



SUREURO Co-operation Management Guide (CMG)

Co-operation and participation of the tenants is central in the SUREURO objectives;

“To stimulate and support the sustainable and consumer oriented transformation of housing areas. Sustainability can be achieved only with an intensive and constructive participation of tenants”.

The SUREURO Co-operation Management Guide gives the housing company support for improving the interaction with tenants and other stakeholders, both on process and project level.

The output is that the results of refurbishment projects will be closer to tenants needs and thus improve the win – win outcome between the housing company and the tenants.

The guideline is not a static blueprint for sustainable refurbishment. It offers a legible structure and helpful tips and tricks, how to implement an efficient co-operation with the tenants. It supports different phases in the refurbishment process.



Easy to use

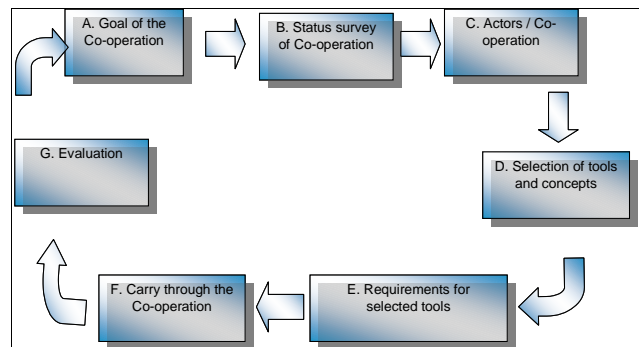
The Guide is made to be easy used and to be interactive with the user. The structure is web like and not made for reading or using from the “the first page to the last one”.

We think that the user often starts with the part of the guide that is closest to the reason or situation, which made the housing company to open the guide.

For example; what are the most important questions to be answered when planning the Diagnosis phase of a refurbishment project?

Are there any tool recommended by SUREURO concerning consultation of tenants? What is the general theory concerning different levels of involvement?

The Guide has a strong focus on co-operation with he tenants. But all parts of the Guide are in many ways applicable for co-operation with other partners and stakeholders.



Typical users of the CMG

The Guide is written from the manager’s and a project manager’s point of view but may also be used by communication staff and tenant organisations.

Different Kind of support

Different parts of Co-operation Management Guide offer different kind of support. The four parts, content and main aims of the Guide are described as below.

Part	Content	Aim
Introduction	Aims and structure of the CMG.	To give a teaser for using the Guide.
Guidelines and checklists	Guidelines, checklists and fill in forms for a practical approach towards an improved tenant involvement.	To provide, in an interactive way, the user practical support and suggestions.
SUREURO tools, concepts and good examples	Presentation of the co-operation contexts and results per SUREURO housing company.	To give the user knowledge and inspiration.
General theory	General theory to the guidelines and SUREURO experiences.	To give a theoretical background and explanation.

For more information regarding SUREURO Cooperation Management Guide, please contact Mr Bo Lindholm: **E-mail:** bo.lindholm@kalmar.se or **Phone:** +46 480 450170

