

Presentation of the TOOLKIT for Stakeholder involvement

How to engage users in
public renovation works?

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Topics for today

1. Theoretical background and stakeholder involvement
2. Involvement of the key stakeholder group tenants
3. Involvement measures of SINFONIA school children and adolescents (Innsbruck case)
4. Tour through the web application with explanation of the individual sections and what is to be found where

Stakeholder involvement in SINFONIA

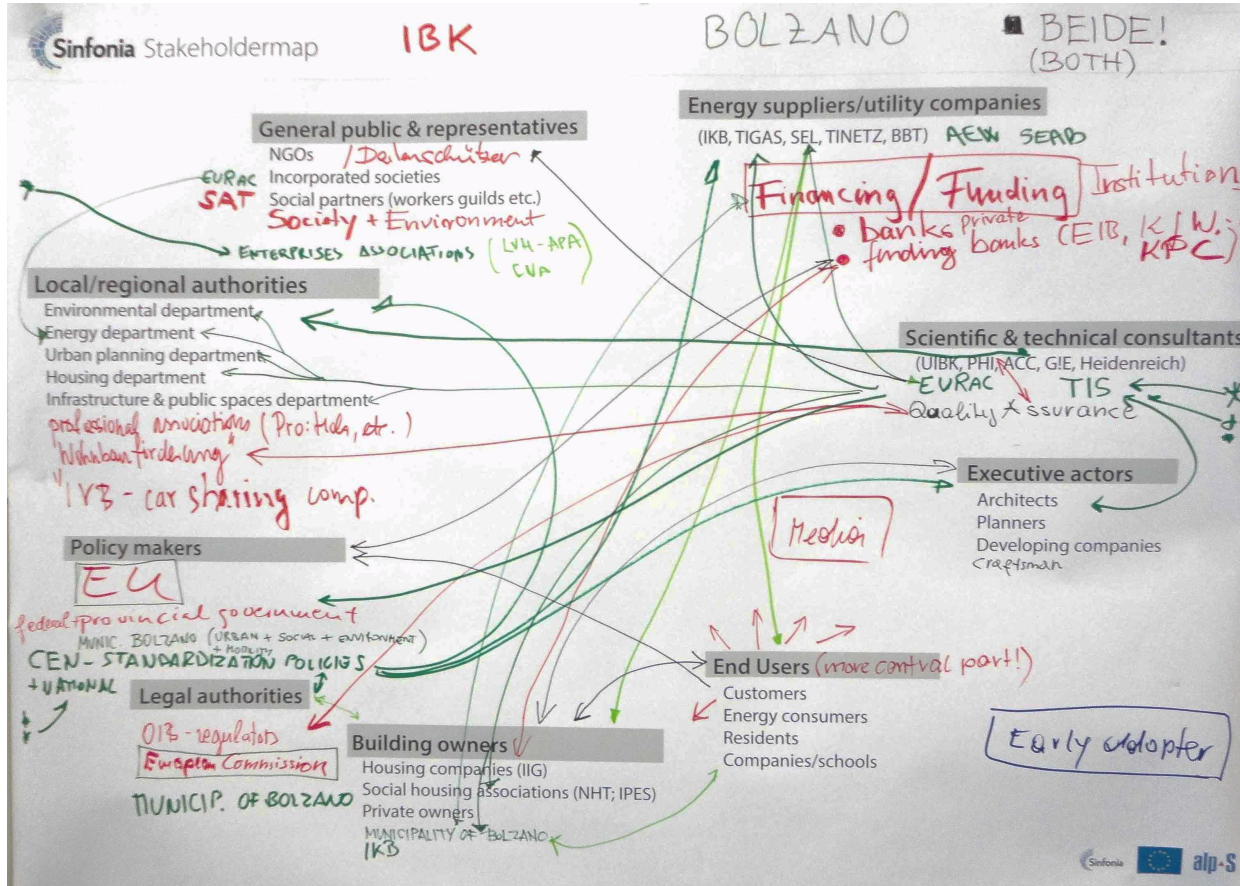
- Capitalization of know-how of social and socio-economic aspects in the implementation of smart city measures
- Documentation and evaluation of stakeholder involvement activities in Innsbruck and Bolzano
- Abstraction of lessons learnt, challenges and recommendations for other cities
- Extraction of general guidelines for stakeholder involvement
- Facilitation of replication activities

