



Housing in Vienna

Annual Report 2018/2019

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 City of
Vienna

Housing in Vienna

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Dear readers,

in my capacity as Vienna's new City Councillor in charge of housing and women's issues, it is a great pleasure – and a first – for me to present this 2018/19 report.

The decades-long tradition of social housing in Vienna is an outstanding characteristic of our city that contributes decisively to its high quality of life as well as to its high level of safety and security. In recent years, housing has become an increasingly explosive issue for European society in general, since the continuous stepping-up of affordable housing options tailored to the needs of the population – a reality in Vienna – is definitely not a matter of course in other countries and cities.

Vienna's City Government is committed to the idea of housing as a service of general interest. In a time when inhabitants of other metropolises are faced with mounting pressures due to soaring housing costs, this too, is a fact that distinguishes the Austrian capital.

It is my objective to continue unswervingly along this successful and social Viennese path. This also means reacting as effectively as possible to challenges such as rising land and construction prices. With the 2018 amendment to the Vienna Building Code, we have therefore adopted an internationally acclaimed measure to protect and safeguard social housing.

As the City Councillor in charge of women's issues, meeting the needs and wants of girls and women and further advancing equal opportunities in our society are matters of particular concern to me.

Access to affordable and needs-oriented housing is of special importance for women as well as single parents. For this reason, I have initiated a new, made-to-measure housing programme for single mothers and fathers that will be first implemented in Wolfganggasse, an emerging urban quarter in Vienna's 12th municipal district Meidling.

The Vienna conference "Housing for All – Affordable Housing in Growing Cities in Europe" held in December 2018 has proved once more that our social housing policy serves as an outstanding example for all European cities.



To remain fit for the future, however, it is essential to respond to the challenges posed by digitalisation, social change, environmental and climate protection. Scientific studies conducted by Vienna's Housing Research Division, but also actual construction projects concerning both new and rehabilitated housing make important and future-oriented contributions towards this goal.

We live in an era of dynamic development. For this reason, I would like to avail myself of this opportunity to thank all staff members of the Administrative Group very cordially for their great commitment and efforts undertaken for the benefit of Vienna's population.

I hope that our Annual Report 2018/2019 will prove of interest to you and wish you a stimulating read.

Kathrin Gaál
Executive City Councillor for Housing, Housing
Construction, Urban Renewal and Women's Issues
of the City of Vienna



Introduction

Vienna shows the way:
Housing and living in an attractive city

Vienna shows the way: housing and living in an attractive city

The Administrative Group charged with housing and women's issues combines two key concerns of Vienna's municipal policy: providing a social net that safeguards a self-determined life, safety and security – especially for women and girls – as well as creating affordable housing for all. This is Vienna today – and this is what Vienna wants to be in the future!

Making women's voices be heard is a prime concern of Municipal Department 57 (MA 57) – Vienna Women's Affairs. Counselling, special assistance to girls, the promotion of small-scale projects and – still a relevant issue – the protection of women from violence are focal tasks of MA 57. The 24-Hours Women's Emergency Helpline and the Women's Helpline are free-of-charge contact points widely used by women in Vienna. They contribute to public security as well as to the subjective sense of safety in the city. After all, it is reassuring to know that every woman will find help and support if she needs them. "Rettungsanker" ("Sheet Anchor") is such an initiative that has met with very positive reactions and is broadly supported.

Affordable housing

The City of Vienna is creating more affordable housing units: the Municipal Housing NEW campaign continues a successful tradition and at the same time ushers in a new era. By 2020, a total of 4,000 new municipal flats will be built – and this is only one example of many undertaken by an active municipal policy on behalf of people and the future. For "affordable housing is a human right", as emphasised by Leilani Farha, UN Special Rapporteur on the Right to Housing, at the conference "Housing for All" held in Vienna and attended by delegates from 36 countries.

Affordable housing is in short supply in many European cities. Conversely, Vienna is considered an example to follow as well as living proof of the fact that global challenges can also be understood as an opportunity for cities. Vienna's social and subsidised housing contributes to an inclusive society and a good social mix, but also to the attractiveness of the city as a business location, to its economic clout and even to the global climate goals – and all this forms part of a dialogue with citizens. This is why Vienna is widely ac-

claimed and viewed as a beacon of hope by many looking for potential solutions to deal with their own challenges.

In this context, the City of Vienna is implementing numerous forward-looking measures. The "Housing Campaign 2" will lead to the construction of approx. 14,000 dwellings by 2020, since housing must not be left to the free market alone. This is also of benefit for business, since housing construction is an important driver of the economy.

"Subsidised Housing" zoning category

An internationally widely followed novelty was the amendment to the Building Code for Vienna adopted in November 2018 and effective as of March 2019: the "Subsidised Housing" zoning category. Just as the state is responsible for funding educational and healthcare facilities or providing traffic areas, it is also essential to create frame conditions for affordable housing. A functioning government must intervene in order to regulate. The global environmental goals, too, cannot be attained without such interventions.

To be able to actually construct a significant number of affordable dwellings, the percentage of units subsidised under this zoning category should as a rule equal two thirds of the usable housing floorspace of a given project. The new regulation becomes effective in case of plots designated as building land and of former industrial or commercial areas reclassified as such, or when increasing density in residential or mixed-purpose development zones, or in connection with the construction of high-rises. The designation of plots as Class 1 building land – e.g. single-family homes, smaller in-fills or the addition of (few) storeys in densely built-up zones – is exempted from this regulation. Housing subsidy law limits land cost at approx. Euro 220 per square metre of



Conference “Housing for All” (left to right): Michael Ludwig, Mayor of Vienna, Kathrin Gaál, City Councillor for Housing, Housing Construction, Urban Renewal and Women’s Issues of the City of Vienna, Laia Ortiz, Deputy Mayor of Barcelona, Leilani Farha, UN Special Rapporteur on Adequate Housing, Rui Neves Bochmann Franco, Deputy City Councillor for Housing of Lisbon and Housing Partnership member.

usable housing floorspace (= Euro 188 per square metre of aboveground gross floor area).

This is to ensure that affordable housing can be created across the city to safeguard a continued good social mix in all districts of Vienna. It is not planned to limit the size of building lots when applying the new zoning category, although it is mainly aimed at lots that will accommodate more than 5,000 square metres of housing space. This Building Code amendment also simplifies project implementation procedures.

Impressive figures

45 percent of Vienna’s housing stock is subject to social rents without time limits. 60 percent of the population live in subsidised or municipal flats. In 2018, subsidies paid by the City of Vienna to individual projects amounted to approx. Euro 422.9 million. Over the past decade, an average of about 7,030 dwellings were constructed and completed every year. Due to the number of building permits, which has risen in recent years, it is expected that completed projects will likewise increase in coming years. In 2018, a total of 10,018 new flats were constructed (as compared to 8,929

in 2017). This exceeds the average annual net construction volume of the previous ten years and amounts to a near 30-percent increase.

The rehabilitation of existing buildings was subsidised to the tune of approx. Euro 151.6 million in 2018. The funds were almost entirely disbursed for the rehabilitation of residential buildings (Euro 147.0 million). These figures represent political priorities and are complemented by manifold activities of several institutions, including Vienna’s Urban Renewal Offices (Gebietsbetreuung Stadterneuerung, GB*; e.g. through the relaunch of neighbourhood management in newly developing quarters) or wohnpartner, as well as by innovative projects, such as the EU-subsidised urban renewal initiative “Smarter Together” in the 11th municipal district Simmering and the International Building Exhibition IBA_Vienna 2022, with its motto “New Social Housing”.

In-person assistance and counselling of citizens are in particular provided by the Wohnservice Wien agency and the MieterHilfe tenancy helpdesk. The present Annual Report provides useful, in-depth information about these services as well.



A Spotlight on Women

Making women's voices be heard

Making women's voices be heard

For over 25 years, Municipal Department 57 (MA 57) – Vienna Women's Affairs has been active on behalf of a just society, where women and men enjoy the same rights and opportunities, by supporting the self-determination of girls and women.

In 2018, MA 57 as part of the Vienna City Administration adopted a new name ("Vienna Women's Services") to place even greater emphasis on the counselling and support of women and the manifold realities of their lives.

Focal areas

Sexual harassment and protection from violence

Against the background of the worldwide #MeToo movement, sexual harassment was a key focus of MA 57's work in 2018. Thus Kathrin Gaál, City Councillor in charge of housing and women's issues, launched the campaign "Retungsanker" ("Sheet Anchor") at the Danube Island Festival in order to inform women and girls about the important prevention activities implemented by the City of Vienna in numerous fields as well as to signal that sexual harassment will not be tolerated in Vienna. This contributes significantly to women's subjective sense of safety:

- The initiative "**Retungsanker**" was first presented in June 2018 at the Danube Island Festival in connection with the motto "Help for Victims of Harassment": in-depth, on-site training of security staff, recommendations for concrete action, video spots and a sticker identifying security personnel as points of contact constitute important preventive measures. The motto is: "We take care of each other, and the City of Vienna takes care of you."
- In **summer 2018**, this campaign was extended to include Vienna's public swimming pools and baths. The already well-trained first responders at Vienna's pools and baths were once more informed about how to deal with the problem of sexual harassment and also provided with "Ich bin dein Rettungsanker" ("I'm your sheet anchor") stickers.



Information and help: the Women's Emergency Helpline is an important contact point for women and girls.

- In **autumn 2018**, Vienna's public transport provider Wiener Linien joined the initiative as a partner. In December 2018, short videos shown on information screens advised Wiener Linien customers about possibilities to get help in case of sexual harassment. Two important information and awareness-raising campaigns for **protection from violence and sexual harassment** were conducted in 2018 as well, in addition to numerous activities in the context of the initiative "16 Days of Activism against Gender-based Violence".
- Moreover, an awareness-raising campaign addressing the problem of **knockout drops** was organised for the Viennese population in summer 2018. The goal was to inform women about how to protect themselves against the administration of knockout drops and about the venues open to victims. One contact point for women is the 24-Hour Women's Emergency Helpline of MA 57. "Mich kriegst du nicht K.O." ("You won't get me down") was a slogan featured on free postcards and posters in cafés, clubs and bars.



