



# Insula a Future for Venice

Urban and Building Maintenance for the Preservation of Venice

Venice is a city unlike any other in the world, and as such its problems are also unlike any other in the world. Developed in symbiosis with the environment of the lagoon, since its earliest days the city has been concerned with maintaining the functionality of its internal canal system. The erosive power of the sea and its salinity, and not just conditions caused by unusually high tides, pose a permanent threat to the conservation of the city and its livability. The most serious damage is caused by the routine daily cycle of tides (which continuously erode the foundations of the buildings and cause structural faults that are often critical), by the constant wave motion, and by the salt-laden humidity seeping up the walls of the buildings. Add the millions of tourists and commuters who overrun the city and its particular paving stones every day, stepping up the speed of its deterioration.

The internal canals also serve to guarantee the sanitation of the city. Channeled into the canals through a dense network of sewers located under the paving, the waste water from the houses goes through complex natural purification cycles, spurred by the action of the tides, which lead to the sedimentation of sludge on the canal beds. The urban system, historically consolidated, must remain in perfect condition to work properly; for this reason, and through the late nineteenth century, the canals were cyclically drained, once every ten years on the average. The regeneration and maintenance of Venice and its islands cannot, still today, forego a series of actions whose purpose is to preserve the foundation structures and the integrity of the buildings, to improve the hygienic and sanitary quality of the city and to regenerate the waterways and the pedestrian circulation routes.

## The unique city of Venice

The complexity of the city's structure, which has characteristics unlike any other in the world, requires a superior degree of specialization by the parties involved, both in planning and coordinating the maintenance work, and in its material execution.



# The company mission



Insula is an entirely public company, the operative arm of the City of Venice in the maintenance of the city and of public real-estate properties.

Insula plans, designs, contracts and coordinates the execution of these works, concentrating the responsibilities for planning and tendering the works inside a single organization. The complexity of the city's structure in fact requires a superior systemic specialization of the parties involved in both planning and coordinating the work, and in its material execution.

To solve the problems created over time by neglect and the inexorable corrosion by the salt water, Insula operates on the territory in a complex of interventions to preserve the city's urban and architectural heritage:

- from restoring the embankment walls to guarantee the stability of the canal edges and buildings, to keeping the historic sewer system in working condition to ensure the best possible hygienic and sanitary conditions;
- from restoring bridges and raising the level of the paving, to keeping pedestrian circulation clear even when the tides are high, to the modernization of the underground utilities systems (water, electrical power, gas and telephone lines) and the installation of new grids;
- from small maintenance works to restoration, conservation and reconstruction projects to preserve the building heritage.



## One single authority

Insula is an entirely public company, the operative arm of the City of Venice in the implementation of maintenance works in the city and the public real-estate assets.



## Stockholders and the company capital

The partners in Insula are the City of Venice (with 72.13% of the shares), Veritas spa (26.73%) and the Regione Veneto (1.14%).

The capital in the company amounts to 3,706,000 Euro (fully paid) subdivided into 370,600 shares for a value of 10 Euro each.

## The service contract

Insula works in the field of maintenance of the urban infrastructure, of the circulation systems and of the publicly-owned real-estate thanks to a service contract stipulated with the City of Venice on December 22 2008, n.rep.14895. The ultimate control over Insula's work is the responsibility of the City of Venice, first with its participation in the company's board of directors, then through the work of the Directions for Planning and Supervision of Public Works, and Design and Construction.



## Insula's partners

The City of Venice (72.13% of the company capital), Veritas spa (26.73%) and the Regione Veneto (1.14%).



# The history of the company

**Insula** was founded on July 10 1997 as a consequence of the Special Law for Venice n.139/1992, which mandated a structural approach to the city's maintenance, establishing that the works were to be implemented in such a way as to guarantee technical homogeneity in the planning phase, coordination during the construction phase, and integration of the financial resources. The founding partners were the City of Venice (with 52% of the capital) and the utilities companies (Italgas spa, Aspiv spa, Ismes spa and Telecom Italia spa). On October 6 the City of Venice stipulated a ten-year service contract with Insula, which regulated the rights and obligations of each part.

Insula's shareholders remained substantially the same through 2007, when the private partners relinquished their shares to Vesta spa (now Veritas spa), and Insula became an entirely public company, reinforcing its role as the operative arm of the City of Venice in the implementation of urban maintenance works and infrastructure.

**Edilvenezia** was founded in 1983 as directed by the Special Law for Venice n.171/1973, and in particular by the Dpr n. 791/1973 as an operative instrument dedicated to the regeneration of minor buildings in the historic city centre.

