

Surecon Building Practice

The Project

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Concept for Further Learning: Axel Leroy, Reinhard Stewer

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www.surecon.eu

The Project

The role of a SURECON adviser is to support building owners with the planning of renovation projects and the incorporation into the planning phase of those aspects of sustainability, which are realisable within the context of the project in question (client's wishes/requirements, the building object and the available financial resources).

What differentiates the SURECON advisory process from other comparable concepts is that the primary objective of SURECON advice is to fulfill the wishes of building owners themselves in relation to sustainable renovation solutions. Within the context of SURECON sustainable solutions are those solutions which improve the quality of life of building owners and their families and a range of technical solutions is available - including energy efficiency measures and home automation - which can deliver on this objective.

SURECON advisers employ strategies which have been practiced successfully by other sectors for many years. SURECON advisers work together with clients to assist them in identifying their wishes. Because to a large extent clients may not actually be aware of their own objectives. Their wishes can however be teased out in the course of guided dialogue and their newly discovered self-knowledge can be translated into building concepts. This will in turn contribute to an increased level of customer satisfaction.

SURECON advisers also focus on other aspects of customer satisfaction and work within the holistic framework of sustainability, which extends beyond energy efficiency, life cycle assessment and the precision and quantification which characterize the project planning process. The primary goal of SURECON advice is that building owners should feel at ease and avail of individually tailored advice.

It is for this reason that in addition to their technical qualifications and experience in the field of sustainable renovation, SURECON advisers have at their disposal proven expertise in the management of client facing consultations. SURECON advisers are communications experts as well as construction professionals. Through the transfer of the SURECON

SURECON – Compact Tailored Knowledge for the Construction Sector

Continuous Professional Development for Advisers to Building Owners in the area of Sustainable Renovation

curriculum under the aegis of the NaSaBau project, advisers in the partner countries Austria, Greece and Ireland are participating in compact tailored further training modules in the areas of building practice and communications within the indispensable framework of sustainability.

The Advisory Meeting

A SURECON consultation takes approximately 90 minutes and in this time advisers and building owners will establish the wishes of the building owner as the starting point in a collaborative process which has as its objective the development of a renovation concept tailored to the building owner's individual circumstances and objectives. The scope, direction to be taken and cost of the renovations are thus flexible. At the conclusion of the process the building owners will avail of a renovation concept which corresponds to their wishes, is quality assured and can be realised and implemented through the engagement of suitably qualified tradesmen.

Sustainability – Life Cycle

It is valid within the context of sustainability to identify solutions, which are ecologically compatible, economically acceptable and are also inclusive of human beings. A central element in sustainable renovation is a life cycle perspective which takes into account not only the investment costs of a renovation project but also the following 7 levels;

Manufacture, Operation, Cleaning, Maintenance, Commissioning, Decommissioning and Waste Disposal.

In this context the advisory process will include concepts such as sustainability and age appropriate living alongside energy efficiency. Building owners often fail to fully express the wishes and requirements which are to form the basis of the renovation. Unanticipated changes are inevitable during the build and are the source of frustration and additional costs for building owners, planners and tradesmen alike

SURECON – Compact Tailored Knowledge for the Construction Sector**Continuous Professional Development for Advisers to Building Owners in the area of Sustainable Renovation****The SURECON Dialogue****Topics**

The SURECON dialogue guidelines have been developed in the form of a Checklist (First Look –then Renovate/Build) which covers the following subject areas:

1. Analysis of the building and its components
2. Heat generation
3. Heat distribution
4. Electricity generation
5. Electricity usage and home automation
6. Living behaviour
7. Storm protection
8. Flood protection
9. Thunder protection
10. Heat protection
11. Accessibility
12. Security
13. Allergy conscious building
14. Dealing with mould
15. Renovation wishes and priorities
16. Photo documentation
17. Financial considerations

Once completed the Checklist will steer the adviser's dialogue with the client and form the basis for further discussions or planning. The Checklist provides a detailed overview.

If the clients do not wish to participate in completing this process, it will have to be undertaken by a third party. The guidelines facilitate a structured consultation with the clients and ensure that all topics are addressed. If it transpires that certain topics are not relevant to the individual clients, they are omitted and will not be addressed again during the subsequent project implementation phase. Non-adherence to the guidelines will have a negative impact on the level of information available and may result in the wishes of the client being overlooked during the planning phase.

It will always emerge during the advisory consultation that certain aspects of renovation have not been considered by the client or are completely unknown to them.

Preparing for a HouseCheck

Certain documentation will be required in order to assess the current state of the building. The two page document “

Preparing for a House Check” has been developed for this purpose and explains the motivation and the procedures involved to the clients. The clients will be asked to obtain appropriate documentation on the house and to provide information material as a starting point for discussion. At this first stage it will be possible to establish whether the clients wish to be directly involved in this process or prefer to delegate these tasks.

Checklist: First look - then renovate

The adviser enters the data from the questionnaire **Preparing for a House Check** in the **Checklist: First look - then renovate**. The Checklist is used as an aid to conducting the consultation session and guides the dialogue between the client and adviser. Certain issues can only be assessed on-site. The clients can either assume this role or delegate the analysis of the current status of the building to an on-site adviser. The original **Checklist** should be signed by both parties and then photocopied to document and formalise the consultation. The copy is retained for the on-site consultant who will use it to prepare for the building survey and for the meeting with the clients. Much of the information contained in it will not need to be explained a second time. The clients has already participated in the initial briefing.