



Updating BOMA BEST Multi-Unit Residential Buildings Questionnaire

BOMA Canada will be updating the Multi-Unit Residential Building (MURB) questionnaire to reflect current industry best practices and to respond to changes in operations resulting from COVID-19. All changes will go live to applicants on January 18, 2022.

Details on all changes are provided on subsequent pages.

Summary

Quick Facts

- All BEST Practices will be aligned with those for [Office buildings, Enclosed Shopping Centres, and Universal buildings](#).
- Some questions will be updated and/or deleted to reflect up-to-date industry best practices.
- To account for performance variations due to COVID-19, the points for some questions will be modified and a new 7th category called “Pandemic Response” will be added.
- All updated BEST Practices & question expectations must be met for verifications scheduled on or after January 18, 2022.

Implications

- Among other updates, all MURBs will now be required to perform a Waste Audit.
- Some questions will be deleted. Documentation uploaded to these deleted questions will be lost. Please ensure it is backed up elsewhere before January 18, 2022.
- As a result of the changes described, buildings currently earning BOMA BEST Silver may see a reduction of 2-3% in the total score. Gold and Platinum level certifications may see a reduction of 1%. While this may impact scores, few will experience a change in certification level.



Details

1. Update all BEST Practices

Current BEST Practice	Updated / New BEST Practice	Explanation
BEST Practice 1.3.2.1 - Has the building conducted an energy assessment within the past five (5) years?	BEST Practice 2 - Has an ASHRAE Level 1 Energy Assessment been conducted in the last five (5) years?	Same expectations with refined language.
BEST Practice 1.3.3.1 - Is there a building-specific Energy Management (reduction) Plan to address issues raised in the energy assessment?	BEST Practice 3 - Is an Energy Management Plan in place at the building?	Same expectations with refined language.
BEST Practice 1.3.8.14 - Is there a Preventive Maintenance Program for the HVAC (Heating Ventilation and Air Conditioning) system and its components?	BEST Practice 1 - Is a Preventative Maintenance Program in place at the building?	Same expectations with refined language.
N/A	BEST Practice 4 - Is an energy reduction target in place at the building?	New BEST Practice. Previously optional in questionnaire.
BEST Practice 2.3.1 - Is there a written policy intended to minimize water use, and encourage water conservation?	BEST Practice 6 - Is a Water Management Plan in place at the building?	Modified expectations. Not just a policy but a plan for reduction. Like Energy Management Plan.
BEST Practice 2.3.4 - Has the building conducted a water assessment within the past five (5) years?	BEST Practice 5 - Has a Water Assessment been conducted in the last five (5) years?	Same expectations with refined language.
BEST Practice 3.1.1.1 - Is there a waste diversion program that incorporates the recycling of materials such as: paper & cardboard; bottles and cans; food waste; and plastics for occupants, visitors and operations at the site, to the extent that local infrastructure is available to accommodate these materials?	BEST Practice 12(A) Is a Source Separation Program in place at the building?	Modified expectations. Specifically require separate bins to isolate landfill-waste from waste that can be diverted.
BEST Practice 3.1.2.13 - Is there a written policy intended to minimize renovation / construction waste being sent to landfill?	Deleted	Deleted
N/A	BEST Practice 13 - Has a Waste Audit been completed for the building in the past three (3) years?	New BEST Practice. Previously optional in questionnaire.
N/A	BEST Practice 14 - Is a Waste Reduction Work Plan in place at the building?	NEW BEST Practice



Current BEST Practice	Updated / New BEST Practice	Explanation
Is there a documented management plan for Ozone Depleting Substances (ODS) that includes the following? BEST Practice 4.2.2.1 - Inventory of refrigerants and records? BEST Practice 4.2.2.2 - Maintenance reports, loss reports, and leak test results? BEST Practice 4.2.2.3 - Operational staff training? BEST Practice 4.2.2.4 - Periodic leak testing?	Deleted	Deleted
BEST Practice 4.2.2.5 - Is there a phase-out plan for ozone-depleting refrigerants?	Deleted	Deleted
BEST Practice 4.4.1.1 - Has a hazardous building materials survey and a use-related chemical inventory been completed within the last three years?	BEST Practice 9 - Is a Hazardous Building Materials Management Program in place at the building?	Modified expectations. Now includes silica. Does not include use-related chemical inventory.
BEST Practice 4.5.2.2 - Is there a Hazardous Products (hazardous chemicals) Management Plan?	BEST Practice 10(A) - Is a Hazardous Chemical Products Management Program in place at the building?	Modified expectations. Now includes use-related chemical inventory.
BEST Practice 5.1.8.1 - Does building management have in place a documented means for addressing tenant/occupant concerns regarding indoor air quality (such as a complaint form and incident log)?	BEST Practice 8 - Is an Occupant Service Request Program in place?	Modified expectations. Scope is broadened to all complaints, not just IAQ.
BEST Practice 6.2.5 - Does building management have a written policy for the selection of building materials that attempts to reduce any potential negative impact on the environment?	Deleted	Deleted
BEST Practice 6.4.1.1 - Has a documented Communications Work Plan been developed and/or updated for tenants/occupants regarding environmental initiatives and practices in the building within the past 12 months?	BEST Practice 16 - Is an Occupant Environmental Communication Program in place at the building?	Same expectations with refined language.
N/A	BEST Practice 7 - Is an Indoor Air Quality Monitoring Plan in place at the building?	New BEST Practice
N/A	BEST Practice 11 - Is a Green Cleaning Program in place at the building?	New BEST Practice
N/A	BEST Practice 15 - Is an overarching Environmental Policy guiding the building's management?	New BEST Practice



