

Design of a user manual for tenants



In order to guarantee that tenants properly use the new technologies in their refurbished apartments SINFONIA partners elaborated a user manual. It contains a guideline that can help tenants to better manage their apartments and the main technical devices installed in the framework of SINFONIA.

The manual transports information on appropriate user-behaviour in refurbished buildings which is considered a key factor for achieving the expected energy savings. Specifically, the guidebook addresses the right use of the mechanical ventilation systems and the sun blinds plus the temperature management inside the apartments. It has common basic contents and additionally holds specific information for each building site. Hence, it can be easily adapted for the use by the facility management of other dwellings.

A series of coordination meetings with housing owners, designers and illustrators proceeded the preparation of the guidebook to ensure that the messages are transferred in a suitable way. Language and design of the manual are corresponding to age and cultural background of the tenants. The imparted content is liven up by the use of comics.

The final version of the user manual is divided into four chapters with different colours. The red chapter is a detailed guideline for the management of facilities in the apartments and holds explanations on illumination,

shadowing, ventilation and heating as well as water and energy consumption. The green chapter provides a two-sided overview on necessary daily maintenance activities. The yellow chapter gives tenants background information on comfort and health and on the influence of user behavior on the building`s energy performance. Finally, the blue chapter contains templates intended for the record of annual maintenance activities.

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.

Résumé

Challenges

- ▶ The main challenges of the design of the User Manual were to have a document which is user-friendly, short, and accessible to all tenants. The figures are relevant for promoting a wider use of the document.
- ▶ The User Manual aims at answering to challenges related to the daily choices in terms of energy consumptions and use of the retrofitted flat. Day by day, tenants ventilate, change temperatures and heat their houses. The User Manual support the tenants to make their choices the most effective and low consuming.

Recommendations

- ▶ The manual is an important instrument that support tenants in daily choices for decreasing their energy consumption.
- ▶ Get more information [here](#) !



„In the user manual, several information on the reasons to adopt coherent behaviours with the retrofitted flats are included. The first chapter includes a list of daily actions to enhance the daily benefits in a low-consumption house.“

User Manual, page 1

