

PRESIDENT'S VIEW

I trust all our Members and friends enjoyed a relaxing Christmas holiday and have started 2006 with all their "New Year's resolutions" in tact! I also hope you have started the New Year with refreshed energy and passion for the jobs you do. The local Chapter strives to support you in advancing your knowledge of FM, and hence your personal career path, and I hope we see you at some of the exciting events we have planned for the year ahead.

Towards the end of the year, a number of the Board Director's struggled to commit additional time to the Chapter so in some areas, our activity has been a little bit quieter than planned. However our professional development and communications committees have continued to work on new events and ensure you are kept up-to-date on what is happening in the Chapter. The conference organization committee took a well-earned and deserved rest.

The feedback received from the November conference was largely very positive. Below are some of the key responses we received:

- 30% of respondents found our keynote topic, on the 7 failings of really useless leaders, to be most useful.
- Nearly 40% found the FM Forum and the topic on being a master of change to be most useful.
- 90% of respondents considered the conference was excellent/good.
- 82% thought the venue was good/moderate although the majority considered Central is the best location for a conference and that it takes place on a Wednesday.
- 86% thought the duration of the conference was just right.
- The most popular suggestions for future topics of conferences were:
 - Operations and maintenance
 - Planning and project management
 - Quality assessment and innovation
 - Human and environment factors
 - Leadership and management (the most popular suggestion)

Once again, this constitutes excellent feedback that we can take and consider as we plan our next conference. Keep watching our newsletter and website for further information on this! Thank you to everyone who completed the feedback form.

Brian Crockford MRICS, CFM
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NEWS AND VIEWS

To "25.5" or Not to "25.5", That is the Question

In November / December there were two evening meetings discussing the merits of temperature settings for comfort, productivity and energy efficiency. On 6th December at 6:15pm a panel of speakers from HK Polytechnic University, Cathay Pacific Airways Ltd, EMSD and Jones Lang Lasalle gave their views on the government's recent attempts to save energy within Hong Kong by raising room temperatures. HKIE, the Hong Kong Chapter of IFMA and IVE organized this meeting on behalf of HKIFM, with funding from the Commerce, Industry and Technology Bureau.

The favoured temperature to aim at is 25.5⁰C and this has been the subject of various advertisements generated by the Government. The EMSD identified that this figure is taken from the upper level of the ASHRAE standard. Viewed from an energy conservation standpoint, 1⁰C increase in room temperature will save approximately 3% of the building energy consumption, so for some buildings where low temperatures are the norm – 18⁰C and lower have been identified – raising temperatures will definitely generate significant energy savings.

However it is not just a question of changing the room set point! Maintaining adequate airflow to avoid stuffiness is imperative and system re-commissioning may be necessary, particularly for VAV systems where a reduced room temperature results in lower air flow rates. It is also important to ensure the humidity remains in the comfort zones and dehumidification capacity from cooling coils may be compromised. Generally large cooling coils are needed for higher space temperatures to maintain the same dehumidification. Also higher temperatures may

need a corresponding reduction in space humidity for comfort. If the original cooling coils were designed on the limit for the original conditions, increasing the space temperature may overload the cooling capacity available and humidity may rise, creating discomfort.

It was recognised by the meeting that dress code would play a major role in the acceptance of higher space temperatures. A relaxation of dress code to allow short sleeve shirts and no ties will need to go hand in hand with space temperature increases.

As a counterpoint to this meeting, on 17th November the CIBSE organised a meeting at the Polytechnic University where Prof. Derek Clements-Croome from the School of Construction Management and Engineering at the University of Reading, UK discussed environment and the productive workplace. Whilst this meeting covered a wide range of research on what makes a productive workplace, of interest to this discussion is the correlation between space temperature and productivity, and the cost savings available from productivity improvements.

One of the main points of the talk related to the whole life costs of building ownership, including the costs associated with salaries for the staff located in the building. When all costs are considered, the salary costs for staff amount to greater than 90% of the whole life building ownership costs. Thus productivity improvements arising from a better workplace can generate significant benefits to the building owner.

Research identified by Derek Clements-Croome shows a direct relationship between space temperature and productivity, with productivity peaking at may be 1/2⁰C below normal comfort temperature – although normal comfort temperature may vary in different climates.

The interesting question still to be answered must relate to the inverse correlation between energy saving due to increasing space temperature and productivity losses due to the same actions. What balance achieves the greatest benefit - and for whom?

If you wish to continue this train of thought through the pages of this newsletter please e-mail me at the address

below. If we have an adequate response we may open an email discussion group on the web site to follow through.

*Contributed by Tony Garland
Director of Communications*

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The IFMA Christmas Lunch

On 8th December, 29 IFMA members and guests met at the Royal Yacht Club at Causeway Bay for a Christmas lunch and network session. This was the most attended session of the year, apart from the AGM, and the venue – the Ward Room – was a little cramped both during the networking session and for the speakers presentation. However it made for close-quarters contact and ensured that no one was left out of the discussions.

Cary Chan Head of Technical Services at Swire Properties gave the talk during lunch, and covered how Swire identify and manage the risk associated with owning and operating a large portfolio of buildings in Hong Kong.

Being Christmas, the event would not be complete without a lucky draw and a number of people went away from the lunch with chocolates or wine to enjoy over the Christmas break. The main prize was an iPod Nano, which was won by one of the principle guests – Bonny Landers, the Chair of the AmCham Environment Committee. Bonny kindly donated the prize back to the lunch group and an auction was held to raise money for a charity. Raymond Pang of IVE was the man with deep pockets and a charity – undecided at the time – was richer by \$1500.

