

**Southbank Owners Corporation Network  
Proposal for Benchmarking Building Services**

<b>Objective</b>	Provide each OC Committee with more information which will help them make informed decisions on acquisition of services for their residential building.
<b>Organization:</b>	Set up a three-person subcommittee to manage the process. The position is held for twelve months.
<b>Information Confidentiality:</b>	Information provided by OCs will be treated in confidence and when shared, will be done in a way that does not identify individual providers. Questionnaires used will be destroyed within one month after receipt or returned to senders. No OCs, other than those contributing, will access the information. Information shared will not be made public unless with the express consent of all those contributing OCs.
<b>Subjects:</b>	These will be agreed by the subcommittee and proceeded with based on a majority view of priority. It is expected that about 4 to 6 subjects could be dealt with each year. Likely subjects include: -Concierges                      - Security                      - Management - Cleaning                      - Energy                      - Pool and Gym operations - Insurance                      - Carparking                      - Resident behaviour - Carparking                      - Fees and Plans                      - Committee operations - Reporting                      - Resident Communications
<b>Process Steps:</b>	(i) Choose a subject (ii) Confirm those OC members willing to participate (iii) Allocate a code reference to each participating OC (iv) Develop a questionnaire (v) Issue the questionnaire to participating OCs (vi) Each participating OC completes the questionnaire (vii) A subcommittee member compiles a comparison spreadsheet (viii) Spreadsheet (with coded identifiers) shared with participating OCs (ix) Original questionnaires destroyed (x) Repeat process for next subject selected  The questionnaire can be in Excel format if that suits the participating OCs.
<b>Timeframe:</b>	It is important that the process is quite quick so from start to finish of a subject – a target of one month ought to be sufficient.
<b>Questionnaires:</b>	This will be split into three parts: (i) Profile of the OC building (to enable response to be put into context) (ii) Data on the selected subject (iii) General observations and comments OCs wish to make