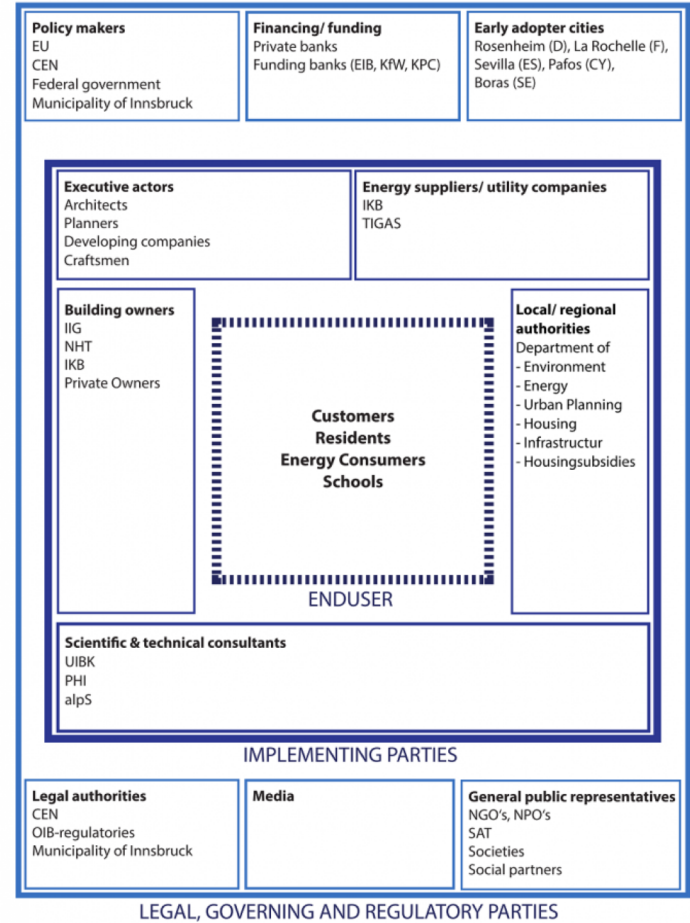
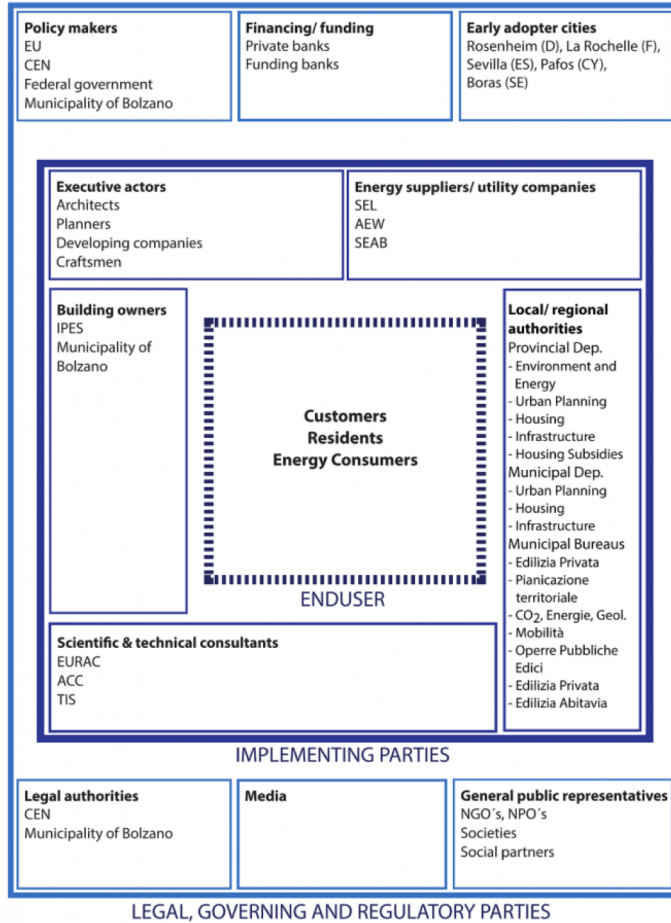
Literature-based key messages

