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Press release

Acceptances of flats in hybrid mode – how do buyers assess the new model of cooperation with the developer?

Skanska was one of the first investors in Poland to introduce the ability to accept flats in a special mode related to the pandemic. The solution has been available to date to owners of new flats in three Warsaw estates – at the Holm House estate, the Mickiewicz estate and the Park Skandynawia estate. How does the hybrid procedure differ from standard acceptance? And how do customers rate the new solution?

The hybrid process of accepting flats has all the elements of the standard procedure. However, it is a practice that enables the number of meetings and the amount of time of direct contact between the customer and the developer's representatives to be reduced, which, in the situation of the pandemic in which this standard arose, has significantly reduced the ability of the SARS-CoV-2 virus to spread. It similarly offers comfort and safety for both the new property owners and the property developer.

“During the pandemic, the most important matter is to ensure the safety of our employees and customers in the broad sense. That is why we have developed a model of operation enabling us to adapt to the new reality. By introducing a special hybrid mode of acceptance of flats, we have managed to develop an effective way of handing over flats to their new owners,” comments **Filip Malarski, Quality and Guarantee Manager at Skanska's residential development unit in Poland.**

What is hybrid acceptance of a flat?

Each buyer receives instructions on how the whole process should proceed before the hybrid handover starts. Upon entering the estate, he is “guided” to the flats by a system of special communication infographics and pre-prepared guidelines, which make it easier to navigate his way around the site. Once in the flat, he creates a list of questions and possible defects on his own. When the list is ready, he can call the number he was given earlier – then a duty engineer from Skanska joins him and discusses all his concerns in detail.

Buyers appreciate accepting their flat in hybrid mode

Hybrid acceptances have so far been conducted at three Skanska developments – at the Holm House estate, at the Mickiewicz estate and at the Park Skandynawia estate. After their completion, the customers were asked to express their opinions about the new solution proposed by the developer. The decided majority of buyers, namely 95% of them, stated that the hybrid acceptance satisfied their expectations. The quality of the pre-acceptance information provided was also appreciated. Safety was rated highest, with almost 100% of respondents feeling confident during the acceptance with the precautions taken by the company. This result is particularly important because the safety of employees and customers is one of the most important values at Skanska.

“We systematically conduct and analyse customer surveys – weekly. This enables us to react and respond to the reported needs of new flat owners as they arise and to improve the hybrid model of acceptances,” adds Filip Malarski of Skanska’s residential development unit in Poland. “We talk to our customers and get the impression that the new solution we have proposed is more comfortable for them than the standard solution, in which our engineer accompanied them from the very beginning. While viewing the flat on their own, buyers feel more at ease, and they simultaneously know they can receive answers to their questions immediately after their visit to the flat.”

The handover of the keys is preceded by a thorough inspection by the developer

The handover of the keys to the flat is the final stage of the process of handing over the premises for use to the new owner. However, several internal inspections are conducted before this happens – based on strictly defined construction standards. Another routine procedure is the site inspection – this is when the site is visited by the representatives of the Health and Safety, Project, Quality and Guarantee and Marketing functions, as well as the Board Members responsible for Sales and Customer Relations. Their task is to look at the investment through the eyes of the customer, which enables any possible shortcomings to be corrected before the new owner appears at the flat. The reliable inspection during the whole process of handing over the flats means the hybrid acceptance of the flat by the new owner becomes a pure formality.

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This and previous press releases can also be found at <https://www.skanska.pl/o-skanska/media/informacje-prasowe>

The Skanska Group

Skanska jest światowym liderem w budownictwie. Realizujemy projekty na wybranych rynkach w Skandynawii, Europie i USA. Kierując się wartościami Grupy, Skanska chcemy przyczynić się do tworzenia lepszego społeczeństwa. Dostarczamy innowacyjnych, zrównoważonych rozwiązań zarówno dla prostych, jak i złożonych zadań. Zatrudniamy około 35 000 pracowników, a nasze przychody w 2019 roku wyniosły 177 miliardów SEK.

Skanska Residential Development Poland

Jesteśmy deweloperem, realizującym od 2011 r. na polskim rynku wysokiej jakości projekty mieszkaniowe. Czerpiemy z ponad 130-letniej historii Grupy Skanska i ponad 100-letniego doświadczenia w budowie domów i osiedli w takich krajach jak Wielka Brytania, Szwecja, Norwegia, Finlandia i Czechy.

Zgodnie z filozofią działania Skanska, stawiamy na budownictwo zrównoważone. Szczególną wagę przykładamy do projektowania obiektów bez barier architektonicznych dla osób o różnym stopniu mobilności i w różnym wieku. Dbamy o zapewnienie równowagi pomiędzy budynkami a strefami zielonymi, a także o przemyślane projektowanie przestrzeni wspólnych dla mieszkańców.

W Polsce wybudowaliśmy Park Ostrobramska, Osiedle Mickiewicza (etap 1, 2 i 3), Jaśminowy Mokotów (etap 1 i 2), Holm House (etap 1 i 2) oraz Park Skandynawia (etap 1). Obecnie jesteśmy w trakcie realizacji kolejnych etapów naszych inwestycji w najbardziej lubianych dzielnicach Warszawy - Jaśminowy Mokotów (etap 3), Holm House (etap 3), Osiedle Mickiewicza (etap 4), Park Skandynawia (etap 2 i 3). Osiedle Mickiewicza to pierwsze osiedle mieszkalne w Polsce z certyfikatem BREEAM, Jaśminowy Mokotów to pierwsza budowa w Warszawie zasilana wyłącznie energią wiatrową. Holm House to z kolei pionierski projekt mieszkalny z certyfikatem "Obiekt bez barier". Aktualnie wszystkie nasze inwestycje powstają zgodnie z certyfikacją środowiskową BREEAM.

Niezwykle istotna dla naszej firmy świadomość środowiskowa, w ślad za którą tworzymy zrównoważone osiedla mieszkaniowe, owocuje uznaniem w oczach ekspertów rynku budowlanego i nieruchomości. Podczas naszej 10-letniej obecności na polskim rynku mieszkaniowym zdobyliśmy szereg branżowych nagród i wyróżnień w takich konkursach jak, Nagroda Architektoniczna Prezydenta m.st. Warszawy; „Lider Dostępności”; PLGBC Green Building Awards, 4Buildings Awards "Zielony Orzeł" oraz "Twórcy Przestrzeni" „ Rzeczpospolitej”, Listki CSR Polityki. Co roku nasze działania w obszarze społecznej odpowiedzialności biznesu są notowane w Raporcie Forum Odpowiedzialnego Biznesu.

Więcej informacji na stronie: mieszkaj.skanska.pl

Zapraszamy do odwiedzin bloga: greenliving.byskanska.pl