2. Modifications to questionnaire points

Question	Change	New total
1.1.4 - Select the appropriate range representative of your property's weather-normalized site EUI (was 80 points)	Reduce points	5 points
1.2.1.3 - Compact fluorescents in common areas, property exterior or parking areas? (Changed to 1.2.1.3 LED or compact fluorescent lamps in common areas, property exterior or parking areas? (2 points)	Increase points	8 points
1.3.8.3 - Check the correct operation of ventilation and cooling controls (was 2 points)	Increase points	4 points
1.3.8.4 - Check temperature and humidity controls to ensure they are set correctly and are responding as intended (was 1 point)	Increase points	2 points
1.3.8.5 - Check air supply grilles to ensure they are not blocked and are delivering air as required (was 1 point)	Increase points	3 points
1.3.8.8 - Schedule filter replacement (was 2 points)	Increase points	4 points
1.3.8.9 - Clean and sterilize wet regions in the air conditioning system and check for accumulation of dirt (was 1 point)	Increase points	2 points
2.1.4 - Select the appropriate range representative of your property's WUI (was 30 points)	Reduce points	5 points
2.2.4 - Faucets for residential use with flow equal to or less than 5.7 Litres/min at 60 psi and/or proximity detectors (was 5 points)	Increase points	8 points
4.3.3.1 - Are storm management measures implemented to manage the quantity and/or quality of water run-off from roofs and hard surfaces, such as parking areas? (5 points)	Increase points	8 points
5.1.1.4 - Are all air intakes checked regularly to ensure that the openings are protected and free from obstruction? (was 3 points)	Increase points	5 points
5.1.1.18 - Does every dwelling unit have an adequate supply of air with no blockages? (was 4 points)	Increase points	6 points
5.1.6.1 – Stained ceilings or walls (3 points)	Increase points	4 points
5.1.6.2 – Musty Odours (2 points)	Increase points	4 points
5.1.6.3 – Damp or musty carpets (2 points)	Increase points	3 points
5.1.6.5 - Do common areas, including social rooms and kitchens, and chemical storage facilities have effective local exhaust? (was 3 points)	Increase points	6 points
5.1.6.7.1 - Are there documented measures to control pollutants at source in common areas such as social rooms, kitchens, chemical storage and general storage areas? (was 2 points)	Increase points	4 points
5.1.8.2 - Has the building had an indoor air quality audit in the past year? (was 5 points)	Increase points	8 points
7.1.1- Have at least 12-consecutive months of energy consumption data from before February 29, 2020 been entered into BOMA BEST or the ENERGY STAR Portfolio Manager portal?	New question	15 points
7.1.1a - What is the end date for the 12-consecutive months entered above?	New question	Info only
7.1.2 - Have at least 12-consecutive months of current energy consumption data been entered into BOMA BEST or the ENERGY STAR Portfolio Manager portal?	New question	15 points
7.1.2a - What is the end date for the 12-consecutive months entered above?	New question	Info only
7.1.3 - Has the difference been analyzed between the building's current energy consumption and the consumption before the COVID-19 pandemic?	New question	12 points
7.1.4 - Have at least 12-consecutive months of water consumption data from before February 29, 2020 been entered into BOMA BEST or the ENERGY STAR Portfolio Manager portal?	New question	9 points
7.1.4a - What is the end date for the 12-consecutive months entered above?	New question	Info only
7.1.5 - Have at least 12-consecutive months of current water consumption data been entered into BOMA BEST or the ENERGY STAR Portfolio Manager portal?	New question	9 points
7.1.5a - What is the end date for the 12-consecutive months entered above?	New question	Info only



7.1.6 - Has the difference been analyzed between the building's current water consumption and the consumption before the COVID-19 pandemic?	New question	7 points
7.2.1 - Has the building's relative humidity (RH) set point been revised to mitigate the transmission of infectious aerosols?	New question	4 points
7.3.1 - Have real-time air quality sensors been installed since the start of the COVID-19 pandemic?	New question	4 points
7.3.2 - Are air sanitation measures in place in main HVAC systems or in 50% or more of return-air systems?	New question	5 points