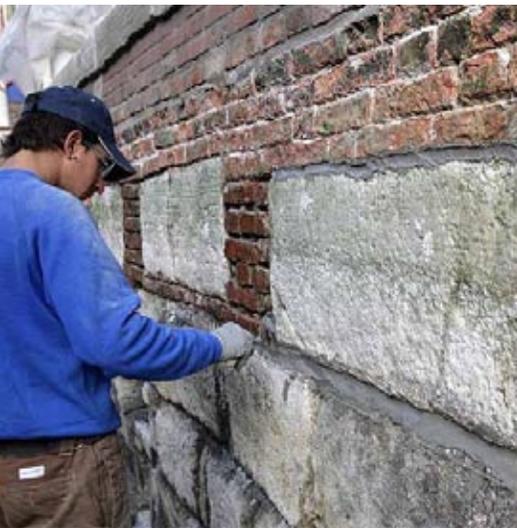
Until early 2008, the shareholders of Edilvenezia were the Government (with Fintecna spa), the City of Venice, the Regione Veneto, the Provincia di Venezia and private partners (Ance – Associazione costruttori edili e affini, and Co.i.p.e.s spa - Consorzio di iniziative e promozione dell'edilizia sociale). Over the years, the company has become a benchmark in the field of management and maintenance of public housing.

As a result of Insula's acquisition, in the first semester of 2008, of the shares held by the private partners, followed by the conferral to Insula of the shares held by the City of Venice, Edilvenezia became an entire public company.

## The merger between Insula and Edilvenezia

To rationalize the system of the City's shareholding and considering the new legislative scenario in the matter of public companies, on 22 December 2008 Insula and Edilvenezia merged to create a single important public company.

# The Maintenance Work



Insula implements a daily and long-term maintenance plan in Venice. Maintenance in Venice and on its islands is ensured by a series of actions whose purpose is to preserve the physical integrity of the foundation structures and the buildings, and to improve the hygienic and sanitary quality of homes. The unitary organization – essential in an urban and environmental context as delicate as this one – provides the professional and technological expertise required to plan and coordinate the implementation of these actions, guaranteeing the citizens, tourists and economic operators mobility on the water and pedestrian circulation, and the conditions for a smooth everyday social and economic life.

The maintenance work is carried out by economic operators who possess the required qualifications, selected through a process that complies with current legislation in the matter of public tenders.

## The preservation of the city

Insula is responsible for the process of implementing public works and infrastructure: it plans, designs, tenders and coordinates the execution of works and services for the urban and building maintenance vital to the preservation of the city.

- ordinary and extraordinary maintenance
- restoration, regeneration, renovation, new construction
- management of real-estate assets
- canal maintenance
- regeneration and preservation of the building heritage along the canals
- restoration of the sewer system
- upgrade and reorganization of the underground utilities systems
- execution of the works and actions involved in the physical and environmental preservation of Venice and its lagoon as required by law 171/1973, art. 12 of Dpr 791/73.



Insula oversees, coordinates and is responsible for all the phases of planning and design, tendering, construction and coordination of the actions on the urban infrastructure, circulation systems and public real-estate assets owned or managed by the City of Venice.



### **Urban infrastructure and circulation systems**

- Development of research studies, plans and design projects (preliminary, final and working drawings) for the construction of the works set out in the plan and program of public works.
- Coordinated implementation of all the works (canal maintenance, sludge dredging, restoration of foundations, canal edges, bridges and embankments, hygienic regeneration, renovation of the rio terà, etc.) in compliance with approved projects.
- Design, construction and management of networks and systems of environmental monitoring.
- Coordination and supervision of works that have and/or will be carried out on the underground utilities grids by entities or companies that manage public utilities grids or private citizens.



### **Public real-estate assets owned or managed by the City of Venicea**

- Restoration, regeneration, renovation, new construction, management of public real-estate assets
- Handover of assigned public housing units to the City's tenants
- Stipulation and renewal of rent contracts

- Information on cost of rent, on payments made or pending
- Handling of units returned after expiration of rent contract or for other reasons
- Procedures for the termination of rent contracts in cases of delinquency or non-observance of terms of contract
- Analysis of the register of residential real-estate assets to plan the schedule of maintenance work
- Call-center and information service for maintenance needs on leased residential units
- Management of maintenance in common areas of residential buildings
- Management of high-priority action on urgent break-downs and maintenance
- Management of scheduled maintenance work
- Monitoring, planning, coordination, design, construction site safety measures, construction site supervision, control and accounting of interventions
- Implementation of requirements to advise building registry of changes pursuant to maintenance operations