Getting a taster of mom's and dad's job: the Daughters' Day was conceived to support girls.

All information concerning this important topic can be found (in German) at: www.wien.gv.at/menschen/frauen/stichwort/gewalt/kampagnen/ko-tropfen/

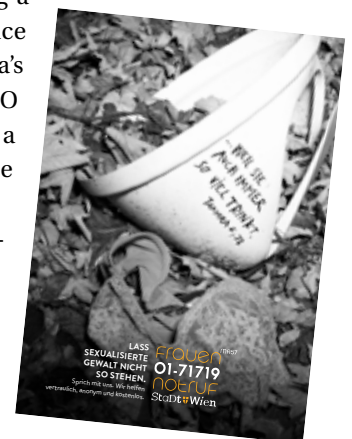
- The Facebook campaign “Mein Standpunkt gegen Sexismus” (“My Position against Sexism”) called upon the Viennese population to speak up loud against sexism.

Protection from violence in the context of “16 Days of Activism against Gender-based Violence”

- In the context of “16 Days of Activism against Gender-based Violence”, the 24-Hour Women’s Emergency Helpline of the City of Vienna drew attention to sadly persisting myths relating to sexualised violence. To this day, our society is affected by prejudices that blame victims and exonerate perpetrators. It is a central concern of MA 57 to combat these positions in order to empower women affected and hasten the elimination of gender-specific prejudices.
- Moreover, the “16 Days” initiative also led to a joint conference (together with the Vienna Women’s Health Programme) on the victim protection groups at Vienna’s hospitals. The work done by these groups so far is covered by a report (in German): www.wien.gv.at/menschen/frauen/pdf/opferschutzreport.pdf

The victim protection groups at Vienna’s hospitals offer support for victims of gender-specific violence and, as contact points embedded within the healthcare system, serve an important purpose.

- At the outset of “16 Days of Activism against Gender-based Violence”, Kathrin Gaál, City Councillor in charge of housing and women’s issues, hoisted both the flag against violence against women and the white ribbon flag at Vienna City Hall during a ceremony held in the presence of several members of Vienna’s Provincial Parliament and NGO representatives, thus setting a clear signal to combat violence against women.
- A big charity event at Vienna City Hall on 23 November 2018 celebrated the 40th anniversary of Vienna’s women’s refuges, a key partner within the city’s network for protection against violence.



- At the moment, Vienna's women's refuges offer 175 places for women and children in four locations. The City of Vienna will set up a fifth women's refuge with another 50 places for women and children affected by violence. From 2022, Vienna's women's refuges will thus offer a total of 225 places.

Support and promotion of girls

Close to 3,000 girls participated in the 2018 Daughters' Day by displaying their flair for technical and craft occupations. The Daughters' Day widens the range of potential career options for girls by including technical, scientific and craft perspectives. The aim is to break down stereotypes still persisting in the labour market.

In 2018, MA 57 moreover held numerous workshops for girls addressing a variety of topics in order to strengthen their sense of empowerment and increase their knowledge.

Work to combat stereotypical gender roles at an early moment should begin in the kindergarten: the "Education Box" provides teachers with the necessary tools to work

with kids in a gender-sensitive manner. The toolbox offers information and support provided through explanations, learning materials, suggested reading, etc. In 2018, the "Education Box" was complemented by three short films to show that girls can choose any profession and that stereotypical role models have no place in Vienna's kindergartens: www.wien.gv.at/menschen/frauen/stichwort/bildung/educationbox/index.html#videos

On 11 October 2018, the International Day of the Girl Child, MA 57 published a new (German-language) brochure for girls addressing the issue of self-determination in matters of love and sex: www.wien.gv.at/menschen/frauen/stichwort/maedchen/broschuere-sexnull.html

Labour market

In autumn 2018, the large-scale study "So leben wir heute ... Wiener Industriearbeiterinnen berichten über ihr Leben. Auf den Spuren Käthe Leichter" ("That's how we live today ...") was presented. 85 years after Käthe Leichter's seminal study, the paper looks closely at the current situation of female industrial workers. www.wien.gv.at/



First aid: basic training at Municipal Department 70 – Vienna Ambulance Service on Daughters' Day.

menschen/frauen/stichwort/arbeit/so-leben-wir.html
(in German)

The study – a co-operation of MA 57, MA 23 – Economic Affairs, Labour and Statistics and the Vienna Chamber of Labour – was presented and discussed on 21 November at the Austrian Museum for Social and Economic Affairs.

Publications

Further publications in 2018 included issues of the series “Frauen.Wissen.Wien.” (“Women.Knowledge.Vienna”):

- The sports issue was republished for topical reasons, with an additional contribution on the problem of sexual harassment in the sports sector.
- Another issue was dedicated to the #MeToo discussion from an Austrian viewpoint, with statements by numerous experts.
- Moreover, an updated issue including features on the Vienna Women’s Prize laureates was compiled. www.wien.gv.at/menschen/frauen/stichwort/kunst-kultur/frauen-wissen/ (in German)

Networking and events

In 2018 as in previous years, MA 57 engaged in numerous networking meetings with other actors, international delegations and experts. Events and brochure distribution activities served to inform Vienna’s citizens about many different topics and offerings:

- On International Women’s Day 2018, Vienna City Hall was open to all visitors: in addition to a wealth of information on Vienna’s services and offerings for women and girls, a cultural programme was organised as well.
- Nationwide Equal Pension Day on 28 July provided an occasion for MA 57 to draw attention to the differences in old-age pensions disbursed to women vs. men. Vienna’s Equal Pension Day took place on 27 August 2018.
- On nationwide Equal Pay Day on 20 October, women were informed about the still existing pay gap through a brochure distribution event. Vienna celebrated Equal Pay Day 2018 on 6 November.
- On 11 December 2018, City Councillor Kathrin Gaál for the first time awarded the Vienna Women’s Prize in three categories to three outstanding women. The laureates were Doris Damyanovic in the category “Urban Design”, Yvonne Scheer in the category “Gaming” and Andrea Brem in the category “Protection from Violence”.

Subsidies and grants

As customary, numerous Viennese associations supporting women and girls again received subsidies in 2018: under the small-project subsidy scheme (maximum grant: Euro 5,000), 33 innovative projects/associations received assis-



City Councillor Gaál on Equal Pay Day: women still earn less money than men for doing the same work.

tance to the tune of Euro 119,121 in total. Another 25 associations were aided under one- and three-year subsidy schemes. Once more, the Vienna Association of Women’s Refuges received close to full funding.

MA 57 counselling services – facts and figures

The **24-Hour Women’s Emergency Helpline** as part of **MA 57** – and hence of the Vienna City Administration – serves as a contact point for women and girls over 14 years affected by violence. The experts of the 24-Hour Women’s Emergency Helpline are available around the clock for counselling, support and in-person assistance. In 2018, they conducted 6,148 counselling sessions by phone, assisted 1,123 times in person and provided information via 1,899 emails. The total number of counselling contacts in 2018 was 9,170.

The **MA 57 Women’s Helpline**, which offers free-of-charge primary legal and social counselling for women in Vienna on issues like separation/divorce, custody, alimony and child support, visiting rights, etc., recorded 1,403 counselling contacts in 2018; of these, 1,054 were by phone, 161 in person and 188 via email.



Information booth and brochure distribution on Equal Pay Day with Department Head Marion Gebhart (centre) and staff members of MA 57 – Vienna Women’s Affairs.



Promoting Housing Construction

Nine developers' competitions for eleven sites

New municipal housing: right on target!

A fresh breeze revives old buildings

Supporting change, strengthening neighbourhoods

Smarter Together: shaping the city of the future together

Nine developers' competitions for eleven sites

A driver of urban development: in 2018, wohnfonds_wien, the Vienna Fund for Housing Construction and Urban Renewal, successfully handled a remarkable workload. The City of Vienna thus continues to stimulate the construction of affordable dwellings that meet individual housing needs.

In addition to providing affordable, high-quality dwellings, the requirements to be met by developers' competitions also comprised other focuses essential for a high standard of contemporary housing and living. These included innovative, made-to-measure housing types for single parents, neighbourhood development in line with residents' needs as well as attractive shared facilities and appealing options for participation. Nine competitions were conducted in 2018 for a total of eleven new housing projects in the 3rd, 12th, 14th, 17th, 19th, 21st, 22nd and 23rd municipal districts. The first of these competitions

concerned self-build groups in Donaustadt, i.e. for the urban development areas OASE 22+ and Am Seebogen (in aspern Vienna's Urban Lakeside), totalling approx. 160 flats. This was followed by the competition "Small-scale Projects 2018" with locations in Anton-Haidl-Gasse 20-24 (17th district Hernals), Heiligenstädter Strasse 172 (19th district Döbling), Anton-Schall-Gasse and Herchenhahn-gasse 8 (21st district Floridsdorf) with approx. 130 flats total. In the second half of 2018, developers' competitions were conducted for Gundackergasse II (400 flats, 22nd district), Wolfganggasse (approx. 850 flats, 12th district), Ber-

Wolfganggasse project: greened façades are true eye-catchers.





3,000 new flats are being built in Berresgasse (22nd district Donaustadt).

resgasse (approx. 3,000 flats, 22nd district), Käthe-Dorsch-Gasse (approx. 520 flats, 14th district), Henneberggasse 1-3 (approx. 80 flats, 3rd district) and Rösslergasse (approx. 80 flats, 21st district).