3. Modifications to questionnaire to reflect current industry best practices

Existing Question	Change Type	Explanation
1.2.1.6 - T8 or T5 fluorescent lamps in garage areas?	Update question language: 1.2.1.6 LED or compact fluorescent lamps in garage areas?	Added LED. No longer giving points for T8 or T5.
1.2.1.10 - High-intensity discharge lamps (e.g., high-pressure sodium or metal-halide lamps)	Delete Question (1 point)	No longer considered sufficiently high efficiency due to prevalence of LED
1.2.1.23 - What percentage of all lighting in the common areas is "high efficiency lighting"?	Delete Question (3 points)	Duplicate of expectations for updated question 1.2.1.3
1.2.4.4.1 - What percentage of hot water faucets has water saving devices?	Delete Question (5 points)	Duplicate of high efficiency fixtures question 2.2.4
1.2.6.1 Is low-impact electricity purchased?	Update question language: 1.2.6.1 - Are renewable energy certificates, low-impact electricity or carbon offsets purchased for the building?	Expanded eligibility criteria to RECs and carbon offsets.
1.2.8.1.1 - Are there other innovative energy efficient lighting measures (e.g., Light-emitting diodes (LED) for general lighting, induction lighting, photo luminescent lights for EXIT signs (excluding LED exit lighting)?	Delete Question (6 points)	LED are no longer considered innovative. Already part of updated questions.
1.3.1.1 - Is there an energy management policy endorsed by senior management?	Delete Question (5 points)	Expectations included in BEST Practice 3
1.3.3.3.1 - Are energy usage targets set?	Delete Question (3 points)	Expectations included in BEST Practice 4
2.2.4 Faucets for residential use with flow equal to or less than 5.7 Litres/min at 60 psi and/or proximity detectors	Increase points: From 4 to 8 points	Incorporate points from deleted Q 1.2.4.4.1
3.1.1.2 – Are there separate storage/handling facilities for used paper products, glass, metal and plastic?	Delete Question (6 points)	Expectations included in BEST Practice 12(A)
3.1.2.1 – How frequently are waste audits conducted?	Delete Question (5 points)	Expectations included in BEST Practice 13
3.2.2.6 – Does the site include storm water management enhancements to help divert storm water from roof, parking lots and sidewalks before it reaches the storm sewer or adjacent natural body of water?	Delete Question (3 points)	Duplicate of 4.3.3.1 – Points added for total of 8



Existing Question	Change Type	Explanation
4.4.2.1 - If there is asbestos present, is there an up-to-date inventory based on an asbestos survey that includes records of locations and the condition of all asbestos?	Delete Question (3 points)	Expectations included in BEST Practice 9
4.4.3.1.1 - Is the building located outside a high-risk area for radon, OR If the building is in a high-risk area for radon, has a radon survey been done which indicates levels below 200 Bq/m3?	Update question language: 4.4.3.1.1 – Are radon levels below 200 Bq/m3?	No regions are exempt; all buildings must perform 91-day radon assessment that shows levels below 200 Bq/m3 before being able to say Yes.
4.5.1.2 Are the SDS less than 3 years old?	Delete Question (2 points)	Expectations included in BEST Practice 10(A)
4.5.1.3 Are WHMIS labels present on regulated products?	Delete Question (3 points)	Expectations included in BEST Practice 10(A)
4.5.2.3 Are education and training sessions provided for the people responsible for the management of chemicals and for staff who may be required to work with them?	Delete Question (3 points)	Expectations included in BEST Practice 10(A)
5.1.1.17 - Is there at least one operable window provided for all habitable rooms, except bathrooms and kitchens, and is their size, placement and operation likely to result in reasonably effective ventilation?	5.1.1.17 - Is there at least one operable window provided for each habitable room, except bathrooms and kitchens?	Ventilation rates must be 2.5 L/s/person (5 CFM/person) plus 0.3 L/s/m ² (0.06 CFM/ft ²).
5.1.6.9 - Does the operations manual for Resident Manager and/or cleaning staff, (or the contract in the case of outside contractors) specifically state that they are to use environmentally friendly cleaning materials?	Delete Question (5 points)	Expectations included in BEST Practice 11
5.1.6.10 - Is the building designated non-smoking?	Update question language: 03.01.02 - Is the building designated non-smoking (including prohibition of vaping and e-cigarettes)?	Vaping and e-cigarettes must also be banned.
5.1.6.11 - If the building is designated non-smoking, is there a designated smoking area outside that is away from entrances and will limit the spread of smoke to the inside of the building?	Update Help Text	Vaping and e-cigarettes must also be limited to designated smoking area.
5.1.7.5 - Are the dwelling walls or ceilings discoloured, indicating the possible presence of mold?	Delete Question (4 points)	Duplicate of Q. 5.1.6.1, 5.1.6.2 and 5.1.6.3. Points reassigned to these questions.
6.1.1 - Does building management have a written environmental policy	Delete Question (10 points)	Expectations included in BEST Practice 15