

Residents' understanding and perception of the impact of renovation of multifamily dwellings

A Social Study

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ĒKU SAGLABĀŠANAS UN ENERGOTAUPĪBAS BIROJS

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Contents

Contents.....	1
Abbreviations	2
Introduction	3
Methodological approach	4
Information	6
Initial information	6
ESCO reputation.....	9
Decision making	10
Personal concerns	11
Lack of trust.....	11
House Elder.....	12
Impact of the renovation.....	14
Pre-renovation.....	14
During the renovation.....	15
Post-renovation.....	16
What if renovation never happened?.....	20
Support.....	21
Discussion	25
Conclusions	28
Personal Reflections	31
ANNEX.....	32



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ENERGOTAUPĪBAS BIROJS

Abbreviations

CMC – City Maintenance Company
ESCO – Energy Service Company
EPC+ – Energy Performance Contracting



Introduction

It is not until 2007 that the need to introduce changes in maintenance of the prefabricated apartment buildings in Latvia was addressed by private sector enterprises and it is by then that the building renovation combined with the implementation of energy efficiency measures was seen as a possible solution for the acute housing crises.

Up till 2009, renovations of multifamily dwellings had been done mostly as demonstration projects often through subsidized means. It is only then that, with financial help of EU funds, a substantial number of renovation projects were started. Now more and more energy efficiency in buildings combined with deep building retrofit is represented as a multipurpose instrument to reach various political targets, create economic benefits and social improvements. The public sector in Latvia however has not yet shown confidence in this approach and a coherent policy has yet to be implemented.

One of the challenging aspects of renovations of multifamily dwellings is that such projects implicitly require close collaboration of the apartment owners – they need to join efforts and their financial means to make changes to the infrastructure of their buildings. In a culture where there is little belief in joint action, convincing people to work together (even if it concerns their own home) is an exacting task. Although several private enterprises have succeeded in doing this by pointing out that there would be significant long-term savings in residents' energy bills, many more are still not convinced that the end result will be worth taking on the potential risks.

The aim of this research is to gain deeper insight in residents' understanding and perception of the impact of renovation of multifamily dwellings. To identify how the perception of one's own building and perception of the other two buildings in question is shaped, constructed and contested through narratives about the renovation process. A research team of 2 people spent 6 days during the summer of 2014 in a city in Latvia and



collected the personal experiences and stories of professionals and non-professionals that circulate among residents of Soviet Era buildings.

Methodological approach

Fieldwork took place in three separate pre-fabricated Soviet era apartment buildings located on the same street in a regional city. Two of the buildings have undergone renovation, both of those where done by the same building company but under different renovation goals, and in the third building no renovation has been done. They all belong to 467 and have 36 apartments. Semi-structured interviews with 8 households of the each building were carried out (total of 25 interviews, 24 apartments). All of the house elders were interviewed as well, as they functioned as gate-keepers for the rest of the building.

Research about qualitative sample size demonstrates that saturation can be achieved after 12 interviews if the target group is defined very precisely.¹ More interviews than that, while still helping to obtain details on the information gathered, will not offer significant new ideas or explanations.

Data was gathered through semi-structured in-depth interviews. Demographic aspects were taken into account, interviewing people with different age, gender and language. Another criteria was to choose interviewees that live both in the central part and along the inner perimeter of the same building, which was important because before renovation the comfort level (average temperature) of the apartments of the same buildings may have differed depending on where the flat is situated in the building and this may have

¹ Guest, G., Arwen Bunce, & Johnson, L. (2006). How Many Interviews Are Enough?: An Experiment with Data Saturation and Variability. *Field Methods*, 18(1), 59–82. doi:10.1177/1525822X05279903



influenced residents' willingness to renovate. In the end, 13 of the informants were female and 12 were male. 6 informants or 24% were younger than 35, 9 (36%) were of age 36 to 65, while 10 informants (40%) were 66 or older. While the older generation is represented more heavily, homeowners are generally older side and younger people tend to rent, because they cannot afford to buy. Also, in regions outside Riga average age of the population is much higher, as young people tend to move to Riga.

All interviewees and other major participants in research were given the option of not being recorded/remaining anonymous within the research. If not asked to do otherwise, all interviews were recorded. All of the three buildings have been assigned a letter as symbols of reference so not to use the name or number of the street: building A was renovated by an ESCO; building B was renovated by the same builders but the management of the construction works were done by City Maintenance Company; building C has not been renovated.

The descriptions provided in this research are based solely on data gathered during the interviews and the core of the analysis consists of terms and "*facts*" as provided by the informants. By looking from the resident's point of view at how the processes of renovation have influenced their lives, we have strived to gain deeper understanding of the decision-making mechanisms within the buildings. Similarly, our conclusions of the impact of renovations is based on what the residents told us, thus the "*objective reality*" of the condition of the house has not been described here – what is important is how the people perceive the house, the renovations, what are their pro's or con's and what are the stories and topics they choose to talk about when renovations are concerned. The technical and financial analysis of the renovated and non-renovated buildings was carried out by a separate team at ESEB (in footnote provide where the research/presentation can be found)



Information

“Knowledge is power, but knowledge is not just statically stored. It evolves through being shared.”
(Hai Zhuge)

Initial information

In a city with such high rates of insulated buildings, everyone has heard something about it. Well almost everyone – there was one informant out of the 24, who said that no one has ever talked to him about renovation nor asked his opinion about whether or not it should be done in the building he lives in. For the majority of residents the primary information source for multifamily building renovation that seemed relevant in regard to their houses were the meetings organized by the Energy Service Company (ESCO): in 2010 the goal of the enterprise was to renovate all of the multifamily dwellings on the particular street therefore they had held several informative meetings for the residents. Residents perceived the information as plentiful and easily understandable – a few of them had even saved the flyers from the meetings. Even in the meeting room of the City’s Maintenance Company there are still ESCO’s posters about the renovation process, which might mean that they are still used to inform the general population.

According to residents, after the information campaign, the ESCO proceeded with the renovation of the first building that had succeeded in collecting the necessary quorum of residents’ signatures. (One resident described this fact as “winning”, as the other houses did not make it on time to be the first ones.)

Sieviete (72): *Jā, jā, tur jau bija tā, ka bija jāsavāc tie procenti... mūsu mājai drusku pietrūka. Pazaudējām, tad tie pa priekšu. Tas viss caur namsaimnieku gāja, gājām uz sapulcēm, semināriem. Tad es arī vēl atbraucu šurp, lai vēl uzliktu to parakstu. Kaut kāds*



paraksts pietrūka, jo dažos bija īrnieki un tur īpašnieki nebija atnākuši un... tā māja uzvarēja. Dabūjuši vienu to parakstu vairāk un viņus pirmos nosiltināja.

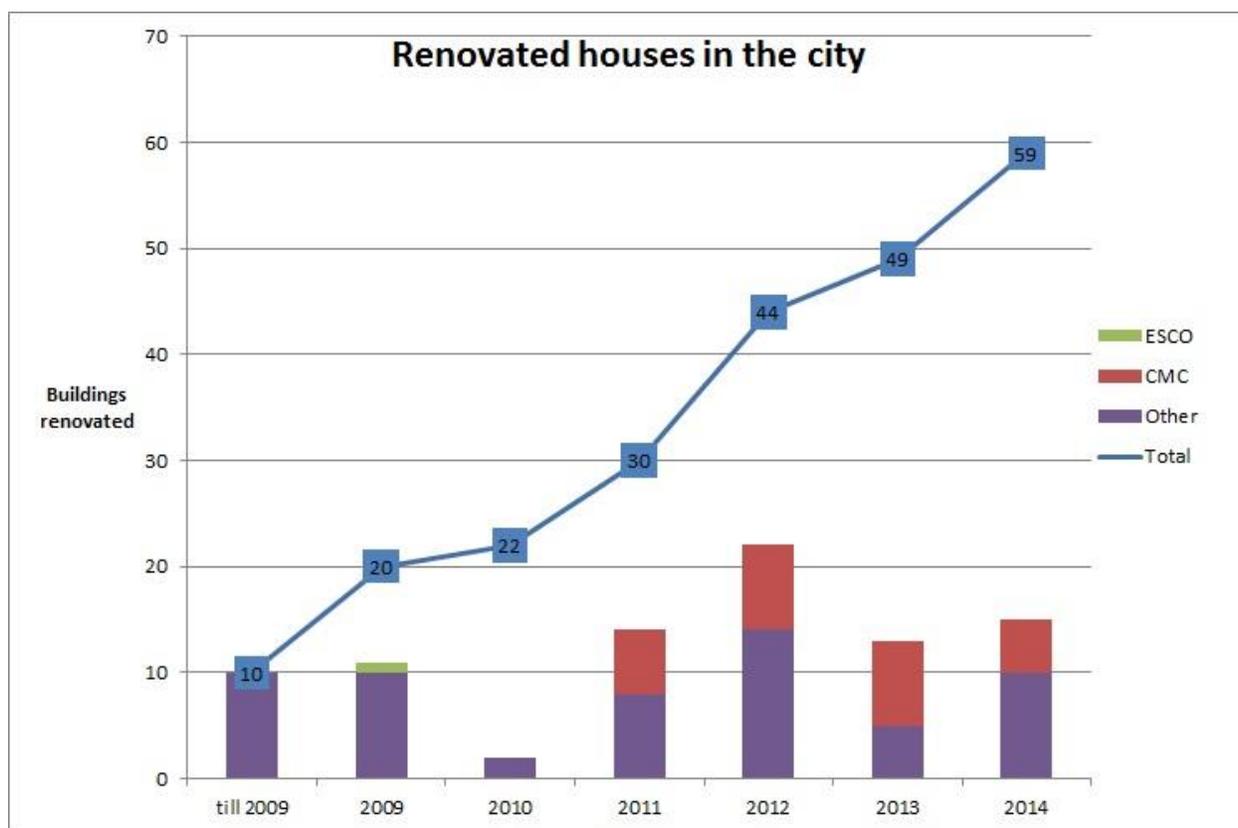
Female (72): *Yes, yes, there was the situation with gathering a certain percentage... we came up a little short... We lost it, so then they went first. It all went through the Maintenance Company, we went to meetings, seminars. Then I came here and to sign again. There were some signatures missing, as some are tenants and some of the owners did not show up ... the other house won. Got one signatures more and they were the first to be insulated.*

