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In the framework of INNOVATE and ACE-Retrofitting



INNOVATE has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 754112.



## Capacity-building workshop

# Energy retrofitting in residential buildings: Make it child's play\*!

19 June 2019, 9:00-17:00

## AGENDA

8:30-9:00	Registration
9:00-9:20	Icebreaker
9:20-9:30	Welcome and introduction
9:30 -10:30	<p><b>SESSION 1</b></p> <p><b>One-stop-shops providing integrated home renovation services: what are we talking about?</b></p> <p><i>Plenary session &amp; fishbowl conversation</i></p> <p>Renovating a home requires a number of resources and services. One-stop-shops are one solution to bundle everything needed: Homeowners who want to improve their home can get advice, but also support on financing and installation. This session will focus on the scope and advantages of one-stop-shops. We will address questions like:</p> <ul style="list-style-type: none"><li>- Existing market actors: who provides what service?</li><li>- Difference between market and non-market based services</li><li>- One-stop-shop business models: from facilitation, coordination to development and ESCO</li><li>- How can different initiatives/actors complement each other?</li><li>- Where to start and how to finance a one-stop-shop?</li></ul> <p><b>Confirmed speakers:</b></p> <p>Françoise Réfabert - General Director, Energies Demain Marco van Dalfsen - Advisor, KAW Jana Cicmanova - Project Manager, Energy Cities</p>
10:30-11:00	Coffee break



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11:00-13:00	<b>SESSION 2</b> <b>Methods &amp; strategies for making energy renovation programmes an easy task</b>	
	<p><b>A full service package for homeowners: Setting up a one-stop-shop providing integrated home renovation services</b></p> <p>The session will allow newcomers from cities, regions, cooperatives or private companies to take the first steps. The discussions will address the following questions:</p> <ul style="list-style-type: none"> <li>-How to choose the right business model?</li> <li>-How to design a business plan?</li> <li>-How to finance the one-stop-shop?</li> <li>-How to structure the customer journey?</li> <li>-How do homeowners finance the renovation works?</li> <li>-Partnerships with banks? Other solutions?</li> </ul>	<p><b>The renovation challenge in condominiums: Motivating and engaging co-owners from the idea to the realisation</b></p> <p>The session will allow anybody wishing to boost energy efficiency in condominiums to tackle the challenge. In this session we will present a series of tools to help your energy retrofit project run smoothly.</p> <p>The ACE-retrofitting “<b>Step by step toolkit</b>” is addressed to co-owners of condominiums. It helps overcome the common hurdles: it connects those on the demand side (co-owners, condominium manager, in-house project team and retrofitting coach) with building professionals. We will lead you through the 3 major steps of the toolkit: from the first assessment of required resources and a retrofitting roadmap to the specific project management on a daily basis.</p>
12:30-13:30	Lunch	
13:30-14:30	<b>SESSION 3</b> <b>Lab sessions: Problem-solving around participants' challenges</b> <i>Collaborative work around challenges brought up by participants</i>	
14:30-15:00	Coffee break	
15:00-16:30	<b>SESSION 4</b> <b>Market place: Pick your topic and learn about tools and best practices from our experts</b> <p><b>① Motivating and engaging homeowners and co-owners</b>  Communication, marketing, engagement, psychological &amp; social aspects, development of tailor made products, training, awareness raising  <u>With best practices from:</u> Sharing Cities (Milano), CoachCopro (APC), Frederikshavn, Grand Est – Octave, City of Rotterdam, KAW-Reimarkt</p> <p><b>② Developing an energy renovation and financial plan for homeowners. Finding financing for the energy renovation works</b>  <u>With best practices from:</u> Master Plan Antwerp, Ile-de-France Energie, Bordeaux Métropole, City of Assen service cost model, Brussels green loan, PadovaFIT ESCO financing, EUROPACE</p>	

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	<p><b>③ Connecting the right people</b> Creating partnerships with service providers and key partners like banks, craftsmen, energy agency, NGOs, unis, cooperatives, social services, real estate agencies... <u>With best practices from:</u> Parity Projects, City of Liège, EcoRenov</p> <p><b>④ Managing the refurbishment project</b> Coordination of renovation works, quality check, follow-up after the renovation and guarantee of results (energy savings) <u>With best practices from:</u> KAW-Reimarkt, Parity Projects, Picardie pass renovation, APC</p>
16:30-17:00	<p><b>SESSION 5</b> <b>What have we got out of today and what new challenges lie ahead?</b> <i>Plenary discussion</i></p>
17:00	<p>Networking drink</p>