Housing campaign 2018-2020

Acting on behalf of the City of Vienna, wohnfonds_wien launched the second quality campaign for subsidised housing construction in May 2018, thus continuing the 2016-2018 initiative. The first developers' competition under this scheme was launched in Wolfganggasse (12th municipal district Meidling). Due to the high quality of the victorious projects combined with varied, socially oriented mixed-use concepts, this competition is a prime example of sustainable quarter development.

Wolfganggasse

In coming years, a new, colourful urban neighbourhood with high quality of life will emerge on a 31,000 square-metre lot formerly occupied by a local railway depot in the 12th municipal district. In 2016, prior to the project proper, Vienna's Urban Planning Department implemented a "co-operative procedure", followed in 2017 by a contractor selection procedure of wohnfonds_wien for the reuse of the former train depot building, which will function as a neighbourhood centre and local highlight. The entry chosen by the jury convinced with its concept offering a mix of cultural and commercial facilities. With (pop-up) cafés, an indoor playground, a stage and temporary exhibition areas, the depot building will become a place of encounter for the neighbourhood and the entire district.

Around this centre, approx. 850 subsidised flats, a Municipal Housing NEW project, a nursing home, workshops, a hostel for apprentices, a kindergarten and a supermarket will be built until 2022 – all as a result of the developers'

■ New housing types for single parents

Social change also has a strong impact on subsidised housing construction. The number of single parents is steadily increasing, as does the demand for innovative and affordable housing models for this target group.

In developing such novel housing concepts, attention is paid to the special needs of this group. The interest in affordable dwellings with more than one or two – yet moderately sized – rooms and the desire for a communicative, socially supportive housing environment with a suitable range of indoor and outdoor spaces for communal use are only two aspects to mention in this context. Spatial concepts that offer private, individual housing units combined with communal zones are much sought after. The population segment made up of single parents is definitely not a homogenous one, and this should be reflected in a broad and multifaceted range of housing types and environments. A special point of interest is the provision of concepts and organisational structures that apart from meeting housing requirements support single parents from the beginning by facilitating daily communication and interaction, but also allow for privacy and autonomy.

competition organised by wohnfonds_wien. In addition to “traditional” subsidised flats, which convince with their affordability and innovative flair, these new construction projects above all offer made-to-measure housing for single parents on five lots. High-quality open and green zones, connections to existing open spaces, lively public areas with shops and services at ground-floor level as well as varied mobility offerings are additional key focuses of this developers’ competition.

Käthe-Dorsch-Gasse

Single parents were also among the target groups for the single-tier developers’ competition for Käthe-Dorsch-Gasse (14th municipal district), which was implemented by wohnfonds_wien between July and November 2018. In addition to modern and affordable dwellings for single parents, the focus of this competition was on such aspects as cost-efficient construction and living, innovative energy supply technologies, the provision of high-quality green and open spaces spanning across several lots, and mobility. The competition was conducted in co-operation with the landowner ÖBB-Infrastruktur Aktiengesellschaft (a company of Austrian Federal Railways), which assigned the lots under construction law with a mandate for contractors to create affordable dwellings.

The results in brief: by 2020, this development will offer two new projects with a total of 253 subsidised rental flats, 116 particularly affordable SMART flats, 97 privately financed dwellings and 54 assisted-living units on approx. 15,800

■ Developers’ competitions

Developers’ competitions for housing projects with a minimum of 500 * units were introduced in 1995 and aim to create project teams that will offer the very best implementation concepts for the available lots. However, the competitions also serve as a management tool to realise housing that reflects the needs of Vienna’s population. In addition to specific aspects and requirements, the winning projects must comply with challenging demands regarding such evaluation criteria as economy, social sustainability, architecture and ecology. The winning projects implement the concepts submitted for the competition lots with the support of Vienna’s housing promotion schemes.

In 2018, nine competition procedures were completed. For more information, visit www.wohnfonds.wien.at and click on “neubau” and then on “bauträgerwettbewerbe” (in German).

*1995-2016: 300



Käthe-Dorsch-Gasse, Lot B: open spaces as places of encounter and good-neighbourly communication.



Käthe-Dorsch-Gasse, Lot A: varied options meet highly diverse housing needs.

square metres total. The roughly 520 flats will boast well-thought-out layouts and individual outside spaces. Single parents will find affordable flats that correspond to their needs and in part will require no equity contribution while featuring diverse spaces for communal activities. Further facilities will include shared flats and a residential home and café for elderly persons.

The Käthe-Dorsch-Gasse development assigns top priority to social interaction among young and old, and a variety of facilities, such as an “intergenerational courtyard” or a “sports courtyard” in the open spaces of the development will promote good-neighbourly relations. Directly adjoining the project area, the Wien West education campus with a kindergarten, primary school, new middle school and music school is emerging; its completion is planned for summer 2020.

New municipal housing: right on target!

Construction work for approx. 4,000 new municipal flats will start before 2020. Euro 7.50 gross rent per square metre, no equity contributions or deposits as well as open-ended tenancy agreements are highly favourable arguments for flat seekers of all age groups, and particularly for young families.

“We take the tradition of Vienna’s municipal housing projects into the ‘city of the future’. The new municipal flats embody high, affordable and modern housing quality as well as values dating back to Vienna’s first municipal housing developments: social cohesion and a good social mix”, as City Councillor Kathrin Gaál commented during the presentation of the Municipal Housing NEW project for aspern Vienna’s Urban Lakeside in August 2018.

The eight-storey complex is to accommodate a total of 75 flats and communal spaces on a total usable floorspace of 4,320 square metres. The units will dispose of one to three rooms and a living floorspace of approx. 35 to 70 square metres. Moreover, the greened interior courtyard will feature recreational and play zones. Construction will begin by the end of this year; the flats of the first municipal housing project in aspern will be ready for tenants in autumn 2021.

Fontanastrasse (10th municipal district)

The Barbara-Prammer-Hof development in Fontanastrasse (10th municipal district Favoriten) with its 120 flats is a pilot project. The first sod was turned in December 2017, with the topping-out ceremony following in November 2018. The first new municipal flats should be ready for tenants by autumn 2019. This municipal housing estate reflects the motto “Light, Air and Sun”. It is composed of three blocks with four, five and nine storeys, respectively; these in their turn encircle three interior courtyards.

Wolfganggasse (12th municipal district)

The project situated in Wolfganggasse (12th municipal district Meidling) with 105 flats and an underground car park with 74 slots was presented in autumn 2018. All units feature a balcony or loggia. Green spaces will comprise a toddler playground and a shared play zone for older children and teens. Moreover, this Municipal Housing NEW development



New municipal housing also in aspern Vienna’s Urban Lakeside.

will boast a greened roof terrace with raised beds for communal gardening that is open to all tenants.

Handelskai 214

Construction for this project with 316 flats will begin in autumn 2019. The one- to five-room flats will offer between 37 and 100 square metres of housing space. All units will have a balcony. A greened connecting platform will provide open-air space for all residents. Added value will be created for the residents of the already existing complex by a garden deck extending on the roof of the long base. This continuous open space will accommodate numerous communal facilities and ample possibilities for socialising and communication between neighbours.

Due to land classification procedures, public service obligations, architectural competitions, public invitations to tender, etc., projects built under the Municipal Housing NEW scheme entail protracted lead times. From initial planning to the handing-over of the keys to tenants, the individual projects go through six phases, which take up about five years overall. Currently, a total of approx. 3,700 Municipal Housing NEW flats are underway.

A fresh breeze revives old buildings

2018 was a year of novelties for building owners, contractors and residents. Heightened protection of the historic built stock and improved subsidy opportunities for rehabilitation projects created new incentives to implement modern housing in pre-existing structures.

With a new provision added to the Building Code for Vienna as the result of a motion introduced in Vienna's Provincial Parliament, the City Administration clearly emphasised its intention of preserving the historic built legacy; previously, it had been possible to demolish buildings not under explicit protection without any special permit. Now buildings can only be torn down if Municipal Department 19 (MA 19) – Architecture and Urban Design agrees to this. The provision applies to all buildings erected before 1 January 1945, also outside protection zones.

Already in June, an amendment to the Building Rehabilitation Ordinance extended the range of subsidies for the rehabilitation of residential buildings. To create an additional modernisation incentive for building owners, access to highly subsidised comprehensive rehabilitation was facilitated to include buildings above the “sub-standard” class. The new subsidy scheme for roof storey conversions and additions – independently from building rehabilitation proper – creates a fresh impulse as well.



Mariahilfer Strasse 182: façade of this residential building after a gas explosion.

Rising construction costs in recent years necessitated an increase of the cost thresholds for subsidies in order to permit the realisation of high-quality projects. Climate protection measures, too, are important in this context, e.g. leading to improved financial support for thermal-energetic optimisation or the setting-up of electric charging stations. Residents benefit in particular from new subsidies for measures that augment building safety and barrier-free use. wohnfonds_wien, the Fund for Housing Construction and Urban Renewal, is the central contact point for all housing rehabilitation and refurbishment projects by providing expert assistance and counselling to building owners and administrators from day one.

A prize-winning rehabilitation project

The model of gentle urban renewal serves to upgrade both housing quality and the urban environment. Exemplary rehabilitation projects often win top prizes at the annual Vienna Urban Renewal Awards.



Mariahilfer Strasse 182: the rehabilitated building is now a gem within the cityscape.



Recreation on top: roof gardens for residents.

In 2018, the Urban Renewal Award of the Vienna Construction Entrepreneurs' Guild was won by a very special project in Mariahilfer Strasse 182 (15th municipal district). After a severe gas explosion in 2014, which caused parts of the house to collapse, the structure was rebuilt and restored in exemplary manner thanks to the subsidies disbursed. The addition of balconies and a screen covering the interior courtyard created high-quality open and green spaces for tenants.

