The ACE Energy Retrofitting Stories

AIM OF THIS FORM:

This form aims to record the stories of condominiums that have undergone an energy retrofit, that are undergoing a retrofit, or that are planning to retrofit. Also condominiums that do not have energy efficiency as their specific ambition, but that are planning a retrofit that will improve energy efficiency are welcome to complete the survey.  
   
HOW THE INFORMATION WILL BE USED  
The information will be used to compile case study fact sheets that will be produced on the websites of the participating cities in the ACE Retrofitting project and other project partners. The fact sheets are meant to inspire, inform and motivate other condominiums to start retrofitting. Furthermore, the information will be used to perform a comparative analysis of case studies in the project cities.

THE ACE RETROFITTING PROJECT  
The project ACE Retrofitting (Accelerating Condominium Energy Retrofitting) will help condominiums to overcome legal, social and financial barriers of retrofitting. The project’s focus is on North West Europe (NWE). The project **aims** to create:

* An owners and condominium managing structures toolkit to empower this target group, overcome their barriers and increase and accelerate the energy retrofitting of condominiums
* An operational coaching framework to improve the building professionals’ capacity to renovate condominiums
* A governance arrangement facilitated by local authorities linking the demand and supply sides as well as a NWE transferable ICT tool for information and project management based on CoachCopro
* A European campaign that 10 years after the project will involve hundreds of additional local authorities and ensure that thousands of deep retrofits are achieved

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# BUILDING DETAILS

**Please enter some characteristics about your building below**

1. Municipality: Click or tap here to enter text.
2. Country: Click or tap here to enter text.
3. Year in which your building was built: Click or tap here to enter text.
4. Is this a listed building? Choose an item.
5. Number of units in the building: Click or tap here to enter text.
6. The size of the building in **sqm** of habitable surface (approximately): Click or tap here to enter text.
7. Tenureship (privately owned, rented, social housing: Click or tap here to enter text.
8. Current status of retrofit: Choose an item.
9. Please insert a picture of your building before and after retrofitting took place:

BEFORE AFTER

 

1. Who provided the information for this questionnaire?   
   (e.g. co-owner, renter, building manager, member of condominium board, other)(more answers possible)   
   Click or tap here to enter text.
2. We would like to know if people can **contact you** for more information. If so, please insert your **email address** here Click or tap here to enter text.   
   Your email address will then be displayed on the case study website

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# THE RETROFIT PROCESS

**The following questions are about the process before and during the retrofitting**

*Some questions might not apply if you have not completed a retrofit. Please indicate n.a. in that case.*

1. What was the **main focus** of your retrofitting project?   
   (e.g. heating, roof insulation, wall insulation, floor insulation, lighting, windows, renewable energy generation, total building approach, etc)   
   Click or tap here to enter text.
2. What are according to you the **main reasons for energy retrofitting** the building? Try to limit this to the 3 main reasons   
   (e.g. to save money, something broke down, something was in disrepair, environmental consciousness ,regular major maintenance was scheduled, subsidies were available, we were forced because of legislation on energy efficiency, we were forced because of legislation on building safety, we could get help to take on this project from, for comfort people were feeling too cold/warm, draughts, etc), for health (insufficient ventilation, damp, mould, etc), etc).  
   Click or tap here to enter text.
3. Who is seen as **the initiator** of the process?   
   (e.g. a  co-owner, the building manager, the condominium's Board, the municipality)  
   Click or tap here to enter text.
4. Often it is not easy to **convince** co-owners to take part in an energy retrofit project. In this case, how were the co-owners convinced to take part in the energy retrofit?  
   Click or tap here to enter text.
5. In most countries **important decisions** concerning a condominium are taken by the General Assembly of the Association of Co-owners. However, often some people are important in **helping** decision-making. For the following decisions, who was this person who helped the condominium to take the decisions?
   1. decision to **start** a retrofit, who helped to take the decision?  
      Click or tap here to enter text.
   2. decision about the **measures** to take place   
      Click or tap here to enter text.
   3. decision about **which company** to engage   
      Click or tap here to enter text.
   4. **other** important decisions, please describe the decision   
      Click or tap here to enter text.   
      And who helped to take it   
      Click or tap here to enter text.
6. You may still be in **the starting phase** or  **have started or completed a retrofit project**. What were the 3 main challenges **before** you could start the energy retrofitting project  and how were they overcome?    
   (E.g. people did not see the importance at first, we couldn't finance the project, we could not agree on the measures to take, we could not find an expert to do the works, it was very complicated to set up the project, we did not understand the technical information in the quotations, we did not understand the financial information in the quotations, we did not understand the calculations of energy efficieny gains, we did not have good examples, we did not know the legal requirements of such a project, we did not know the state of our building, we did not know what the options for retrofitting were, etc.)