The residents of other buildings told us that they were rather interested in collaborating with the ESCO, but while waiting for their turn, by using the knowledge spread by the company, they started to consider other alternatives. As a result, although the ESCO was the initial information provider, only one of the buildings was renovated according to EPC+ deep retrofit principles and the others chose different paths: one building went forward with renovation works managed by the City Maintenance Company, while the other building did the staircase insulation on their own and is trying to find its own, different strategies for renovation.

Sieviete, 30: *[..] un tad nāca tas piedāvājums, kas bija kaimiņu mājai, par to interesanto finansu modeli, mēs jau bijām gatavi noslēgt līgumu, bet izpētot ciparus sapratām, ka ilgtermiņā tas īpaši izdevīgi nebūs. Sākām domāt paši no nulles. Tā kā tam procesam mēs divreiz gājām cauri, vienreiz viņu modeli, otrreiz paši.*

Women, 30: *[..] and then came the offer, which was the same as for the neighboring house with the interesting financial model and we were already prepared to sign the contract, but by examining the numbers we realized that in the long run it will not be especially beneficial. We began to think on our own from scratch. So we went through the process twice, once in their model, the second time on our own.*

As a result, in the City 59 buildings as of 1st of October, 2014 have been renovated (35% of all of the housing stock). The City Maintenance Company has renovated 27 houses, or 46% of all of the renovated buildings in the city and ESCO has completed 1 contract (see the Graph 1).



Graph 1. Renovated houses in the city in total and as well by year and service provider. Information supplied by the City Maintenance Company.

Most of the residents when asked about the information accessible before the making of the decision, answered that there was plenty of it. Nevertheless, stories of interviewees show that there is a lack of information about the current operational lifetime of the multifamily buildings and the specifics of ESCOs –EPC+, the deep retrofit of buildings as opposed to just insulation or façade renovation. Almost all of the interviewees use “insulation” (lat. siltināšana) and “renovation” (lat. renovācija) as synonyms which shows



lack of understanding about that the plain insulation of buildings outer walls has very little to do with the improvement of the current technical condition of buildings and their operational lifetime.

Sieviete (30): *Cik ilgi mājai šobrīd ir ekspluatācijas laiks? Grūti teikt. Tādā ziņā, ka tā energoefektivitāte ir atjaunota par 100%... bet nu ekspluatācijas laiks ja ir beidzies un viņai ir jābrūk, tad jau to renovācija neārstēs, tāpat sabruks, tikai tik cik energoefektivitāte renovēta.*

Female (30): *How long is the current operational lifetime of the house? Hard to say. In the sense that its energy efficiency is updated by 100% ... but if the operational life time is over and it has to collapse, then it will not be cured by the renovation, it will fall apart anyway, only as much as he energy efficiency is renovated.*

ESCO reputation

Residents from other houses and current tenants of the house A, where the deep retrofit was done, often state that the costs of renovation calculated by ESCO were inadequately high, although the amount of works done on different renovated buildings where the same. According to some other residents the projects for renovation were initially very similar, but they were changed during renovation – with ESCO adding some stuff free of charge as an advertisement.

Also people take several issues with the ESCO payments. Firstly, they are said to be higher than the monthly payments in the other renovated buildings. Secondly, people link ESCO payments with uncertainty as they seem to be ever-changing as opposed to the buildings that took mortgage, where the monthly fee is fixed. Thirdly, people mistrust the payment scheme because they are supposed to pay the heating bill even in summer therefore they no longer can have a “break” from payments as before. In addition to that the payback period for ESCO buildings is 5 years longer than in the buildings that took bank loans. Last



but not least, people state that in the buildings that took the mortgage, it is possible for a resident to repay the entire amount at once if he/she has the money it is not possible in the ESCO building.

Interviews show that when making a decision between ESCO and its services and other alternatives, the residents in their mind are making a choice between different financing models of insulation not different kind of quality of retrofit works. Residents do not see ESCO as experts about renovation and do not see their specific input in renovation process, so they do not see the point to involve them. This is illustrated with example of house C: residents are doing house reparation works little by little on their own terms, without loans or other involved parties but with their own resources by collecting and saving up the maintenance fees from all of the residents.

It seemed to us that the lack of information about the payment scheme and of the extent of works done (hence the overall price of the project) leave people with the feeling that they are asked to give away more money than needed. Therefore there is a noticeable mistrust towards the ESCO among the residents of the other two buildings.

That a private enterprise profits from doing the renovations is often mentioned as a negative point therefore the juxtaposition between ESCO and the City Maintenance Company is often made: from the most of residents viewpoint City Maintenance Company does not gain profit from renovating buildings, their only benefit is keeping the existing clientele. All of this adds up to the perception of ESCO as a foreign business that is trying to defraud people.

Decision making

There are several factors influencing residents' decision-making process. The most important among those are a-the house demographics, b-resident overall lack of trust and c-residents' financial concerns as well as, finally, d-the work of house elder.

Personal concerns

When making a decision for or against renovation, personal benefits are the most important: if the renovation will benefit the particular resident and household, they are more likely to be interested in renovation. If the situation is not clearly bad, the fact that other people are experiencing discomfort will not be the primary concern.

Vīrietis (68): *Un tad jau ar divistabu dzīvokli urkšķēja un burkšķēja... Ā nu jā, bija tāda problēma, ka divistabu dzīvokli teica - a kāds mums labums? To ka viņiem mazāk būs jāmaksā divistabu dzīvoklim, tas viņiem nav vajadzīgs, viņiem labumu vajag! Tas ka mums ir 5-6 grādi vannas istabas ziemā, tas vienalga...*

Male (68): *And then the two-bedroom apartments and were whining... Oh yes now, it was such a problem that one-bedroom apartments said - what we get in return? That they will pay less a two-room apartment, they do not need that, and they need the benefit! That we have 5-6 degrees in bathroom in winter, that's not important...*

Lack of trust

Our observations show that people tend not to trust their neighbors across different generations – most notably there is a generation gap and a lack of trust between pensioners and young families. Residents, no matter the age, think that in the houses where there are a lot of elderly people, decision making takes the longest time while young generations are those who perceive building insulation and renovation as a “must” unlike the elderly. While we also found that this is true, it is not because they all necessarily think the renovation is not needed, but because the elderly tend to have very little income and a lot of financial concerns, for example, they are afraid that other neighbors will not pay their part and they will have to pay for them too. Both older generation and younger generation agree that pensioners are the ones who pay the bills regularly, while the young generation has the most unstable track record with the payments, which makes the fears of elderly



quite legitimate. Also, it is not always clear to the elderly what does the 15-20 year repayment period of mortgage or ESCO payments entail: some of them are convinced that their apartments will no longer belong to them.

Sieviete, 80: *Cilvēki ne īpaši grib renovēt, jo uz 20 gadiem, kā arī zemes grāmatiņa atdota. Dzīvoklis nav mans, dzīvoju svešā dzīvoklī un maksāju.*

Woman, 80 years: *People do not particularly want to renovate, because its for 20 years, and the Land Register has been given away. The apartment is not mine, I live in a strange apartment and pay.*

Even if people manage to build enough trust in the house, we saw that residents tend not to trust the outsiders as they are afraid to be defrauded. It depends, however who perceives what as an outsider – some residents are concerned that ESCOs are private enterprises that gain profit as opposed to the local City Maintenance Company, while at the same time some mistrust the City Maintenance Company for the same reason. People state that even if the City Maintenance Company might not be gaining from doing renovations, they earn extra profit by having inadequately high prices for services. This would explain why 2 out of 4 buildings of the street are no longer cooperating with City Maintenance Company.

Residents also do not trust the builders and are worried about the quality of renovations – some of them think that the materials that are used for renovation are not the best quality and builders are not good at their job. They think that existing mechanisms of supervision are insufficient to ensure quality control. People also have very low expectations regarding builders and comfort in construction time.