This landmark Gründerzeit building in outer Mariahilfer Strasse was reorganised and upgraded by means of comprehensive rehabilitation and reconstruction. Flat sizes and layouts were adapted to current standards. Since the staircase was in danger of collapsing and thus had to be demolished and replaced, the redesigned building entrance was relocated to Denglergasse. Due to a new lift, all flats can now be reached without having to use stairs.

Light incidence and ventilation in the interior courtyard were markedly improved by removing part of the lateral wings and raising the courtyard height. About one third of the flats now enjoy high-quality open spaces in the form of terraces and balconies facing the courtyard. Downzoning the property in its relation to the neighbouring house allowed for the creation of two roof gardens. This urban design intervention resulted in optimised light incidence for the entire interior courtyard. The new two-storey lofts accommodate nine modern flats.

A special challenge was posed by construction site logistics. The position of the construction crane, the scaffolding in the interior courtyard as well as material transport (particularly from and to the basement) had to be planned very carefully. Sustainable thermal rehabilitation resulted in passive house standard both for the existing building and the new lofts. The use of new, innovative insulants reduced the heat demand by up to 90 percent. The architects chose hemp, an ecological building material, for insulating the new exterior walls. The richly detailed Gründerzeit façade was insu-



High-end architecture: modern roof storey conversion.

lated with an Aerogel high-performance insulating plaster system – a first in Vienna. The street-side windows facing south and west were provided with folding sunscreens. This renders the traditional façades of the old building stock more lively and creates a novel accent within the cityscape.

■ Housing rehabilitation projects since 1984 after establishment of `wohnfonds_wien`

- **Rehabilitation commitments undertaken, total:**
7,463 residential buildings with approx. 345,000 dwellings, approx. Euro 8.15 billion total rehabilitation costs
→ Euro 5.56 billion subsidies disbursed by City of Vienna*

Of which

- **Rehabilitation projects completed:**
7,175 residential buildings with approx. 322,700 dwellings, approx. Euro 7.11 billion total rehabilitation costs
→ Euro 4.98 billion subsidies disbursed by City of Vienna*
- **Rehabilitation projects underway:**
210 residential buildings with approx. 16,800 dwellings, approx. Euro 712 million total rehabilitation costs
→ Euro 391 million disbursed by City of Vienna*
- **Rehabilitation projects in preparation:**
95 residential buildings with approx. 6,400 dwellings, Euro 375 million total rehabilitation costs
→ Euro 222 million subsidies disbursed by City of Vienna*
- **Improvement of environmental and climate protection:** Reduction of head demand: 1,157 GWh/year
Savings in greenhouse gas emissions: approx. 371,400 tonnes CO₂

* Sum total of all subsidies and loans disbursed by Federal Province of Vienna

Supporting change, strengthening neighbourhoods

Developing new urban quarters and residential areas means determining the basic frame conditions for the life of many people over several decades. Vienna's GB* neighbourhood management offices are an effective instrument of urban development and help to create lively and liveable urban quarters for the city's inhabitants.

Urban quarter management also extends to adjoining residential areas. In addition to planners and local institutions, it is above all the population who is involved from an early moment in varied activities for the benefit of the neighbourhood. After all, these developments are to prove useful for all inhabitants, no matter whether newcomers or long-established residents.

A tried-and-tested concept for new urban development areas

Since 2012, Vienna's Urban Renewal Offices (GB*, Gebietsbetreuungen Stadterneuerung) have been actively deploying neighbourhood management techniques in the urban development areas Nordbahnhof (2nd municipal district), Aspengründe-Eurogate (3rd municipal district) and Sonnwendviertel (10th municipal district).

With the beginning of a new three-year mandate for GB* in 2018, offices were also set up in the areas Nordwestbahnhof (20th municipal district), Neu Leopoldau and Donauefeld



The GB* offices organise a variety of communication possibilities and information activities – for example the Sonnwend-ViertelTage event in autumn 2018.

(21st municipal district), Berresgasse (22nd municipal district) as well as In der Wiesen and Atzgersdorf (23rd municipal district).



Lively new urban quarters are emerging – e.g. in Atzgersdorf and In der Wiesen (23rd municipal district of Vienna).

The new locations enable the GB* teams to become active on the ground, precisely where the city is evolving. The local population benefits from free-of-charge GB* services and competent, on-site points of contact addressing all new developments. Objectives and tasks of the GB* neighbourhood management offices:

- Informing and proactively involving citizens regarding all developments in and around the area
- Motivating the local population to take an active role and enabling participation at many levels
- Co-ordinating residents, municipal departments, district politicians, local developers, etc. and providing technical know-how
- Creating attractive interfaces between “old” and “new”



In May 2018, a new Urban Renewal Office for the neighbourhood management area Berresgasse was inaugurated (in Ziegelhofstrasse 36/12/7R, 1220 Vienna).

- Promoting sustainable links between existing and adjoining developed zones and newly emerging urban areas

Networking and co-ordinating

The GB* experts in the new neighbourhood management areas become active even before the first residents move in. The experts' tasks are multifaceted, varied and take up several stages.

Thus the management area and the surrounding neighbourhoods must be analysed and explored; contacts must be established with residents, shopkeepers, institutions, municipal departments, district politicians, local developers, etc., and all these actors must be brought together while promoting mutual exchange and networking and offering support and help by means of local neighbourhood information and expert know-how.

Informing and activating

The local population is not only continuously informed about ongoing developments, but also encouraged to have a say and make active contributions through many different participatory formats.

Guided tours of the area (by bike or on foot) in the company of savvy experts are part of this programme, as are exhibitions documenting local construction progress or showcasing the area's history as well as joint discovery trips to adjoining urban quarters. Neighbourhood activities, too, are promoted, and first initiatives for the new city quarter are developed and duly implemented together with local residents.

Local meeting points with rich programmes

In autumn 2018, the GB* teams organised a neighbourhood week in the development areas **Berresgasse** and **Neu Leopoldau** to inform the population and draw attention to

various local potentials. Interested visitors could participate in expedition trips to surrounding areas while learning fun facts about the local flora and fauna, take part in a guided construction site tour through the emerging education campus in the 22nd municipal district, have their dogs photographed with style in Neu Leopoldau or get informed about developers' competitions, planned construction projects, upcoming developments, etc.

In **Donaufeld** (21st municipal district Floridsdorf), the neighbourhood management information point organised several activity days to inform the local population about the work of the Urban Renewal Offices and future urban development trends.

In the urban development areas **In der Wiesen** and **Atzgersdorf**, a new GB* neighbourhood management office was inaugurated in October. This is to become a local meeting point offering lots of space for joint initiatives. The "growing" interactive and participatory exhibition "Stadt-up" encourages citizens to get informed and have a say regarding important issues impacting the neighbourhood.

Another new GB* neighbourhood management office opened its doors in Nordbahnstrasse (2nd municipal district). In this area still partly occupied by the Nordwestbahnhof freight station, a new urban quarter to live, work, shop, relax, practice sports and enjoy culture in will emerge. Currently, the zone is being precisely analysed by the GB* teams: this knowledge is key for supporting the blending together of old and new. At the GB* office, an exhibition provided information about planned changes in the urban design of the 2nd and 20th municipal districts and showcased the results of a souvenir competition for the Nordbahnviertel area, which took place over the summer.



The GB* office in Nordbahnstrasse acts as a local meeting point and place of contact for information about planned urban developments at the Nordwestbahnhof site (left to right: Arthur Mannsbarth, MA 25, Andrea Mann and Martin Forstner, GB*).

Smarter Together: shaping the city of the future together

Locally embedded, yet with a global perspective: this is the smart city-inspired urban renewal initiative “Smarter Together”. Innovative ideas help to shape the city of the future in co-operation with the people of Vienna’s 11th municipal district Simmering by implementing solutions that set an example for Europe.

“Smarter Together – gemeinsam g’scheiter” is a smart city project subsidised by the EU under the Horizon 2020 programme. 2018 marked the third year of this project. Numerous measures have been implemented, and the project has become Vienna’s international smart city lighthouse activity.

More than 109 workshops and neighbourhood walks, multiple local and international conferences as well as far in excess of 10,000 directly contacted citizens bear witness to the dynamism of this project.

A myriad of great solutions

“Smarter Together has evolved into Vienna’s top smart city-inspired urban renewal initiative by offering a myriad of great solutions and innovations for a liveable, eco-friendly and socially sustainable city of the future. I think that Smarter Together is so forward-looking because it connects people, involves the economy, emphasises partnership-based co-operation of all actors and even enhances the attractiveness of Vienna as an international location”, in the words of the patron of the initiative, City Councillor Kathrin Gaál.



Smart: e-bikes help to cover long distances easily at Vienna’s Central Cemetery.

Innovations for the future

The e-car sharing system for the Hauffgasse estate of the BWSG housing association has met with international interest. In addition to reducing CO2 emissions, it also contributes to good-neighbourly communication.

In September 2018, the “WienMobil” station, which bundles several mobility options, was inaugurated in Simmeringer Platz in co-operation with the public transport provider Wiener Linien. It offers a full range from e-bike or car sharing to bike boxes, a charging station, an e-cargo bike and an information screen.

A network of excellence

Many international partners were inspired by Vienna’s ideas, while other innovative solutions implemented here were the outcome of European exchange – all in keeping with the motto “Smarter Together in Europe”. This has resulted in numerous additional activities.

Following a dialogue process with employees, the six electric forklifts at the Siemens Leberstrasse plant were complemented by e-charging stations for small appliances, a “bulk store” for small components and even two electric lifting trucks for semi-finished carriages, which all contribute significantly to improving both competitiveness and energy balance.

“Beat the Street”, a mobility game that motivates participants to collectively walk thousands of kilometres in the neighbourhood, was a favourite of kids already in 2017. In 2018, thousands of youngsters and their parents again walked and jogged for shared success. This year, the 22nd municipal district Donaustadt joined in as well: after all, a smart city also means healthy and happy kids!



