



Sustainability Case Study Professional Standards Shopping Centre Heuvel Eindhoven

BREEAM-NL In-Use Outstanding

FUND MANAGER:
CBRE Global Investors

PROPERTY MANAGER:
CBRE

PROPERTY:
Heuvel Eindhoven

LOCATION:
Eindhoven,
the Netherlands

SERVICE TYPE:
Full service

BUILDING TYPE:
Shopping center

AREA:
approx. 45,000 m²

Obtain the highest BREEAM-NL score

Heuvel Eindhoven opened in 1992, and between 2014 and 2016 the shopping centre underwent a major upgrade. The primary challenge – during a period of economic uncertainty – was to ensure the improvements were as sustainable as possible. The aim was to upgrade both the building and the service quality and, at the same time, to obtain the highest BREEAM-NL certification possible.

Solution

In co-operation with CBRE Global Investors the fund manager of the property, a plan was developed to upgrade the shopping centre. An important feature of this plan was to work towards a BREEAM-NL classification. This has been achieved by:

- improving public spaces;
- switching to LED lighting;
- installing a new building management system (BMS);
- (sustainably) redesigning common areas;
- installing individual water meters (which resulted in 11% less water consumption);
- installing new energy-efficient elevators and escalators;
- adopting a seven-stream waste sorting system where tenants are charged based on the amount of waste they produce (incentivizing less waste); and



- closing sustainability agreements with >80% of the new and existing tenants.

Implementation

Sustainability is a key focus area for fund manager CBRE Global Investors. It is also a central pillar in the work of CBRE. That is why this project has been approached first and foremost from the perspective of sustainability. Within CBRE a sustainability expert has been responsible to enlarge the knowledge of the teams' in this specific area and provide additional advice regarding sustainability.

A team was set up between CBRE and CBRE Global Investors to work on this project. The technical manager and sustainability expert worked together closely and they were able to optimally combine their expertise. Before the start of the project, pre-assessment was done, resulting in a BREEAM-NL Very Good certification. During this certification process, it

became clear that obtaining an exceptionally high rating was possible. This could be done by:

- making improvements during the upgrade,
- investing in sustainable facilities,
- choosing the right BMS set up,
- and taking sustainability into consideration in procurement and contract decisions.

The new BMS offers the possibility to manage the facilities remotely in a more efficient way, which in turn reduces energy consumption.

Outcome

The outcome of this project is that Heuvel Eindhoven achieved the BREEAM-NL certification and is the top-rated shopping centre in the Netherlands.

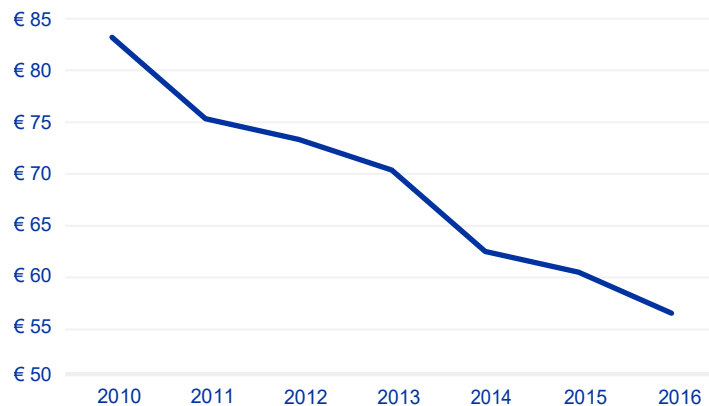


Figure: Decrease in Heuvel service charges

The advantages of the increased sustainability are:

34%

lower service charges

38%

electricity usage reduction

11%

decrease in the water usage

32%

reduction in gas consumption

30%

lower service costs

7.2 > 7.8

improvement in tenant satisfaction scores

- > Better quality services at a lower price;
- > Improved (social) environment and increased social awareness;
- > Green lease contracts with 36% of the tenants and green covenants with 89% of the tenants for the installed 'smart' meters;