House Elder

At the same time residents state that they trust the house elder, therefore the importance of the house elder in the pre-renovation phase is often emphasized by the residents: if the house elder is against renovation, it is never going to happen. There are many expectations

regarding house elders - they are supposed to be more interested in the maintenance of the house and consequently gain knowledge regarding the subject. House elders are expected to spread the information in scheduled residential meetings and to follow up individually with residents afterwards, to make sure that everyone is informed and their consent gained for whatever the house is planning to do. Furthermore, house elders carry out the function of the “middle man”: they have to interact with other involved parties (builders, banks etc.) and represent house interests fully. Therefore if they “veto” the renovation there will be no one to do the preparatory work which is the very first step towards obtaining the quorum of signatures.

Sieviete (30): *Kā jums šķiet, kāpēc ir mājas, kuras var vienoties un tādās, kuras nevar? Grūti teikt. Nē nu cilvēki, jā, droši vien kāds kontingents dzīvo, cik jauni un veci. Mājas vecākie noteikti nosaka toni, jo ja viņš negrib, tad jau nebūs. Ļoti daudzi mājas vecākie ir veci cilvēki, un... mājas vecākie daudz var ietekmēt.*

Female (30): *What do you think, why there are houses that can agree and those who can not? Hard to say. No people, yes, probably a contingent of living, the young and old. Home elders definitely set the tone, if he does not want to, then it will not happen. Very many of the house elders are old people, and elders of the house ... they can affect a lot.*

However, in the case of the building B different strategies on dealing with the house elder responsibilities and internal knowledge management can be seen. There was a particular resident who bought the apartment with an aim to renovate the whole building (as it was in “awful” condition beforehand) – she became the elder in the pre-renovation phase, so she worked on informing and convincing the neighbors of necessity of the renovation. When the renovation actually started, she proposed that other house elder should be appointed – one who has experience about the construction. The current house elder was picked because he had the said experience, so he was able to monitor the renovation process.

Vīrietis (26): *Kad sākās renovācija, jūs tieši ievācāties? Jā, tajā pirmssposmā es nemaz nebiju. Bet pēc tam atkal... tad bija... 27.dzīvoklis, viņa bija mājas vecākā. Viņa skatījās, ka man interese ir un tad viņa ātri, ātri, tika pārspēlēts. Vienā sapulcē pieņēma lēmumu, ka es jaunais mājas vecākais. [..] Man arī varbūt celtniecības jomā ir pieredze, tāpēc tos procesus uzraudzīt un ieraudzīt vieglāk.*

Male (26): *When the renovation started, you had just moved in? Yes, I was not here pre-renovation. But then again ... it was ... she was home elder. She saw that I had interest and then she was quick, fast, passed it to me. At one meeting it was decided that I the new house elder. [..] I also maybe have a construction experience, so to monitor and see the processes is easier.*

Impact of the renovation

Pre-renovation

Before the renovation some people were living in better conditions than others, which has influenced their perception of the benefits of the renovation. Residents who have had problems with water seeping through the walls or who have experienced really low temperatures in the cold season all have done some internal, apartment renovations. According to residents, the most common solution to said problems has been insulation for outer walls – mostly some thick tapestry or very simple insulation materials. In the beginning of the 90's, when the houses were still not privatized, the municipality (or country? no one quite remembers) gave out some insulation materials. Some people still have insulation from that time, but others used those materials to upgrade their summer homes, as it was still hard to get any materials in the beginning of 90's. Hence, a few residents are sure that the overall comfort level and energy efficiency could have been higher also before the renovation, if everyone would have used the materials properly. We found out that windows and radiators were also commonly changed, to help against the cold.

During the renovation

Residents are generally quite worried about the quality of renovations. Some of them are worried that the materials that are used for renovation are not the best quality. Furthermore, people who are aware of the conceptual difference between renovation and insulation are certain that the houses in general are not really renovated but are just insulated (even a few from the building A that was deeply renovated). In the buildings where renovation has not yet occurred, skepticism is higher and residents recount their observations of the neighboring house that was being renovated when the interviews were done, how the materials are cheap and nobody accounts for what the builders are doing.

Experience with builders is characterized as good, although the stories told show that it is because people generally have very low expectations – if builders are not drunk or hangover and show up to the job on time, they are considered to be all right. In the same time, builders are not perceived as experts or good at their job – widespread opinion is that they need managers and the more the better. If the manager of builders was around when the renovation happened, people are more certain about the quality of the renovations.

Sieviete (64): *Uz jautājumu par to kāda bija sadarbība ar celtniekiem izteicās pozitīvi norādot, ka darbi tika veikti tikai 2 mēnešu laikā. Tomēr kad vaicāta par to vai strādnieki paši novērsa darbu laikā radītos bojājumus dzīvokļa iekšējās sienās, atbild noliedzoši un stāsta, ka pati pieprasījusi, lai strādnieki aizspaktelē caurumus lodžijas sienā. Uz jautājumu par to vai renovācijas darbu laikā bija jāpiedzīvo diskomforts saka nē, tomēr stāsta, ka strādnieki vislaik gar logiem staigājuši, grīda esot bieži jāmazgā, puķes esot nokaltušas (no metināšanas). Piemēram, logi dzīvoklī bijuši jāmaina 18.novembrī, bet celtnieki atnākuši tikai nākošajā dienā, turklāt stipri pagāraini. Jāpiebilst gan, ka informante par šo notikumu stāsta lietišķi, bez īpašām negatīvām emocijām.*

Female (64): *Collaboration with builders has been positive, as the works were done in 2 months. When asked, did the builders eliminate damage done to the apartment in the construction time, the answer is negative, she had to ask them to fill the holes in the wall of balcony. During renovation there was no discomfort, but then tells that the builders walked by her window all the time, the floor had to be washed again and again, the flowers died (because of welding). For example, the windows in the apartment were scheduled to be changed to 18.november, but builders came on the next day and were hung-over. Informant tells about this in a businesslike manner, without any particular negative emotions.*

Post-renovation

The main personal benefit and joy after the renovation for the residents is comfort – the warmth of the apartment, hot water temperature, the fact that rain or wind are not able to get into the apartment through the cracks in the walls.

Sieviete (73): *Man ir ļoti jauki. Atklāti sakot, neko nevarētu izdomāt, ko vajadzētu citādāk. Ūdens karsts, māja silta, nomaksāt var, pie tam skaista... vairs neskrien iekšā ārā arī tomēr... lifts kluss, izdauzījuši robu, bet piecietīsim.*

Female (73): *I find it very nice. Frankly, I can't figure out anything what should be different. Hot water, warm and beautiful house, can pay the bills... no one runs inside and outside anymore... elevator is quiet, there is a new hole punched, but we'll live with that.*

Nevertheless, their stories show that as a result of renovations residents more often take care of the communal areas, mostly speak about their houses with pride and, in a sense, take ownership of them. There are now flowers in the communal areas, cleaning duties of said communal areas are distributed amongst neighbors, people generally do not smoke inside and are more concerned about any damage, be it practical or purely decorative, of the house. They also seem more interested to upgrade the area around their building and the emotional and social value of both their apartments and the neighborhood has grown.



We noticed that houses that are renovated seem to make decisions more easily about the next steps to upgrade the area than the houses that have not yet been renovated. This might be because of priorities (renovation and insulation as the absolute priority, before nice boardwalks etc.) or because in the houses where renovations are done, house elders are more active and involved. All of the houses have done additional upgrades – piping has been changed or is planned to be changed, stair cases are redecorated or re-painted.

Some people, who knew about it, did appreciate the fact that the ESCO's involvement did not end with the renovation, but that they still take care of the house. They told that if something happens in the house which can be classified as ESCO firm's responsibility, so, not something that has been affected by their actions, but has just worn out, broke etc., then they can call up the ESCO and ESCO will come and repair it. Other people in the house were not aware about this and some had no idea that the house is even renovated by ESCO (mostly tenants of the apartments).

Overall people are not planning to move, so they have not thought about the value of the apartment and how it was affected by renovation. Renters note that “renovation” was one of their apartment search criteria, because if there is an opportunity to live in a better building, then it should be taken. Some people are sure that the value of the apartment in the real estate market would be higher, but are not sure by how much.

Vīrietis (26): *Vērtībā noteikti ir cēlusies, kaut vai ekonomikas dēļ, bet arī renovācijas dēļ. Cilvēki arī raksta sludinājumos klāt, ka ir renovēta māja. Mūsdienā cilvēki grib dzīvot komfortabli, nevis domāt par to, ka viņš atnāks mājās un sals kājas, vai jāpērk radiatorus.*

Male (26): *Definitely worth has risen, if only because of the economy, but also because of the renovation. People also write in present advertisements that it is a renovated building. Modern people want to live comfortably, and not think about the fact that when he comes home he will have cold feet, or have to buy radiators.*



The answers leave an impression that while the factual value is not known, emotionally the apartment now seems more valuable.