It's always lots of fun when kids try their hand at research: Science Pool workshops with Viennese schoolchildren.

Venice was inspired by Vienna's "SIMmobil", a mobile information and participation vehicle, which stopped at numerous neighbourhood events and was used by many local institutions including Science Pool, the Vienna Employment Promotion Fund (waff) or the youth workers of Balu&Du. In Venice-Mestre, an old bus was repainted and repurposed for a similar activity. Sofia (BG) showed interest in integrated mobility solutions, and Santiago de Compostela (E) inquired about energy solutions and efforts to involve tenants.

Joint research activities for kids

Science Pool in Hauffgasse is one of the most important mediators of scientific knowledge in the district. With the support of Smarter Together, the association organised workshops at numerous primary schools. These workshops are designed to stimulate the understanding of future-related issues as well as eco-active behaviour patterns among young children. The idea is to influence behaviour patterns regarding the environment today, not just later, when kids are older. In September, Smarter Together provided the library of VHS Simmering (a community education centre) with a high-quality touch screen computer that can be freely used during opening hours.

Smart housing refurbishment

Drawing on subsidies, the BWSG housing estate and two municipal housing complexes are being refurbished in exemplary fashion using the latest technologies. The double middle school in Enkplatz 4 will be given four zero-energy

gyms heated by geothermal and solar energy. All construction work had already progressed visibly in 2018. On this basis, Smarter Together joined forces with the eco-counselling organisation DIE UMWELTBERATUNG to organise "energy-saving cafés". These events help tenants to improve their behaviour regarding energy use.

smartdata.wien

To measure outcomes, an open-source data platform was set up and connected to the web. This FIWARE data platform compiles all data measured; the findings will be evaluated by the Austrian Institute of Technology (AIT) until 2021. Principally, the data platform can be used free of charge by all units of the City of Vienna.

Research co-operation with students

For the second academic year in a row, Smarter Together co-operated with "Sustainability Challenge", a lecture series involving students of all four big universities of Vienna. 2017/2018 saw the implementation of a study on façade greening.

Approx. 6,000 participants were recorded at the "ICT Challenge" in December 2018. At this hackathon, ICT talent from all of Europe developed new apps over a 48-hour period on the basis of the smartdata.wien database – a resounding success.

For more information, consult www.smartertogether.at, our newsletter and the social media.



Research & Innovation

A focus on the future of social housing
IBA_Vienna 2022 – New Social Housing

A focus on the future of social housing

For more than a century, Vienna has been enjoying an international reputation as the capital of social housing. To uphold this high standard, the city is taking early measures to be optimally prepared for the challenges of coming years and decades.

Vienna's Housing Research Division is part of Municipal Department 50 – Housing Promotion and Arbitration Board for Legal Housing Matters. It is responsible both for medium-term assessments of housing demand and for fundamental studies on the further development of Vienna's housing sector.

Its expertise contributes to the improvement of social housing production in keeping with the criteria of architecture, economy, ecology and social sustainability. The related social responsibility for climate protection, a good

social mix in urban quarters, necessary infrastructure provision with educational, healthcare and social facilities and services, an adequate supply with local shops as well as, last but certainly not least, architectural and urban planning considerations – all this is brought to the table by the Vienna Housing Research Division.

In the period under review, the Housing Research Division specifically analysed selected megatrends with a bearing on housing issues. After all, a deeper understanding of such questions as digitalisation, global warming, urban growth



Young families need affordable dwellings. This lays the foundation for a stable future.

and increasingly plural urban societies enables urban politicians to take early measures and to shape and steer urban development.

The level of social integration, which is high compared to many other cities internationally, the numerous eco-responsible measures implemented and definitely also Vienna's great attractiveness as a business location make the city an international trendsetter in the field of social housing.

This year, selected studies by the Vienna Housing Research Division were presented during the 17th Housing Research Day at the Tech Gate Vienna building. Studies compiled by the Housing Research Division can be consulted at www.wohnbauforschung.at (partly in English).

Affordable housing for all

Due to global developments, the issue of affordable housing has emerged as an urgent European challenge. In this respect, subsidised housing – because of its very dimension – plays a key role for Vienna. In 2018, international activities were mainly dedicated to the question of affordable housing for all.

International conference “Housing for All”

Many growing cities lack affordable housing. Rents and housing costs rise significantly faster than incomes. What can be done to combat the acute housing crisis in Europe? How can investments in affordable housing be stimulated? Ways out of the housing crisis were a central topic of the international conference “Housing for All. Affordable Housing in Growing Cities in Europe” held in Vienna on 4 and 5 December 2018. Approx. 350 event participants from 36 countries were hosted by Wiener Wohnen.

There are 220 million households in the EU, but 82 million (equalling the population of Germany) are overburdened by housing costs. “We cannot leave housing to the market. Housing is a public task”, Vienna's Mayor Michael Ludwig commented. Statistics indicate an investment gap in affordable housing of Euro 57 billion annually. It is not by chance that this conference was held in Vienna: “Anybody trying to provide affordable housing is looking to Vienna”, Laia Ortiz, Barcelona's Deputy Mayor for Social Rights, added. Vienna is considered a model to emulate, she contended: in Barcelona, only 2.5 percent of housing is subsidised social housing – “a problem observed worldwide”.

UN Special Rapporteur lauds Vienna

“Housing is a human right – not a commodity”, Leilani Farha, since 2014 UN Special Rapporteur on the Right to Housing, pointed out. On the occasion of the conference, she presented her initiative “Make the Shift”, which

Vienna's social housing sector is considered exemplary across Europe and safeguards affordable rents in the Austrian capital.



is to support municipalities and city administrations in responding rapidly to negative developments. In her keynote address, Leilani Farha demanded that housing strategies be embodied in law and housing recognised as a social good – as is the case in Vienna.

The conference concluded the EU Partnership on Housing, in whose context experts from cities, Member States, the EU Commission, the EIB, the International Union of Tenants and Housing Europe confronted the problem of affordable housing over a three-year period. As a result, a catalogue of measures was formulated and presented. It contains recommendations to the EU legislator to provide Europe's cities with greater leeway for investment.

Division head for social and affordable housing

In her capacity as division head for social and affordable housing, Karin Ramser, the Director of Wiener Wohnen, is in charge of co-ordinating and finalising the participation of the City of Vienna in international and EU bodies regarding all matters of affordable housing. This relates to activities in the framework of the EURO CITIES city network (where Vienna chairs the Working Group on Housing), UNECE, EURHONET, etc. For this purpose, Wiener Wohnen has established a separate “European Affairs” organisational unit.

■ Conference “Housing for All”

Approx. 350 participants from 36 countries – presentations, videos, photos on:

www.housing-for-all.eu

Facebook: www.facebook.com/housingVie

Twitter: [@housing_vie](https://twitter.com/housing_vie)

IBA_Vienna 2022 – New Social Housing

IBA_Vienna sets the course for the future. Housing in our city is to remain as liveable, affordable and socially mixed as it is now. 2018 was dedicated to the preparations for the culmination of IBA_Vienna – the exhibition year 2022.

With Michael Ludwig's election as Mayor of Vienna, City Councillor Kathrin Gaál became the patron of IBA_Vienna. For Kathrin Gaál, too, innovative contributions to the affordability and social security of all Viennese citizens are part of the city's tradition and hence issues of key importance. However, an international expert audience too, is to be familiarised even more closely with the comprehensive Vienna model that combines a century of experience with a clearcut housing policy mandate: to safeguard Vienna's standing as a social, safe, ecological and liveable city. IBA_Vienna implements this future-oriented mandate, entrusted to it by the City Administration, through concrete projects and processes.

IBA-Candidates

Intensive co-operation of IBA_Vienna with numerous partner institutions has yielded concrete results. The dialogue with project owners and institutions like *wohnfonds_wien* has led to the further development of a total of 31 projects



Innovative projects for children and young people are implemented in several districts of Vienna.

under the IBA mandate; these projects were defined “IBA Candidates” by the international scientific Advisory Committee of IBA_Vienna. The candidate projects are monitored and, where possible, assisted by IBA_Vienna. This safeguards that jointly defined ideas regarding quality and innovation can actually be used by future project developers and the City of Vienna after the end of the exhibition. The following section provides a short overview of these projects.

IBA-New Urban Quarters

In the **Am Seebogen quarter** in **aspersn Urban Lakeside** (22nd municipal district), two developers' competitions – also involving IBA_Vienna – were organised to reflect the “Work-Life” concept. Most ground-floor premises of these projects will be dedicated to services relating to health, exercise and sports. Synergies with facilities planned for the site, such as schools and a youth centre, will contribute to make this a lively new urban quarter. A “Tennis Week” for children and young people in September offered a first taste of these developments.

