



# Vienna Housing Annual Report 2014



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# Vienna Housing

Annual Report 2014

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# Vienna is growing. With quality.

For the second time, the business group Living, Housing and Urban Renewal has published a comprehensive performance report on the activities of the past year with the aim of presenting the achievements of municipal departments 25 (Urban Renewal and Inspection Office for Residential Buildings), 37 (Building Inspection), 34 (Construction and Building Management), 39 (Testing, Monitoring and Certification Office of the City of Vienna), 50 (Subsidised Housing and Housing Conciliation Board), 64 (Legal Construction, Energy, Railway and Aviation Affairs), as well as of wohnfonds\_wien, Wiener Wohnen and the Wohnservice Wien. I am also pleased to present this report because we achieved a new record in the funding pledges for newly built apartments in 2014 with 7,990 housing units. With a total of 7,273 housing units completed in 2014, we even exceeded our own target by a wide margin. This clearly met the identified needs of Vienna's growing population.

The number of subsidised, refurbished dwellings also continued apace in 2014: Buildings with almost 35,000 housing units were under construction or at the planning stage. In addition, we provided the incentive for decisive urban renewal projects with the start of new and very large block renovation areas, such as for the centre of Floridsdorf.

Moreover, we achieved rapid progress with the construction of homes in large newly-built areas – especially in aspern Seestadt, where the first residents have already moved in – a record also in terms of construction times! Several hundred additional dwellings are currently being built there.

Given these quantities, the qualities of the Vienna “four-pillar model” (social sustainability, architecture, ecology and economy) should naturally also continue to be ensured. In the last year, this was ensured through developer competitions, the assessments performed by the Land Advisory Board as well as the quality checks carried out by MA 25, MA 39 and other departments.



The housing research projects and evaluations cited in the report as well as the dissemination of the findings obtained are also in the service of quality assurance and development.

The amendment of the Vienna Building Code passed in the year under review marks a milestone for high-quality yet affordable living, with the revision of the parking space obligation, for example, also pursuing ecological goals.

In 2014, more than 2,500 of the innovative and particularly affordable SMART dwellings were under construction or at the planning stage; they are in great demand and thus underscore the correctness of this strategy.

I would like to take this opportunity to thank all employees of the business group for the high level of commitment, which is contributing to Vienna maintaining the highest quality of life of any city in the world. I wish you all a stimulating read.

Dr. Michael Ludwig  
City Councillor for  
Living, Housing and Urban Renewal





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# Introduction

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More than “just” housing  
Top marks for Vienna



# More than “just” housing

Vienna is growing. A high level of subsidised new construction activity and targeted supporting measures, such as those that fall within the scope of the amendments to the Vienna Building Code, are ensuring that the quality of life grows in step with the creation of new, affordable living space. To the benefit of all the residents of Vienna.

Vienna is one of the EU's fastest-growing cities and is already the second-biggest city in the German-speaking region after Berlin. Around 1.8 million people (as at 1 January 2015) currently live in our city.

The reasons for this are a positive birth rate, the inward migration of young people from the neighbouring states and the EU as well as a higher life expectancy. This development is also proof that Vienna is an attractive city for children, young people, families and seniors to live in.

## Increased new construction activity

Naturally, this fact presents challenges for politicians and the administration. Vienna's housing policy therefore specifically aims at increasing new construction activity through subsidised housing as well as through additional tools such as the Vienna Housing Initiative. In 2014 alone, around 7,275 subsidised and therefore high-quality and affordable housing units were completed. This enabled an average of 140 homes to be handed over to their occupants each and every week. In addition, the city must also create the pre-conditions for an attractive living environment. These in-

clude kindergartens, schools, shops and social and cultural infrastructure as well as leisure and recreation spaces. In order to achieve this, increased attention will also be put on the social development of city districts in the coming years.

The Vienna Housing Department has prepared the ground for this in several ways: the holding of two-stage developer competitions for coordinating individual projects more efficiently with each other across all construction sites; the setting up of city district management teams in order for residents to participate in developments; and the introduction of urban development contracts that allow the involvement of private land owners in the construction of infrastructure.

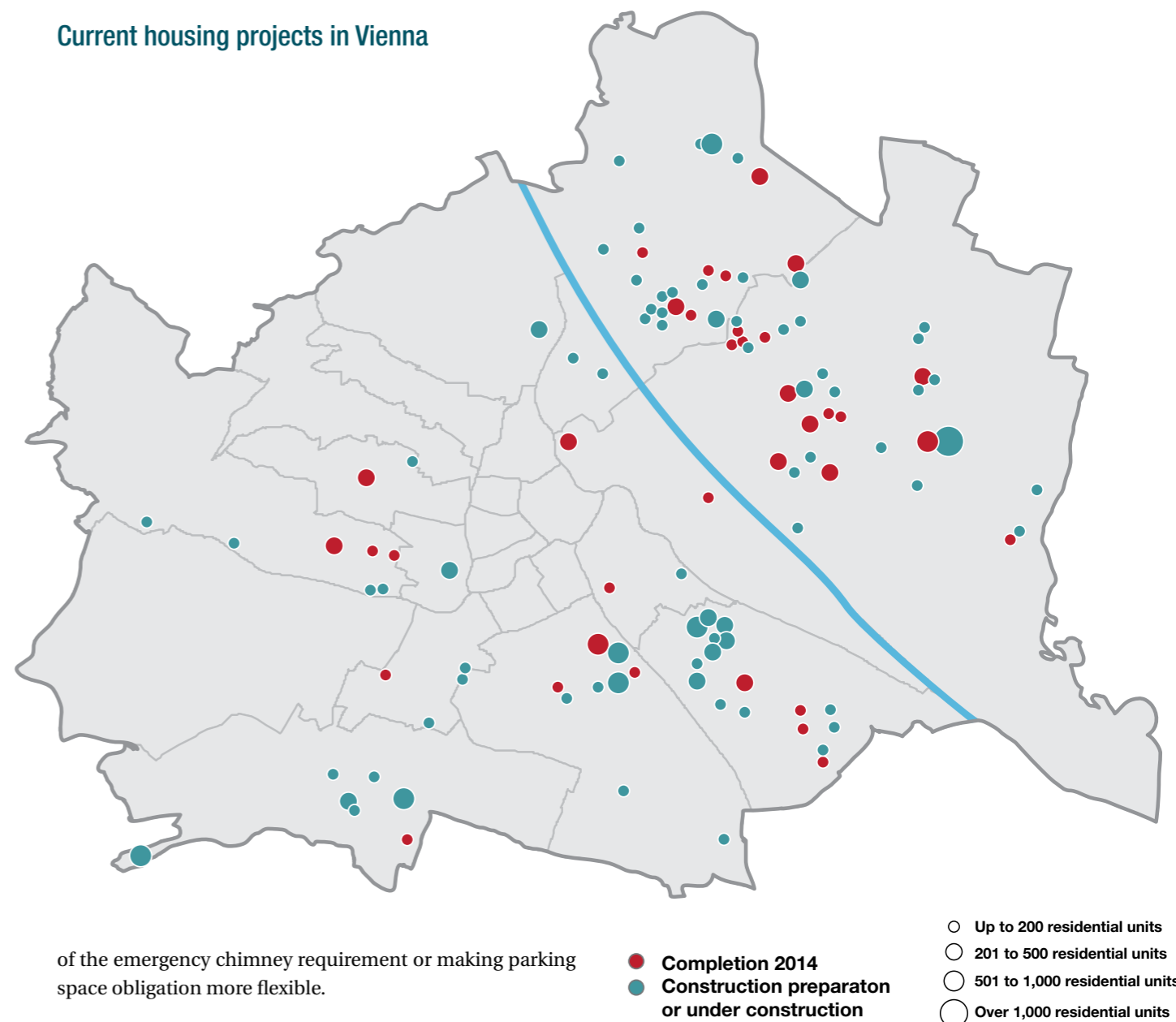
However, consideration of the living environment is important not only in urban development areas such as the Nordbahnhof site or the Sonnwendviertel at the new Vienna Central Railway Station, but in densely developed areas as well. In densely developed areas, too, targeted improvements in the public domain, the provision of green space and the building material will be stimulated with large block renovation projects, such as the “Together for Floridsdorf!” initiative. In 2014, around EUR 4 million were also invested in the active provision of green space for city parks and municipal gardens, including an extension of the Cherry Blossom Park (around 10,600 m<sup>2</sup>) in Donaustadt.

## New building code for affordable living

The amendment of the Vienna Building Code marks another milestone for supporting and advancing affordable construction and housing in the city on the Danube. In particular, the zoning category of “fundable housing” or temporary zoning are intended to counteract rising prices on the land market and simplify the creation of new living space.

At the same time, important savings on construction costs are being achieved, such as through the extensive abolition

## Current housing projects in Vienna



of the emergency chimney requirement or making parking space obligation more flexible.

## Measures for increasing safety and security

The amendment of the Vienna Building Code also aims at achieving increased safety and security for newly built and renovation projects as well as the improved protection of building material worth retaining, as Housing Councillor Michael Ludwig explains: “We are achieving significant improvements in the area of safety and security through our obligation as a manager under building law, the duty of documentation and the construction log as well through stricter regulations on demolition. At the same time, important new regulations in the Building Code ensure that the living standards and the quality of life are safeguarded and expanded. All measures that benefit the residents of Vienna.”

## Building Code amendment

- Zoning category “Fundable housing”
- Temporary zoning prevents speculation
- Urban development agreements permit the involvement of private land owners in the construction of infrastructure
- Making the parking space obligation more flexible
- Balconies facing the street provide more housing-related free space in the city
- Obligation to act as a manager under building law

## Subsidised housing in figures

**Completions in 2014:** 7,273 housing units

**Forecast completions in 2015:**  
around 7,000 housing units

As at 1 January 2015, around 20,000 subsidised housing units were **under construction or at the planning stage**.

A **pledge to fund** 7,790 housing units was made in 2014.

# Top marks for Vienna

The high living standards and satisfaction of the people who live here are important pieces of the puzzle that make Vienna what it is: one of the most liveable cities in the world. Not only the Viennese say this – it's a fact also proved by international comparative studies.

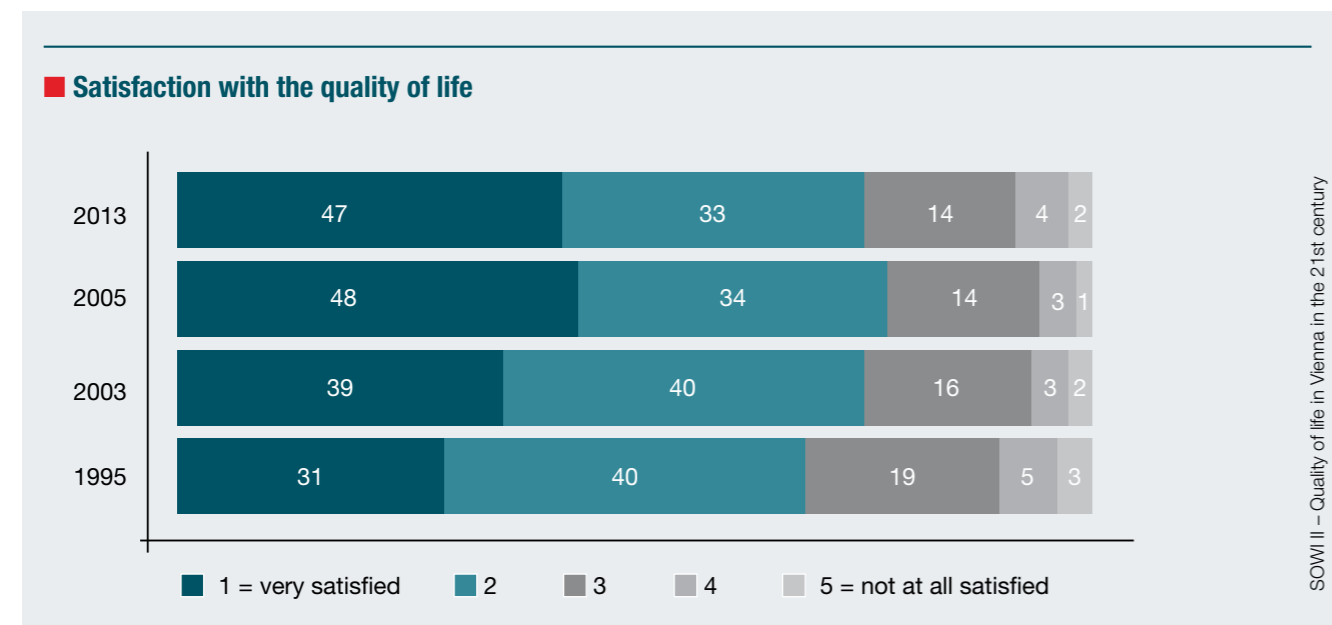
Vienna has for many years regularly made it into the top spots when compared to European and international cities: Vienna has the highest quality of life in the world. The is attested to for the fifth time in a row by the "Quality of Living Ranking 2014" of the renowned international consultancy firm Mercer Consulting Group, which compares 223 cities around the world. In the latest Economist Intelligence Unit city ranking of the British newspaper "The Economist", Vienna also performs outstandingly well, occupying second place in a global comparison of 140 cities. In the first international "Smart Cities" ranking, which was published at the beginning of 2012 by the recognised American climate strategist Boyd Cohen, Vienna was also number one in the world compared to other international cities. In the current ranking, which was published in January 2014 and is now differentiated by regions, Vienna moved up one spot compared to 2013 to finish in an excellent third place in Europe behind Copenhagen and Amsterdam. Vienna

offers its residents outstanding infrastructure and therefore excellent living conditions.