People are currently very happy about the neighborhood and perceive it as an exclusive place in the city – right next to the river, 10 minute walk from city center, but still silent and nice. Before the neighborhood was renovated they had problems with drunks and homeless people who used to hang around their houses and sleep next to the river, but the residents sent them away (with the help of the police) and also the clean, esthetically pleasing environment does not encourage such people to return to this neighborhood.

Sieviet (73): *Mums taču visi dzērāji un bomži te sēdēja, tad sākām dzīt viņus ar policiju, tagad vairs nav. Ir jau kas zīmē uz sienām, dara, dzērāji jau visur ir. Man liekas, ka mums ir ļoti labi. Cik ārkārtīgi skaisti... it īpaši tie, kas dzīvo 8 un 9 stāvā. Klusums. Naktī arī kluss, ja paši netrokšņo. Jauki.*

Female (73): *All drunks and the hobos sat there, then we began to drive them away with the police, now no longer. There are some that draw on the walls, drinkers are everywhere. I think we have it very good. How very beautiful ... especially those who live in the 8th and 9th floor. Silence. At night, the quiet, if we do not make any sounds ourselves. Sweet.*

Nobody cares about energy savings because of renovation in regards to climate change or because of any other “green” reasons – if people appreciate the energy savings or do save the energy, it is because they are trying to save money. Then again, for the younger generation and those in a better economic situation, comfort is even more important than the possibility to save money, so not even the financial aspect can significantly impact their consumption of energy. Furthermore, these residents openly admit that they do not monitor their energy consumption or that they are actually spending more energy now, because they can.

Vīrietis (26): *Man ir svarīgi maksāt par viņu [enerģiju] mazāk, tāpēc man ir svarīgi viņu*



ekonomēt. Tā vai globāli, nē, tas mani neuztrauc īstenībā. [..]Ja man pateiktu, ka tagad maksāsim par apkuri 5eur mazāk, bet būs jāpasalst, es teiktu nē, paldies, man nevajag.

Male (26): *For me, it is important to pay for it [energy] less, so it is important for me to save it. Globally, no, it does not bother me really. [..] If somebody would say that now lets pay less for heating 5 EUROS, but it will be not as warm, I would say no, thank you, I have no need.*

What if renovation never happened?

When people were asked, what would they have done themselves, if it were not for the renovation, most commonly they mention that they would have changed the windows or done some insulating of the inside walls of the apartment. So, any improvements would be concentrated around their own apartment, in their private space.

A few people also mention the things that they would have had to do to preserve the building, if there were no renovation, mostly if something was really strikingly in a bad condition – for example, residents in all houses agree that the outer wall of the staircase would have been changed, as in some of these homes the outer wall was mainly glass, which over the years had been broken, so the staircase was cold, dirty and was not very esthetically pleasing. The renovation of the outer wall of the staircase is exactly what the house C, which has not yet renovated or insulated the house, has done.

Vīrietis (65): *Nekādas sūdzības neesmu dzirdējis, visi taisni priecājās... mēs ļoti daudz par saviem līdzekļiem esam izdarījuši. Varbūt, ka vēl var kaut ko pagrabā izdarīt, tur caurules vēl visas nav nomainītas, tur ir vēl varbūt zudumi, tur jāpēta pašiem. Tur taču mājas padome ir, tie arī vairāk interesējās. Pagaidīsim kāds efekts būs tai mājai, kad viņi nosiltinās galus. Pilnīgi ar to varbūt pietiek.*

Male (65): *I have not heard any complaints, on the opposite – everyone is happy ... we have done very much with our own resources... Maybe something can still be done in the basement, all the pipes are not yet replaced, there's still maybe a loss of heating... we have to check that out. There is the house council... they are also more interested. We will wait what the effect will be in the house which is going to insulate only the end walls. It may suffice only with that.*

A few residents of the C house were not sure that overall renovation is a particularly good idea – they seem to think that maybe some smaller things should be done and they could considerably impact the comfort and quality of life.



Thus, operational life time is not an important topic for the residents and is certainly not on the top of their priorities regarding the reasons for renovation. People often do not believe that renovations can affect the operational life time (which goes hand in hand with the confusion about what is renovation, deep renovation or insulation), are certain that the operational life time was extended even before renovations (because allegedly someone came by, checked the house and said that it will be okay for some time), which means that the house was in an okay condition, or, most often, residents are not sure about the concept of the operational life time – they say that the operational life time has ended, but are not really concerned or looking for a different place to live. It seems that operational life time is a known concept mostly for those who were (or are) linked with the construction sector.

Vīrietis (26): *Mājai ir ekspluatācijas laiks 30 gadi, tātad kaut kas jādara. Sienas brūk un jumts tek, kosmētiskie remontu nebija taisīti kāpņu telpā.*

Male (26): *The house has a lifetime of 30 years, so something must be done about it. The walls are crumbling and the roof is leaking, cosmetic repairs had not been done in the stairwell.*

Support

It seems that while the residents say that initial information was the same for all of the houses, the lack of very practical, hands-on support afterwards is the thing that has been keeping back the house that is not involved with ESCO or CMC. We found out that informed house elders that are pro-renovation is not all that it takes –even if the house elder is interested in renovating the building, but does not have a support system, the renovation is less likely to happen.

If the house has a support system, the whole project writing process and similar tasks are done by ESCO or Maintenance Company, and delivered to the residents, and the house gets renovated. At the same time in the house that does not receive services from an ESCO or

Maintenance Company, but arranges their own maintenance works, house elders have to write the application for financing and EU structural funds all on their own. As they themselves mention, they do not have the time or the knowledge needed for project preparation, so their projects keep on getting rejected. Also, they get secondhand information from the other houses that have been renovated, but actually do not have all of the information as other parties did their renovation process, so they are generally misinformed.

Sieviete (53): *Viegli šādas lietas...? Nē, ļoti grūti, sapulcēs vispār neko nevar panākt. Jāiet uz dzīvokļiem un ar katru atsevišķi jārunā. Cilvēki nāk uz sapulcēm? Ir kas nāk, bet kādam darbs, citi aizbraukuši... Mēs mainījām pagrabā visas trubas, tad arī staigāju pa dzīvokļiem, jo sapulcē neko nevarēja. Darbs ir liels, gan ar cilvēkiem, gan... lai 50% savāktu. Mums pietrūka viena paraksta, bet tad tad viena sieviete pārdomāja un tomēr parakstījās, tad varējām realizēt.*

Female (53): *Are such things easy...? No, very difficult, in meetings nothing can be achieved. Have to go to the apartments and talk with everyone individually. People attend meetings? Some do, but others have work or have left ... We changed all the pipes in the basement, then I walked around the apartments, because in the meeting we were not able. The work is big, with the people and ... to collect 50%. We lacked one of the signature, but then when one woman changed her mind, and signed up, then we could realize.*

The importance of a support system can be seen in the example of building A, where the residents stated that renovation happened due to a combined effort: multiple people who were all interested in renovation assisted the house elder who herself was not that active. It was possible to collect the signatures, as the ESCO did the most of the work – informed the people, helped to convince them and arranged all of the paperwork. Residents see ESCO involvement as crucial.

Sieviete (73): *Kā jums šķiet, vai būtu renovējuši māju, ja nebūtu ESKO piedāvājuma? Nē, tad bija cita mājas vecākā, tai vispār nebija tāda uzņēmība, nekad. Nedabūtu.*

Female (73): *What do you think, would the house be renovated if there was no ESCO's offer? No, we had a different house elder she did not have the entrepreneurial spirit, never. Would not get.*

Residents talk very highly about the local municipality in regard to renovations – they have encouraged people to renovate and insulate the houses both by their own example, when they renovated such municipal buildings as schools and kindergartens, and with informative campaigns that have been going on for many years. Opinions differ of when they started informing people about the renovations, with few residents remembering such information from even 10 years back.

Municipalities are seen as main stakeholders who can influence people, as they are local and can attract EU funds.

Sieviete (30): *Vai pašvaldībai būtu jāiesaistās un jāmudina cilvēkus veikt renovācijas?*

Pašvaldība jau ļoti aktīvi ar namsaimnieku strādāja, lai cilvēki apgūtu ES fondu mājas. Pašvaldība ļoti labi nostrādāja, mūsu pilsēta ir kaut kāda otrā renovētākā pilsēta Latvija. Nav tādu māju vecāko, kuri nezinātu par iespējām dabūt naudu, renovēt..

Female (30): *Should municipality be involved and encourage people to make renovations?*

The local government has been very active with the city maintenance company, has worked for people to acquire EU funds for home. The local government has worked very well, „this” is the second most renovated city in Latvia. There are no house elders who do not know about opportunities to get money to renovate ...

Residents state that government is too far away and concerned with different issues. They do not see how government could or should influence things.

EU funds are valued very highly by residents in the houses that have actually been through the renovation and have received the EU support – residents state that it would be too expensive to do it on their own, so the renovations would not happen without the EU support. People perceive EU funding as one of the key support mechanisms without which the renovation would not be possible. While residents of the not renovated building want to attract EU funds to help out with renovations, some residents are more doubtful about the EU support – while they want it to help out with renovations, people are not entirely sure that other houses have actually received the support. Some residents are sure that the support was promised, but never delivered and to actually get it you have to “pay off” somebody first.

