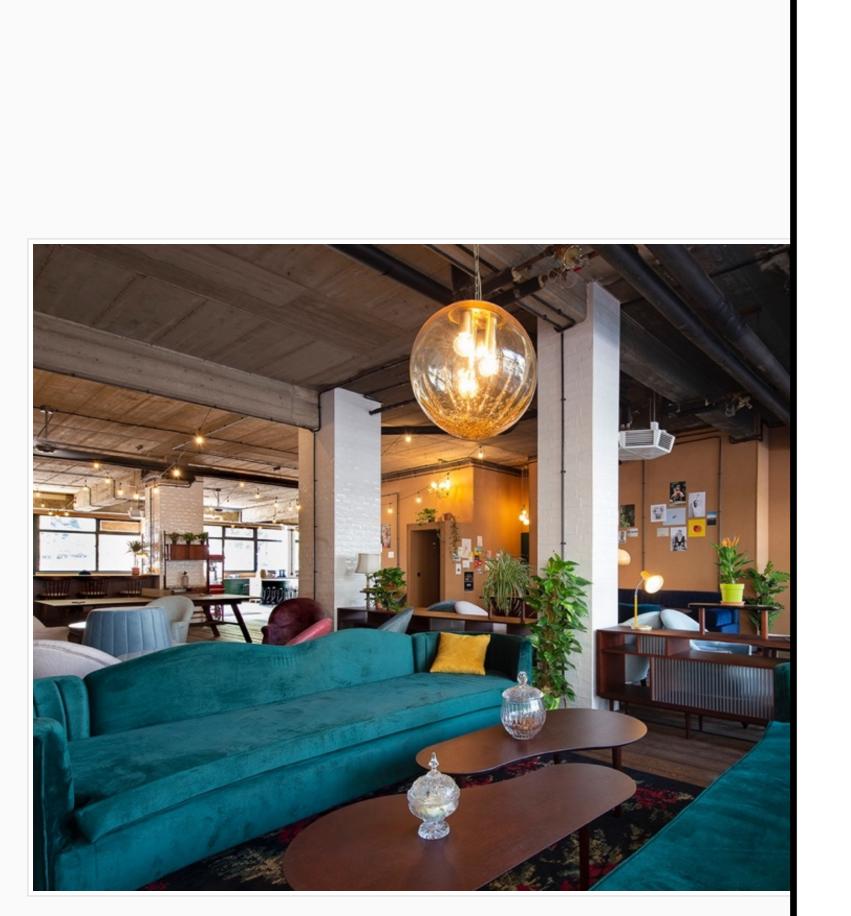
GERMANY #COLIVINGMEETUP



co-liv SPACE Y PEPPER

The Speakers

"First you need to manage the chaos and keep people calm. Then you can figure out the system and procedures to make it work."

