

## What is a Building User Guide and why is it useful?

Buildings today are not as simple as they once were. Many new complex features are introduced at design stage, from architecture, structure and building services and changes are further brought during construction stage. The handing over stage therefore becomes very important in ensuring the right documentation and as-made drawings are handed over to the client. Property developers and building owners have the responsibility of providing a facility which is well maintained, and which operates optimally. This is where the Building User Guide becomes essential to achieve the maximum performance and use of the building. The Building User Guide provides the end users/occupants of the building with a simple, quick and easy guide to the everyday functions of the building in order to ensure a safe and healthy environment while complimenting the efficient operation of the building to the full potential provided by the design.

A good Building User Guide should provide new homeowners with comprehensive guidance related to the ownership and maintenance of their home. Owners should refer to the guide prior to making any changes to the property. All aspects of the property must be maintained in accordance with the manufacturer's instructions and guidance provided in the guide by the developer. The Building User Guide usually comprises of general information like the location of the property, important contacts and building management, service connections like electricity, water, gas, telephone, internet and television systems. Other operational information includes:

- Doors and windows (including hardware and accessories)
- Security system
- Intercom
- Air conditioning/Fans
- Appliances provided (including O&M guides and warranty)
- Fire protection
- Parking facilities
- Common facilities (mail, garbage disposal, common areas, etc)
- Tiling
- Glass
- Benchtops
- Paint
- Flooring
- Lights
- Hydraulic services

The information provided in the Building User Guide should provide the necessary details to prevent residents to unnecessarily contact developers/owners. It is aimed at allowing residents to make use of the property as easily as possible.