Vīrietis (65): *Tā ir laba lieta, skaidrs, bet to mēs nokavējām. Vai ko vēl dos, to jau nezin, ja dos, tad varbūt... Tur vajag iet mājas vecākam un runāt ar tās mājas vecāko, ko tad viņiem tur atmaksāja, vai tā ES nauda vispār ir atmaksājuši, neko nedzird vispār. Kad mēs te runājām mājas sapulcē, biedrības priekšnieks teica, ka vēl nevienam nekas neesot atmaksāts, ka vispār esot liels risks kaut ko darīt. Neko nedzirdot, ka kādam kaut kas būtu atmaksāts. Tur viss principā viss atkarīgs no mājas vecākā, biedrības, viņiem enerģiskāk jādarbojās. Priekšnieks jau labs, bet par to renovāciju klusums... tāpēc, ka atteicās? Nezinu. Tā ja.*

Male (65): *It is a good thing, it is clear, but we missed it. What else will be given, that is not known, if they will, then maybe ... There needs to be a home elder and talk to the house elder, what was repaid for them there, or was at all EU money been repaid, cannot hear anything at all. When we speak at house meeting, the association chief said that there is no one there who has been repaid, that it is a big risk to do something. Not heard anything that something for someone would have been repaid. There is, in principle, everything depends on the house elder, associations, they should act more vigorously.*



The boss is already good, but for the quiet about the renovation... because they refused? I do not know. Yeah.

Discussion

People receive information and by internalizing it transform it in knowledge.² The main difficulties in sharing knowledge and transmitting it between entities – whether persons, or organizations are due to the possible inherent contradictions in discourse, perspectives and worldviews.³ Therefore knowledge management by the sharer is crucial in establishing effective sharing system, if it is to increase the intellectual capital⁴ of the receivers. In the case of renovations, the quality of knowledge management in the pre-renovation phase is one of the main pillars on which the further decision making of the residents is based on. One of the key knowledge flows in the multifamily dwelling deep retrofit process is the passing of the information about financial and technical aspects of renovation from the “specialists” (Energy Service Company, builders etc.) to the “layman” – the resident. As the confusion with different terms regarding renovation shows, there has been plenty information about the issue, but the knowledge that has stayed with residents and is shared further to others, demonstrate substantial shortcomings to current knowledge management.

² Lando, I. (2013) Development of knowledge management methods in organizations: a summary of the dissertation for the doctoral degree in Business Administration, sub: Business Management; Latvian University. Economics and Management Faculty.

³ Zhuge, H. (2012). *The Knowledge Grid: Toward Cyber-Physical Society*. 2nd ed. Singapore : World Scientific Publishing Co. 176

⁴ Leidner, D., E., Becerra-Fernandez (2008). *On Knowledge, Knowledge Management, and Knowledge Management Systems: An Introduction*. Red. Leidner, D., E., Becerra-Fernandez, I., Knowledge management: an evolutionary view. Armonk, NY:M.E. Sharpe, Vol. 12, Ch.1.



It is generally agreed, that information is better received and transformed into knowledge from people or sources that are perceived both as insiders and experts, because they are trusted both privately and professionally.⁵ This was explicitly visible in this case regarding ESCO and resident opinions about them – as they were seen as outsiders with unclear motivations and their expertise was not noticed, their role was reduced to providing a different financing model.

Insider/outsider perspectives are much more complicated in this case – everyone is an outsider as far as a residents' home is concerned. This is why house elders play such a crucial part – they are experts (even if it is not objectively true, they are perceived as such by residents) and insiders, so their motivation seems clear (and aligned with) to most of the residents and they are the ones who manage the houses relationship with all of the „outsiders”.

Shared values and common expectations of future outcomes are the key elements regarding decision-making⁶ - if people believe they have shared goals, they are more likely to work together.⁷ As residents do not know their neighbors that well and tend not to trust them, they have no idea if their values and plans for future regarding the house are similar or completely different, which makes decision making process for renovations very tense and difficult for all involved parties. Before making this decision they have to understand each other's motivations and find out if their goals are compatible. The same goes for any

⁵ Burgess, D. (2000) *What motivates employees to transfer knowledge outside their work unit?* Journal of Business Communication 42, 4: 324-348

⁶ Evans, M., Wensley, A., Choo, C.W. (2012) *How Shared Language and Shared Vision Motivate Effective Knowledge Sharing Behavior*. Proceedings of the European Conference on Knowledge Management. Vol. 1, 294-302.lpp

⁷ Wong, A., Wei, L., Tjosvold, D. (2011) *Conflict Management for Government and Businesses to share effective practices in China*. GROUP & ORGANIZATION MANAGEMENT 36:5,



service provider that approaches the house – if the goals and values are not entirely understandable and linked to the residents' interests, the company will be seen in a negative light. Here, this was found to be true for both the ESCO and the City Maintenance Company.

To describe a bit further the “insider vs. outsider” tension, terms “formal” and “informal” regarding information flow can also be used. The “formal” information flow - “professionals” passing the information on to the “laymen” is just one side of the coin and the “informal” information flow or the conversations with neighbors over coffee, in staircase or over the phone cannot be underestimated. Even if people might not trust their neighbors, the stories circulating in the community have greater strength, therefore the “formal” information flow has to be as precise and as explanatory as possible so as to prevent misinterpreted information being passed through “word of mouth”- the most powerful form of recommendation.



Conclusions

There is mistrust across generations: older residents do not trust that others (mainly the youngest generations) will do their part, as well as are more afraid that others will defraud or abuse them – be it neighbors, maintenance company or ESCO. Nevertheless, most of the people are cautious regarding outsiders, while their definitions of outsiders differ.

People are aware of the renovations, they know about them, but as the confusion between the two terms “insulation” (lat. “siltināšana”) and “renovation” (lat. “renovācija”) shows, they do not actually know what the terms entail. Hence, while the general awareness about renovations could be judged as high, the overall understanding about renovations is much lower, not to say incorrect.

If the renovation benefits the particular resident and household, they are more likely to be interested in renovation. If the personal home situation is not affected by the building condition, the fact that other people are experiencing discomfort will not be the primary concern. Hence, solving long-term issues is not relevant to residents, in turn the short term, personal benefits are quite important.

The decision making process for a go/no go decision on renovation can be very different for each house, but usually the house elder is the key player in the renovation process, as he/she is usually the one who manages the knowledge flow from stakeholders to residents- both formally and informally, so their own motivation affects the course the house takes. Nevertheless, the house elder factor can be neutralized (in cases of a passive or a negatively inclined elder) if there is outside support i.e. in the role of city maintenance company or ESCO, who inform the residents directly and take care of paperwork.

Support of local municipality and the maintenance firm are crucial in the renovation process – both because of their informative role and assistance in attracting EU funds.



Residents agree that without support of EU and the available funds, house renovations would have never happened. Still, there are some misconceptions and worries about how the EU funds are assigned and those are prominent in houses that have had trouble attracting the said funds.

When residents are making a decision between ESCO and its services and other alternatives, in their mind they are making a choice between different financing models of insulation not different kind of quality of retrofit works, which shows that residents are not informed enough of what benefit ESCO involvement could bring (i.e. their expertise about renovation process).

While overall increase in personal comfort is the most important impact of the renovation for residents, the next most named benefits are communal - beauty and good communal environment. There are many new actions that take place as well – residents more often take care of the communal areas, they are more interested to upgrade the area around the building and the emotional and social value of both their apartments and the neighborhood has grown.

The value of energy saving is not in its effect of the world or environment, but in the possibility to save money - energy savings and energy efficiency are important as far as money savings go for people who have financial concerns.

It is important to add, that in the pre-research phase while preparing the interview guidelines, our assumption was that residents capacity to understand the ESCO/mortgage contracts would be important whether to agree to renovate. Interviews show the contrary: people expect the contracts to be a difficult read, so they are not too concerned. For them, it is more important is to receive a summary of the legal documentation and its consequences.



Sieviet (73): *Kā ar līgumu jums? Nu, tur bija tā, ka mums iedeva tādu grāmatiņu, kur viss bija rakstīts, bet tur viss bija saprotami, nekā tāda tur nebija.*

Female (73): *Līgumu lasījāt? Jā, lasīju. Teikšu tā, man likās, ka tur bija pārāk daudz kaut kā nesaprotama, bet to galveno domu, par cik tas viss tika rādīts uz sienas namsaimniekā, to es saprotu... bet, kā visi līgumi, nesaprotams. Daudz punktu, viens otram virsū*

The results of this study are reliable and instrumental as accounts of residents' understanding and perceptions of renovations. However, the scope is limited, these are conclusions based on the stories of three buildings on one street in one city. For results that could be applicable in the whole country and develop stronger recommendations for policy changes, our suggestion for the next study is to do a larger study covering several cities.



