

# Vaktmester Simen: Zen og kunsten å justere dørpumper

● **Praktisk Proptech** | Spunten · 1st and 2nd floor | 12:40–12:55 | 

Part of Praktisk Proptech IV: Bevismaterialet-



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Janitor

## A janitor's door closer shows that operations is really experience design

Simen Aanerud, janitor at Tøyenhagen borettslag in Oslo, used the door closer to show what building operations is really about. He described his job as experience design: smell, sound, light, resistance and quiet all shape what it feels like to come home. He explained how a door closer's spring and oil valves set how heavy a door is and how fast it shuts, and how cold and heat change that. Each adjustment links down to facts such as fire safety, insurance and the job description, and up to values such as inclusion and independence. Six experiences guide his work: inspiration, safety, calm, pride, order and joy. His examples included home-made IoT sensors on a LoRa network, a monitoring dashboard, alarms that create tasks automatically in Propely, and gadgets that make residents curious or happy.

### KEY TAKEAWAYS

- A door should be as light as possible, but no lighter.
- Link every task both to facts and rules and to the values behind it.
- Sensors can turn hot water, leak and fire alarms into tasks in the maintenance system automatically.
- Good data gives the board calm: you can relax about undone work when you know what it is.
- Let shared values, not numbered priority lists, steer what matters most.

# 15,000

tasks closed in Propely in 4 years