## Study – Living and quality of life in Vienna

The study – outstanding simply for its large random sample – was presented by Mayor Dr. Michael Häupl at a press conference at the end of March.

Do you like living in Vienna? What particularly characterises Vienna? How do you rate the leisure facilities in Vienna? What facilities do you particularly make use of in the vicinity of your home? How safe do you feel in the area you live in? How satisfied were you with your recent contacts with the city's authorities and service centres? These are just some of the more than 100 questions that were answered by around 8,400 Viennese in a representative study on the quality of life in Vienna in the period from October 2012 to June 2013 as part of a research



Jobst

Vienna provides comprehensive services for a high level of living satisfaction. Mayor Michael Häupl and Housing Councillor Michael Ludwig at the opening of the new service centre at the Gasometers.

cooperative project between the departments for City Development and City Planning (MA 18) and Housing Research (MA 50) and the Institute for Sociology at the University of Vienna. And the citizens give their city a very positive testimonial.

The main result is very pleasing: 97 percent of all respondents indicated that they "really like" or "like" living in Vienna. This exceeded the 96 percent score attained in the previous study in 2008. Vienna is the only city to have performed such a comprehensive study on its quality of life; the fourth time it has conducted one since 1995.

In addition to the living situation, environmental situation, infrastructure in the residential area and the traffic situati-

on, the assessment of Vienna also takes in many other areas, ranging from the labour market, leisure and cultural offerings to educational and health facilities: Satisfaction with the current living situation remains high. 80 percent of respondents are very satisfied or satisfied. In 2008, the figure was 82 percent. This is in line with the results of the "Living Survey" (see also Viennese Housing Annual Report 2013) presented in August 2012.

In the international comparison of 23 cities (Urban Audit Perception Survey of Eurostat), Vienna can also be found in an excellent 4th place, just behind Stockholm, for the question: "How satisfied are you about living in ...?"





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# Funding housing

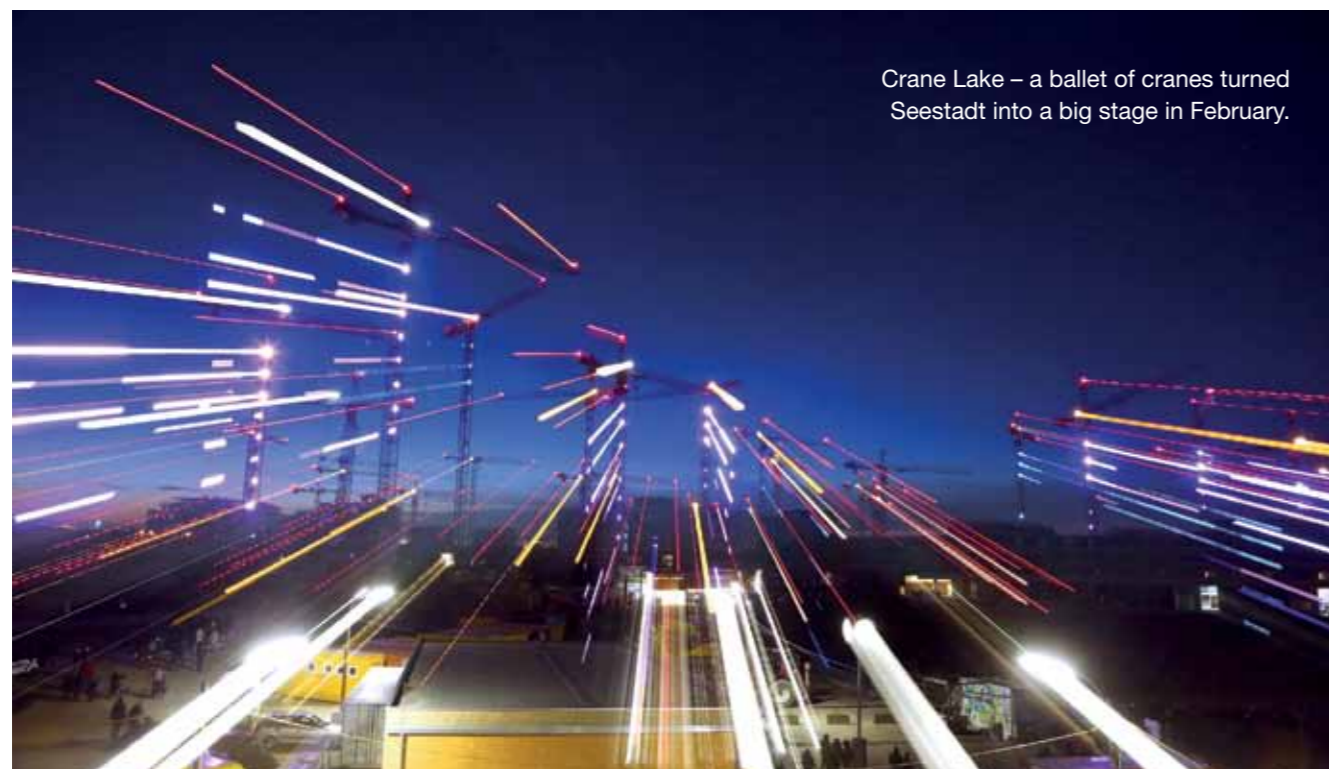
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The future is here  
Competition ensures maximum housing quality  
Vienna Housing Initiative  
Bespoke living  
Gentle urban renewal. Strong performance.  
Ecology meets history  
Whole district areas being made fit for the future



# The future is here

aspersn Seestadt – Vienna's Urban Lakeside – is filling up with life. The first residents have already moved into their new home. From 2016, the largest urban development area in Vienna will already accommodate around 6,100 people. A district management team has been supporting the new arrivals in aspersn Seestadt from the outset.



Crane Lake – a ballet of cranes turned Seestadt into a big stage in February.

Christian Fürthner/PID

By 2028, 10,500 dwellings for around 20,000 people will be built on the 240-hectare site at aspersn – Vienna's Urban Lakeside. At present, just over 3,000 residential units are being built in one of the biggest city expansion areas in Europe.

The pioneers – the first settlers of the new district – received the keys to 420 homes in 2014. The construction group JAspern got things started and moved into Seestadt on 4 September 2014. Around 6,000 people will follow it by 2016. The first residential quarter of Seestadt will get underway in stages by 2016. The construction logistics and environmental management system of aspersn Seestadt (BLUM) monitors compliance with the strict environmental requirements

in Seestadt. For example, most of the building materials are processed on site. This has already made redundant more than one hundred thousand deliveries and removals by lorry up to now. The huge construction site reached its first biggest expansion in February 2014.

Getting the population interested in this highly ambitious construction project in their growing city is a central task of the project development team. For example, 42 cranes functioned as “soloists and extras” in a sound and light installation held in the spring under the motto KRANENSEE (CRANE LAKE). Around 14,000 people witnessed this spectacle. Indeed, since the opening of the U2 metro line in October, local residents and hundreds of lapwings have taken

the opportunity to watch Vienna's number 1 newly-built residential area grow out of the ground at weekends.

## Welcome package for new arrivals

The aspersn Seestadt district management team is supporting the first tenants as they move into the area and helping with the development of good neighbourhoods. A welcome package also contributes to the smoothest possible arrival for the new residents. It contains all the information on living and settling into Seestadt. Settlement is commencing in the south-west. The first buildings here are complete.

In total, six underground car parks and around 60 buildings are currently entering the home stretch. To begin with, a mobile grocer is supplying provisions until all the establishments on the ground floors of the shopping streets become available by mid-2015. An education campus, several kindergartens, a pharmacy and doctor's practices will subsequently underpin a good social infrastructure. In the summer of 2015, residents of Seestadt and the local area can also stroll and relax in the first of Seestadt's three parks.

## Phased development

The construction activities will advance eastwards over the coming months and years – closer to the metro. This is where development of the Seepark district is taking place, with all sorts of business properties being built by companies settling in Seestadt. One goal, of course, is to minimise the points of contact between completed areas and construction sites in terms of space and time. Residents therefore have permanent access to protected and illuminated pavements and bicycle paths. They should be able to reach the metro without problem at all times. People carrying larger shopping bags will be assisted by a direct bus connection with the number 84A bus, starting in 2015. This seventh bus line in Seestadt connects the first residential district of “An den alten Schanzen” with the centrally located U2 terminus at “Seestadt”.

Other mobility facilities, such as bicycle storage and rental stations as well as carpooling, round off the offering for tenants and the immediate neighbourhood. Development of the northern phase will start in 2018. The preparations for this are already running full speed ahead (e.g. zoning, environmental compatibility check).

## Sustainable urban development

aspersn Seestadt is positioned as an “Urban Lab of Smart City Vienna” – a place where intelligent ideas, concepts and technologies can be tried out. For example, in the areas of social sustainability, ecology and mobility. The residential



PID/W. Schaub-Waizer

Welcome to Seestadt: Councillor Duzdar, Housing Councillor Ludwig, residents Gösch and Oettl, founding member of building group JAspern.



www.mir.no

This is what the town hall designed by master planner Johannes Tovatt will look like.

buildings here are mostly of a low-energy standard. Ten of Austria's 20 most sustainable construction projects awarded at the BauZ Congress in 2014 are being built in Seestadt alone. Apart from a few exceptions, all dwellings in the southern section are connected to the Vienna district heating network. The construction projects that form part of the Aspersn Smart City Research (ASCR) research programme are a special feature. A whole series of innovative energy technologies are being deployed here. Environmentally friendly forms of transport also take priority in Seestadt. Motor vehicles will mostly park in the car parks and help to keep the inner areas of the new residential neighbourhoods free of cars.



# Competition ensures maximum housing quality

Developer competitions and the Land Advisory Board were also essential instruments for assuring quality in the area of subsidised Viennese housing in 2014. At the centre of the requirements are social sustainability, economy, ecology and architecture. 6,160 new tenants are benefiting from the winning projects.

New construction projects that want to make use of funding are assessed in the context of a developer competition or by the Land Advisory Board. A developer competition will in any event be announced if a plot is owned by wohnfonds\_wien, and from a volume of 300 dwellings for other ownership circumstances; smaller projects with fewer than 300 dwellings are assessed by the Land Advisory Board.

Three exemplary projects arising from developer competitions and meeting the highest of requirements are presented below.

## 23rd district, In der Wiesen Süd

In cooperation with the non-profit housing cooperative and housing company Wien Süd Gemeinnützige Bau- und Wohnungsgenossenschaft und Wiener Heim Wohnbaugesellschaft m.b.H., wohnfonds\_wien announced a dialogue-based, multi-stage developer competition for around 700 subsidised dwellings on a site in Vienna's 23rd district.

This developer competition focused on the coordination of the housing projects and their incorporation into the overall context of a district development scheme. The process started in June 2013. The jury sessions for the first stage were held on 18 and 19 September 2013. One participating team per construction site was invited to submit the detailed elaboration for the second stage of the competition. These projects were finally assessed in April 2014 in accordance with the 4-pillar model. An open space and garage concept covering all construction sites, community facilities for all residents as well as an ideal connection to public transport are all key features of this housing project.

