

Benefits of POE



POE has benefits for everyone- developers, construction teams, designers, residents and funders ...

- Checks that completed homes comply with specifications defined at the development assessment stage
- Highlights any common issues with individual homes, developments and neighbourhoods such as the performance of specific materials and technologies
- Provides lessons, both positive and negative, for developers and their delivery teams that can be used to improve the design and delivery of future projects
- Enables comparisons to be made across projects, developments, locations and over time in terms of quality, performance and value for money
- Provides information about how homes and estates are being operated and maintained
- Supports residents by demonstrating an interest on their opinions and listening to them.

For further information please contact:

SAC CAIXA: 0800 726 0101 (informações, reclamações, sugestões e elogios)

Para pessoas com deficiência auditiva ou de fala: 0800 726 2492

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Post occupancy evaluation

Measuring social housing performance – making homes even better and fitter for the future

CAIXA





Millions of new homes have been constructed under social interest housing programmes in Brazil in recent years providing increased access to affordable housing for lower income households across the country.

But how well are these new homes and developments delivering their intended benefits in terms of improved social, economic and environmental impacts?

CAIXA is now implementing a process of Post Occupancy Evaluation (POE) in order to assess the performance of these homes. This will provide opportunities to learn valuable lessons from the homes already built and occupied that will inform priorities for improvements in the design, construction and delivery of social housing in the future.

What does the POE involve?



CAIXA has developed a POE methodology specifically for use in the assessment of the performance of social interest housing in Brazil. It can be used on recently completed construction projects or, in the longer term, as an on-going assessment process conducted at regular intervals over the project lifecycle.

The POE uses a standardised, two-part process to gather consistent and comprehensive data on the performance of the homes in use:

Resident satisfaction questionnaire

The questionnaire is completed by a trained interviewer during a face to face interview with the head of the household. This enables data to be gathered on residents' perceptions about:



- Their home
- Their development as a whole
- Their neighbourhood including access to transport and local amenities
- The operation and maintenance of their home and estate

Building condition survey

A trained inspector will visit the home and carry out an assessment of the physical condition of the home, including quality of materials and construction, in a standardised format. The survey covers:



- The interior condition of the housing unit
- The external condition of the building
- Common areas such as corridors, stairs
- Shared facilities such as pavements and roads, community facilities

How will the information be used?

The POE data collection and analysis process has been fully tested on social housing developments across Brazil including Brasilia, Belo Horizonte, Sao Paulo and Salvador.

The evidence provided by the POE will support a process of continuous improvement, inform housing policy and allow the identification of priorities for future social housing programmes.

Findings will be generalised and will not be reported at the individual home level. However the visit will provide an opportunity to remind residents to call the Olho na Qualidade phone number if they wish to report any issues.

How will the homes be selected?

A statistical sample of homes will be selected to participate in the POE to ensure that a variety of home typology (house, apartment), location and housing programme are represented. The POE will be carried out at least 12 months after handover to allow for the building and residents to settle in and experience a full seasonal cycle in the home.