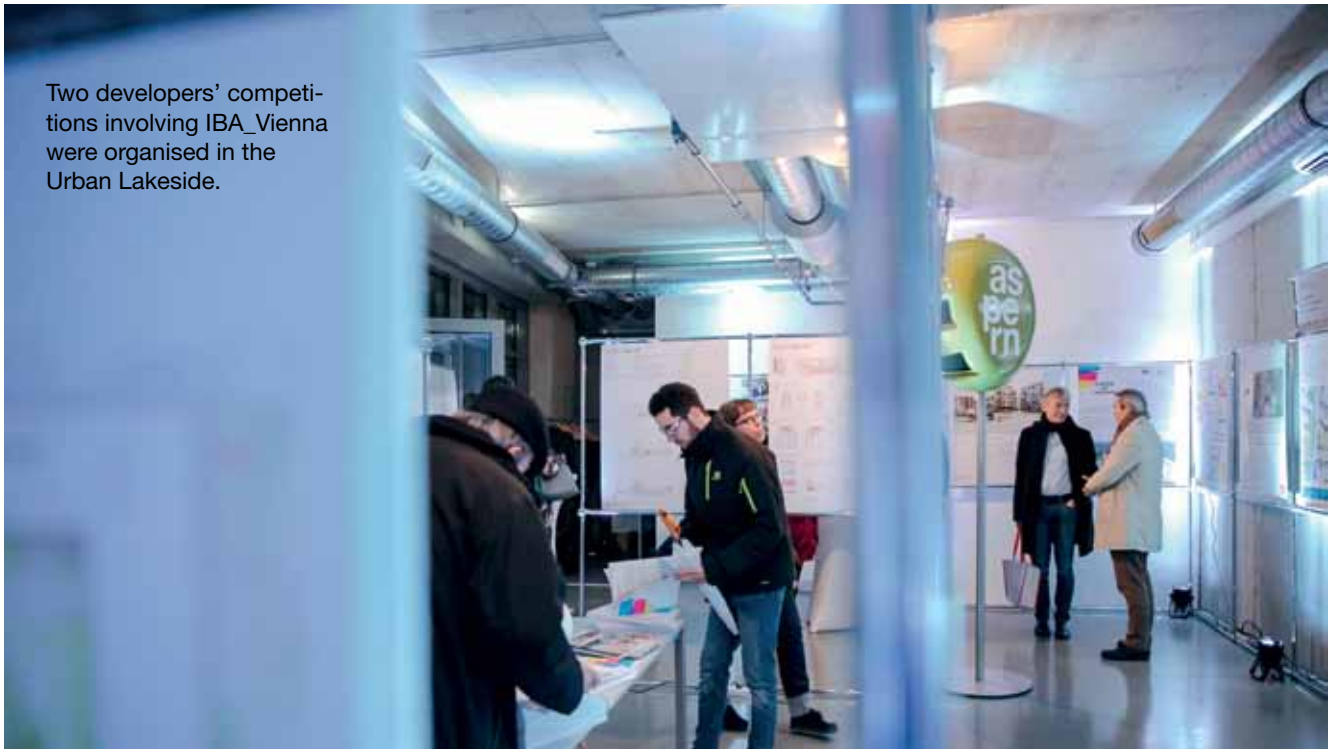
In **Favoriten** (10th municipal district), the eco-friendly urban quarter “Biotope City” is emerging. This project implements targeted measures for greening, water management and the local microclimate in order to significantly reduce overheating due to climate change.

In **Neu Leopoldau**, the motto “Young Living” is the inspiration for a colourful and varied emerging urban quarter that will also comprise new offerings in the field of mobility.

Continuing to build the city

The results of “Smarter Together – gemeinsam g'scheiter”, an EU-subsidised smart city initiative for urban renewal in the 11th municipal district Simmering, will be also used in the context of IBA_Vienna.

Two developers' competitions involving IBA_Vienna were organised in the Urban Lakeside.



Under the “Next Level” project of Wiener Wohnen, prefabricated loft modules done in top-quality wood composite materials are mounted atop buildings in minimal time, causing next to no disturbance for sitting tenants. Economically and ecologically, too, this project harbours good potential for the future.

Refurbishment of old building stock

In the 17th municipal district, the project “Apfelbaum” (“Apple Tree – Inclusive Living and Housing in Hernals”) will enable people with highly diverse needs to live together by combining individual requirements with lively interaction and communication between residents.

The “Pocket Mannerhatten” project renders gentle urban renewal even more sustainable. In keeping with the motto “Who shares, gets more”, valuable resources of the built city are systematically shared among adjoining properties.

IBA-Focus

With IBA-Focus, IBA_Vienna launched a multi-tiered discussion process based on a concept submitted by the future lab of Vienna University of Technology that addresses such issues as climate change in cities, social aspects of housing, land policy and mixed-use development. In addition to theoretical considerations, the emphasis was on concrete IBA_Vienna projects that already target the respective issues.

IBA-International

In April, the City of Vienna, IBA_Vienna and UNECE held a

symposium to launch the implementation of the “Charter on Sustainable Housing” adopted in 2015. Originally developed under Viennese leadership, this document in many ways reflects the aims of Vienna’s housing policy. The first Vienna International Summer School took place in September as a co-operation of Vienna University and Vienna University of Technology. Doctoral students from twelve countries engaged intensively with the transformation of large-scale social housing. In collaboration with the Academy of Fine Arts Vienna and Delft University of Technology (NL), a living lab was organised before the start of the semester proper to enable students to deal with the theme “Constructing the Commons” in depth; the results were presented in the context of an exhibition.

For comprehensive information about the related projects and activities as well as photos, videos and publications, visit: www.iba-wien.at

■ Perspective and focuses for 2019

In 2019, the team of IBA_Vienna will continue its work on individual projects and also develop synergies. Tours through the districts will bring IBA candidate projects to the doorstep of citizens living in the project areas. This activity will communicate the added value of the projects and its benefits for people.



Management & Supervision

Wiener Wohnen sets signals for the future
wohnpartner – a focus on good-neighbourly relations

Wohnservice Wien provides in-depth information

Subsidy-related counselling

News from the Administrative Group

Wiener Wohnen sets signals for the future

Charged with the management of approx. 220,000 municipal flats, the company Wiener Wohnen is Europe's biggest municipal housing administrator. With its municipal housing estates, it has for a century been exerting a major influence on the visual impact of all of Vienna's districts and contributes significantly to a good social mix as well as to social cohesion in the city.

Its clients are at the focus of all efforts of Wiener Wohnen. It is therefore the company's objective to continuously improve its services on behalf of tenants and to increase the degree of satisfaction of approx. 500,000 persons living in municipal housing estates.

Flats with a view

To maintain the high standard of liveability in Vienna's municipal housing estates for future generations, Wiener Wohnen invests heavily in revitalisation and modernisation efforts. Twelve rehabilitation projects to the tune of approx. Euro 108 million were launched just in 2018. This will benefit over 4,000 tenants. In 2018, fully 62 refurbishment projects for close to 13,000 dwellings and totalling Euro 647 million were underway.

Of these, nine rehabilitation projects with a volume of approx. Euro 28.5 million and covering 1,070 rental units were concluded in 2018. Roof storey conversions created new flats with a view at affordable conditions.

Additions to a Brigittenau housing estate

The overall rehabilitation of a municipal housing estate in Kapaunplatz 4-6 – built in the early 1950s in the 20th municipal district Brigittenau – was likewise concluded in 2018. This allowed Wiener Wohnen to add another 34 flats by converting and adapting the roof storey. All units boast parquet flooring, storerooms and open spaces. A special construction technique made it possible to largely avoid sloping ceilings that pose problems for furnishing. The new flats have two to four rooms; 14 units were designed as spacious maisonettes. In all, roof conversion enabled Wiener Wohnen to increase the number of flats in the estate by 14 percent.



City Councillor Gaál and District Chairman Derfler (right) hand over an attic flat to a Brigittenau family.

Overall rehabilitation of Kapaunplatz 4-6

The comprehensive rehabilitation and refurbishment of the municipal housing estate – a listed complex – in Kapaunplatz 4-6 with 14 sub-blocks, 287 flats and four shop premises entails greater comfort for all tenants. Due to extensive structural measures, the heat demand of this 1950s housing estate was reduced by two thirds, thereby meeting the standard for low-energy buildings.

Overview of key rehabilitation measures:

- Heat insulation for façades
- New thermally insulated windows and external blinds
- New fire-retardant and burglary-resistant apartment doors
- Eleven newly built lifts
- 193 newly built balconies
- Modern service water system that employs rainwater

infiltration and a service water conduit from a ground-water well to irrigate the gardens of the estate and flush the toilets of the attic flats

- Installation of a central lock and intercom system
- Installation of two central laundries with barrier-free access, both featuring washing machines, tumble dryers and a separate ironing room with ironing machine
- Addition of covered parking spaces for prams and bikes
- New covered area for waste bins
- Construction of a toddler playground and addition of seats for outdoor zones

The investment volume for the comprehensive rehabilitation of the municipal housing estate in Kapaunplatz 4-6 and the construction of 34 attic flats amounted to approx. Euro 17 million. The City of Vienna supported the project with subsidies to the tune of Euro 8.6 million.

The rehabilitation project was implemented by GSD Gesellschaft für Stadt und Dorferneuerung, a company that had already won 3rd prize at the 2014 Vienna Urban Renewal Awards for its exemplary refurbishment of the adjoining municipal housing estate in Kapaunplatz 7-11.

New housing space in municipal estates

The conversion of roof storeys of multi-flat buildings contributes essentially to creating more housing space. As many as approx. 2,000 such attic flats have already been built in municipal housing estates all over Vienna. Another 500 attic flats with over 37,000 square metres of living floor-space are currently underway. In this manner, Wiener Wohnen provides high-quality and above all cost-efficient housing without further land consumption.

Golden Baton 2018

Vienna offers the highest quality of life at a European level. This is not by chance, but also stems from the daily work of thousands of employees of the City of Vienna and its enterprises. Intensified co-operation between departments and divisions and the resulting creation of links and synergies are important because successful collaboration is more than the sum of individual achievements. Highlighting and honouring joint projects and co-operation ventures within the City of Vienna is therefore the declared goal of the Golden Baton Awards. In 2018, this resulted in two awards for Wiener Wohnen. Among 112 entries submitted by more than 140 departments and organisations of the City of Vienna, Wiener Wohnen received prizes both for its project "GEMEINSAM.SICHER" ("Safe Together") and for its co-operation with the municipal second-hand shop "48er Tandler" for waste avoidance through the reuse and sale of objects and utensils at a dedicated store.



Modern housing: new attic flats in municipal estates create new, cost-efficient housing for Vienna.



Bird's eye view: selected projects of Wiener Wohnen were honoured at Vienna City Hall.