Five of the seven construction sites were recommended for implementation:

- Site 1 (fixed starter)  
Developer: Wien Süd; architecture: Mag. arch. Walter Stelzhammer; landscape planning: idealice; 45 housing units
- Site 5  
Developer: BWS; architecture: Univ.-Prof. Mag. arch. Elsa Prochazka; landscape planning: EGKK; 83 housing units
- Site 7



Univ.-Prof. Mag. arch. Elsa Prochazka

A total of 700 dwellings are being built at the location "In der Wiesen Süd". Pictured: The winning project for Site 5.

Developer: Altmannsdorf und Hetzendorf – Heimbau; architecture: ARTEC – Dietrich I Untertrifaller; landscape planning: Auböck + Kárász; 310 housing units

- Sites 9 and 10 (fixed starters)  
Developer: Wien Süd; architecture: atelier 4; landscape planning: idealice; 131 housing units
- Sites 3 and 13 (fixed starters)  
Developer: Wiener Heim; architecture: atelier 4; landscape planning: Carla Lo; 156 housing units

## 10th district, Preyersche Höfe

"generations: living without obstacles" – that's the title of a two-stage, non-anonymous developer selection process with a volume of over 420 subsidised dwellings on the site of the former Gottfried v. Preyer'sches Kinderspital (Children's Hospital) in Vienna's 10th district. The first stage of the developer selection process focused on the conceptual approach. A detailed formulation of the contributions was only provided for in the second stage.

The first stage ended with the nomination of a maximum of two project teams per construction site for the second stage.

During the second stage of the process, the selected project teams were required to elaborate detailed implementation concepts that further developed the main idea from the

## Land Advisory Board

Smaller subsidised housing projects with fewer than 300 dwellings (excluding private homes, allotment houses and loft apartments for personal use) have been assessed by a quality committee, the Land Advisory Board, since the autumn of 1995. Like the jury in developer competitions, the members of the Land Advisory Board come from a range of disciplines. However, submitted projects are evaluated in monthly sessions. In the same way as for developer competitions, at least one-third of all units must be implemented as SMART dwellings.

In 2014, 18 projects were recommended for funding by the Land Advisory Board alone. Subsidies are therefore being provided for around 1,553 housing units with total construction costs of around EUR 212.76 million and funding of around EUR 74.30 million as well as 12 homes with total construction costs of EUR 922,573 and funding of around EUR 276,772.

## Developer competitions

The developer competitions introduced in 1995 aim at identifying project teams that offer the best implementation concepts on the tendered building sites. In addition to special topics and requirements, the winning projects also have to fulfil demanding specifications in the assessment criteria of social sustainability, architecture, economy and ecology. The winning teams then implemented the submitted concepts on the tendered building sites utilising the funds of the Vienna housing subsidy. In 2014, five competitions with 16 building sites were concluded or brought to the construction preparation stage.





Atelier Albert Wimmer ZT-GmbH

Generational living on the site of the Preyersche Höfe. Pictured: The winning project for Site B.

first stage, which then had to be presented in a competitive environment to the jury for assessment in June 2014 in accordance with the tried-and-tested 4-pillar model.

The developer selection process involved the elaboration of concepts that offered innovative solutions on the topic of “Generational living” and the special topic of “Living without obstacles” in the area of social sustainability and contributed to the further development of the SMART living concept. A special feature of the project was the barrier-free development of the entire area – i.e. not only the buildings but also the open space.

The winning project for Site B is noted for providing a participation process for all future tenants in the housing plans and community areas. The SMART dwellings are designed so that they offer additional storage space. On the fourth

floor is an all-round, contiguous communication zone connected by a bridge, with community rooms such as an ASKÖ exercise room. The building also houses a café, three home offices, a four-group kindergarten and support assistance point for people with special needs.

The winning project on Site C impressed the jury with a “concierge service” with comprehensive services and assistance for residents, a settlement and district management team in cooperation with the charity “Housing First”, with individual support provided by social workers as well as starter homes. A community doctors’ surgery rounds off the offering.

An overview of the winning projects:

- Site B

Developer: Österreichisches Siedlungswerk Gemeinnützige Wohnungsaktiengesellschaft – Familienwohnbau

gemeinnützige Bau- und Siedlungsgesellschaft mbH; architecture: Albert Wimmer ZT GmbH – BWM Architekten + sk stadtplanung und architektur; landscape planning: Atelier Auböck + Kárász; 212 housing units

- Site C

Developer: Gesiba Gemeinnützige Siedlungs- und Bauaktiengesellschaft – GSG Gesellschaft für Stadtentwicklung und Stadterneuerung, Gemeinnützige GesmbH; architecture: königlarch architekten – Arch. Dipl.-Ing. Werner Neuwirth; landscape planning: EGKK Landschaftsarchitektur; 246 housing units

### 21st district, Florasdorf

In June 2014, wohnfonds\_wien announced a developer selection process for the Florasdorf project area on the topic of “generations: living florasdorf” with a volume of around 450 dwellings in cooperative project with ÖBB Immobilien. The process was announced as a two-stage developer competition that was open to applications from bidding consortiums consisting of at least two developers and two teams of architects. According to the call for bids, the task was to elaborate a project in the context of a generational home, the offer of at least one-third SMART dwellings, the inclusion of a five-group kindergarten, the construction of a noise protection wall on Site 1 as well as a children and youth playground for use by all construction sites. The

brand “florasdorf – Stadt trifft Dorf” (florasdorf – city meets village) was to be considered in the submissions.

Following completion of the first stage of the process in August 2014, the selected project teams – two on Site 1 and the fixed starter on Site 2 – elaborated implementation concepts for quality, innovative, ecological and affordable housing based on their concept from the first stage. The jury session for the second stage was held on 3 December 2014.

An overview of the winning projects:

- Site 1

Developer: Neues Leben Gemeinnützige Bau-, Wohn- und Siedlungsgenossenschaft reg. Gen.m.b.H. – Siedlungsunion Gemeinnützige Wohnungs- und Siedlungsgenossenschaft reg. Gen.m.b.H.; architecture: Freimüller-Söllinger Architektur ZT GmbH – STUDIOVLAY; landscape planning: Carla Lo Landschaftsarchitektur; 287 housing units

- Site 2 (fixed starter)

Developer: BWS Gemeinnützige allgemeine Bau-, Wohn- und Siedlungsgenossenschaft reg. Gen.m.b.H.; architecture: Arch. DI Otto Häuselmayr & Partner ZT GmbH; landscape planning: D\|D Landschaftsplanung ZT KG; 127 housing units



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More attractive and affordable living space in “florasdorf”. Pictured: The winning project for Site 1.



# Vienna Housing Initiative

The Housing Initiative marks another, contemporary and successful step toward the creation of affordable homes. In 2014, six projects with a total of 655 dwellings were completed and handed over to the new occupants.

In 2014, a further 3,488 dwellings with total construction costs of EUR 484 million were also under construction. Construction will commence on a further 1,000 dwellings in 2015.

The Vienna Housing Initiative, which was created in 2011, is an important element in the construction of new housing. The model, an important addition to subsidised housing, is considered a pioneering example in Austria and abroad.

The Housing Initiative is a special version of privately financed housing, which – through low-cost loans provided by the City of Vienna – offers tenants advantageous terms similar to those of subsidised housing. There are two versions to choose between: With the first, the net rent is limited to a maximum of EUR 6.10 per square metre of floor space and the financing contribution to only EUR 150 per square metre; with the second, the net rent is limited to a maximum of EUR 4.75 per square metre of floor space and

the financing contribution to EUR 500 per square metre. The obligatory rent control applies for ten years from the date of completion and applies to both new lettings and re-lettings. Net rents are adjusted annually according to the Consumer Price Index (CPI). For existing rental agreements, nothing changes after the ten-year period.

## Continuation of the offensive

In a further stage of the Housing Initiative, a total of around 1,800 dwellings will be built. This City of Vienna is making an additional EUR 100 million available for this. Of these new projects, some with a total of 1,400 dwellings – with an investment volume of approx. EUR 233 million and loans from the city amounting to around EUR 80 million – are already at the planning stage. To date, preparations have been made for four project locations in Wien-Landstrasse, in the so-called Franzosengraben, in the Sonnwendviertel in Favoriten as well as on the former site of the Hoerbiger Ventilwerke and on Otmar-Brix-Gasse in Simmering. Completion is planned in 2016 to 2018.

### ■ Housing Initiative in aspern Seestadt

In total, around 1,600 dwellings will be implemented within the scope of the Vienna Housing Initiative. A cooperative planning procedure was carried out for all construction sites.

Planning all of the sites at the same time enabled a further improvement in the urban planning concept and extraordinarily good open space design. All residential buildings offer a wide selection of different dwelling typologies that satisfy the most divergent of living requirements.

### ■ Further specific projects

- 3rd district, MGC-Plaza, Erdberger Mais, Döblerhofstrasse/Anne-Frank-Strasse/Leopold-Böhm-Strasse/Modecenterstrasse: 800 dwellings/Housing Initiative and 230 privately financed dwellings
- 10th district, Plot C09, Sonnwendviertel at the Central Railway Station: 285 dwellings/Housing Initiative
- 11th district, Otmar-Brix-Gasse: 100 dwellings/Housing Initiative
- 11th district, former site of the Hoerbiger Ventilwerke, Braunhubergasse: 220 dwellings/Housing Initiative and 270 subsidised dwellings

# Tailored living

With the new SMART housing programme, innovative forms of living as well as precise and affordable offers, Vienna Housing has its finger on the pulse of the housing requirements and needs of Vienna's residents. This is because the goal is to develop further the high level of living satisfaction and ensure affordable housing.

The SMART housing programme therefore represents an important, contemporary addition, especially in light of social changes. On the one hand, living requirements have become more diverse; on the other, large sections of the population are affected by the stagnation of household incomes.

## Housing for 60plus

Fortunately, the Viennese are living increasingly longer. The Vienna housing policy therefore sees it as its task to provide tailored housing options for the older generation. Affordability and barrier-free accessibility play important roles in this regard.

In addition to SMART dwellings, which also especially address the target group of seniors, assisted, partially assisted as well as community and self-organised types of housing are also supported by the Vienna housing subsidy. The topic of generational living is also being advanced in developer competitions. For example, the developer selection process for the 10th district, Preyersche Höfe, was



judged in 2014 under the motto “generations: living without obstacles” (see page 19). The process for 21st district, Florasdorf, which was also carried out in 2014, was dedicated to the concept of a generational residential building (see page 21).

### ■ SMART dwellings in tune with the times

With the new SMART dwellings, the City of Vienna offers affordable living space especially for young families, couples, single parents, seniors and singles. SMART dwellings focus on a high degree of everyday practicality with simultaneously very low personal resources and affordable rents. The rooms have a compact design, which avoids unnecessary rental costs for superfluous living space. Spacious community areas and larger storage rooms outside the dwelling compensate for the slightly smaller living space. Around one-third of all subsidised newly-built apart-

ments are built according to the SMART standard. With gross rents of EUR 7.50/m<sup>2</sup>, SMART dwellings are an attractive offer, with a price comparable to that of council dwellings. SMART dwellings are offered with 1 to 5 rooms. Holders of reservation certificates for council dwellings are given preference in the allotment of SMART dwellings. At the end of 2014, more than 2,500 SMART units were either already under construction or at the planning stage. They are being built on Lorenz-Reiter-Strasse in the 11th district and elsewhere.



# Gentle urban renewal. Strong performance.

In 2014, Vienna's "Gentle Urban Renewal" programme and the Area Management Offices for Urban Renewal (GB\*) celebrated their 40th anniversary. Reason enough to present the considerable successes and the current challenges they face to the general public in the form of numerous campaigns.

Vienna can look back over a successful model of "Gentle Urban Renewal" that has lasted 40 years. Closely connected to this is the establishment of the Area Management Office for Urban Renewal, which made a big contribution to the success of the unique urban renewal programme together with wohnfonds\_wien, which was founded in 1984.

## Highly successful: The Vienna Model

The Servitenviertel, the Karmelitermarkt, the Brunnenviertel and numerous other neighbourhoods in Vienna only achieved the high living standards and quality of life so appreciated by the Viennese through the "Gentle urban renewal" programme. In the 1970s, the City of Vienna decided to renovate what at the time were shabby, mid-nineteenth century Gründerzeit districts in a careful and resident-focused way – in other words, gently. The scope of the task was enormous, because about 300,000 of the

700,000 or so dwellings – around 42 percent of the entire stock – were identified as substandard at the beginning of the 1970s.