The following **16 key messages** were extracted based on relevant [literature](#):

- A participation process is a benefit for every stakeholder due to reduced conflict and cumulative knowledge over r
- Every project will differ in size, type, economic, cultural or social characteristics. Therefore, every measure must b special emphasis on a degree of flexibility that each method should inherit.
- For all levels of participation that exceed the basic level of information, it must be clear that no result of a participa inevitably result in new results. Therefore, no decisions should be predefined.
- External moderation is a key criterion to guarantee fair and neutral discussions between the stakeholders.
- The involvement action should start as early as possible in the process.
- Participation structures should be confirmed until the refurbishment is finished and beyond to be able to react to fa
- All tenants (from every social and cultural group) must be informed and invited to be part of the involvement proce
- Different representatives within the stakeholder groups may have very different access to certain types of informa

[...]





Stakeholder mapping





Refurbishment of residential buildings

Innsbruck



| | |
|-------------------------------------|-----------------------|
| Citizens living in refurbished area | 15.000 |
| Total refurbished area | 37.000 m ² |
| Dwellings refurbished | 451 |
| Estimated Energy Savings | 50% |

Bolzano



| | |
|-------------------------------------|-----------------------|
| Citizens living in refurbished area | + 40.000 |
| Total refurbished area | 66.000 m ² |
| Dwellings refurbished | 548 |
| Estimated Energy Savings | 50% |



How we involved tenants

| Level of involvement | Activities |
|-----------------------------|---|
| Information | <ul style="list-style-type: none">• Regular tenant assemblies• Information brochures and journals• User manual for tenants• Possibility to visit demo apartments |
| Consultation | <ul style="list-style-type: none">• Questionnaire surveys |
| Co-Decision-Making | <ul style="list-style-type: none">• Holding interactive workshops• Possibility to refuse single refurbishment measures in special cases• Tenant's Representatives as a mediator between building owners and tenants |



User manual for tenants

vision

The proper application of technical devices can be challenging for tenants. A user manual shall provide assistance for proper user behavior in order to achieve envisaged energy savings.

addressed stakeholder groups

tenants
housing associations

outreach

The user manual is distributed as a printed version to all the involved tenants in Bolzano.

vision

Tenants are often sceptical about refurbishment activities in their apartments. Prejudices can be reduced by giving tenants the opportunity to check out technical equipment in a demo apartment.

addressed stakeholder groups

tenants

outreach

The exhibition was held five times and adapted to each SINFONIA building.

146 tenants (about 22 %) visited the demo apartment.



Demo apartment tour "Better living"





Questionnaire surveys

vision

Tenants are the real experts of their building. By considering their everyday experiences the refurbishment concept shall be optimised and time and money saved.

addressed stakeholder groups

- ▶ tenants
- ▶ housing associations
- ▶ research partners

outreach

The questionnaires were distributed in more than 1.000 households.

QUESTIONNAIRE FOR TENANTS Please fill in in CAPITAL letters.