Personal Reflections

When doing fieldwork, the quality of data collected through interviews depends on how well we, as researchers, pose the questions, whether or not we are able to get people to share, to open up. It is not easy to knock on someone's door and get them to talk to you about something as personal as their home. At times, we felt intrusive and very uncomfortable. A more productive approach seemed to schedule the interviews beforehand. With scheduled interviews people were not only more willing to talk, but as they knew the topic, they'd had time to reflect, remember and recreate a conscious story. Also, the fact that we were hanging around the buildings a lot, allowed us to meet people that might have been dismissive the first time they saw us at their doorstep. When they recognized us as "the researchers," they sometimes started the conversation themselves and told us some tidbits of their experience of renovation – these informal conversations helped to strengthen our observations or ask some contextual questions, as they usually happened in the staircase or at the entrance door of the house.

We have made liberal use of citations to compensate for the fact that our informants spoke in Latvian and Russian and we are reporting in English. In this way, we hope to better convey our informants' expression and to give a sense what it feels from the inside of these buildings.

We thank everyone for their generosity - inviting us into their homes, and sharing with us their stories!



ĒKU SAGLABĀŠANAS UN
ENERGOTAUPĪBAS BIROJS

ANNEX

Interviju vadlīnijas

Pētījuma „Residents’ understanding and perception of the impact of renovation of multifamily dwellings” veicējs ir bezpeļņas biedrība „Ēku saglabāšanas un energotaupības birojs”. Pētījuma pasūtītājs ir SIA „EKODOMA”. Interviju galvenais mērķis ir noskaidrot daudzdzīvokļu namu iedzīvotāju viedokļus, attieksmi un pieredzēto saistībā ar māju renovāciju. Intervija ir anonīma un tiks izmantota tikai pētnieciskiem mērķiem. Jums ir tiesības neatbildēt uz jautājumiem, kas Jums šķiet nepatīkami vai pārāk personīgi. Vai Jums ir iebildumi, ja saruna tiks ierakstīta?

Mājsaimniecības raksturojums

1. Pastāstiet, kā tika pieņemts lēmums dzīvot šajā mājā?
 - a. Cik ilgi jau šeit dzīvojat?
 - b. Vai šis ir Jūsu dzīvoklis? (Pieder, īrē, dzīvo radnieku dzīvoklī utt.)
 - c. Kas bija galvenie kritēriji izvēloties šo dzīvokli? Lūdzu, pastāstiet sīkāk par katru.
 - d. Vai pēdējo piecu gadu laikā jūsu ģimene ir mainījusi dzīvesvietu? Kas bija iemesls dzīvokļa maiņai?
 - e. Kas Jums Jūsu dzīvoklī patīk? Kas nepatīk? Kāpēc?
2. Cik daudz cilvēku dzīvo šajā dzīvoklī? Pastāstiet, lūdzu, par katru (vecums, dzimums u.tml.)
3. Ja ir runa par maksājumiem, kas attiecas uz dzīvokli, tad kurš Jūsu ģimenē ir noteicējs par finanšu lēmumiem?
 - a. Kā sadalāt dzīvokļa maksājumus?
 - b. Vai ir kādi ģimenes locekļi, kas nepiedalās?
 - c. Kāda ir Jūsu loma?
4. Vai plānojat tuvākajā laikā pārcelties? Kāpēc?

Mājas un kaimiņu raksturojums

5. Pastāstiet, lūdzu, par saviem kaimiņiem.
 - a. Vai labi pazīstat savus kaimiņus?
 - b. Cik ilgi Jūsu kaimiņi šeit jau dzīvo?
6. Kā Jūs vērtētu, Jums ir draudzīga māja, draudzīgi kaimiņi? Piemēram, ja salīdzina ar kaimiņu mājām.
 - a. Kādas Jums ir attiecības ar kaimiņiem?
7. Vai tiek rīkotas mājas sapulces?
 - a. Kurš tās rīko?
 - b. Vai tās apmeklējat? Kāpēc?
 - c. Vai apmeklējāt pēdējo sapulci?
 - d. Pastāstiet, kā parasti norit tāda sapulce/kas notika pēdējā sapulcē.
8. Vai labi pazīstat mājas vecāko?
 - a. Kāpēc tieši šis cilvēks tika izvēlēts par mājas vecāko?
 - b. Kā Jūs vērtējat viņa darbību?
9. Vai mājā visi tiek galā ar visiem maksājumiem? (*māju vecākajiem*)

Mājas atjaunošanas process

10. Pastāstiet, lūdzu, par pirmo reizi, kad dzirdējāt ideju māju siltināt un atjaunot?
 - a. Kurš par to sāka runāt?
 - b. Kāds bija Jūsu sākotnējais viedoklis?
 - c. Kas Jūs pārliecināja veikt renovāciju?
 - d. Kuri no argumentiem Jums likās vispārliecinošākie?
 - e. Kā reaģēja kaimiņi?
 - f. Vai bija kādi kaimiņi, kuriem bija ļoti noteikts viedoklis šajā jautājumā? Kāds tas bija?
11. Pastāstiet, lūdzu, kāda informācija Jums bija pieejama pirms projekta sākuma.
 - a. Vai zinājāt, kas notiks, kas tieši tiks darīts un tā tālāk?
 - b. Vai visa informācija bija saprotama?
 - c. Par ko būtu noderējis vairāk informācijas?

- d. Vai uzskatāt, ka Jums bija pietiekami informācijas par projektu pirms tas sākās?
12. Vai Jūs izlasījāt līgumu? Kurš Jūsu dzīvoklī izlasīja? Vai bija viegli saprast, kas tagad notiks un kādas saistības uzņematies?
13. Cik ilgi notika darbi pie mājas atjaunošanas? Kā tas bija?
14. Lūdzu pastāstiet, kādi bija pirmie iespaidi, kad darbi bija pabeigti? Vai šobrīd domājat, ka kaut ko vajadzēja darīt vai organizēt citādāk? Ko tieši? Vai bija kaut kādas neērtības vai tamlīdzīgi? Kādas?
15. Kādas ir kaimiņu atsauksmes par renovācijas procesu?
16. Kā vērtējat savu apsaimniekotāju lomu šajā procesā? Kā vērtējat sadarbību ar būvniekiem? Kas bija labi, kas nē?
17. Kā Jums šķiet, vai būtu renovējuši māju, ja nebūtu ESKO piedāvājuma? Kā tad būtu rīkojušies?

Šbrīža situācija

18. Pastāstiet, lūdzu, par saviem maksājumiem – vai un kā tie atšķirās no laika pirms renovācijas.
- Cik šobrīd maksājat par siltumu? Vai tas ir vairāk, vai mazāk kā pirms renovācijām? Vai esat ar to apmierināti?
 - Cik maksājat par koptelpām un apsaimniekošanu? Vai tas ir vairāk, vai mazāk kā pirms renovācijām? Vai esat ar to apmierināti?
 - Cik daudz šobrīd maksājat par elektrību? Vai tas ir vairāk, vai mazāk kā pirms renovācijām? Vai esat ar to apmierināti?
19. Vai jūtat, ka dzīvoklis un visa māja ir siltāka?
- Vai tas ir tik silts, cik Jūs cerējāt?
 - Kā ir ziemā? Kā vasarā?
20. Kas, Jūsaprāt, ir lielākais ieguvums no renovācijas? Kāpēc?
21. Kā Jums šķiet, ko Jūsu kaimiņi novērtēja visvairāk? Kāpēc?
22. Cik ilgi tagad Jūsu mājā varēs dzīvot? Vai zināt, kā ir kaimiņu mājām?
23. Ja varētu kaut ko mainīt visā mājā, ko mainītu? Kāpēc?
24. Kādus iekšējus dzīvokļa remontarbus esat veikuši? Vai plānojat?

25. Ja nebūtu veikta renovācija, vai būtu siltinājuši paši dzīvokli/mainījuši logus/utt?

Iela un kaimiņu mājas

26. Kā Jūs teiktu, vai dzīvojat labā rajonā? Pēc kā Jūs spriežat, ka ir/nav labs?

27. Jums blakus cilvēki arī renovēja mājas, kā vērtējat viņu mājas? Kas labs, kas nē?

28. Vai esat kaut ko dzirdējuši par to, kā viņiem veicās ar renovēšanu? Ko?

29. Kā Jums šķiet, kāpēc vienas mājas izvēlējās renovēt, bet Jūsu/citas nē?

30. Vai esat dzirdējis kaut kādus viedokļus par šo tēmu no kaimiņiem? Ko viņi saka?

31. Kā Jums šķiet, ja Jūs šobrīd gribētu pārdot savu dzīvokli, tad tā vērtība būtu lielāka, nekā pirms renovācijām? Un kaimiņu māju dzīvokļiem?

32. Ko Jūs ieteiktu cilvēkiem, kas taisās mājas renovēt?

Vērtības

33. Kas padara māju par „labu”? Kāda ir ideāla māja?

34. Vai Jums šķiet, ka vispār ir svarīgi taupīt enerģiju? Kāpēc?

35. Kā Jums šķiet, vai cilvēkiem vajadzētu pievērst vairāk uzmanības tam, cik viņi tērē enerģiju? Kāpēc?

36. Vai Jums pašai ir svarīgi taupīt enerģiju? Kāpēc?

a. Kā Jūs taupat enerģiju?

b. Vai ir kaut kas, ko darījāt pirms renovācijas un tagad vairs nedarāt? Ko?

c. Vai pērkot jaunas ierīces, pievēršat uzmanību tam, cik taupīgas tās ir? Piemēram, ko esat pirkuši ar šādu domu.

d. Vai regulējat radiatoru siltumu? (Vai vispār ir tāda opcija?) Cik grādus/siltu parasti turat? Kāpēc?

