

Table of Contents

6. Operation phase	2
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The operation phase starts with occupation of the building by the users. A defects liability period applies to the completed facility for a period generally of 12 months. During this period the builder is responsible for rectification of any defects identified.

[The sixth gateway review](#), benefits evaluation - is undertaken to evaluate services delivered, benefits achieved, and performance / value for money maintained or improved.

A [post-occupancy evaluation \(POE\)](#) is usually undertaken 12 months after occupancy. POE is the structured, systematic analysis of an asset's actual performance measured against the objectives stated in the design brief and projections in the business case. The information collected through a POE is fed back into the process of asset acquisition, operation and maintenance to ensure continuous improvement in the planning and implementation of projects.