Documentation requirements

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
13 Documentation required	13 Documentation requirements	Updated incorrect section references to the Metering and Consumption Rules due to change in chapter structure.
13.1 Summary	13.1 General	Updated section title to align with NABERS The Rules template. Corrected error in footnote to Table 13.1: 15,000 m ² rather than 5,000 m ² .
13.3.1 Core hours of operation		Added option for written confirmation (lowest priority method in the new evidence priority list in Section 5.3).
13.10.1 Minimum energy coverage		Clarified that progressive SLDs must be completed as part of a physical site visit.

Appendix B: Servicing arrangement examples

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
-	Appendix B Servicing arrangement examples	New section.

Appendix C: Validating servicing arrangements in a co-assess application

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
-	Appendix C Validating servicing arrangements in a co-assess application	New section.

Appendix D: Rating period

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
Appendix B Rating period	Appendix D Rating period	Updated wording and examples to align with NABERS The Rules template.

Appendix E: List of changes

Version 4.1 (old version)	Version 5.0 (current version)	Changes made
Appendix C List of changes	Appendix E List of changes	Section updated and renumbered.

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