On 2 October 2018, the awards were handed over at the Ceremonial Hall of Vienna City Hall. The projects selected were awarded Golden Batons by Mayor Michael Ludwig, Chief Executive Director Erich Hechtner, the Head of the Executive Group for Personnel Martina Schmied as the chair of the jury and the Director of the Vienna Forestry Office Andreas Januskovecz as the initiator of the award. City Councillors Kathrin Gaál, Jürgen Czernohorszky and Peter Hacker as well as Karin Ramser, the Director of Wiener Wohnen, likewise participated in this festive event.

wohnpartner – a focus on good-neighbourly relations

As diverse as the inhabitants of municipal housing estates: wohnpartner supports and promotes the development of active neighbourhoods and collective activities. A staff of 150 employees does its best to meet the varied needs of people on-site – 365 days a year.

No matter whether it's singing, learning or doing handi-crafts together – projects or events in the direct vicinity of their home help people to meet their neighbours and discover common interests or hobbies. To promote active neighbourhoods, wohnpartner develops structures and initiatives that enable and bolster collective activities. And since the 150 wohnpartner workers engage with the needs of people on-site, the resulting projects are as varied as the denizens of Vienna's municipal housing estates.

The 1st Vienna Municipal Housing Choir celebrates its 10th anniversary

One long-standing, successful project is the first-ever choir composed of tenants of Vienna's municipal housing estates, which was founded by wohnpartner team leader Snježana Čalija and celebrated its 10th anniversary in 2018. Its roughly 80 members and their choirmaster Martin Strommer gave proof of a wide repertoire at two con-



The wohnpartner workers support neighbourhood activities in Vienna's municipal housing estates.

certs in Donaustadt and Floridsdorf (22nd and 21st municipal districts).

A highlight of this anniversary year was provided by the presentation of the choir's Christmas CD "Alle Jahre wieder" at Vienna City Hall.

Learning tutors: exchange among experts

As an intergenerational project, the "Learning Tutor" initiative by wohnpartner is already well-established in many districts. 5 April 2018 saw a lively, citywide exchange of know-how between learning tutors at a meeting aimed at discussing experiences with likeminded individuals and studying different working methods. Moreover, a training programme for learning tutors and its content were presented as well.

"Welcome, Neighbour!": citywide exchange

Since 2010, another successful initiative by wohnpartner has been welcoming new tenants of municipal housing estates. In the context of "Welcome, Neighbour!", tenants of long standing assist newcomers during their settling-in period by providing useful information about the housing estate and offering support if there are questions. In this way, around 85 volunteers employ their best efforts on behalf of close-knit residential communities.

Multi-district "Welcome, Neighbour!" networking meetings are held every other year. On 9 October, numerous activists discussed their work and shared their experiences at Café Augarten.

wohnpartner assists temporary housing projects

In order to foster local concerns, initiate networking meetings or mediate in case of neighbourhood conflicts, wohn-



In 2018, the already very well-known “1st Municipal Housing Choir” celebrated its 10th anniversary. Its roughly 80 members enchanted visitors with a fantastic musical experience and also recorded their first CD.

partner also participated in the rapid response programme “Temporary Housing” for 2018. The programme aims at the interim utilisation of currently vacant lots.

The projects in Siemensstrasse (21st municipal district Floridsdorf) and Podhagskygasse (22nd municipal district Donaustadt) offer low-rent flats that require no equity contribution. These dwellings, which were created in the context of the municipal housing campaign, are specifically geared at young people who are not yet sure about where to settle in the long term.

wohnpartner was particularly active in municipal housing estates during the summer months, talking to tenants and organising parties and festivals together with residents – always with the objective of strengthening relations between newcomers and long-standing tenants.

Conflicts as an opportunity

Wherever many individuals meet and live together, conflicts may occasionally arise. wohnpartner fosters capacity-building resources to help residents to resolve conflicts between neighbours on their own. At the same time, the wohnpartner staff keeps an eye on the big picture and strives to meet the needs of people; after all, they are the experts regarding their own living and housing environment. wohnpartner views

conflicts as an opportunity for positive change and personal involvement. In fact, many tenants who originally had turned to wohnpartner because of a conflict are now actively engaged in fostering good-neighbourly relations.

Two new sites in the 11th and 20th districts

Tenants needing support or wishing to share ideas to improve the situation of a neighbourhood can contact around 150 staff members at 26 wohnpartner offices across Vienna. To further step up this service, wohnpartner inaugurated two new sites in Simmering and Brigittenau (11th and 20th municipal districts) in May and June 2018. The new premises at Anton-Schmid-Hof in Pappenheimgasse 31 and in Albin-Hirsch-Platz permit more intensive neighbourhood encounters in municipal housing estates.

Conference on social housing

In the context of the “Housing for All” conference, wohnpartner engaged in international contacts and also presented its know-how in the fields of conflict resolution and community work. Study visits to the resident centre at Karl-Waldbrunner-Hof offered in the course of the event provided about one third of the conference delegates with first-hand impressions of wohnpartner’s methods to strengthen cohesion and good-neighbourly relations in municipal housing estates through a great variety of projects.

Wohnservice Wien provides in-depth information

Wohnservice Wien continued its successful approach of steadily extending its services. Its units Wohnberatung Wien, MieterHilfe and wohnpartner offer comprehensive, free-of-charge information and counselling for all inhabitants of the Austrian capital.

From flat hunting or checks of tenancy agreements and building maintenance costs to conflict mediation and conflict avoidance through community work, Wohnservice Wien operates a wide range of free-of-charge offerings.

Events with a housing focus

Numerous popular events highlight the advantages of social cohesion and good-neighbourly relations and provide comprehensive information for two main target groups, i.e.

flat seekers and tenants. In addition to the photo competition “Homes in Bloom”, the City of Vienna Allotment Garden Prize and a gala for municipal caretakers and janitors, groundbreaking and cornerstone ceremonies were organised on behalf of developers.

Another highlight was the traditional Housing Fair at the Millennium City mall. This time, project developers presented their current activities at three joint stands with a fo-



In good hands: the experts of Wohnservice Wien are sought-after points of contact for all questions relating to housing. These free-of-charge services and offerings are very popular.

cus on the municipal districts Favoriten (10th), Donaustadt (22nd) and Liesing (23rd). The natural-scale SMART model flat designed by P.MAX again gave visitors a real-life taste of smart living. Once more, too, the popular municipal housing tours took interested visitors to exciting subsidised housing projects in Vienna and offered information, suggestions and useful tips for finding the right flat, with special attention paid to new target groups.

International interest in the Vienna Model

In 2018, Wohnservice Wien also hosted numerous foreign delegations seeking information about social housing in Vienna. International assistance is very important above all for decision-making processes at the European level, as this helps to sustainably anchor Viennese concerns – e.g. a good social mix, broad access to social housing and tenant protection – in the political arena.

Wohnberatung Wien – help for all flat seekers

Since 2015, Wohnberatung Wien has been the central contact point for all Viennese looking for a subsidised rental or co-operative flat, a subsidised freehold flat, a flat refurbished with subsidies, a re-let or municipally owned flat or access to a Wiener Wohn-Ticket. Financing questions, too, are answered by the consultants of Wohnberatung Wien. In 2018, its services were made use of by 73,000 persons in face-to-face talks, which corresponds to an average of about 1,400 consultancy sessions per week. In addition, close to 158,000 inquiries were made by phone.

Wohnberatung Wien on the web

Last year, too, the www.wohnberatung-wien.at website was completely redesigned. In this, attention was above all paid to markedly simplifying the search for a flat by digital means (e.g. with tutorial videos) and various end devices. Complex issues such as the Wiener Wohn-Ticket (which grants admission to municipal housing), the different municipal subsidy schemes or the varied range of flats offered by Wohnberatung Wien are now easier to access and recorded a total of 4.2 million visitors.

MieterHilfe – help by tenancy law experts

Immediate assistance for all types of housing problems is provided by MieterHilfe, a unit of Wohnservice Wien, where residents of subsidised, municipal or privately-owned flats – but also flat owners – receive quick, competent and un-bureaucratic support.

In 2018, the InfoCenter and MieterHilfe were combined to boost the available technical, material and organisational resources and be better prepared to deal with the growing demand for competent counselling.



The digital services of Wohnberatung Wien can be accessed on the web or via touch screens at information points.

Approx. 7,900 in-person client contacts were handled in 2018. Over 120 inquiries per day were made by phone, resulting in a total of 30,600 calls. Roughly 29,000 housing-related requests submitted and dealt with in writing established a new annual record. Together with the InfoCenter, a great variety of housing-related concerns were addressed in approx. 68,000 client contacts (as compared to 49,000 in 2017).

Advertisement screening

Moreover, MieterHilfe in 2018 subjected advertised flats situated in older buildings of Vienna to a screening in order to obtain a representative overview of the rental flat situation in the Austrian capital. Altogether, the MieterHilfe team analysed approx. 120,000 ads culled from ten different real-estate platforms. In this process, the experts looked at 7,000 ads to scan relevant indicators, such as rental and building maintenance costs, deposits and one-off payments, but also rental payments for furniture and other items, and correlated these with the number of

square metres and rooms, the flat category and the duration of the tenancy agreement for the flats advertised.

These data provided the basis for an information campaign, during which 11,000 tenants received a letter informing them about the free-of-charge building maintenance cost calculator of MieterHilfe. Moreover, a building maintenance cost guide was compiled; it is available free of charge either online or as a printed brochure (in German).

Consultancy sessions and rent checks for privately-owned older flats revealed a greater necessity to aid tenants. Partly because of excessive benchmark rents and changes in the location premium map, it became evident that three out of four rents in privately-owned older buildings are too high. This aspect, too, highlighted the need for this free-of-charge, competent service.

