



PRESS RELEASE

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ZERO-PLUS: Post Occupancy Evaluation confirms the high levels of satisfaction reported by the occupants of the 4 pilot settlements

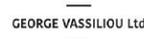
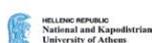
The Post Occupancy Evaluation Surveys of the ZERO-PLUS four pilot case studies in UK, Italy, France and Cyprus has been completed and the scientific results **confirm the high quality of the projects' design, detailing and construction**. ZERO-PLUS case studies underwent Post Occupancy Evaluation (POE) surveys, covering different seasons and hours of the day, including interviews of tenants by surveyors.

Data analysis showed high satisfaction with individual parameters (ventilation, temperature, noise, lighting, odours) and overall satisfaction with the buildings. Many questionnaires highlight thermal and acoustic advantages of building envelopes, and praise lighting. Renewable Energy Sources integrated in the case studies, were indicated as one of the reasons for changing behavioral patterns. Building users indicated preference to operate windows and doors in order to achieve thermal comfort and improve Indoor Air Quality (IAQ) **before** operating HVAC.

Post Occupancy Evaluation (POE) deals with the overall assessment of ZERO-PLUS project performance, mainly the interface between data considered objective (spot-measured, monitored) and those considered subjective (questionnaires, interviews, surveys). In the current context, the former data were coupled with the latter in an attempt to draw a comprehensive picture of the actual use and usability of the buildings perceived as systems, including the physical building attributes, incorporated mechanical and other systems and equipment, and the actual use by the tenants.

The POE activities were implemented between the summer of 2019 and that of 2020. The evaluation's aim is to survey, describe and analyze the interactions between the project case study buildings and their residents, identify potential design and/or system barriers, as well as behavioral ones. Furthermore, attention is paid to different building tenant attributes and whether such affect their perception of and satisfaction with the building and the Indoor Environment Quality (IEQ), discrepancies due to age, gender, health and other personal attributes.

The evaluation refers to the preliminary survey (Summer 2019) and the subsequent ones, and how the latter were affected by the COVID-19 pandemic. It sheds light on the factors impeding the specific surveys and considers potential alternative approaches for similar operations in the future, aiming at pre-empting similar complications.





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No significant discrepancies between seasons were observed in levels of satisfaction. This asserts the design and construction adaptability to different weather patterns. Satisfaction discrepancies on the base of gender, age, education, occupation or health were practically insignificant. The building occupants' country of origin was relevant only in the Cyprus case study, since in all other case studies all building users defined themselves as "indigenous".

***About the ZERO-PLUS approach:** The ZERO-PLUS approach aims to bring together settlement planners, building designers, technology developers and suppliers, energy efficiency and renewable energy experts, contractors, and building owners to collaborate from the earliest stages. The approach includes three phases, Design, Construction and Occupancy, with each having its own set of activities, as well as its own methodologies and tools, developed within the project for each phase. The ZERO-PLUS approach ensures cost reduction, achieved through the careful selection of innovative technologies that increase the energy efficiency of the settlements, as well as through reduction of initial costs.*

For More Information

[Photo Material – ZERO-PLUS Pilot Case Studies](#)

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