

LASERCAD® CASE STUDY CALCULATING CHARLOTTETOWN

The Challenge

Our client owned a small building in Charlottetown which was divided into nine tenant suites, located on three floors. Some of the building common areas were housed within the tenant suites and one internal stairwell was under the exclusive control of a tenant. The client wanted each tenant suite measured and certified to the appropriate international standard, by a firm governed by a verifiable quality system. Turner Drake had measured another building for them, so our client again turned to us for help.

Turner Drake's Approach

Every aspect of Turner Drake's operations are governed by the ISO 9001 registered quality system administered by the International Standards Organisation in Geneva, Switzerland. To ensure compliance we are audited three times a year. In addition every three years our external auditor SAI Global conducts a two day recertification audit, pulling files at random and measuring our performance against our quality system. Twice a year, in March and September, we are required to survey every client for whom we have conducted an assignment during the prior six months, to rate us on a five point scale for client satisfaction. The unexpurgated results are then published on our web site at www.turnerdrake.com/newsresearch/rating.asp. In our last survey 93% of clients rated us good or excellent in terms of value for money (2% thought we were poor, 5% average).

Small buildings are frequently a greater challenge than their larger colleagues. In this case the building measured less than 8,000 ft.² in total, accommodated nine tenant suites, had common areas and stairwells inside, as well as external to, the rented areas. In addition the ground floor was occupied by a retail tenant and the space had large display windows (the BOMA office standard requires that the measurement be taken to the glass line, rather than the inside face of the exterior wall, when the former is more than 50% of the wall height). In order to calculate the rentable area of each tenant suite it was necessary to first compute the usable area i.e. the space occupied by the tenant. This space was then "grossed up" by the common area on the floor occupied by the tenant suite. Then the product of that calculation was adjusted by the area common to the building itself. Vertical penetrations such as stairwells had to be excluded from the calculations unless they fell under the exclusive control of the tenant.

Winning Results

Turner Drake produced detailed "as built" drawings for the entire building using their CAD systems, including Space Certificates with a closing error of $\leq 0.5\%$ for each of the nine tenant spaces.