# Other activities

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- Preparation of pedestrian canal crossings for votive or sporting events (Redentore, Salute, Venice Marathon)
- Management and administration of public housing units
- Design, development and digital management of all the data and information that is required for the planning and implementation phases of the works, including everything relative to urban maintenance.
- Design, realization and management of environmental monitoring networks and systems and systems to control the sedimentation and deposits on the canal and lagoon beds, and of all the information systems required to support this activity and its implementation.
- Consulting and technical-administrative support to sustain public agencies and companies in the matter of the technical and organizational processes involved in urban and building maintenance work



# Insula Urp

Insula has constituted an Office of Public Relations (URP – *Ufficio Relazioni con il Pubblico*), in which it has unified the physical offices and telephone services of the company (Management of Private Citizens, Rentals and Building Maintenance). A service for the citizens open to the citizens: the one-stop information window is a reference point for the company, with longer unified opening hours (every day). In particular, the tenants will be able to discuss their rent contracts and address their personal maintenance requests to the same operator.

## Offices

piazzale Roma, Santa Croce 502, 30135 Venice

*Open to the public:* Monday, Wednesday and Friday (9 AM to 12 PM), Tuesday and Thursday (2 PM – 5 PM)

**urp@insula.it**

### Residential building maintenance and rent management

**800 311 722** toll-free number from Monday to Friday (9AM – 12PM)

*services offered: residential building maintenance*

- report of breakdowns by citizens and request for maintenance
- request for information relative to scheduled maintenance work

*services offered: rental management*

- information and requests involving self-management and condominium expenses
- stipulation and termination of rental contracts
- receiving required documentation for the annual certification of tenant income for the calculation of rental rates (art. 20 of Lr 10/1996)
- information on rental rates, on payments made or pending, on collecting delinquent payments
- forms and information regarding requests to recalculate rental rates following changes in family composition or tenant income

### Management of the territory: reporting problems in circulation and the public sewer system

**800 11 11 72**

toll-free number from Monday to Friday (9AM – 5PM)

automatic call-center at nighttime (5PM – 9AM) and on Sundays and holidays

### Information on the activities of the company and on construction sites: building, urban infrastructure and circulation systems)

**041 27 24 260**

from Monday through Friday (9AM-5PM)



# Management of the territory

services for the management of circulation routes and the public sewer system

Starting in 2005, thanks to the support of Insula, the City of Venice has progressively intensified its maintenance work in Venice, Murano, Burano, Mazzorbo, Lido, Pellestrina and Sant'Erasmus.

This service on the one hand ensures the repair, for example, of holes or slumps in the paving, wobbly handrails, obstructed sewers, unstable stones or bricks, and on the other guarantees proper maintenance of the structures that have already undergone a full restoration process.

Interventions take place on the basis of:

- the report of a problem
- a maintenance schedule drawn up on the basis of monitoring processes or periodical inspection.

To report urgent interventions, the citizens can call the dedicated toll-free number. Once Insula receives the report, it alerts the technician responsible for the area in question, coordinates an on-site inspection with the emergency repair squad (constituted by companies whose offices are located in the area) and takes all the necessary measures. The primary objective of the service is to restore safety conditions in the area involved; in the case of small interventions, functionality is restored directly.

Sometimes, once the origin of the report to Insula's toll-free number has been identified and following an objective assessment of the contents of the report (with an on-site inspection), the intervention in question is inserted into a program and scheduled on the basis of how critical the situation is.

When possible, work on the circulation system and the public sewer system is integrated with the maintenance requirements of the technological utility grids (power, gas, water and telephone grids) reported by the managing companies; the purpose is to solve the problem that has emerged and to address other requirements in a radical way with a single intervention.



**To report urgent interventions, citizens may call our toll-free number**

**800 11 11 72**

toll-free number from Monday through Friday (9AM – 5PM)

automatic call-center during the night (5PM to 9 AM) and on Sundays and holidays



# Management of the territory areas of responsibility

## **Venice, Murano and Sant'Erasmus**

- interventions on pedestrian paving
- interventions on asphalt roads for vehicles, maintenance of street signs and snow-clearing service in Piazzale Roma and the Tronchetto
- cleaning and repairing public sewer collectors and the public rainwater collection system
- cleaning and replacement of public sewage traps, grates or manhole covers
- functional and structural repair of bridges
- maintenance of handrails and parapets
- dredging the canals
- maintenance of embankment walls, crowning stones or edges of internal canals
- monitoring control centers for pumping black waters

## **Burano and Mazzorbo**

- interventions on pedestrian paving
- cleaning and repairing public sewer collectors and the public rainwater collection system
- cleaning and replacement of public sewage traps, grates or manhole covers
- functional and structural repair of bridges
- maintenance of handrails and parapets
- maintenance of embankment walls, crowning stones or edges (of internal canals and lagoon retaining walls in Burano and internal canals in Mazzorbo)
- monitoring control centers for pumping black waters