**Challenge 1** Click or tap here to enter text. Was **overcome** in the following way Click or tap here to enter text.

**Challenge 2** Click or tap here to enter text. Was **overcome** in the following way Click or tap here to enter text.

**Challenge 3** Click or tap here to enter text. Was **overcome** in the following way Click or tap here to enter text.

1. You may be in the **process of a retrofit project** or have **completed a retrofit**. What were the 3 main challenges **during** the energy retrofitting project  and how were they overcome?   
   (E.g. the builders made mistakes, we ran over our budget, it took much longer than expected, our builder went bankrupt, there were conflicts among co-inhabitants about the project, we had many technical suprises, we did not have a coordinator (from our building) who should take decisions, etc.)

**Challenge 1** Click or tap here to enter text. Was **overcome** in the following way Click or tap here to enter text.

**Challenge 2** Click or tap here to enter text. Was **overcome** in the following way Click or tap here to enter text.

**Challenge 3** Click or tap here to enter text. Was **overcome** in the following way Click or tap here to enter text.

1. **How long did it take** from **the first time that ideas about retrofitting were expressed** (of one owner, of the condominium's Board, of the building manager, etc) until the works **started** (in months)? Click or tap here to enter text.

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# FINANCING

**This section investigates how the energy retrofit was financed**

*Some questions might not apply if you have not completed a retrofit. Please indicate n.a. in that case.*

1. How was the **project financed**?   
   (e.g. private loans for each co-owner, a loan for the whole building, subsidy, reserve fund of the condomiunim association, tax refund, building additional apartments on the roof and selling them, etc).   
   Click or tap here to enter text.
2. What was the **total cost** of the project? Click or tap here to enter text.

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# RESULTS

**This section investigates the results of the energy retrofit**

*Some questions might not apply if you have not completed a retrofit. Please indicate n.a. in that case.*

1. What were the **actual energy retrofitting measures** that were taken?   
   (E.g. heating system, roof insulation, wall insulation, floor insulation, lighting, windows, renewable energy generation, toal building approach, etc)   
   Click or tap here to enter text.
2. What **energy reduction** has been achieved? (estimate for electricity/gas/oil/coal)

|  |  |  |
| --- | --- | --- |
|  | Before retrofit | After retrofit |
| Electricity (kWh) | Click or tap here to enter text. | Click or tap here to enter text. |
| Gas (m3) | Click or tap here to enter text. | Click or tap here to enter text. |
| Oil (liters) | Click or tap here to enter text. | Click or tap here to enter text. |
| Coal (kg) | Click or tap here to enter text. | Click or tap here to enter text. |
| Other:  Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

1. How long did the **actual building phase last** (nr of months from when the builders started to work until completion)?Click or tap here to enter text.
2. What were the 3 main challenges **after** the retrofitting project was completed and how were they overcome?  
   (e.g. the new heating/ventilation system did not work properly, the energy savings are not as high as was expected, comfort did not increase as expected, people could not repay their loan, etc.).

**Challenge 1** Click or tap here to enter text. Was **overcome** in the following way Click or tap here to enter text.

**Challenge 2** Click or tap here to enter text. Was **overcome** in the following way Click or tap here to enter text.

**Challenge 3** Click or tap here to enter text. Was **overcome** in the following way Click or tap here to enter text.

1. Has **comfort increased**?   
   Click or tap here to enter text.
2. Has **social cohesion** in your building increased because of the project?   
   Click or tap here to enter text.
3. Has the **price** of the apartments (for sale) increased by the energy retrofit?   
   Choose an item.
4. If yes, by **how much** has the price increased?   
   Estimate before retrofit Click or tap here to enter text.   
   Estimate after retrofit Click or tap here to enter text.
5. Did any of the occupants **temporarily move out** during the actual project?  
   Choose an item.
6. What did people consider a **great success** of the retrofitting project?   
   (E.g. everybody really wanted this, our energy consumption has decreased, we know each other much better now, the local newspaper wrote about us, we now advise others, maintenance costs have decreased, etc).   
   Click or tap here to enter text.

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# LESSONS LEARNED

**This section wants to know what advise you would give to others if they consider an energy retrofit project**

*Some questions might not apply if you have not completed a retrofit. Please indicate n.a. in that case.*

1. If other condominiums were to start a retrofitting project, what would you advise them to do? Number 1 is the most important advice

Advice (1) Click or tap here to enter text.

Advice (2) Click or tap here to enter text.

Advice (3) Click or tap here to enter text.

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