

# Experience Prior To Renovation Start: Housing Board

Phases	Stages (within the time before the renovation)	BEFORE PROBLEM AWARENESS			DURING MAKING DECISIONS / PLANNING					AFTER PREPARING FOR RENOVATION		
	Steps	DAMAGE PREVENTION Tenants keep track of malfunctions	CHOOSE BUILDING CONDITION INSPECTOR Tendering (Preliminary mapping of the need for the renovation)	NEED ASSESSMENT Preliminary mapping of the need for the renovation	CHOOSE THE PLANNER Tendering (Renovation planning and risk evaluation)	CREATE THE PLAN Renovation planning and risk evaluation	CHOOSE THE CONTRACTOR Tendering (Contractor)	OWNER'S PERSONAL PREFERENCES Determining the owners personal preferences	COMMUNICATION STEP Consti provides information about the renovation	BUILD RENOVATION SITE Renovation preparations by Consti and residents		
	Tasks / Actions	Reporting malfunctioning dishwashers and such to the maintenance company	Housing board compares offers and chooses the one that suits everyone best. They might also present it at a general meeting.	e. g. inspection of pipe condition	Housing board collects offers from different engineering offices and presents them at general meeting.	Chosen engineering office conducts a risk evaluation and plans how renovation is carried out	Housing board collects offers from different contractors and presents them at general meeting.	Owners choose their individual choices about apartment details (e. g. choosing the colors of the tiles, saving costs)	Consti communicates with the resident about the renovation schedule and maintenance breaks	Residents pack belongings, declutter, and move out / Residents cover their belongings		
	Goals	Avoiding big accidents	The housing board wants to get the owners the best offer possible.	Collecting important information about the building, to be used when creating the plan.	The housing board wants to get the owners the best offer possible.	Making a realistic plan that offers enough information for tendering. Planning is crucial for creating guidelines for contractors as well as for securing satisfying experiences for owners/tenants.	The housing board wants to get the owners the best offer possible.	Make the most of the whole renovation at the level of individual apartment	Tenants are able to plan their life during the renovation	Make the building ready for the renovation		
Frontstage	Touchpoints via Channel	- Communication about malfunction via e-mail or phonecall	- Offers via e-mail - Invitation to general meeting via e-mail - (General) meeting face to face	- Notice of upcoming tasks via building - Visits in the apartment via face to face	- Offers via e-mail - Invitation to general meeting via e-mail - General meeting face to face	- Consti Kodikas -game - Notice of upcoming tasks via building - Visits in the apartment via face to face - Plan overview via e-mail	- Homma Hankassa -tour via face to face - Offers via e-mail - Invitation to general meeting via e-mail - General meeting face to face	- Project information package via physical Consti folder - Model room via physical space - Plan overview via e-mail	- Project information package via physical Consti folder - Information packages via OmaConsti - Info from Consti and housing manager via e-mail - Notice of upcoming tasks via building - Visits in the apartment via face to face - Info face to face - Calls to housing board members	- Notice of upcoming tasks via building - A place to throw your unnecessary stuff via garbage containers - Info face to face		
Who is involved?	Stakeholders	Tenants Owners Maintenance company Housing board Chair person of housing board Housing manager Consti Third parties										
Insights	Problems / Pain points	Ignorance / lack of awareness / procrastination	Distrust of unfamiliar companies	Miscommunications about the visits / Staff's ignorant behavior in people's home	Distrust with unfamiliar companies	Tenants start to feel like they are left in the dark	Distrust with unfamiliar companies	Consti Folder is weakly structured. Layout is hard to follow and read. It is difficult to get back to certain information	Tenants do not know who to contact if needed. Lack of clear information because of different parties miscommunications	Panic about where to live during the renovation / uncertainty about the length of the renovation		
Experience	General experience layer from the housing board point of view		Living daily life and being carefree about the building condition	Housing board prioritises the building conditions higher and feels like it's time to start	Staffs behavior can be felt disrespectful from the tenants point of view	Expectations and hopes are high to find a competent and experienced planner	Housing board was satisfied with the third party work but tenants worries causes extra work for the chair person	Expectations and hopes are high to find a trustworthy and reputable contractor	Happy but confused, concerned about the details	A lot of hassle between different people who need to be informed causes confusion and stress as the renovation will be starting soon	Decluttering and moving causes stress but housing board is also happy to see the progress of the renovation	
	Quotes		"Kuntotutkimuksia on tehty noin viiden vuoden välein"	"When Consti is considered as a contractor, speakers of the housing boards may be in contact with each other via phone call. They inquire about who has been in charge of the successful and unsuccessful projects."	"Hyvä että olisi mustaa valkosella lappu, vaikka siitä etukäteen sanottaisiin että tänä aikana tullaan. Jotta silti tietää, että huomenna he ovat tulossa. Näin tiedät, kun on aika nostaa kalliit perintömatot ikkunan asennuspaikan alta valmiiksi pois, tai ikkunalaudalta ne mummon vanhat tuhkat jotka on siellä jossain kupissa."	"Silloin kun ne (remontit) tehdään oikeeseen aikaan ja hyvin suunniteltuna ja valmisteltuna niin se haitta ei ole kovin suuri."	"Henkilökohtaisesti projekti oli raskas. Tunnen melkein kaikki asukkaat ja siksi elin jokaisen osakkaan ja asukkaan puolesta. Mulla on vähän sellanen tyyli et jos sulla on paha olla niin mullaki on paha olo. Vielä viime syksynä mulla oli univaikeuksia"	"Consti valittiin hinta-laatusuhteen takia. Suunnittelutiimin hyvä maine oli erittäin tärkeä."	"Kansio ei ollut strukturoitu hyvin. Päätökset täytyi käydä vanhusten kanssa läpi toista kertaa kädestä pitäen."	"Meillä taloyhtiössä on poikkeuksellisen paljon iäkäämpää väestöä, jolla tietotekniset edellytykset eivät kovinkaan hyviä"	"Järkevät ihmiset lähtee pois, mutta kaikki ihmiset ei oo järveviä."	
	Experience 1											
	Experience 2											
Experience 3												
Experience 4												
Consti customer		Chair persons of the housing boards		Non-Consti customer		Member of the housing board						