With the Urban Renewal Act of 1974, statutory guidelines for urban renewal came into force across Austria for the very first time. The law led to the identification of a study area in the 16th district. The first Area Management Office for Urban Renewal (GB\*), which was initially set up in an information bus in 1974 and later in premises in Ottakring, marked the start of four decades of an ongoing success story – that of "Gentle urban renewal".

Urban renewal was no longer defined as a pragmatic construction and architectural process but as an immense socio-political responsibility. To this day, the goal remains to deliver a comprehensive improvement in the quality of



Top floor extensions, where suitable and possible, create new living space.



City Councillor Ludwig with City Councillor (ret.) Hofmann, an important pioneer of the "Gentle urban renewal" programme



GB\*6/14/15

Reduced traffic areas, barrier-free connections and a higher quality of living in public areas make a city more liveable. The GB\* is also committed to this.

urban living conditions – carefully and with the involvement of the population, even if this is an arduous process.

The Vienna Land Provision and Urban Renewal Fund (today's wohnfonds\_wien) was established in 1984 and created a central, charitable coordination point for the funding of housing projects: The Housing renovation Act created financial renovation incentives for private homeowners. Vienna's first urban development plan of 1984 also elevated the "Gentle urban renewal" programme to a guiding maxim.

By the end of the 1980s, the number of urban renewal areas had grown to 13. As the number of areas grew, so did their size: There were 6.3 hectares in Ottakring, 147 hectares in Favoriten. The scope of work of the area management officers also changed. The GB\* mutated from planner to organiser and moderator for differing interests. It acted as an information hub, coordination point for local networks, as a service centre and as the first agency for all kinds of assistance.

## Dynamic developments

Urban renewal is not restricted only to Gründerzeit districts; the City of Vienna also attends to the maintenance of its own buildings. The Rent Act of 1982 provided the lever for this with the introduction of the maintenance contribution. Numerous large municipal buildings from the inter-

war period were generally overhauled and old city houses revitalised.

The fall of the Iron Curtain in 1989, population growth of around 100,000 between 1987 and 1993 as well as the Austria's accession to the European Union led to a dynamic boost in development and new framework conditions for Vienna.

Vienna grew again, which led to an increase in construction activity in the city's outlying districts until about 1995.

## ■ "stadt.erneuern": 40 years of GB\* and Gentle urban renewal

In the anniversary year of 2014, numerous GB\* focal projects and events provided insights into the current challenges of modern urban renewal work. This is no longer restricted to districts of Vienna characterised by Gründerzeit architecture but has also expanded to large newly-built areas in the form of district management programmes. Examples of this are the Sonnwendviertel or the Nordbahnhofviertel as well as the Mautner-Markhof-Gründe.



However, the trend towards centre-orientated, inner city development continued unchecked. The sites of company premises, barracks, railway stations and tram sheds were used for social housing in the densely developed urban area. With the aid of EU funding, work quickly started on a mammoth project of urban renewal: the Gürtel zone. Today, the Gürtel still stands at the centre of work in the district, which is distinguished by its combination of social, business, architectural and cultural measures.

### Urban renewal has a future

The quality of life is closely related to the living standard, which is why urban renewal will continue to be one of the most important tasks of the city administration in the future. Administrative evaluation and new focal points have fully proven themselves in the interim: The Area Management Offices for Urban Renewal (GB\*) are now active across Vienna at 17 locations presently. The teams have broad-based expertise; their tasks lie in interdisciplinary area management. The task of district management is to strengthen the local level, to encourage residents to articulate their views, in order to allow them to become equal partners. Locations are also made more attractive by upgrading their image, which often involves improving their cultural aspects. Project-based urban renewal has been supplemented with diverse forms of cultural work for many years.

The Area Management Office for Urban Housing Complexes, which has gone by the name “wohnpartner - Together for a good neighbourhood” since 2010, lays the foundations for harmonious coexistence in council housing with numerous campaigns and activities. And the Mobile Area Management Office (GB\*mobil) above all takes care of legal questions.

### Leader in regard to quality of life

While Vienna was a city with particularly poor living conditions from the beginning to the middle of the 20th century, today achieved the very best in European standards. Vienna regularly comes in at the top of international comparison studies nowadays. Vienna’s “Gentle urban renewal” programme has received many international awards. The world’s most important prize in the area of urban development and urban renewal, the “Scroll of Honour”, was awarded to Vienna on 4 October 2010 by the UN Habitat (the United Nations Human Settlements Programme). As a constantly developing tool, the city renewal programme of those days laid the foundation stone for something that is now seen as one of Vienna’s outstanding strengths: the combination of local identities, historic buildings and new architecture.



The Wollner-Hof at Brunnenmarkt – from dilapidated object of speculation to revitalised Gründerzeit jewel

#### ■ Refurbishments since 1984 with the founding of wohnfonds\_wien

##### Total refurbishment pledges:

7,073 residential buildings with 334,157 housing units around EUR 7.5 billion in total refurbishment costs  
→ EUR 4.3 billion in funding from the City of Vienna

##### Of which

##### ■ Refurbishments completed:

6,655 residential buildings with 303,599 housing units around EUR 6.3 billion in total refurbishment costs  
→ EUR 3.9 billion in funding from the City of Vienna

##### ■ Refurbishments in progress:

247 residential buildings with 17,327 housing units EUR 650 million in total refurbishment costs  
→ EUR 252 million in funding from the City of Vienna

##### ■ In preparation:

206 residential buildings with 17,294 housing units EUR 531 million in total refurbishment costs  
→ EUR 178 million in funding from the City of Vienna

##### ■ Improvements in environmental and climate protection:

Reduction in the heating requirement: 1,100 GWh annually Savings in greenhouse emissions: around 357,000 tonnes of CO<sub>2</sub> annually

# Ecology meets history

Optimising buildings with regard to their thermal energy is also an important topic in the city centre. The building at Eberlgasse 3 in the 2nd district - the first refurbishment of an occupied Gründerzeit residential building to passive house quality in Europe – was in many respects a pioneering pilot project.

The City of Vienna supported and therefore enabled the ambitious refurbishment of the residential building on Eberlgasse, which also achieved a significant increase in living comfort, with funds from the Vienna housing subsidy. The structured street-facing façade of the Gründerzeit house was destroyed by bombing in the Second World War. This made it possible to insulate the building envelope in accordance with passive house quality criteria. The energy concept also included the installation of a controlled indoor air ventilation system with heat recovery, a heat pump (ground water) and a photovoltaic system on the roof. In addition to the technical prerequisites, obtaining the acceptance of the building’s residents for the refurbishment to passive house standard was achieved through the special efforts of the building’s owner Andreas Kronberger, and the refurbishment was carried out with no change to any of the tenancies. This corresponds to the model of gentle urban renewal that the City of Vienna has pursued for decades. Mr Kronberger is supported and assisted by wohnfonds\_wien (processing of the housing subsidy).

### An extraordinary experience.

Structural interventions had to be made in almost every dwelling in order to be able to install the necessary utility lines. The conversion work was done while the occupants were away on holiday. During the intensive construction phase lasting about 2 weeks, the tenants were offered to stay for a short while in vacant dwellings that had already been refurbished. This made it possible to ensure that construction progressed as scheduled. A reduced rent was therefore agreed between the building owner and the tenants for the duration of the work.

The heart of a passive house – the airtight envelope – could only be achieved through detailed planning and intensive support of the construction works by the team of the construction physics office. Another special feature were the chamfered window reveals. They have the effect of reducing the loss of daylight normally caused by the application of thick layers of insulation.



Before and after the innovative refurbishment: The Gründerzeit house at Eberlgasse 3

### More quality of life

Other assets of the base refurbishment are the installation of six loggias, the creation of two terraces for the ground floor dwellings in the inner courtyard and the addition of a lift. The City of Vienna provided a non-repayable allowance of around EUR 143,000 for the pilot project, an favourable state loan of around EUR 292,000 and annuity allowances for the duration of the subsidy (15 years) worth a total of EUR 368,000. The total refurbishment costs amount to around EUR 1.6 million.

#### ■ The comparison says it all

- Heating requirement before refurbishment: 151.27 kWh/(m<sup>2</sup>a)
- Heating requirement after refurbishment: 11.11 kWh/(m<sup>2</sup>a)
- Heating load: 9.00 W/m<sup>2</sup>
- Reduction in the heating requirement of 140.16 kWh/(m<sup>2</sup>a) – more than 90%



# Whole districts are being made fit for the future

Modern and “gentle urban renewal” means making a whole city district sustainably fit for the future – in architectural, cultural, economic and social terms. The GB\* has succeeded in doing this in close collaboration with districts, the city administration, owners, entrepreneurs and residents.

The presence of GB\* on the ground enables long-term developments and processes to be initiated and supported. In addition to structural refurbishment, this also concerns the enhancement of the public space, the use of ground floor zones, social equilibrium in the district and the activation and participation of as many district residents as possible.

Two milestones in the area of urban renewal were achieved in 2014 with the refurbishment offensives “Together for Floridsdorf” and “Initiative Reindorf”.

“Together for Floridsdorf” marks the first broadly defined refurbishment project in the 21st district outside of a classic Gründerzeit area and is being implemented within the

context of two large block refurbishments. “Initiative Reindorf” marks the start of a refurbishment offensive in the 15th district, which is being implemented within the context of three large block refurbishments.

In both cases, the goal is to significantly raise the quality of life, to make public spaces more attractive and to invigorate the districts for the long term – all with the close involvement of everybody who resides here: from building owners and entrepreneurs to the local population.

## Together for Floridsdorf

In the central area of the 21st district – around Floridsdorfer Spitz – eleven buildings with a total of 180 properties are the focus of the socially orientated upgrade of the district.



PID/W. Schaub-Walzer

Housing Councillor Michael Ludwig and District Manager Georg Papai present the Floridsdorf block refurbishment initiative, which comprises a total of eleven blocks with a total of 180 properties.

The block refurbishment areas of “Am Spitz Süd” and “Am Spitz Nord” will decisively shape Vienna’s urban renewal programme in the coming years.

The refurbishment initiative in Reindorf comprises 24 buildings with a total of 270 properties. Due to the size of the area under investigation, three independent block refurbishment studies were commissioned by wohnfonds\_wien. The areas “Reindorf Nord”, “Reindorf Ost” and “Reindorf Süd” are being processed in close cooperation.

## GB\* as contact partner and hub

An integral part of the refurbishment initiatives is the comprehensive advice given to people living in the district. While the block refurbishment officers go on the offensive to involve owners, the GB\* are available as local points of contact for the concerns of residents, offering information on ongoing developments, advising on refurbishments and funding options and acting as a hub and interface for all parties involved in the process.

As experts for their surroundings, they provide valuable information on where the need for improvement exists and keep in close contact with the block refurbishment of-

ficers. Communication with the district authorities, which are responsible for implementing measures in the public domain, is a central task of the GB\*.

## 25 years of block refurbishment

Twenty-five years ago, wohnfonds\_wien, the fund for housing and urban renewal, started block refurbishment as a tool for comprehensive urban renewal. Block refurbishment stands for a sustainable improvement in living standards and the quality of life that goes beyond the individual building and site. Because when whole residential blocks are renovated and made more attractive, this not only entails an increase in the quality of life for the people who live there but also provides an important stimulus for local businesses. In the last 25 years, work has been done in 94 block refurbishment areas.



PID/Jobst

The “Reindorf” district in Rudolfsheim-Fünfhaus is being made more liveable with large block refurbishments.

## Step by step

Within the scope of a block refurbishment project, experts developed upgrade concepts for densely developed and structurally weaker areas. wohnfonds\_wien supports the entire process by involving property owners, district administrations, municipal departments and other specialist areas. The funding offers decisive incentives in order to get private homeowners on board and to achieve urban structural improvements – which subsequently also address new layers of the population and companies. Whole districts are being gradually upgraded in this way.





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# Administration & Support

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Managed cultural treasures  
Living in council housing



# Managed cultural treasures

The degree to which housing and building management contribute to the unrivalled cityscape and quality of life in Vienna is also proved by the successful efforts made at keeping unique buildings of historic importance in good repair or returning them to their former splendour. Here are two spectacular, highly topical examples.

Vienna City Hall is not only a central element of Vienna's Ringstrasse boulevard but also one of the most extraordinary buildings made of natural stone anywhere in Europe. However, the weather conditions to which the City Hall façades have been exposed for 130 years have left behind clear traces on the surface of the natural stone, requiring restoration work to be undertaken.

