

Home Building Quality as Defined by the Different People

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The topic of this session is Home Building Quality. I am sure we would all like to live in a home of good quality, but how do you define quality? To different people, quality could mean different things - very different things.

Before I endeavor to define quality, we will have to identify the various people who are concerned with the quality of the buildings we live in. These parties include:

- The Architect
- The Developer
- The Builder
- The Sales agent
- The Home buyer; and
- The Building manager
- Other consultants

Each one of these parties have a different definition of quality. Listed below are some definitions of quality through the eyes and minds of different people.

To the Architect, his/her aspiration to quality is:

- Enhancement of our social/economical structure
- Pursuit of modern commercialism of industrialization and technology
- Profound search of culture and traditions
- Care of our global environment for our next generation
- Moulding our aims to achieve beauty“ in history
- Harmony of mass and form
- Making of an architectural statement.

To the Developer, he/she will be looking for:

- Marketability
- High efficiency ratio
- Maximise bay windows, non-GFA accountable areas, etc.
- Plans easy to get approval
- Economical to build
- Early issue of sales consent
- Maximise return
- Shortest construction period to minimise financing costs
- Enhances corporate image

To the Builder, his/her perspectives of quality are:

- Buildable
- Few difficult details
- No special requirements for good workmanship
- Good workable details
- Materials easy to source and replace
- Minimize complicated site work
- materials
- All information supplied in good time
- Clear instructions from the Architect
- consultants
- Building services well coordinated by the consultants

To the Sales agent, he/she is looking for quality through:

- Product ‘flashy’
- Low sale price
- Good recreational facilities
- Good location
- Good school network

- Convenient transportation
- Good views
- Attractive facade

To the Home buyer, his/her requirements for quality are:

- Low sales price
- Good layout
- High efficiency ratio
- Sufficient number of bedrooms
- Good proportion of the various areas within the unit
- Prestigious lobbies
- Attractive elevation
- Convenience
- Good location
- Good transportation network
- Luxurious bathrooms
- Well designed kitchens
- Good recreational facilities
- Well landscaped gardens
- High efficiency ratio in terms of Internal Floor Area and Salable Floor Area
- Good orientation
- No water leakage
- Potential for price escalation
- Buildings services installations with few faults etc.

The Building manager's concerns for quality are:

- No inherent maintenance problems
- User friendly
- Services easily maintained
- Materials easily cleansed
- Convenient refuse collection and disposal
- As little built in services as possible
- Adequate management office
- Meeting room for owners' corporation
- Good security control
- Few entrances
- Good carpark security control
- Complete as-built drawings provided
- Clear operation and maintenance manuals

I could continue with this list but believe it to be unnecessary or else we will be here for the whole day. We all have our own definition of quality, but whose definition should we use?

The answer is very simple. The parties involved in the production of the housing should take into consideration all of the above points, as well as those which I have not mentioned. To be a responsible professional, developer or contractor we must make sure that the requirements of the end users (home owners) and those responsible for the maintenance and management of the buildings are met.

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