Valsts un pašvaldība

37. Vai esat saņēmuši kaut kādu atbalstu dzīvoklim vai mājai no valsts vai pašvaldības? Kāda veida? (Dzīvokļa pabalsts, ES fondi, maznodrošinātā statuss utml.)



38. Vai valstij vai pašvaldībai vajadzētu iesaistīties māju atjaunošanā? Kā?

39. Vai nepieciešamas arī NVO iniciatīvas, kas motivētu cilvēkus siltināt un atjaunot mājas?

Nobeigumā: Vai Jūs ieteiktu citiem renovēt mājas? Ko Jūs viņiem teiktu, lai viņus pamudinātu? Vai ir kas tāds, ko es nepajautāju, bet ko būtu svarīgi šeit piebilst?



Annex 2, Example of coded data (output from Atlas.Ti)

17 quotation(s) for code:

EU support

Report mode: quotation list names and references

Quotation-Filter: All

HU: visas majas

File: [C:\Users\Mara\Documents\ESEB fieldwork\interviju transkripti\visas majas.hpr5]

Edited by: Super

Date/Time: 09/09/14 05:05:33 PM

P 1: Protokols_7_3_m_72_m.doc - 1:3 [Māju cenšoties renovēt jau sen..] (8:8) (Super)

Codes: [EU support]

No memos

Māju cenšoties renovēt jau sen, bet esot problēmas ar projektu iesniegšanu, jo visu laiku kaut kas neesot labu. Vairākas reizes projektus ir likuši pārtaisīt. Informants pārliecināts, ka tas ir ierēdņu korupcijas dēļ un vairs ar valsts, pašvaldības vai ES atbalstu nerēķinās, jo netaisoties nevienam maksāt (uzskata, ka tas ir vienīgais veids, kā kaut kas vispār tiktu paveikts). Viņiem esot atteikts tāpēc, ka nebūšot nekāda efekta, ka viņi tērējot par maz ūdeni un siltumu. Tādu spriedumu esot saņēmuši un tāpēc nav sanācis. Ja būtu iespēja, tad noteikti renovētu. Esot dzirdējuši baumas no Ekonomikas ministrijas, ka tas, kurš pirmais pieteikšoties renovācijai, tam pirmajam būs. Mēģināšot kaut ko darīt. Neuzskata, ka īpaši daudz no mājas iedzīvotājiem nevēlētos veikt renovāciju, runā tikai par birokrātiskiem šķēršļiem.

P 2: T7_3_c_68_70_f_m.doc - 2:11 [V: Es ilgus gadus cīnījos par ..] (51:51) (Super)

Codes: [EU support] [mortgage]

No memos

V: Es ilgus gadus cīnījos par šo jautājumu, un visur bija tāda pretestība, ka nekur... cik reizes mēs pārtaisījām projektus un sūtījām uz Rīgu! Nu... gribējām arī to Eiropas naudu pie viena. Vienmēr atteikumi. Tur bija tādas anekdotes sadomātas, zina' kā saka... Mēs iedodam datus no siltuma direkcijas, aizsūtām, atnāk atbilde, ka dati ir atšķirīgi - siltum direkcijai tādi, viņiem savādāki... Tieši tie pasi dati, vai ne, ir nepareizi! Nū, cik reizes? Laikam trīs reizes atsveda mūs atpakaļ. Un protams pa to starp bija daudzkārtīgi ar cilvēkiem problēmas, visi baidās tos kredītus ņemt. Jo kredīts bija ļoti liels, vai ne... Beidzot tiktāl saāģitēja, ka nobalsoja, ka taisīsim renovāciju... tādā atkal tur ir kaut kāda pretestība no tur Rīgas, tur no tās LIA, vai ne... un ir ka beidzot ir jauni papīri sataisīti, jātaisa sapulce un atkal cilvēki vairs nesanāca vairs vairākums. Nu rezultātā palika neizdarīts. Tagad divgadu atpakaļ nolēma, ka tomēr ņemsim kredītu, un siltināsim mājas galus. Bet tas tagad ir jāprasa tagadējam mājas vecākam, kāpēc tā

lieta uz vietas stāv.

P 2: T7_3_c_68_70_f_m.doc - 2:23 [Nĕ nu toreiz, es pats biju ar ..] (87:87) (Super)

Codes: [EU support]

No memos

Nĕ nu toreiz, es pats biju ar A... kad runāja par tiem kredīta procentiem, un mĕs jau bijām gandrīz tikuši klāt visam... mums tikai bija apsolīts, ka būs Eiropas atbalsts, bet atteica. Un tad sāka tauta atkal protestēt, līdz ko nebija Eiropas atbalsts, jo tad tautai vairāk jāmaksā. Un nodiņģējam līdz 5%, kas tam laikam bija ļoti labi, jo citu bija 7-9%. Bet ko tas līdz?

P 4: T13_3_c_53_f.doc - 4:33 [Ja nebūtu ES naudas? ...nu. Ar..] (73:74) (Super)

Codes: [Decision making] [EU support]

No memos

Ja nebūtu ES naudas?

...nu. Arī taisītu. Vĕlāk varbūt, bet meklĕtu citus veidus, jo tās kāpņu telpas bija drausmīgas... vajadzĕja. Kaimiņi arī noskatījās un tad jau kaut ko darīja...

P 6: T13_4_c_73_f.doc - 6:26 [Jums bija ES līdzfinansējums? ..] (75:76) (Super)

Codes: [EU support]

No memos

Jums bija ES līdzfinansējums?

Ja nebūtu, tad nevarĕtu. Mĕs rĕķinājām, ka daudz nevarĕtu izdarīt. Ja nebūtu, tad vispār nepiekrīstu. Tāpĕc jau tik ārkārtīgi sirsnīgi visi renovĕjās.

P 8: T11_3_c_26_m.doc - 8:9 [Cik ilgu laiku dzīvojāt pirms ..] (33:34) (Super)

Codes: [EU support] [Maintenance company]

No memos

Cik ilgu laiku dzīvojāt pirms renovācijas?

Nu kaut kādu ziemu es pavadīju, kamĕr viss aizgāja, viss process. Jo it kā LIAA bija iesniegts no tiem piedāvātājiem, viņi pastāvēja uz to, ka mĕs nedrīkstam iesniegt uz to pašu māju atkārtoti, kā [pilsĕtas] namsaimnieks. Tad viņi ļoti ilgi pretojās uz to, pateica, ka mums jāpĕrk projekts obligāti no viņiem un tā tālāk. Mĕs bijām vienģgā māja, kas to izdarīja. Citi teica, ka viņi paši to izdarģšot, citi vispār nesiltināja. Nu, bet mĕs nopirkām...

P 8: T11_3_c_26_m.doc - 8:42 [Jums bija arī ES līdzfinansēju..] (156:160) (Super)

Codes: [EU support] [Financial concerns]

No memos

Jums bija arī ES līdzfinansējums?

Jā.

Ja nebūtu bijis, vai tiktu renovēta māja?

Kaut kad, kad nomirtu visi vecie dzīvokļu īpašnieki un paliktu tie, kuri saprot, ka... mums mājai ir ļoti slikts tas, ka ir viena kāpņutelpa. Mums sanāk ļoti liela virsma uz dzīvokļiem, jo ir divas gala sienas, ir daudz ko apsildīt, kas izdalās uz dzīvokļiem. Man ir gala siena un kaimiņam pretī arī ir gala siena... un vēl 9 stāvi, stalažu izmaksas ļoti lielas.

Arī, par to brīdi, kamēr LV likumdošana, virs 120 000 jātaisa obligātais iepirkums... un, pirmo uztaisīja līdz 120 000, kad izsludināja mazākā mērogā un pieteicās firmas ar lielāku piedāvājumu nekā 120 000, tāpēc nācās pārtaisīt piedāvājumu, lai to varētu paņemt, kas visu vēl iekavēja uz diviem mēnešiem. Tur arī pa to laiku pieauga cenas, jo auga pieprasījums.

P10: T11_7_m_30_f.doc - 10:8 [Kur dzirdējāt pirmo reizi par ..] (32:33) (Super)

Codes: [1st Info] [EU support] [Mun. support]

No memos

Kur dzirdējāt pirmo reizi par renovācijām?

Pilni mediji, katrs otrs par to runā, es pat nezinu. Es pat neatceros no kurienes pirmais, droši vien no pašvaldības. Tad viņi ļoti aktīvi darbojās, mudināja cilvēkus izmantot ES fondu.

P10: T11_7_m_30_f.doc - 10:9 [Jūsu mājai arī bija ES līdzfin..] (34:35) (Super)

Codes: [EU support]

No memos

Jūsu mājai arī bija ES līdzfinansējums, bet ja nebūtu?

