



Soft Landings

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What's will we cover in this session?

- What is Soft Landings
- Perspective and Lessons Learnt

What is Soft Landings?



It's a way of working, a new professionalism that says we have to change the way we do things to deliver better buildings



It's designed to foster greater mutual understanding between clients, project managers, designers, builders and occupiers about project objectives



It is designed to reduce tensions and frustrations that occur during initial occupancy, and to ensure clients and occupiers get the best out of their new asset



It involves greater investment in problem diagnosis and treatment, and in monitoring, review and post-occupancy evaluation



There are five key stages of Soft Landings



Stage 1: Inception and briefing

clarify operational outcomes in the client's requirements



Stage 2: Design development & construction

*review past experience, agree performance metrics,
agree design targets, regularly reality-check*



Stage 3: Pre-handover

Prepare for occupation, train FM staff, demonstrate control systems, review monitoring strategy of occupants and energy use



Stage 4: Initial aftercare

support staff in first few weeks of occupation, be available to respond to queries and react to emerging issues



Stage 5: Long term aftercare

monitor, review, fine-tune, and perform periodic feedback studies for up to three years



Many people say: "Hang on, I already do a lot of this, and it's mostly common sense anyway." That is true. If Soft Landings is anything, it's the application of common sense.



“Common sense is like deodorant –
the people who need it most, never
use it”



Its all in "The Soft Landings framework Australia New Zealand"



Perspective and Lessons Learnt

"Insanity is doing the same thing over and over again and expecting different results."

— commonly attributed to Albert Einstein





In theory

- We are all on the same side.
- We all want the same thing.
- We know what works and what doesn't.



In practice

- The building industry is traditionally adversarial.
- We all 'protect our patch'.
- It's hard to get everyone involved.
- It's hard to get everyone to speak without fear or favour.

- We rarely admit to failures.
- We are slow to admit ignorance.
- We too easily assume that everyone knows.....



For Soft Landings to Work

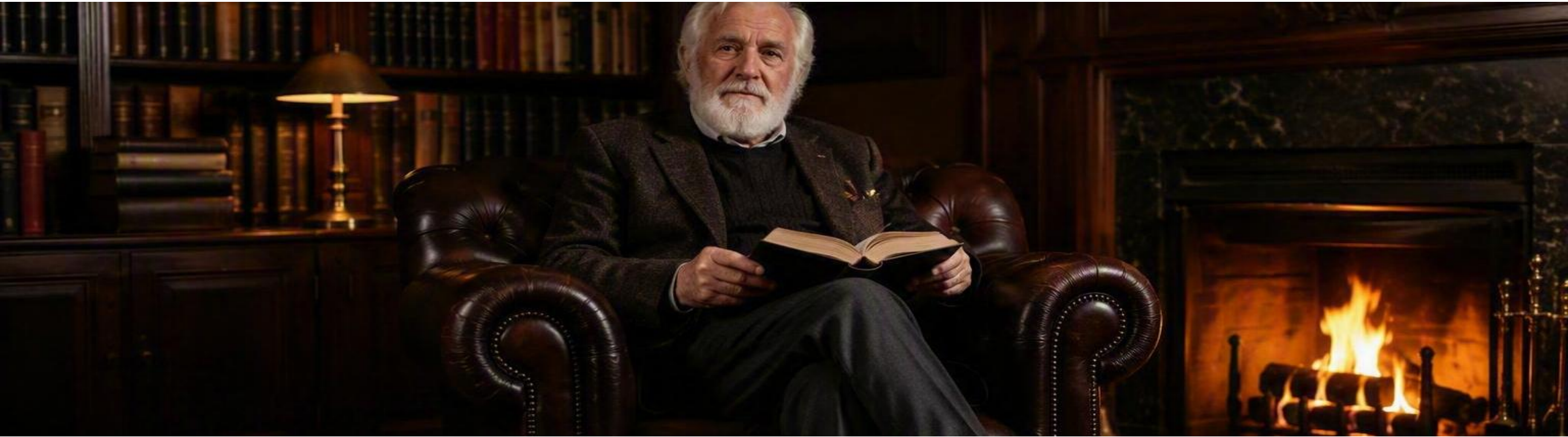
- We need to encourage buy-in from all parties.
- We need to create a culture of respect.
- We need to create a culture of openness



- We need Champions.
- We need to separate contractual obligations from discouraging better outcomes



Some closing cautionary tales....





Recap

- What is Soft Landings
- Perspective and Lessons Learnt



“In every sense Soft Landings will create win-win situations. The design and construction teams will develop a much better knowledge of how the asset should operate clients will get assets that achieve performance outcomes specified at the outset and address all operational and efficiency needs”

Peter Young/ Tom Walters LoR Seven Dimension Modelling