

1. Record Nr.	UNINA9910346702203321
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Titolo	Nutzerorientierte Planung in Bürogebäuden mit Nachhaltigkeits-Zertifikaten
Pubbl/distr/stampa	KIT Scientific Publishing, 2018
ISBN	1000081106
Descrizione fisica	1 electronic resource (XIX, 251 p. p.)
Lingua di pubblicazione	Tedesco
Formato	Materiale a stampa
Livello bibliografico	Monografia
Sommario/riassunto	The needs and behavior of building users often differ from the original expectations of building planners; especially in buildings with innovative building technologies. The aim of this study was to explore the design of user participation for certified office buildings, reveal influencing factors and recommend how success factors can be integrated into the German Assessment Scheme for Sustainable Buildings (BNB).