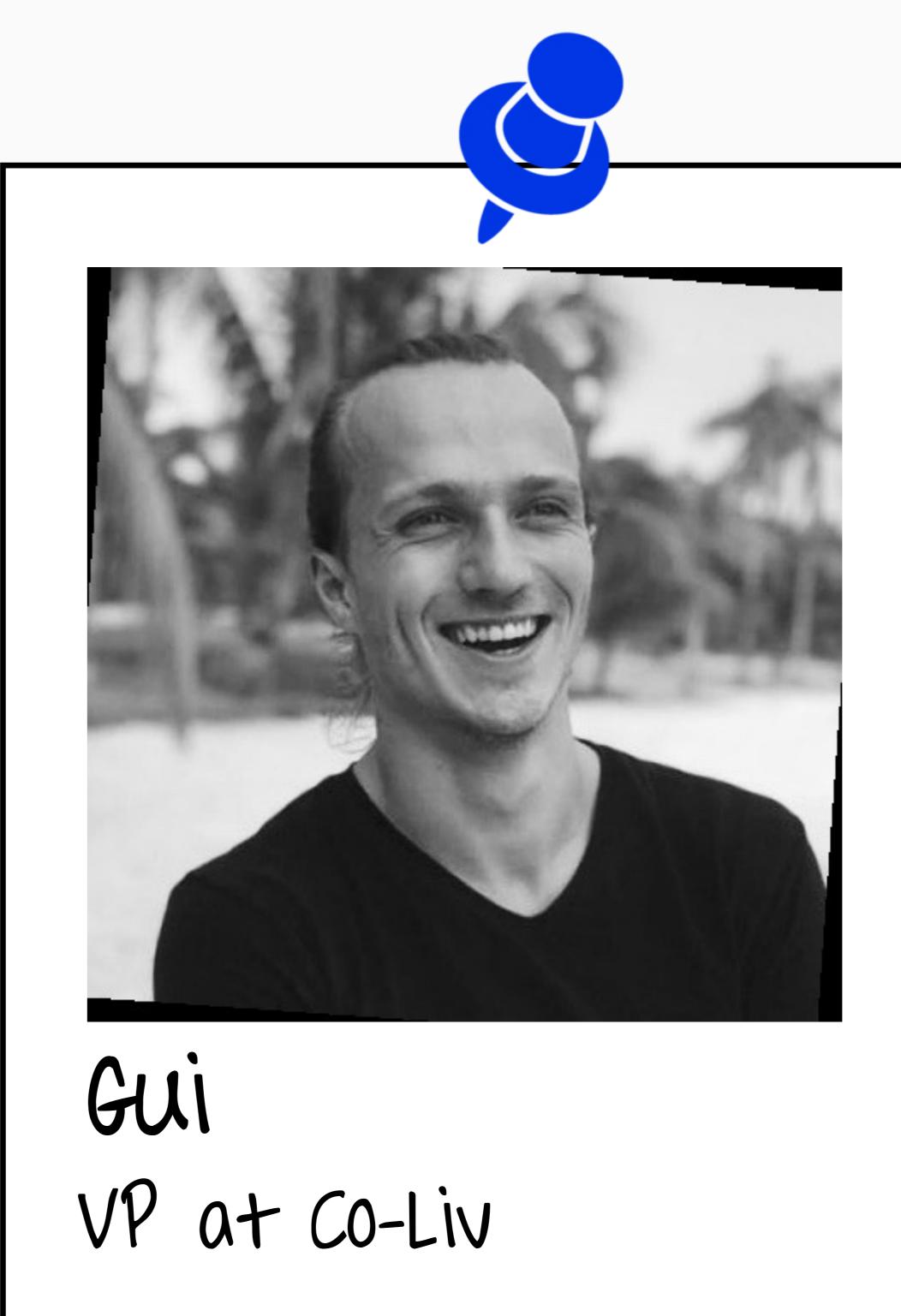




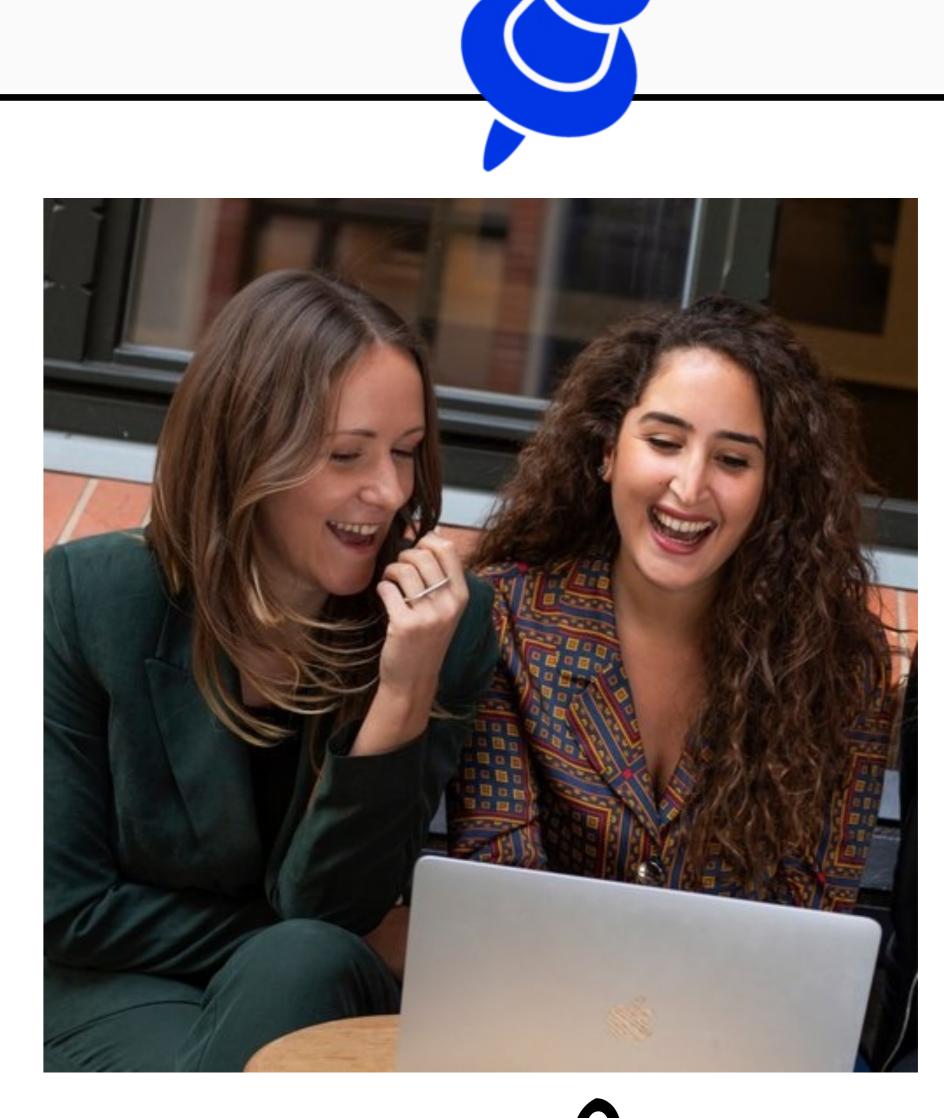
www.vondereurope.com

Daria Head of Operations "People need safety before social activity. We saw an increased demand in very basic

The Hosts



www.co-liv.org



Franziska & Hana Founders Space & Pepper

www.spaceandpepper.com

We design user-centric concepts for new working and living spaces. We're currently exploring how the current situation affects user needs and behavior.