## Unique renovation

The restoration of the City Hall façades under the leadership of MA 34 is completely different from usual revitalisation projects. For example, only certified specialists are used for the refurbishment work in order to guarantee that the material is handled professionally and sustainably. In particular, enormous demands are placed on handicraft skills: The stonemasonry and sculpting work is being performed at the highest level – fully in line with the original motto "Saxa loquuntur" – "The stones speak".

As part of the first and second refurbishment phases, the façade on Friedrich-Schmidt-Platz, Courtyard 3, one-third of the south façade on Lichtenfelsgasse, the 13 sculptures of the allegories and ten artistic figures that represent typical craft professions were restored. Maximum attention was also paid to ecological aspects. All of the restoration and conservation measures largely dispensed with the use of chemicals, with such substances only being used where absolutely necessary.

## Outlook for the third phase

The third phase, which has a total façade area of approx. 3,000 m<sup>2</sup>, comprises the left and right façades, including the corner projections on the façade facing Felderstrasse. This phase is not as complex as the two preceding phases in terms of the arrangement and the architectural and sculptural services, as there are no figures requiring restoration. Work commenced at the beginning of November 2014 and will probably continue until September 2015.

The restoration work on Vienna City Hall will be executed in a total of 11 stages. Final completion of the refurbishment of the City Hall façades is scheduled for the end of 2023. The costs of the individual phases, depending on factors such as the size of the façade, the number of sculptures and the severity of damage, range from around EUR 2.7 to EUR 4.1 million. The total cost of the general refurbishment of the façades will therefore amount to around EUR 35.7 million.

## Hofpavillon in new splendour

The restoration of another Viennese cultural treasure being worn away by the ravages of time was completed in May 2014. The "Pavillon des k. u. k. Allerhöchsten Hofes" (Pavilion of the Imperial and Royal Supreme Court) is among the most outstanding cultural monuments in Vienna and is of national importance. It was built between 1898 and 1899 according to plans by Otto Wagner as a station of the former Vienna City Railway (now metro line 4) for the Emperor and the imperial court. It served the Emperor and his guests as well as the members of the court as a boarding and debarking point on the off-chance they should ever travel on the Vienna City Railway.

To repair the damage caused over time to the exterior and interior of the Hofpavillon – above all to the plaster, the metal parts and wood panelling – the costly refurbishment of the cultural monument commenced in 2013 following extensive preliminary work (investigations of the building material, creation of sample areas, preparation of the calls for bids). All of the work was carried out on behalf of the City of Vienna – MA 34 by the general contractor with the involvement of restorers and specialist firms in accordance with state-of-the-art knowledge of monument preservation and in close cooperation with the Austrian Federal Monuments Office. Inside the building, for example, original stucco surfaces were revealed and panelling and wall coverings cleaned.

All steps regarding the refurbishment of the building, which now stands above the tracks of metro line 4, were also performed in close coordination with the public transport company Wiener Linien. For example, two temporary protective bridges were erected above the metro line in order to safely separate the construction work and metro operations.

The financing of this state-of-the-art restoration, which extensively returned the Hofpavillon to its original condition, was provided by the City of Vienna, with the Housing department and the Finance department sharing the costs equally. The total costs of the restoration amount to around

## Services of MA 34

Municipal Department 34 (Construction and Building Management) is the internal service department for construction and building management of the City of Vienna – Business Group for Living, Housing and Urban Renewal. It provides extensive and integrated facility management solutions.

The roughly 1,250 employees currently manage 1,613 buildings (such as offices, schools, kindergartens) and 5,813 technical facilities of the City of Vienna in commercial, technical and infrastructural respects; these include properties such as museums, monuments, adult education centres, churches, libraries, markets as well as famous buildings such as the Urania, Secession, Kuffner Observatory and Neugebäude Palace.

EUR 1.8 million. Numerous enthusiastic visitors from Austria and abroad have since come to look at the successful restoration, the unique architecture and the elegant interior of the Otto Wagner Pavilion. Bridal pairs also use the internationally known Viennese cultural monument for the "happiest day of their life".

## Facts and figures on Vienna City Hall

The total natural stone façade of Vienna City Hall (architect: Friedrich Schmidt) covers around 40,000 m<sup>2</sup>. 30,000 m<sup>3</sup> of ashlar blocks and 10,000 m<sup>3</sup> of undressed stone were used to construct the façades ages ago.  
 Site area: 19,592 m<sup>2</sup>  
 Developed area: 14,067 m<sup>2</sup>  
 Total area of inner courtyards: 5,525 m<sup>2</sup>  
 Area of colonnaded courtyard: 2,806 m<sup>2</sup>  
 Height of the main tower: 98 m  
 (with Rathausmann: 103.3 m)  
 Height of the four side towers: 65 m  
 Height of the corner tower roofs: 44 m  
 Height of the tower roofs above the entrance: 53 m



MA 34



Wien Museum/Wolfgang Thaler



# Living in council housing

It is inseparably linked to the history of Vienna and is still considered around the world to be a unique achievement – council housing. As the administrator of around 220,000 council flats, Wiener Wohnen is committed to SERVICE – from renovations to increasing the quality of life to personal support.

Around 500,000 Viennese live in the total of 220,000 council dwellings that were built in the last 100 years or so. Most of these were constructed in the years immediately after the Second World War.

Proportion of council dwellings	Periods	Distribution
Gründerzeit and before	up to 1918	27.98%
Inter-war period	1919–1939	
Post-war period	1945–1960	29.62%
Prefabricated construction	1961–1975	28.21%
Building Code 1976	1976–1990	14.19%
New construction	from 1991	

In 2014, Wiener Wohnen was all about innovations and improved services for residents.

## Everything under one roof

An outwardly visible sign of this was the opening of the new service centre in December 2014, which created an excellence centre that combines all services under one roof for all tenants.

In 2014, Wiener Wohnen bundled all offers for council tenants at a central location: the new Wiener Wohnen Service Centre at Rosa-Fischer-Gasse 2 – right next to U3 station Gasometer.

The employees of Wiener Wohnen attend to the concerns of tenants on an area of 1,500 m<sup>2</sup>. A total of ten informati-



Steinbach

New milestone for improved services:  
The Wiener Wohnen Service Centre right next to the U3 station Gasometer



Fetz

on counters and 25 consultation desks for customers with appointments are available for 44 hours every week and are barrier-free.

The offer ranges from initial information, rent to the reporting of any crimes and the obtaining of various confirmations through to the collection of folders and forms. When attending an appointment, it is also possible to discuss other issues in person. The opening times have also been improved and extended in the interest of customers. Customers who make payments in cash can use the payment machines available around the clock in the foyer.

Having everything on the topic of living under one roof not only provides lots of advantages for tenants but also makes good sense for the administration. The short distances within the headquarters of Wiener Wohnen and to other important services – e.g. to the new Wohnberatung Wien, to Wohnservice Wien, to Wiener Wohnen Kundenservice GmbH, to the head office of Haus- und Außenbetreuung GmbH and to wohnpartner – enable more direct communication and better work procedures. The higher level of efficiency this creates has a positive effect on the speed at which issues can be processed. Wohnberatung Wien, which was set up at the beginning of 2015, provides a central point of contact for all residents of Vienna interested in a council dwelling or dwelling funded by the City of Vienna.



Treibersburg &amp; Partner

For the first time: Refurbishment of a housing complex in solid construction, originally built in 1928, to the low energy standard

## Refurbishment offensive

Wiener Wohnen refurbishes to the very latest standards. The high quality of the refurbishments has been confirmed with awards for several projects. Every year, between EUR 150 and 200 million are invested in the renovation of council housing complexes. Currently, 56 residential buildings with around 11,500 dwellings are being refurbished. The total investment volume for this is around EUR 430 million. Around 440 new top floor dwellings are providing new living space in the council housing blocks.

In addition, work commenced on the installation of more than 330 lifts in 2014. Within the scope of the renovation



of housing complexes, Wiener Wohnen focuses particularly on raising the living standard. For this reason, around 1,800 balconies and terraces are being created. In this way, Vienna's council housing aims to continue to uphold its reputation as a place of living and well-being.

### 65plus initiative

The City of Vienna – Wiener Wohnen is offering a new programme for council tenants aged 65 years and older, for whom less happens to be more: With the 65plus initiative, Wiener Wohnen supports seniors with the move to a smaller home that better meets the needs of their present phase of life. At the same time, this also creates an additional supply of suitable living space for young families with children.

Experience shows that increasing age also raises the need for greater comfort in the home, which is why only Category A dwellings – i.e. those with modern bathrooms, toilets and heating – are offered for the 65plus initiative. Reducing the size of one's living space leads to savings as a result of the lower rent and management costs as well as lower electricity and heating costs.

In order for the change to be worthwhile for those tenants who are still paying the old rent category in their present home, they receive a 35 percent discount on the respective standard rent for the new Category A dwelling. Special requests when moving home – e.g. moving within the same housing complex or a request for a conveniently accessible ground floor flat – are naturally taken into consideration by Wiener Wohnen based on the available stock of dwellings.

### 1 million euros for playgrounds

Playgrounds are in season all year round. On the spacious green spaces of the Vienna council flat buildings totalling 610 hectares (equivalent to the area of 855 soccer fields), the youngest residents have access to around 1,360 playgrounds.

Wiener Wohnen invests around 1 million euros each year in the safety and security, modernisation and expansion of the playgrounds in the city's housing complexes. For example, one of the three playgrounds of Karl-Marx-Hof was completely renewed in 2014 in consultation with the Tenants' Council. The motto of the generational playground, with facilities for children and adults, has also been implemented here.



City of Vienna – Wiener Wohnen

A comfortable change of home is possible thanks to the 65plus initiative.



Felz

Around 1,360 playgrounds are available to the youngest residents of Vienna's council housing buildings.

### Mobile deployment team

The mobile deployment team of Wiener Wohnen (MDT) provides assistance 24 hours a day, 365 days a year, and above all offers immediate assistance in the event of fires and major crimes in council housing complexes. The unit created in March 2014 recorded 371 incidents last year. The mobile deployment team provides affected tenants with comprehensive support. If a dwelling is rendered unusable following the deployment of the fire brigade, the MDT will help the occupants to find lodging in emergency accommodation as quickly as possible. Thanks to its successful work, the MDT has quickly acquired an excellent reputation. It was therefore also entrusted with providing emergency aid to tenants who were made suddenly homeless following a large gas explosion caused by a tenant in a private house on Mariahilfer Strasse.



Steinbach

When it comes to emergencies such as fires, the mobile deployment team assists the affected tenants.



PID/W. Schaub-Welzer

City Councillor Ludwig and State Police President Pürstl launch the information offensive on burglary prevention.

### Safety and security in council housing

Safety and security are also given top priority in Vienna's council housing buildings. All housing complexes are therefore being retrofitted throughout with new access systems. In some housing complexes, where this has been approved by the Data Protection Commission, video surveillance has been delivering improved levels of security for a number of years. The order consultants in the council housing buildings contribute not only to greater cleanliness but also successfully to the containment of damage caused by vandalism.

Wiener Wohnen launched an additional security aspect in August 2014 in collaboration with the Vienna State Police Department. Residents are advised in depth on the topic of burglary prevention on information tours through all council housing buildings.





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# Advice & Support

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Together for a good neighbourhood  
Together for our city: 40 years of GB\*  
Everything to do with living  
Expert advice  
Barrier-free living



# Together for a good neighbourhood

As part of its community work, the more than 150 employees of wohnpartner create diverse opportunities for people to meet one another as a way of strengthening coexistence in Vienna's council housing. Numerous tenants who commit themselves on a voluntary basis have also been enlisted.

wohnpartner activity is based on the three main pillars of conflict work, community work and national networking. The residents' centres created in recent years play an increasingly important role in successful community work, in addition to numerous initiatives locally and across Vienna. They serve not only as a popular meeting place in the neighbourhood but also offer an ideal base for all employees who work for a good neighbourhood on a pro bono and voluntary basis.

Another example of the promotion of communication are the numerous contemporary witness projects. These help

to create dialogue between young and old and improve understanding between the generations.

## Residents' centres as meeting places

wohnpartner has already opened four such facilities since 2011. They offer lots of space for neighbourly activities. Tenants from the local area create their own initiatives there and actively help shape "their" centre. wohnpartner supports them with the planning and implementation and manages the spaces. 2014 alone was packed with a colourful spectrum of activities - from tai chi to micro-soccer to craft



The residents' centre of wohnpartner on Ruthnergasse in Vienna Floridsdorf: Meeting place for diverse tenant initiatives

R. Peit

workshops. Use of the facility is available to everyone in the neighbourhood. The rules are laid down in a preamble that is binding for everyone. Residents' centres can currently be found in the 3rd district in Karl-Waldbrunner-Hof, in the 10th district in Karl-Wrba-Hof as well as at Ruthnergasse 56-60 in the 21st district and in the housing complex at Steinergasse 36 in the 23rd district.

