

Post Occupancy Evaluation that turns resident experience into better homes

What makes a home successful after people move in?

Happy Homes is Pollard Thomas Edwards' innovative Post Occupancy Evaluation (POE) service, developed in partnership with the University of Reading, that measures how residents actually experience their homes and neighbourhoods. It combines resident feedback, social value assessment, building performance analysis and energy monitoring to provide actionable insights for housing providers, developers and local authorities.

Why undertake a POE?

A building's success cannot be measured by design intent alone. Happy Homes helps clients understand:

- How residents use and enjoy their homes
Whether homes support health, wellbeing and community
- How energy performance compares with design expectations
- What works well and what should be improved
- How lessons can enhance future developments
- Evidence of social value and resident outcomes

The Happy Homes Framework

Our proprietary toolkit assesses social value across seven themes:

- Feeling Safe
- Health & Wellbeing
- Environment
- Community Spirit
- Options & Choices
- Enjoyment
- Stewardship

Through resident surveys, interviews and analysis, we identify the spaces, features and design decisions that positively influence quality of life.

What we deliver

- ✓ Resident experience and satisfaction analysis
- ✓ Social value assessment and benchmarking
- ✓ Energy and water performance review
- ✓ Building performance and comfort evaluation
- ✓ Design and management recommendations
- ✓ Executive report and stakeholder presentation

Proven in practice

At Juniper House, Walthamstow, Happy Homes revealed exceptionally high resident satisfaction, with 12 of 13 respondents agreeing or strongly agreeing that they enjoy their home. The study identified the design features residents valued most - including natural light, views and flexible living spaces - while highlighting opportunities to improve summer comfort, balcony usability and estate management communications.

BENEFITS FOR CLIENTS

Housing Associations & Local Authorities

- Improve resident satisfaction
- Support asset management decisions
- Demonstrate social value outcomes
- Inform future investment programmes

Developers

- Validate design performance
- Differentiate future schemes
- Build evidence for ESG and social value reporting
- Enhance customer experience

Design Teams

- Create a feedback loop between design and occupation
- Generate evidence-based design learning
- Improve future project outcomes

LET'S TALK

Happy Homes Post Occupancy Evaluation
Evidence. Insight. Better homes.

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