Curious to learn more? Get in touch at hello@spaceandpepper.com

The Wrap-Up

FACING CHALLENGES

- Handle **tenant anxiety** while keeping them safe
- Cope with tenant logistics (esp. move in/out)
- Remote team + operations management
- Defining standards & processes in chaos
- Providing level of services (e.g. cleaning)
 while reducing physical presence

TOP INSIGHTS: COMMUNITY

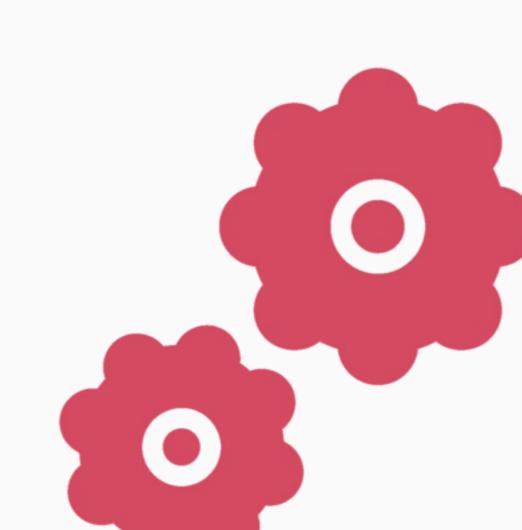
services during that time

of crisis.

- Re-design processes to **reduce human interactions** while keeping community spirit.
- Keep members up-to-date on procedures:
 Check-in calls and whatsapp chats to avoid loneliness and isolation.
- Less need for socializing and get-togethers at first, as people seek security and safety.
- Support member-initiated activities.
 (Singing from the Balcony)
- Expect more demand for specific services
 (Wobbly-kitchen-shelf-effect)*
- Keep it fun, keep it creative! (Branded toilet paper, personal messages)

*Wobbly kitchen shelf effect: On a normal work day, you don't mind about that shelf in the kitchen that's slightly

wobbly, but when you're home you see nothing but this little defect - and you need it to be fixed now"



TOP MEASURES: OPERATIONS

- Define new procedures to get things done while being remote. Update existing systems so employees are already familiar with the basics, then adjust.
- Case-by-case procedures to deal with contractual issues (e.g. tenants leaving, not being able to pay rent).
- If possible, take cautionary, preventive measures to prepare team in-house.
- Reduce cleaning quantity, but increase intensity of cleaning, while keeping members informed on hygiene measures.
- Have multi-disciplinary, skilled team that can jump on tasks and get stuff done!



Gosia, Vonder

"We have to re-think the way we did things in the past.

Everything will become more local, people will travel less.

The psychological impact will outlast the pandemic.

We already see our tenants changing their habits and rituals."

Daria, Habyt

"Everything is going to be okay, I believe things will eventually go back to normal and we won't need to significantly change our offer.

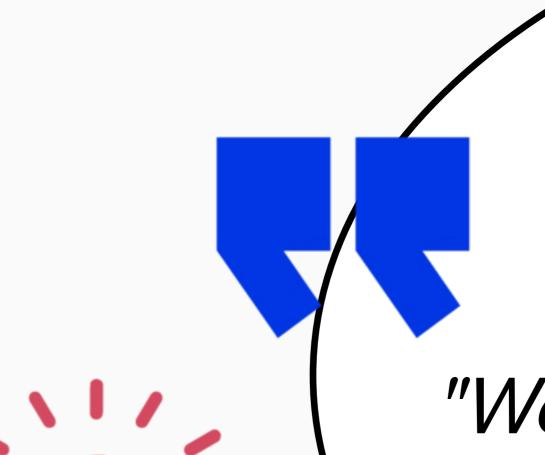
We'll have to skip bigger events, but there is an array of virtual offers to fill that gap."

Corona Financial Measures

Community Q&A's



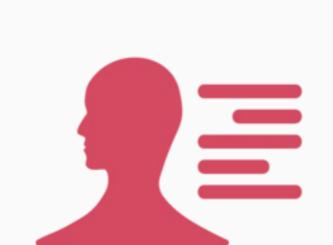
- "Legislation is crystal clear in Germany" (Daria, Habyt)
- People can potspone payment of rent if facing unemployment.
 Option to postpone rent for up to 3 months.
- 1:1 decision for each member, offer discount to each individual who needs to leave (Habyt)



Kashee, GM Germany LifeX

"We operate more of a family home and our community is thriving!" "Communication is key in time of crisis."

Future Guest Profile:



- Shift from Digital Nomads to Locals
- National / domestic tenants could
- become a focus this year
- Important to understand future needs
 Loneliness already is and may become

- **Loneliness** already is and may become even a bigger; co-living could become the solution