

*Improving the implementation of  
Sustainable Facilities Management:  
the role of end-users in realising  
energy efficient solutions*



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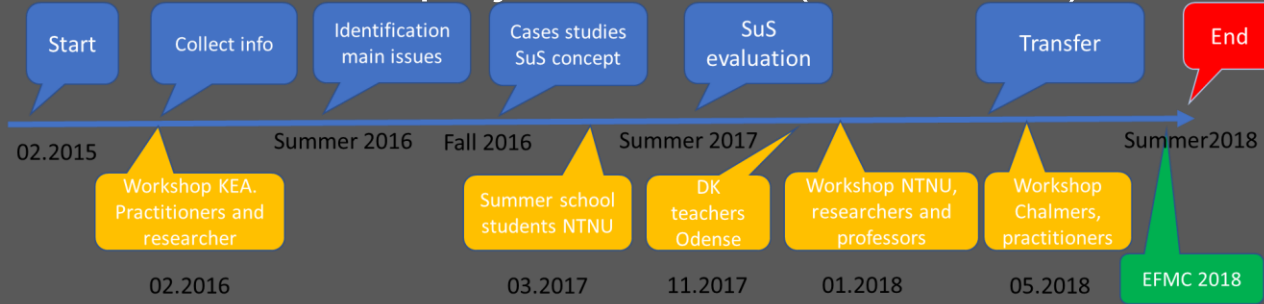


VIA University  
College





# The project timeline (2015-2018)



## The aim:



1 University



2 Social Housing



3 Eco Housing



4 Hotel

Focus the users' aspects of environmental sustainability

## Findings:

- ✓ Collaboration requirements of the FM - providers and users
- ✓ Sustainable FM – more than technique – A proactive role
- ✓ Involvement of users/clients

## Impact:

- ✓ FM as a changing agent
- ✓ Process of involving the user to enhance behavioural change
- ✓ Requires social and process competence

## The scope:

- ✓ Sustainability FM practises
- ✓ User integration