Reviews instead of rip-offs

For some time already, so-called “litigation funders” have been increasingly active in Vienna. They offer rent review



Free-of-charge and unbureaucratic: the services of Wohnberatung Wien are used by all generations.

services, with the purpose of suing for the compensation of overclaims – if such were identified – on behalf of tenants. The fact that these agencies charge fees of up to 45 percent of the amounts thus obtained has motivated MieterHilfe to step in. Together with Kathrin Gaál, City Councillor in charge of housing and women’s issues, a media campaign was launched to provide information about the business practices of litigation funders and draw attention to the free-of-charge counselling offered by MieterHilfe. This information campaign was complemented by close co-operation with the Austrian tenants’ association MVÖ, which if necessary represents tenants in rent review proceedings before the arbitration board of Municipal Department 50. 2,500 consultancy sessions were conducted in the first eight weeks of the campaign, which motivated the City of Vienna to prolong it for another two months.

Another focus lay on a collaboration with the association against housing speculation. This was done by identifying and naming “problem houses” and other cases of hardship involving privately-owned housing. Through regular contacts with District Chairpersons and Urban Renewal Offices and in co-operation with the association against housing speculation, it was possible to successfully rectify cases of injustice and correct shortcomings.

MieterHilfe online

In September, City Councillor Kathrin Gaál also participated in the presentation of an online location premium map designed to evaluate the calculation of benchmark rents. This caused the number of inquiries submitted to the online rent calculator www.mietenrechner.at to increase by 30 percent. Other online services, too, are becoming more and more popular. The sites www.betriebskostenrechner.at and www.abloeserechner.at enable visitors to check building maintenance costs and one-off payments on their own. If inconsistencies are identified, the MieterHilfe team is there to help. In 2018, the three websites recorded approx. 145,000 visitors in all.

The active design of the MieterHilfe website led to a further upgrading and complementing of the available consultancy services via online service tools. www.mieterhilfe.at offers model tenancy agreements, specimen texts addressing various common problems, tips on signing tenancy agreements, information about the MieterHilfe Mobil service and much more. In addition, a “tenancy agreement sticker” was developed, which – similar to a vehicle inspection sticker – designates tenancy agreements that comply with standardised check criteria. Due to the increased range of available services, the user-friendly interface and apps for mobile devices, website access was boosted by 50 percent.

MieterHilfe: if everything is legal and aboveboard, there are no obstacles to moving into a new flat.



Media relations

In addition to in-person and by-phone advice extended to tenants, MieterHilfe was also involved in questions of housing law as well as in the development of roughly 150 texts by contributing its expertise in both fields. Moreover, MieterHilfe regularly publishes expert tips in various media.

The increasingly important expert role played by MieterHilfe in Vienna entailed much stronger visibility in print and online media and hence widened the outreach of its services. By the same token, MieterHilfe is more and more often invited to specialised events and acts as a point of contact regarding tenant protection and tenancy law for foreign delegations visiting Vienna.

Consultancy activities were moreover stepped up by means of self-organised information events for e.g. students and senior citizens as well as by participating in third-party events (fairs, Public Safety Festival in front of Vienna City Hall, etc.), thereby attracting growing media interest.

The popular MieterHilfe Mobil service was again drawn upon in 2018 to appraise situations on-site so as to obtain a clearer picture of facts described by tenants, thereby enabling better-informed decisions regarding e.g. the need for refurbishment of houses or flats.

To further strengthen the MieterHilfe Mobil service and at the same time intensify co-operation, this service was attached to Wohnservice Wien. Since January 2018, it is thus answerable to Wohnservice Wien and hence is a part of MieterHilfe.

Tenancy law specialists

Numerous municipal departments, organisations and institutions are often confronted with questions relating to housing matters. It is obvious that their employees need the right contact persons to provide them with information about housing law, subsidies or flat searching. An expert helpline specially set up for this purpose and with its own extension (25925) was used approx. 3,000 times in 2018 (as compared to 2,000 times in 2017).

Subsidy-related counselling

The experts at the joint information point of Municipal Departments 25 and 50 (MA 25/MA 50) offer free-of-charge assistance both over the phone or upon personal appointment. In addition to questions relating to flat improvements and municipal subsidies available for this purpose, barrier-free accessibility and the future adaptability of flats are key issues.

Interested parties find a team of seasoned experts to advise and inform them inter alia about the following issues:

- Small-scale flat improvements as part of overall refurbishment (installation of central heating, bathrooms, toilets, ...)
- Subsidies for the installation of solar panels
- Flat modifications to suit the needs of disabled or elderly persons
- “Thewosan” (thermal insulation) subsidies for single-family houses and duplexes
- Subsidies for safety measures in dwellings

For age-appropriate conversions alone, where prior counselling is mandatory to be eligible for funding, Municipal Department 50 conducted a total of 141 in-person and 332 over-the-phone consultations in 2018, with the overwhelming number of interested parties also requesting technical advice.

Continuation of subsidy programme

Due to rising life expectancy, more and more persons require age-appropriate housing in a suitable environment. On the one hand, this is taken account of by correspond-



ing subsidised housing projects. On the other hand, the City of Vienna offers funding for modification and conversion measures to remove barriers. This was continued in 2018 under a special programme for age-appropriate adaptation. Subsidies of up to Euro 4,200 may be granted for the installation of e.g. floor-level showers, roll-under wash-basins, ramps or door-opening devices according to the ÖNORM B 1600 standard.

The information point offers easy, barrier-free access via the entrance to MA 25 in Maria-Restituta-Platz 1, 1200 Vienna. Glass partitions as well as modern appointments make for a bright and friendly consultancy setting. An information desk equipped with thematic brochures and a drinking fountain further enhance the atmospheric quality of this waiting area.

The location premium map

In September 2018, Kathrin Gaál, the Executive City Councillor for Housing, Housing Construction, Urban Renewal and Women's Issues of the City of Vienna, presented the new location premium map, which is essential for evaluating the calculation of benchmark rents. A revision of this online location premium map had become necessary because a decision of the Supreme Court had redefined the assessment of what constitutes an average location on the basis of general public understanding and everyday experience. The previously common practice of determining what constitutes an average location solely on the basis of land cost was regarded as being no longer within the law.

In the Supreme Court's view, it is critical to ascertain which zones constitute relatively homogeneous residential areas in housing market terms. As further argued by the Supreme Court, the municipal territory of Vienna is thus to be subdivided into zones that, again according to general public understanding, resemble each other in their structural and development characteristics and hence constitute relatively homogeneous residential areas.



Important free-of-charge assistance: information and advice on housing subsidy options.

This decision of the Supreme Court was taken account of when revising the location premium map; thus the assessment of what constitutes an average location now takes the following form:

The municipal territory was subdivided into three zone types reflecting development density. This subdivision resulted in one zone type with dense development, one with medium development, and one with sparse development. In each zone, six characteristics of equal importance were identified:

- Public transport
- Educational facilities
- Medical care including pharmacies
- Shops
- Green spaces
- Share of land cost

To arrive at a calculation for any given address, each of the criteria 1 to 5 was assigned a value of 0 or 1, based on an accessibility radius of 350 metres for each characteristic.

To determine what constitutes an average housing location, these assessments were combined into calculation areas; then an average that also takes account of the land cost share was computed. This method resulted in sub-

divisions within each zone; however, location premiums may only be applied in locations presenting an above-average value. Several court rulings have already upheld this method of determination.

■ Facts & figures

2018 (as per December 2018)

- Approx. 3,524 inquiries via phone, corresponding to approx. 15 consultations per day
- Approx. 1,590 in-person appointments, corresponding to approx. seven in-person consultations per day
- 316 funding commitments for disability-related measures
- 361 funding commitments for district heating connections

The MA 50 flat improvement website can be accessed at:

www.wien.gv.at/amtshelfer/bauen-wohnen/wohnen/wohnungsverbesserung (in German)

News from the Administrative Group



A GREAT JOB!

The outstanding work of Municipal Department 37 (MA 37) – Building Inspection was honoured in 2018 with a seal of quality: an ISO certificate issued by TÜV.

IN MEMORY OF HANSI LANG

Since 2018, a memorial plaque at the municipal housing estate in Seileräckergasse 8-14 (his home address) recalls the Austrian pop musician Hansi Lang. Montevideo!



RETIREMENT

After close to 12 years as Managing Director of wohnfonds_wien, Michaela Trojan took her well-deserved retirement in September 2018.



HEDY LAMARR AWARD

Vienna aims at giving greater visibility to women. With the Hedy Lamarr Award first conferred in 2018, the city honours women experts in the field of IT.



WOMEN'S REFERENDUM

The City of Vienna lent its full support to the nonpartisan women's referendum held from 1 to 8 October 2018.



BUSINESS RUN

On 7 September 2018, numerous employees of the Administrative Group for Housing, Housing Construction, Urban Renewal and Women's Issues participated in the Business Run in the Vienna Prater. A great team!

TOP TRAINING COMPANY

In December 2018, the building and façade maintenance unit of Wiener Wohnen was awarded the seal of quality "TOP Training Company" by the Vienna Economic Chamber. A nice success!





SPRINGBOARD

Strengthening the position and confidence of girls is a key political concern of Vienna. Support is e.g. offered by the association “Sprungbrett” (“Springboard”), which inter alia encourages young women in an easy, hands-on way to engage with science and technology.

SAFE VIENNA

Safety and security are issues that touch on both housing and women’s issues. Vienna’s police officers are reliable partners in the effective protection of our citizens. A cordial thank you!



FUN WITH BOCCIA

Once more, the Administrative Group for Housing, Housing Construction, Urban Renewal and Women’s Issues supported numerous activities promoting good-neighbourly relations among residents of housing estates and city quarters. An annual highlight is the boccia tournament in Vienna’s 21st district Floridsdorf.

Housing in Vienna

Annual Report 2018/2019

Available online at
www.wohnbauforschung.at