## Pro bono work and voluntary commitment

In addition to the possibility to start community activities based on their own ideas, increasing numbers of residents are also taking the opportunity to take part in one of the many wohnpartner initiatives. Around 150 tenants already advise their neighbours on how to save energy, welcome new residents or help schoolchildren with their studies. All of these initiatives strengthen neighbourly contacts and help to prevent conflicts.

Since 2012, 30 volunteer "energy partners from next door" have completed their education as part of the training courses provided by "Vienna Environmental Consulting" on behalf of wohnpartner and the Ecosocial Forum. Twelve of them received their diploma in October 2014. Topics include saving energy, preventing mould and the correct way to read an energy bill.

As many as 100 tenants are already welcoming new residents in their capacity of "Welcome Neighbour!" buddies. They hand over a folder containing useful information about the housing complex and vicinity - and they are on hand to answer residents' questions.

Even the very youngest of residents receive support from the neighbourhood: Fifteen dedicated learning companions help schoolchildren with their studies - for example, in 2014, on special summer courses as well as at regular afternoon support sessions. In return, wohnpartner provides these tenants with free training in cooperation with Vienna's adult education centres. They receive basic information on state-of-the-art learning methods, learning styles and about which factors have an influence on the learning process.

## Living contemporary history

wohnpartner would like to build a bridge between the older generation and the younger ones with the contemporary witness projects, of which there are now six. They began with a historic review of the Hasenleiten estate in Simmering and a project in the Per Albin Hansson estate in Favoriten. In 2012, there followed the "Search for traces in Ottakring" in Franz-Novy-Hof; and in 2013, the wohnpartner team surveyed 13\_23 contemporary witnesses of the Lockerwiese housing complex in Hietzing. Results include exhibitions, films, brochures and books.

The exhibition "Vienna and the Bohemian Brick Factory Workers", which has been shown several times since September 2014 to great success with its audience, deals both with the hard life of the Wienerberg brick workers and their striving for recognition and social justice. Contemporary witnesses talk in a brochure and a film about their life as the last "generation of Bohemian brick factory workers" on the Wienerberg.

The fifth volume was published in December 2014 within the context of the "wohnpartner Library". "Goethehof - between village idyll and world metropolis" spans the period from the 1930s to the 1970s on the basis of extensive historical and modern photographic material as well as several interviews. Thus was created a detailed picture of everyday life in Kaisermühlen through changing times. The book can be obtained free of charge from wohnpartner.



Zamisch

Energy partners from next door: Council tenants advise other residents on how to save energy.

## About wohnpartner

Together with the residents, the more than 150 employees of wohnpartner develop diverse initiatives for promoting and further improving coexistence and good neighbourliness in council housing. These include the welcome initiative "Welcome Neighbour!", the "1st Vienna council housing choir", the residents' centres and the support of tenant initiatives such as block cafés and parties. In addition, wohnpartner mediates differences of opinions between neighbours and holds free mediation sessions. All employees are also increasingly active in the council housing buildings in the summer months as part of "wohnpartner unterwegs" (wohnpartner on the road), which aims at ensuring better coexistence.



# Together for our city: 40 years of GB\*

GB\* celebrated an anniversary in 2014. The assessment of four decades of district work is extremely positive and provides an opportunity to look at the future. A constantly developing, growing city – whether in the central areas or in new urban development areas – also presents new challenges for living together.

Urban quality of life depends very much on living standards. The Vienna model for success of “Gentle urban renewal” and its most important partners, the Area Management Offices for Urban Renewal, have been impressively demonstrating this for 40 years. This anniversary was fittingly celebrated as part of the programme “stadt.erneuern – 40 Jahre GB\*” (“urban.renewal – 40 years of GB\*”).

From June to October, the GB\* initiated numerous focal projects and events that make it possible to see and experience the diverse tasks, services and benefits of GB\* in the district.

## New ideas for the city – Urban DIY Award

The crowning conclusion to the six months of constant initiatives and projects was a symposium held in the Marx Palace at the end of October. During the festive event, the three prize winners of the “Urban DIY Award”, which was announced for the GB\* anniversary, were presented with their awards.

Under the motto “Stadt selbst gestalten” (Shape your own city), the city’s population was called on to submit easy-to-

implement DIY ideas. Ideas were sought that make the city more liveable, invigorate public spaces and bring the residents of Vienna together.

From a total of 39 submitted projects, a panel of experts selected three prize winners:

**Jan Gartner** was awarded for his idea of the **crowdfunding platform commonvienna.at**, which aims at finding investors for urban neighbourhood projects with a focus on civil society. Information: [www.commonvienna.at](http://www.commonvienna.at)

The idea **“Wie(n) verzaubert – der Stadtmärchenpfad” (Vienna enchants – the urban fairy tale path)** by **Lars van Roosendaal** brings life to empty ground floor zones with installations on fairy tales, urban legends and stories. Information: [wienverzaubert.blogspot.co.at/](http://wienverzaubert.blogspot.co.at/)

**Fabian Schicker’s** design of **urban furniture** entitled **“Wiener Würfel” (Vienna Cubes)** impressed the jury with its versatile application possibilities, e.g. as a planter, table or simple play element.

## The challenge of district management

Vienna is growing. Not only on the edges but also in the middle of the city. Former industrial and railway land is being turned into new districts; familiar neighbourhoods are changing. How do old and new coalesce? The GB\* district management teams in newly-built areas support an exciting process.

Vienna has grown by 200,000 inhabitants since 2001 and the present dynamism is presenting new challenges to the Gründerzeit area of the city: Since the 1990s, former inner city industrial land has gradually become available for urban development. The land occupied by freight rail stations no longer needed for railway operations is especially important not only for its size but also because, in terms of



The winners of the Urban DIY Awards 2014

economics and urban structure, it is highly valuable land with direct connections to the existing city. The most prominent areas at present are the former Nordbahnhof freight rail station in the 2nd district, the former Aspang Station in the 3rd district and the former Südbahnhof freight rail station in the 10th district.

Homes, offices, parks, traffic areas and all forms of social and technical infrastructure are coming into being on areas that were inaccessible for decades. Urban barriers are becoming connecting elements, spaces that was previously unusable for the general public are becoming new urban centres and places of encounter – including for the residents of the existing neighbourhood. At the same time, the tranquillity (and affordability) of the periphery is being lost; the property market is responding; rents on the private market are rising; and the focus is shifting to “forgotten” parts of the city. Not least, the arrival of many new city users within a short space of time has had an unsettling effect.

In order adequately to face the challenges of this development head on, especially from the perspective of the adjacent, often somewhat disadvantaged districts, and to promote an integrating coalescence of “old” and “new” in architectural, functional and social terms, the Area Management Offices were contracted with “district management in newly-built areas” in 2012. As in “classic” GB\* work, the focus of district management also lies on the inclusion and involvement of the local population.

## Having a say, participating, shaping

The district management teams encourage active participation in the process, take up suggestions from the population and present them for discussion. Firstly, this concerns information about the upcoming development: How and



The Mautner-Markhof-Gründe were the pilot project of the district management team.

for how long will the construction site impede everyday life? What projects exactly are planned? How will I benefit from them? What new transport connections will there be? Will there be an area for dogs in the new park? Will a new school be built? What local service providers will come, and where will they go?

From the “oldest” to the “youngest”, the existing and the future population not only has a need but a right to receive detailed information about the changes that affect them. An important aspect is on-site presence: For example, the Sonnwendviertel district management team has had a district office at its disposal since the autumn of 2012 and the Nordbahnhofviertel district management team an “information point” since the beginning of 2014. The information points are local meeting places for the population and make a contribution to the development of a shared identity.

### ■ The GB\* in figures

- 9 area management offices
- 17 locations currently in Vienna
- 18 districts in which the GB\* are active
- 95 employees
- 500 events each year in the district
- 5 GB\* district management teams in newly-built areas

### ■ Three exciting video clips

What are your expectations, hopes, concerns about your new neighbourhood? Will the district management team live up to its goals? What function does it perform for long-established and incoming residents? On the occasion of the 40th anniversary of the Area Management Office for Urban Renewal, three video clips were filmed that thematise the challenge of district management from the perspective of residents and key players. The films can be accessed at: [www.gbstern.at](http://www.gbstern.at).



# Everything to do with living

Wohnservice Wien is THE address for all questions having to do with living. Not only when it comes to providing advice on existing or new subsidised dwellings but also in matters of funding and financing, tenant protection and cost control or good neighbourly coexistence.

Wohnservice Wien, with its comprehensive information and advisory services, is the free service centre for all questions having to do with living in Vienna. The housing advice provides assistance with the search for a new subsidised, refurbished or re-let dwelling – either in person or over the phone. An overview of the full range of services provided can be found at: [www.wohnservice-wien.at](http://www.wohnservice-wien.at). The information centre answers general questions having to do with living. The experts of the tenant assistance service ([www.mieterhilfe.at](http://www.mieterhilfe.at)) help with rent-related questions, while [wohnpartner](http://www.wohnpartner-wien.at) ([www.wohnpartner-wien.at](http://www.wohnpartner-wien.at)) supports neighbourly coexistence in housing complexes, especially in Vienna's council housing.

## Support with looking for a home

Apartment seekers receive extensive support at the housing advice service (Wohnberatung) of Wohnservice Wien - from subsidised rental and condominiums to subsidised refurbished dwellings to re-let dwellings and special themed living projects. The free advice is provided over the phone or in face-to-face discussions. The trained employees of the housing advice service also help with questions on funding options and financing. Full information on subsidised dwellings and projects is also available around the clock on the internet at: [www.wohnservice-wien.at](http://www.wohnservice-wien.at). Registration is free and can be done at home or in the housing advice service offices. You can search for and reserve dwellings around the



Wohnservice Wien/L. Schedl

Trained employees are pleased to provide free assistance with all questions having to do with living.



L. Schedl

Wohnberatung Wien  
at the new location  
by the Gasometers  
from January 2015

clock at the “click of a mouse”. The housing advice service is happy to assist with questions that go beyond its service offer by putting people in touch with other institutions and facilities of the City of Vienna.

## Vienna Housing Advice Service new from January 2015

The direction was set for an ever more customer-friendly service for apartment seekers in 2014: Interested parties have been advised on subsidised dwellings and council flats in the offices of the Vienna Housing Advice Service (Wohnberatung Wien, Guglgasse 7–9, 1030 Vienna) since January 2015. This new service, which combines the former housing advice service of Wohnservice Wien and the Wiener Wohnen welcome service under one roof, now offers everything at a single location.

## Information events and advisers

Several times a year between spring and autumn, Wohnservice Wien organises free home tours. An information event lasting about one hour conveys basic knowledge about subsidised living – from application to allocation – and housing advisers from Wohnservice Wien give valuable tips on looking for an apartment. The participants are then taken by bus to a current subsidised housing project. Another fixed item on the annual event calendar is the Living Fair held

at Millennium City and organised by Wohnservice Wien. Apartment seekers can obtain information on current subsidised projects here direct from the developers.

The Wohnbau app – a new service tool of the City of Vienna – gives an exciting overview of selected housing complexes in Vienna. The map function offers an overview of the individual projects across Vienna, regardless of whether they are subsidised new buildings, subsidised refurbished old buildings, projects from the 2011 Housing Initiative and the SMART housing programme or council dwellings. The Wohnbau app is available for iOS and Android under the search term “**Wohnbau Wien**” – free of charge, of course.

In addition to searching for the right contact, many apartment seekers have one critical question to ask: How do I get a subsidised apartment in Vienna? The brochure “Subsidised living in Vienna. The guidebook for your housing search.” clearly presents the steps towards that dream apartment, while an extensive glossary explains all the main terms from A to Z. It is available from all service outlets of Wohnservice Wien (InfoCenter, Tenant Assistance, Housing Advice Service). Interested apartment seekers can also request the guide for free in the InfoCenter of Wohnservice Wien: by phone on tel. 01/4000-8000 or by e-mail at: [infocenter@wohnservice-wien.at](mailto:infocenter@wohnservice-wien.at).





Wohnservice Wien/ S. Zamisch

The Tenant Assistance Service provides free and expert advice.