Ja nebūtu, tad tas nav reāli, vismaz ne tādā apjomā. Tad var pa mazam gabaliņam visu darīt, tā augšējā māja tā dara, tur laikam kaut ko pašvaldība palīdzēja. Bet tad jau kamēr tiek līdz vienam galam, tev jau otrs jāsāk taisīt no nulles. Vienkārši izdari un dzīvo.

P10: T11_7_m_30_f.doc - 10:27 [Jums ar kaimiņu māju ir līdzīg..] (76:77) (Super)

Codes: [EU support] [Neighboring house renovation]

No memos

Jums ar kaimiņu māju ir līdzīgs tas paveiktais, ja?

Jā, jo mēs paņēmām to projektu no tās pašas firmas, kas viņiem bija, tur visām mājām bija vienādi, tā kā tur jau viss bija gatavs un iesniedzām uz ES.

P10: T11_7_m_30_f.doc - 10:32 [Vai pašvaldībai būtu jāiesaist..] (92:93) (Super)

Codes: [Elder] [EU support] [Mun. support]

No memos

Vai pašvaldībai būtu jāiesaistās un jāmudina cilvēkus veikt renovācijas?

Pašvaldība jau ļoti aktīvi ar namsaimnieku strādāja, lai cilvēki apgūtu ES fondu mājas. Pašvaldība ļoti labi nostrādāja, [mums] ir kaut kāda otrā renovētākā pilsēta Latvija. Nav tādu māju vecāko, kuri nezinātu par iespējām dabūt naudu, renovēt...

P19: T7_6_m_42_m.rtf - 19:7 [Mēs lēmām... par cik, ja mēs n..] (33:33) (Super)

Codes: [EU support]

No memos

Mēs lēmām... par cik, ja mēs nevaram nekādas renovāciju naudas... nu, mums ir grūti tos ienākumus varbūt... jo tajā vienā sapulcē, neatceros, kurš tas gads, par cik aizgājām no namsaimnieka, tad paši sniedzām struktūrfondā, lai caur to Eiropu atgūtu tos līdzekļus. Tad jau it kā paši aizgājām nostīm. Tad jau beigās.. viss neiet tik gludi, dažādu iemeslu pēc un nolēmām paši saviem spēkiem renovēt to māju. Visi jau piekrīt, ka jārenovē, ka vajag...

P19: T7_6_m_42_m.rtf - 19:8 [Visi jau saka, ka jā, vajag, b..] (35:35) (Super)

Codes: [EU support] [Maintenance company] [Pre-Neighbors (opinion before renovation)] [WIN (Were it not for the renovation...)]

No memos

Visi jau saka, ka jā, vajag, bet tiklīdz tas atdurās pret kaut kādām tehniskajām lietām, kredīts un viss pārējais, un ir ļoti grūti. Mēs tur... beidzamās man liekas sapulces bija par to... kaut kādu daļu jau mēs tur paspējām, kāpņutelpas savest kārtībā, to ārsienu. Un, tad beidzamā sapulce bija par to, ka varbūt mainīt, iet zem kaut kāda apsaimniekotāja, kurš darbojās ar ES fondu apguvi, lai darbotos profesionāli... mēs jau neesam profesionāļi, es savā profesijā tēmēts un citi... nav jau pensionārs vai kāds cits cilvēks, kuram būtu laiks un atdeve strādāt pie tā visa. Tur ir zināms laiks un pacietība, kā arī līdzekļi... līdz ar to, tā kā gribējām, mēs ar D. spriedām, taisījām sapulci. Bet nepieņēma. Cilvēki tā kā negrib to apsaimniekotāju, grib paši... līdz ar to tie darītāji... kādi ir, tādi ir.

P19: T7_6_m_42_m.rtf - 19:9 [Kaimiņi būtu ieinteresēti, un ..] (36:37) (Super)

Codes: [Decision making] [EU support]

No memos

Kaimiņi būtu ieinteresēti, un domstarpības ir...

Jā, jā, visi grib, bet, kā nu tur bija, pagājušajā gadā tur atkal tā kā drusciņ nokavējām. Mums uz tām ES naudām ļoti grūti, jo mums tie rādītāji tur nav tik labi. Jau arī caur bankām viss... šodien es gāju runāt ar Nordea banku... bankas šobrīd vispār nefinansē vairs, tā kā ir jāmēģina ar to 2015.gadu laikam būs jauni tie līdzekļi, jaunas tās... apgūt šos vairs nē, tos pasūtījumus vairs nepieņem. Ar 2015.gadu tur kaut kas mainās, es vēl tur neesmu iedziļinājies, es nezinu, tur jāskatās, mēģināsim kaut ko darīt, cik tur procentus atkal vajadzēs, cik tur ko... tie projekti jau ir izstrādāti visi. Nu. Tās prasības, kas tur būs, kas tur vajadzīgs, tur atkarīgs kāds tas līdzfinansējums tur būs, cik mēs varam atļauties.

P19: T7_6_m_42_m.rtf - 19:13 [Kopumā Jūs teiktu, ka ja Jums ..] (44:45) (Super)

Codes: [EU support] [Mun. support] [Need for support]

No memos

Kopumā Jūs teiktu, ka ja Jums būtu kaut kāds finansiāls atbalsts, tad veiktu renovāciju, vai ir kādi citi apstākļi?

Kopumā tas ir galvenais. Varbūt tos projektus tagad tik intensīvi bīdīja... pašiem jau tas iet ilgāk, bet tas jau arī darāms. Pieņemsim, [..] ir tā otra māja, mēs abi esam pie viņiem, es arī konkrēti nezinu, bet viņi no pašvaldības kaut ko dabūja, jo pašvaldība arī dod kaut kādu līdzfinansējumu. Bet jābūt pašiem arī. Pašvaldība dod kaut ko procentuāli, es precīzi nepateikšu. Tur dod, pusi jau nu gluži nē, bet normālu to līdzfinansējumu, bet tur laikam ir rindas, tur jāskatās, savlaicīgi jāiesniedz, mēs tuvākajā laikā plānojam iesniegt un tad varbūt nākošajā gadā kaut ko... bet tur jāskatās. Kam jau atkal... ja tās bankas galīgi nē, tad tam nolūkam vajag atkal savu finansējumu. Mums kontā nepietiek tā nauda, tā kā mēs nevaram uzsākt. Mēs to projektu tā kā gribam iesniegt, tas ir tāds pirmais, kas tomēr tajā pašvaldībā. Varbūt mums izdosies līdz nākošajam gadam kaut ko iesniegt, tad jau... tur jādomā ar bankām, jo tik bagāti mēs neesam.

P19: T7_6_m_42_m.rtf - 19:16 [Tagad, būtībā, piedēma to lēmu..] (49:49) (Super)

Codes: [1st Info] [EU support] [mortgage]

No memos

Tagad, būtībā, pieņēma to lēmumu, ka mēs nepiesaitīsim tos ES līdzekļus, ka mēs paši. Tā jau pieņēma pati biedrība, kopsapulcē. Mēģināsim paši. To kādi divi, trīs gadi atpakaļ pieņēmām. Ka ne caur bankām, bet ar saviem līdzekļiem mēģināsim. Tajā laikā es vēl nebiju tas, kā saka, pārvaldnieks un tad tajā laikā, kas nu bija, tiem cilvēkiem arī mēģināja iestāstīt tos labumus, mīnusos un plusos, un tie mīnusi laikam bija vairāk nekā plusi, par to ES naudu, līdz ar to, šobrīd ir grūti pierādīt pretējo. Domas šobrīd ir mainījušās, ka vajadzētu, tā kā nevajadzēja, bet tagad pusei mājai jau neko nevar vairs iestāstīt. Līdz ar to mēs ar Daināru vienkārši, nu, pagaidām neko. Tie līdzekļi cik nu tur ir, pēc iespējas neko netērējam, bet tad skatīsimies, kā tur būs... tas primārais jau ir tā siltināšana, neko citu jau.

P20: T7_9_c_65_m.rtf - 20:24 [Kaimiņmājam deva ES naudu... T..] (61:62) (Super)



Codes: [EU support] [Information]
No memos

Kaimiņmājām deva ES naudu...

Tā ir laba lieta, skaidrs, bet to mēs nokavējām. Vai ko vēl dos, to jau nezina, ja dos, tad varbūt... Tur vajag iet mājās vecākam un runāt ar tās mājas vecāko, ko tad viņiem tur atmaksāja, vai tā ES nauda vispār ir atmaksājuši, neko nedzird vispār. Kad mēs te runājām mājas sapulcē, biedrības priekšnieks teica, ka vēl nevienam nekas neesot atmaksāts, ka vispār esot liels risks kaut ko darīt. Neko nedzirdot, ka kādam kaut kas būtu atmaksāts. Tur viss principā viss atkarīgs no mājas vecākā, biedrības, viņiem enerģiskāk jādarbojas. Priekšnieks jau labs, bet par to renovāciju klusums... tāpēc, ka atteicās? Nezinu. Tā ja.