## **Pellestrina**

- interventions on pedestrian paving
- interventions on asphalt roads for vehicles, maintenance of street signs
- cleaning and repairing public sewer collectors and the public rainwater collection system
- cleaning and replacement of public sewage traps, grates or manhole covers
- snow-clearing service
- monitoring control centers for pumping black waters

## **Lido**

- interventions on pedestrian paving
- interventions on asphalt roads for vehicles, maintenance of street signs
- snow-clearing service



# The company's information system

It is fundamental to understand the territory in order to guarantee the proper management and use of the city and its infrastructure. The phases of design, bidding and construction for each project feed back information that consistently concurs to build and update our knowledge of the conditions of the urban system. With the help of a Territorial Information System (SIT), overseen by the Office of Information Systems, Insula collects the surveys, historical research, inspections and monitoring data necessary to manage, study and consequently plan the maintenance for Venice and its islands.

## Gisportal

Now available to the entire city, the portal [gisportal.insula.it](http://gisportal.insula.it) provides a series of constantly updated modules to guide users in getting to know the urban system of Venice and the Venetian lagoon. In 2009, AM/FM Gis Italia awarded the Gisportal the National Prize for Geographic Information Portals as the Best GIS Portal (Geographical Information System).

**Altimetry** Provides data relative to the level of the ground with respect to the average sea level in every point of the city and visualizes the diverse levels of flooding. Accessible to the public.

**Bathymetry** Provides information relative to the depth of the canals. A mathematical model makes it possible to rationally plan the dredging of the canals to guarantee that they remain navigable. Accessible to the public.

## [gisportal.insula.it](http://gisportal.insula.it)

Insula governs the maintenance process with the help of a Territorial Information System. This system collects the surveys, inspections and monitoring data necessary to understand, manage, study and consequently plan maintenance in Venice and on its islands.



**Datum points** Provides an overview of the location of the datum points in the networks across the territory of the lagoon. The map of the datum points is accessible to the public; upon request, the individual monographs are also available.

**Shores** Makes it possible to monitor the state of deterioration and the structural conditions of the embankments, the foundation walls and the buildings overlooking the canals in the historic city centre of Venice. Accessible only to professionals in the field.

**Parks** Makes it possible to monitor and plan maintenance work by the institution “I parchi di Mestre”. Access reserved.

**Itineraries** Makes it possible to identify the shortest route through the city and alternative routes, depending on various tide levels and possible interruptions to the circulation. Accessible to the public.

**Ground floor units** Makes it possible to examine the data provided by the survey, conducted by Coses, of all the ground floor building units in the historic city centre of Venice. Access reserved.

**Bridges, porticoes and water gates** Offers an updated overview of the conditions of these building elements, in order to facilitate the necessary maintenance work. The survey data is accessible to the public; the technical data is available upon request.

**Underground utilities** Provides a map of the known channels for power, gas, telephone, cable and fire-fighting grids under the paving of streets and bridges. Accessible upon request for operators in the field.

# Insula

 urban and building maintenance for the preservation of Venice

**Insula** spa  
a company for the urban  
maintenance of Venice

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info@insula.it

capital euro 3.706.000 fully paid  
Register of Venetian businesses  
c.f. e p. iva 02 997 010 273  
REA VE-271927  
indicazione ex art. 2497 bis c.c.  
"Comune di Venezia"  
c.f. 00 339 370 272

**LEGAL AND OPERATIVE  
HEADQUARTERS**  
Marittima, Fabbricato 248  
30135 Venice

*president  
office of the president and general  
offices  
administrative direction  
technical direction  
legal affairs  
tenders, contracts and purchasing  
personnel  
public relations and communication  
technical services  
infrastructure and road systems  
sector  
press office*

**OPERATIONAL OFFICES**  
Sant'Andrea  
Fabbricato 206  
30135 Venice  
*administration and supervision  
management control  
management of underground  
utilities grids  
information systems  
technological infrastructure*

**OPERATIONAL OFFICES**  
palazzo Ziani  
San Marco 4934  
30124 Venice  
*office of the vice-president  
logistics  
organization and quality  
building sector*

**OPERATIONAL OFFICES**  
Santa Croce 502  
30135 Venice  
*management residential units  
maintenance residential buildings*

**URP**  
Santa Croce 502  
30135 Venice  
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toll-free number  
**800 31 17 22**  
*maintenance and management  
of rental property*

toll-free number  
**800 11 11 72**  
*management of the territory  
(disruption to circulation and  
public sewer system)*  
**041 27 24 260**  
*information on company  
activities and construction sites:  
buildings, urban infrastructure  
and road systems*