**Discussion statistics of the Tenant Assistance Service – topics in 2014**

	Contacts	in percent
Termination of the rental agreement	2,737	10.83
Subsidies/subsidies	764	3.02
Right of use	1,297	5.13
Rent	4,001	15.83
Utility costs	1,924	7.61
Rental agreement check	930	3.68
Maintenance obligations	2,994	11.84
Building administration and building management	2,824	11.24
Equipment	1,352	5.35
Social matters / eviction / Housing speculation	759	3.0
Apartment search and transfer	2,057	8.14
Allocation guidelines for council dwellings	1,188	4.70
Other	2,455	9.63
<b>Total</b>	<b>25,282</b>	<b>100.00</b>

**Tenant Assistance**

Residents of Vienna can obtain advice and support with legal matters regarding tenancy law and the right of abode from the following places:

- Tenant Assistance, Wohnservice Wien GmbH (1010 Vienna)
- Vienna Mediation Service – MA 50 – Housing subsidy and mediation service for housing-related matters (1190 Vienna)

Tenant Assistance is a free advisory service for all residents of Vienna. The team advises on questions concerning:

- Tenancy law and right of abode (utility bills, rent increases, rental agreements, apartment transfers and building management)
- Law on non-profit housing (subsidised apartments)
- Residential property law

In 2014, the advisers of the Tenant Assistance service had a total of 27,365 contacts with customers. A total of 25,852 questions on the topic of living were answered in the discussions. In addition, the association also provides fast and non-bureaucratic legal aid to combat housing speculation.

**Mediation Service**

As part of the municipal authority of the City of Vienna, the Vienna Mediation Service for matters concerning the right of abode is responsible before the district courts for out-of-court proceedings relating to tenancy law, such as verifi-

cation of utility bills, verification of the rent or also setting the amount of the prohibited key money or deposit to be repaid. The Vienna Mediation Service Apart from representation costs, proceedings brought before the Mediation Service are also free of charge for the parties. If the Mediation Service is unable to resolve a petition within three months of its being submitted, the citizens have the possibility to take the case before the competent district courts. In principle, decisions reached by the Mediation Service can be contested in court.

**Checking online**

The utility bill calculator of the Tenant Assistance Service makes it possible to check the individual entries on the utility bill at the click of a mouse. After the individual values have been entered, it determines whether the bill is comparatively low, average or high. Experts of the Tenant Assistance Service can provide help if any discrepancies are found. [www.betriebskostenrechner.at](http://www.betriebskostenrechner.at)

The rent calculator lets tenants check whether the rent is fair or too high with a few clicks of the mouse. Rents in Vienna are much lower than in other cities – not least thanks to the 220,000 or so council dwellings and the more than 200,000 subsidised dwellings, which exert a

downward pressure on the entire Vienna housing market. There are no location premiums, neither for council nor for subsidised dwellings. However, the premiums on the open housing market do not always have a legal basis, as proven by numerous examples. Fixed-term rental contracts are also more expensive than they ought to be. The rent calculator serves as an important first – naturally free – way to help verify the fairness of the rent. [www.mietenrechner.at](http://www.mietenrechner.at)

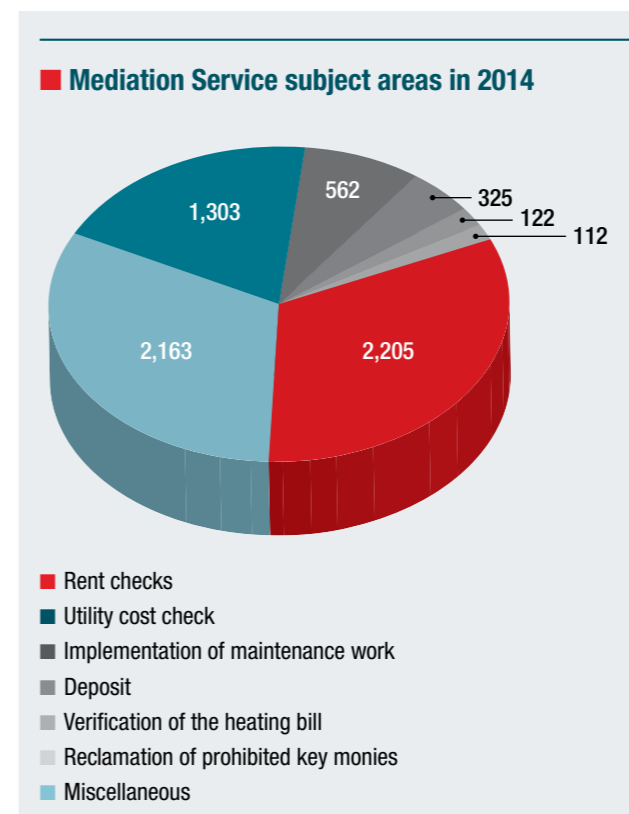
**Rent calculator also as an app**

The “Vienna Rent Calculator” has also been available as a free app (for iOS and Android mobile telephones) since 2014. The level of the statutory guideline rent (in old buildings) can therefore be calculated by apartment seekers before concluding a tenancy agreement or thoroughly verified by tenants after the fact. Only details such as the address, dwelling size and amenities – including, for example, lifts, cellar compartments, balconies, terraces, etc. – are needed for the calculation. In addition, the furnishing “category” of the dwelling and the so-called “location premium” can be checked.

The Vienna Rent Calculator ([www.mietenrechner.at](http://www.mietenrechner.at)) has been used to perform around 250,000 rent calculations in the past five years.

In parallel with this, the service is also offered in the advice and service offices, such as the Tenant Assistance Service. In addition, the City of Vienna also offers an independent service and advice centre in the form of the Mediation Service of MA 50 for enforcing the rights of tenants and landlords, such as in the area of rent checks.

As an ideal complement to the Vienna Rent Calculator, the City of Vienna offers the possibility to check utility costs via the Vienna Utility Cost Calculator at: [www.betriebskostenrechner.at](http://www.betriebskostenrechner.at). This service will also be made available as an app in the coming months.



The Vienna Rent Calculator is also available as an app for Android mobile phones and iPhones.





## Expert advice

Municipal departments 25 and 50 offer a professional advice service for all questions on the topic of housing improvement and the subsidies provided by the City of Vienna. Experts provide fast and expert advice over the phone or in face-to-face discussions.



Municipal department 25 offers information and advice in the area of overall housing technology. It provides information on topics such as the checking of rents and utility costs (in the mediation process), barrier-free accessibility, housing improvement (e.g. heating) and thermal refurbishment. Advice on the topic of housing improvements and the associated funding provided by the City of Vienna is given at the joint information point of municipal departments 25 and 50.

The consultations are held by a team of experts either in person or over the phone. Advice is provided on topics such as:

- Small dwelling improvements in the refurbishment procedure (installation of central heating, a bathroom, a toilet...)
- Solar subsidy
- Age and disability-related conversions of a dwelling
- Thewosan subsidy for single family and two-family houses
- Subsidies for safety and security measures in dwellings

In 2014, approx. 4,200 telephone requests, which correspond to approx. 17 consultations per day, were answered and

approx. 2,260 personal consultations, which corresponds to approx. 9 per day, were held.

The barrier-free information point is easy to reach via the entrance at Maria-Restituta-Platz 1 in 1200 Vienna. Glass partition walls and modern furnishings create a light, friendly setting in which to receive advice. An information counter providing specialist information as well as a fresh water dispenser enhance the already top-quality atmosphere in the waiting area.

### Advice, information and filing point for subsidies for age-related remodelling:

Information point of MA 25 / MA 50:  
1200 Vienna, Maria-Restituta-Platz 1, 6th floor, room 6.09  
Tel.: 01/4000-74860, e-mail: wv@ma50.wien.gv.at  
Personal advice: Monday to Friday from 8:00 a.m. to 1:00 p.m.  
Advice by telephone: Monday to Friday from 8:00 a.m. to 3:00 p.m.  
Detailed information on subsidies: [www.wien.gv.at/wohnen/wohntechnik/ahs-info/pdf/altersgerechte-massnahmen.pdf](http://www.wien.gv.at/wohnen/wohntechnik/ahs-info/pdf/altersgerechte-massnahmen.pdf)

## Barrier-free living

Living without barriers is very important, especially for older people. Specialist advice is offered by the information point as well as the excellence centre for barrier-free planning, building and living. A new funding programme launched in 2014 also supports seniors without any care level with financial assistance for age-related remodelling.

Since November 2014, residents of Vienna aged 65 years and older who do not have a care level have been able to receive financial support for remodelling measures aimed at improving barrier-free accessibility. The new subsidy is intended specifically for individuals and households on low incomes. The subsidising of 35% of eligible costs amounts to a max. of EUR 4,200 and can be utilised both by tenants and by owners of private homes and allotments. The prerequisite is that the subsidy concerns the primary residence in Vienna. Investment costs from EUR 3,000 to EUR 12,000 for age-related remodelling can be funded. These include measures such as barrier-free access (ramp, platform lift, motorised door openers) as well as installations and alte-

rations for a senior-appropriate bath (load-bearing walls on which to install support rails and grab handles, floor-level shower, wheelchair-accessible washstand, shower seats, thermostat fittings in the sanitary area).

### Excellence centre for barrier-free planning, building and living in Vienna:

1200 Vienna, Maria-Restituta-Platz 1, 6th Floor, room 6.10  
Tel.: 01/4000-25 345, e-mail: [info@barrierefreiestadt.wien.at](mailto:info@barrierefreiestadt.wien.at), [www.barrierefreiestadt.wien.at](http://www.barrierefreiestadt.wien.at)

Advice: Monday to Friday from 8:00 a.m. to 3:00 p.m.  
Please telephone for appointments outside these times and for consultations on site.



### Services of the excellence centre for barrier-free accessibility:

represented at 5 information events and exhibitions (e.g. Austrian Barrier-Free Network)

### Telephone and personal advice during business hours:

approx. 3,100 inquiries handled (of which approx. 500 technical inquiries)

### On-site consultations at the request of affected citizens:

approx. 320 on-site inspections, above all for older people and people with restricted mobility

### Funding pledges for "disability-appropriate building measures":

319 pledges with a volume of around €1,284,000.00

### Technical inquiries by planners and developers (e-mail and direct appointment):

approx. 350 inquiries





schneierkasten.at

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# Research & Innovation

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Testbase technology cluster  
Housing research – Success needs a plan  
Number One worldwide



# Testbase technology cluster

For the City of Vienna, it means synergy effects and cost savings in administration. For the 300 or so employees, state-of-the-art working conditions. For the district of Simmering, another high-quality, high-tech location. And for all customers, even more service of the highest international standard.



ZOOM VP:AT

The new research and service centre is noted for having the highest ecological standards.

Construction on Testbase, which is being built on Rinnböckstrasse in Simmering under the direction of MA 34 – Construction and building management, commenced in 2014. Several closely interrelated municipal departments tasked with inspection and research activities will in the future be housed at a single location in order to make better use of synergy effects, save on administration costs and continue to boost customer-friendliness.

The property at Rinnböckstrasse 13–15, which is owned by the City of Vienna and administered by MA 34, is currently

being used by MA 39. In addition to the refurbishment and upgrade of the existing building of MA 39, the Testbase project will also include the creation of offices and laboratories for municipal departments 6, 38 and 59 as well as the consolidation of the various departments of MA 39, which are currently scattered across several locations.

This technology cluster will create a location on around 25,000 square metres of gross floor space with state-of-the-art equipment, high efficiency and a wide-ranging offer. Consequently, the examination and test programmes of

MA 38 and MA 39 will in the future be bundled under one roof both for internal and external customers of the City of Vienna. Testbase will be characterised by excellent ecological standards and high-tech fittings aimed at facilitating research work of the highest international quality. These include, for example, the construction of a new component testing shop and a new fire test hall that will be amongst the most technologically cutting-edge in Europe. Testbase is being implemented in stages while operations continue. The City of Vienna technology cluster is scheduled for completion in the first half of 2017.

The technology centre is also a project of the utmost importance for the district of Simmering. This is because Testbase, in which around 300 municipal employees will be employed, will upgrade and provide additional stimulus for the entire area – as another strong driver for the district's economy. Connections will also be created between the Media Quarter Marx, T-Mobile and the new Testbase location. Testbase serves as a model for how important tasks of the test activities for improving the safety and security of the population can be conducted in a highly professional environment.