Address information

1.1. Building No. Date Top

General information

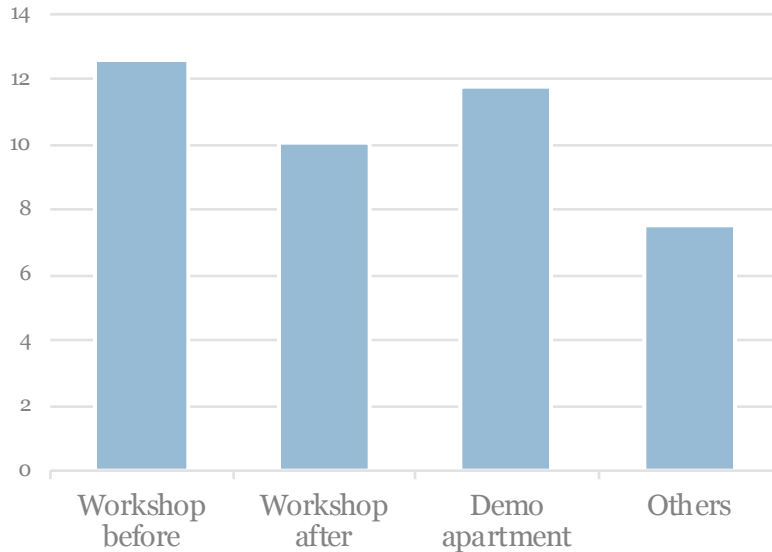
| | | | | | | | | | | | |
|------|--------|--------------------------|-------|--------------------------|--------|--------------------------|-------|--------------------------|-------|--------------------------|---------|
| 1.2. | Gender | <input type="checkbox"/> | Male | <input type="checkbox"/> | Female | | | | | | |
| 1.3. | Age | <input type="checkbox"/> | 18-29 | <input type="checkbox"/> | 30-39 | <input type="checkbox"/> | 40-49 | <input type="checkbox"/> | 50-59 | <input type="checkbox"/> | over 60 |



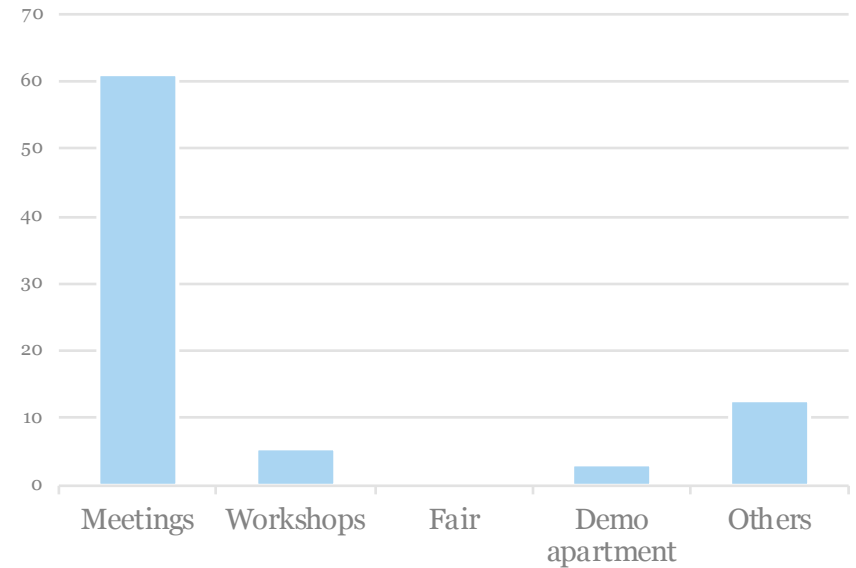
A quantitative analysis

| City | Responses | Response rate [%] | Female [%] | Male [%] |
|-----------|-----------|-------------------|------------|----------|
| Innsbruck | 177 | 27.7 | 56.7 | 43.3 |
| Bolzano | 107 | 89,2 | 54.8 | 43.7 |

Involvement activities in Innsbruck [%]



Involvement activities in Bolzano [%]





vision

Refurbishment of lived-in apartments requires a sensitive handling of tenants. By appointing a representative figure from the ranks of the tenants initial resistance should be overcome.

addressed stakeholder groups

- ▶ tenants
- ▶ housing associations

outreach

Housing agencies in Bolzano refurbished six building complexes with nearly 400 apartments.

Appointment of a tenants representative in refurbishment buildings





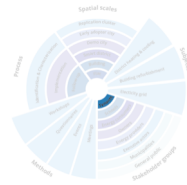
Challenges

1) Legal challenges in Austria

- Rent raises
- Legal right to refuse the entrance to their apartment
- Single tenants have the power to stop refurbishments of a whole building



Example:
Installation of a
ventilation system
in lived-in
apartments



Challenges

2) Social challenges

Loss of living space and custom-made furniture

Psychological problems

Bedridden & disabled tenants

Refurbishment - twice?

Conclusion

1. THE tenant does not exist
2. The tenant as the key to success
3. Good demo examples needed