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Comments on Facility Performance and Serviceability from a Facility Manager's Viewpoint by Arthur P. Hahn

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Having reviewed Mr. Hahn's paper on life cycling and serviceability, I find it a traditional review of how I imagine many facility groups address building problems. What I had hoped to read was the use of non-traditional thought to force the evaluation of such simple questions as:

Are we geographically in the best location?

Can the present and projected use of the facility sustain the cost required to "modernize" the building?

If this building were sold, would it finance the type of building required for accomplishing our business plan?

The life cycle of a building is decided by the owner. When no longer deemed viable, the building is sold or demolished. Renovation costs will differ among each owner, predicated largely on intended use. What is too costly for some will undoubtedly be satisfactory to others. Therefore, a building's life-cycle can be terminated or renewed for non-traditional reasons. Location is probably the single most significant factor in reaching a decision. Location is merely mentioned in Mr. Hahn's paper.

In my opinion, a very serviceable building is one constructed entirely of concrete, free from barriers, capable of being cleaned by water from a garden hose. As a building is altered from this state, servicing becomes an issue. The Keynote paper suggests that building renovation and/or churn should not be encouraged as "maintenance headaches" can result. Without renovation and churn, the complexity and success of facility departments within their companies would be significantly different. Alternatively, renovation and churn provide insight and experience.

Change, as a negative, lives when the results are unknown to those affected. The facility manager's role is to enlist the future occupant's participation and support for the events that will occur. Facility performance and serviceability are the catalyst to ensuring that corporate and client interests are always met.

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