## Facts & Figures

The accommodation of the municipal departments on the premises requires the refurbishment of around 11,050 m<sup>2</sup> of GFA (gross floor area), the upgrading of approx. 1,011 m<sup>2</sup> of GFA and the construction of around 18,000 m<sup>2</sup> of new GFA. The use of alternative energy is also an important component of the project.

- **Developer:** MA 34 – Construction and building management
- **Site area:** approx. 11,278 m<sup>2</sup>
- **Current floor area:** approx. 5,291 m<sup>2</sup>
- **Future floor area:** approx. 15,120 m<sup>2</sup>
- **Total gross floor area:** approx. 25,400 m<sup>2</sup>
- **Present users:** MA 39 – Inspection, Monitoring and Certification Office
- **Future users:**
  - MA 6 – Invoicing and Taxation
  - MA 38 – Food Inspection Agency
  - MA 39 – Inspection, Monitoring and Certification Office
  - MA 59 – Market Office
- **Jobs:** currently approx. 80, in the future approx. 300
- **Total costs:** around EUR 57.9 million gross



FPD/W. Schaub-Welzer

The ground-breaking for the major project with Mayor Michael Häupl and City Councillor Michael Ludwig

## Ecological and economic aspects

- Thermal refurbishment of the existing building of MA 39
- Use of alternative energy (photovoltaics)
- Heat recovery from operations – use of waste heat
- Planned component activation for cooling
- Precise assessments of all energy sources through remote monitoring

## Measures for local residents and the environment:

- Reduction in the burden caused by construction site traffic during the construction period by creating a site access point in the vicinity of Litfass-Strasse
- Reduction in the formation of dust during demolition work through “sprinkling”
- Optimised planning (shortening) of construction phases for the purpose of reducing the formation of dust during ground excavations or demolition work
- Use of an environmentally friendly vehicle fleet as required in the call for bids
- Preventive stocktaking of the state of adjacent development prior to commencement of construction work

## Benefits for the residents of Vienna

- Ensuring the quality standards for food on Vienna's markets, in the retail and wholesale trade (around 18,000 samples tested annually)
- Quality inspection of Vienna's water supply
- Reduction in administrative costs – use of synergies of the location service centres
- Safety and security aspects – new fire test hall the testing and research of components
- Sound measurements (e.g. testing of council housing windows)
- Light measurements (e.g. public lighting, new technologies [LED], concrete and construction material tests)



# Housing research – Success needs a plan

A housing policy in step with the times and projects in line with the future development of our city and society require scientific analysis and research. That is the high-responsibility task of Vienna Housing Research: to ensure that the range of offers meets the most varied of demands.

Vienna Housing Research, which forms part of MA – Housing Funding and Mediation Service for Housing-Related Affairs, is responsible for both the medium-term estimate of housing requirements and for development of the quality of Vienna's housing. The goal is innovatively subsidised housing that addresses current changes in society and develops new solutions for them. This is the only way to ensure permanently that the supply of housing

is appropriate to the diverse needs of the population. Vienna Housing Research therefore supplies the scientific basis and supports politicians and the specialist public with its expertise.

In the area of new buildings, the work done by Vienna Housing Research covers the qualitative and quantitative development of housing supply and housing demand, ensuring the affordability of living for the future as well as changed living requirements based on social and demographic developments.

Other task areas of Vienna Housing Research include topics such as the importance of the Gründerzeit building material in Vienna in connection with housing policy, private investment and urban development, economic policy and ecological questions of future living as well as the comparison and analysis of the most important international parameters in the area of housing.

## Housing makes a city

Vienna's housing and urban renewal policy has been one of the most important motors of the city's transformation for many years – in newly-built areas as well as for existing buildings.

The highly specialised tool of subsidised housing ensures diverse claims to quality, from affordability to ecological and social sustainability. Once again, however, the city's dynamic growth is posing new challenges in the area of housing: The housing policy is required not only to create living space on a grand scale but also to help develop the "city". Lively city districts are sought that integrate functions such as living and work, education and leisure even more strongly than before and make references to the sur-

### ■ An overview of research areas

- **Affordable living:** Cost reductions through planning, pilot projects on lower-cost housing, space-saving construction, financing options, subsidy options
- **Technical and ecological qualities and standards in new buildings:** Innovative technologies, flexibility, building in timber, free spaces, furnishing standards and much more besides
- **Technical and ecological qualities and standards in refurbishment:** Innovative technologies, reducing energy consumption, green spaces and much more besides
- **Living in a community:** Co-determination, new building managers, moderation and management, community facilities, assisted living, social mixing, integration, identity



PID/W. Schaub-Walzer

Opening of the 2014 Housing Research Days on 9 December in the domed hall of the Vienna University of Technology

rounding neighbourhood and its residents. Against this background, the urban dimension of housing constituted an important research aspect in 2014. Selected results of this research activity were presented to an interested specialist audience at the annual housing research days on 9 December 2014 in the domed hall of the Vienna University of Technology.

## Future living for seniors

Another research topic in 2014 concerned the challenges of an ageing society and their impact on housing. Vienna's residents are not only growing older but also more diverse in their living needs. At the same time, the classic

nuclear family is losing its importance as an institution of social integration. Subsequently, the aim is also to develop and establish new forms of living that, on the one hand, enable and promote community but, on the other, also permit retreat and privacy. The future framework conditions, the bases for community living in later life and different concepts of "living with service" were therefore the content of several research topics in the field of housing research.

Selected aspects of these research results were presented to an interested specialist audience during the symposium "Growing older – living individually" on 1 October 2014.



### “Good morning, city!”

In September 1964, the first phase of the council housing complex of around 1,200 dwellings on Siebenbürgerstrasse was opened in Vienna’s 22nd district. In the years that followed, around 9,000 dwellings were built every year as part of a large-scale municipal housing programme. These complexes still make up a not inconsiderable portion of Vienna’s municipal housing stock to this day.

Vilified by some critics at the time of their construction as “dormitory towns”, they are today liveable districts that are distinguished by their spacious outdoor areas and high standard of living.

The multimedia exhibition “Good morning, city!” is intended to draw attention to the qualities of this social urban development – also in relation to future development of the city. It was shown for the first time in November 2014 in the former data centre of the City of Vienna.

The exhibition was curated by the historian Manfred Sche-nekl and the architect Christoph Lammerhuber with the cooperation of architecture photographers Hertha Hurnaus, Wolfgang Thaler and Stefan Olah. The video montages are by Melanie Hollaus. Further exhibitions dates are planned for 2015, including in Donaustadt.

#### ■ Exhibition “Good morning, city!”

The selected exemplary buildings in Donaustadt:

- Siebenbürgerstrasse/Erzherzog-Karl-Strasse (1968) Neu-Kagran, around 2,170 dwellings
- Bundesländerhof (1966), Neu-Kagran, around 1,090 dwellings
- Rudolf-Köppl-Hof, Eipeldauer Strasse (1967), around 1,310 dwellings
- Rudolf-Huber-Hof, Quadenstrasse (1970), around 740 dwellings
- Ziegelhofstrasse (1975), around 1,900 dwellings

#### Commissioned research projects

A total of 29 research projects were commissioned in 2014. In addition, 5 projects were funded that concerned Vienna’s participation in international projects and presentations of subsidised Viennese housing abroad. The results of the housing research are published in German and partly in English at: [www.wohnbauauforschung.at](http://www.wohnbauauforschung.at).



The exhibition “Good morning, city!” was shown for the first time from 20 to 28 November in the former data centre of the City of Vienna.

PID/W. Schaub-Walzer

# Number One worldwide

Today, social Viennese housing is an international model more than ever. This is proved not only by high-ranking delegations of experts from other countries, which acquire information on Viennese housing, but also by the great success of exhibitions that are presented in other cities.

Vienna is therefore one of the world’s most important contact partners for exchanging knowledge, transferring expertise and conducting research. Thus Vienna Housing Research welcomed 17 international groups of housing experts from 12 different countries in the year under review. For example, a delegation from Paris headed up by Claire Lévy-Vroelant, the representative of Paris Habitat, the biggest administrator of social housing in France, learned about municipal housing in Vienna. The City of Paris is currently working on developing its supply of social housing, especially in the areas of construction and refurbishment. Vienna is considered a pioneering European city in these areas, providing a wide range of options for different living requirements with its multi-pillar model – council housing, subsidised housing and gentle urban renewal.



PID/Jobst

Delegation from Paris at the exchange of information on municipal housing. Claire Lévy-Vroelant, representative of Paris Habitat, and housing councillor Michael Ludwig.

#### The Vienna Model

In 2014, the Vienna Housing department impressed an international audience with the exhibition “The Vienna Model – Housing for the 21st Century City”. At the heart of the show was subsidised Viennese housing constructed in the city over the last ten years. In addition, the audience was introduced in greater detail to the social housing programme of Red Vienna in the post-war period. The basic idea of the exhibition developed by the curators Wolfgang Förster (MA 50 – Housing Research) and William Menking (architecture critic, publisher of the largest American architecture periodical “The Architect’s Newspaper”) is to enrich the currently highly intensive discussion around social housing in many countries of Europe as well as in Hong Kong with the alternative “Vienna Model”.

Vienna Housing has eight principles that also give structure to the exhibition: Social mixing for the avoidance of polarisation and social segregation; the development of new districts, diversity and integration; citizen involvement; environmental and climate protection; high-quality inner city development; low-rise estates on the city’s edge; and the incorporation of art into housing.

The exhibition focuses on the main achievements of the City of Vienna in housing, both currently under construction and recently completed. Not only innovative building with an urban connection but also whole new districts arose across the city. While these projects continue to be based on the qualities of “Red Vienna”, they also stand for new, dynamic possibilities, exemplary architecture and progress in the area of housing in a modern, growing metropolis.

The premise of the exhibition is that exhibiting good housing architecture on its own is not enough. It looks behind the façades and describes the overall process of their implementation. With the presentation of the entire design and planning procedure, which has been constantly refined over the years, the curators hope to give international architects, housing experts and planners ideas for how they can further develop housing in their own countries based on the Vienna Model.



# On course for success

The employees of the business group for Living, Housing and Urban Renewal make an important contribution to the provision of good and safe housing and thus also to the high quality of life in Vienna. Affordable and appropriate housing is increasingly in focus.

The core competencies of Vienna's housing policy reside in the business group for Living, Housing and Urban Renewal. In 2014, subsidies totalling around EUR 680 million were allocated for purposes such as increased new building activity.

## Property-based subsidy

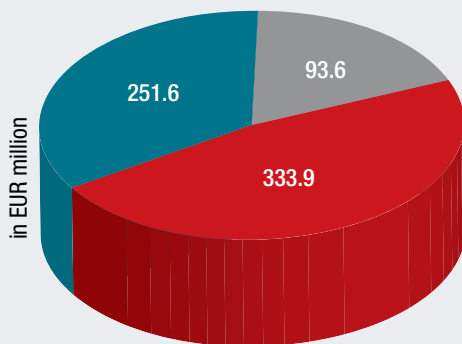
Funds that flow into the refurbishment of existing buildings or the construction of new buildings (properties) are described as property-based subsidy. The funds are awarded according to criteria that ensure quality and affordable housing. The construction and refurbishment of retire-

ment and care homes are also supported with means of the Vienna housing subsidy.

## Individual-based subsidy

Individual-based subsidy designates the direct support of people on low incomes. It offers individual financial support for residents in the form of housing assistance, young family support and loans for personal means. In this way, the City of Vienna ensures that living in subsidised housing remains just as affordable as in private housing. In total, around EUR 94 million were made available for individual-based subsidy in 2014.

### Expenditure on subsidies



■ Property-based subsidy for new buildings

■ Property-based subsidy for refurbishment

■ Individual-based subsidy

Statement of account	SA 2014
Property-based subsidy for new buildings	333.9
Property-based subsidy for refurbishment	251.6
Individual-based subsidy	93.6
<b>Total</b>	<b>679.1</b>

## Business group for Living, Housing and Urban Renewal – City Councillor Dr. Michael Ludwig

Office of the business group for Living, Housing and Urban Renewal	MA 25 – Urban renovation and audit office for residential buildings	MA 34 – Construction and building management	MA 37 – Building Inspection	MA 39 – Inspection, monitoring and certification office	MA 50 – Housing subsidy and mediation service for housing-related matters	MA 64 – Legal construction, energy, railway and aviation affairs	MA 69 – Property Management	City of Vienna – Wiener Wohnen	wohnfonds_wien	Wohnservice Wien (tenant assistance, wohnpartner)	Area renewal offices
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# **Vienna Housing**

Annual Report 2014

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