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Cost Containment and Alternative Workspace Strategies Key Components of Real Estate Strategy

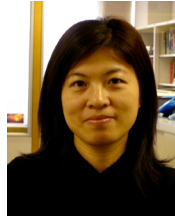


A recent Jones Lang LaSalle survey of corporate real estate in Asia Pacific found that reducing real estate costs remains the key objective for many corporate occupiers to maintain competitiveness in a growing market. Almost all corporates are looking to achieve cost savings in their portfolio, with over 80% of respondents targeting savings of up to 10%. The results also highlight an increased focus on longer-term cost containment strategies, with the top three being:

1. The integration of real estate and other functions to provide a combined business infrastructure platform. There is also a growing desire for more integrated offerings from real estate services providers.
2. The continued off-shoring of business functions to cheaper locations such as India, China and the Philippines, and a broadening of the functions considered suitable for off-shoring to include more research and development activities.
3. A growing interest in a wide range of alternative workplace strategies (AWS) being driven by the need to reduce costs, increase employee productivity and attract and retain staff.

To read the full report - Corporate Real Estate Impact Survey (CREIS 4) – go to the web site at www.ifma.org.hk/essentials.html.

THE INTERVIEW



We continue our series of interviews with people within the FM industry by interviewing Orchis L. F. Yeung, who is Property Officer in the Property Management Department of Hysan Development Co.Ltd.

The people covered by this section of the newsletter will vary, from senior and well-known members of the industry to graduates just starting in the industry. The intention is to provide information on a cross-section of the industry covering how they first became involved in the industry, what they do, how they relax etc.

Q: What do you consider describes the job you do?

A: My job is being responsible for the property management of 405 flats in the two residential buildings owned by the company. We coordinate front line staff, cleaning and security, plus repairs and maintenance, including M&E services. Though cleaning is outsourced, we must still make sure that it is up to the standard. Larger renovation works are co-ordinated by the Project Department.

We also provide a personal service to our tenants with a technician or handyman carrying out minor repairs within the flats. This is part of their contract, and so is free of charge. Working on site with our Customer Service Associates and making sure that things all runs smoothly, is the bit I really enjoy most – though it's only about a third of my time.

Q: What is your background?

A: Having done a degree in Business Marketing, I worked in various companies as a secretary, first in a Japanese technology company - where I learnt Japanese (so that I speak this as well as Mandarin, Cantonese and English). Since then I have worked for companies where property – in some form - was the main focus of the business.

Quite recently, I received a Master's Degree in Facilities Management at HKPolyU.

Q: Why did you apply for your current job?

A: I was working as personal assistant to the General Manager at Hysan, and becoming increasingly interested in property management, so when the Property Officer job came up, I realised that it was just what I was looking for.

Q: What are your current key projects?

A: Ensuring that we have satisfied customers, and that tenants' expectations are met by the front line staff on each site. We concentrate on trying to satisfy these, and solve problems as much as we can within the scope of the company. Getting all this done better, is my most important project at the moment.

My other key project is training myself as a property manager. It is a difficult world, but one which I find stimulating and important. All the time, I want to learn more, so that I can perform really well, and on a concrete base.

Q: What do you see as the future for FM?

A: Employers don't see the value of FM to business. FM is just seen as a cost burden, rather than a way to earn more, or save money. Most people working in this field are still not highly respected. There was a feeling that corruption was allowed to happen, but this is changing with more careful monitoring of subordinates. So I think there will soon be a change in how employers see FMs.

In the past, property people just did what had to be done, with no training and no systematic way of doing things. They didn't know how to educate young people coming to work with them – how to transfer knowledge – but this too is improving.

In the future, it will be important to think in terms of relationships rather than just ability, with promotion relying on a knowledge and understanding of people.

Q: What do you do to relax?

A: I do all the same things as normal people: cinema, hiking, playing with my daughter, Samantha – who is 4 ½, and going to the beach at Shek O. Over Christmas we will go to Disneyland, and all get together as a family for Chinese New Year.

Q: If you didn't work with property, what would you like to do?

A: At the moment, I love the job I do, and find it very suitable for me. So I am happy to continue, and just become much better at it. Doing a good job, and having a balanced life, is more important to me than being a great success.

*Contributed by Santa Raymond RIBA
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Professional Development and Networking

The Hong Kong Chapter of IFMA organises many events during the year to enhance your networking opportunities and to further your professional development. We also provide information to members on events organised by other bodies that are closely linked to facility management

Below we list those events that are confirmed with some of the details for the event. To obtain full details of those events with a venue confirmed, go to the web site to download the associated Acrobat document. For those events without a confirmed venue, we will update the web site as soon as details are available and inform you via this newsletter or occasionally a by a specific e-mail.

Event Title	Building Façade Lighting
Major Sponsor	Hong Kong Chapter of IFMA
Date	12th January 2006 (Thursday)
Time	12:30 to 14:00
Venue	Excelsior Hotel, Casueway Bay

Event Title	Safety (Working title)
Major Sponsor	Hong Kong Chapter of IFMA
Date	16th February 2006 (Thursday)
Time	12:30 to 14:00
Venue	To be advised

Event Title	Site Visit to Ocean Park
Major Sponsor	Hong Kong Chapter of IFMA
Date	11th February 2006 (Saturday)
Time	09:00 to 12:00
Venue	Main entrance of Ocean Park

Event Title	CFM Workshop
Major Sponsor	Hong Kong Chapter of IFMA
Date	18th March 2006 (Saturday)
Time	09:00 to 12:00
Venue	To be advised