



INNOVATE project

WP2, D.2.2

Local Development Plan

Integrated Energy Efficiency Service Package (IEESP)

Brussels Capital Region



Introduction

The sectors represented in the Brussels Capital Region are bound to make significant efforts towards energy efficiency to be able to reach the ambitious goals regarding the reduction of greenhouse gases for the next decades. Therefore, many projects have already been initiated or will be in the next months within the Energy division of Brussels Environment (public administration for Energy and the Environment in the Brussels Capital Region). To reach the objectives of the Innovate project, we can partly rely on the results of these projects. Other services or tools have already been up and running for several years and will be upgraded. In the following Development Plan, we will specify the parts of the Integrated Energy Efficiency Service Package that have to be created, those that will need coordination with stakeholders and those that need upgrading.

A particular challenge will be the empowerment of owners, managers and tenants through a shift of conscience.

A. What is the starting point?

The main learnings from the Brussels Region Market Gap Analysis, regarding condominiums

1. Important potential for energy savings in condominiums, currently barely tapped
2. Many services or tools to help with renovation works already exist
3. Major gaps:
 - a. Lack of financial products adapted to co-ownerships (or considered too expensive)
 - b. Owners: lack of awareness towards potential
 - c. Building managers: not aware of potential and lack of knowledge on how to proceed
 - d. No generalized/standardized tools for quality control/monitoring/commissioning
 - e. Support incomplete throughout the customer journey
 - f. Lack of knowledge about condominiums in Brussels in general (number of co-ownerships, etc.)

To address this situation, the EE measures to be taken need to be a global approach to help owners and to a lesser extent tenants to invest in energy renovations and to obtain better results when renovating. We are using the customer journey graph (see annex) adapted to Brussels' condominiums to identify the key moments

for helping to overcome the barriers.

Many of the measures identified as being important levers exist (information & support, financial tools, coordination of the supply side) but need upgrades and adaptations to make them fit for reaching our objectives.

The items that will compose the IEESP will be discussed with energy and building management stakeholders. To a certain extent, they will be integrated in the IEESP offer, a coordinated collaboration is thus vital.

The Brussels Capital Region (Energy division) is currently finalizing a horizon 2050 Renovation strategy. We integrated the IEESP approach for condominiums in the strategy. The strategy will be voted in July 2018, providing political support.

B. Where to?

Aim: establishment of a holistic service for the support of condominiums regarding energy retrofitting by adapting and developing the existing services and tools. It will be composed of a virtual part (interactive webpage to be created, interactive tools to be adapted or created) and of a service part (upgrade of the existing Facilitateur Bâtiment durable – Fac BD).

By doing this, we are pursuing following goals:

1. Increasing the quality/energy saving potential of renovations
2. Increasing the number of renovations

Target groups: owner-occupiers, landlords and tenants in condominiums, building managers.

Building types: all buildings managed as co-ownerships.

Annual renovation rate aimed for: 3% by 2030

Renovation standards: EPB categories A to D.

As the base is already well-established for energy-efficiency services, we will be able to develop a top level service built on more than 10 years of experience.

C. How? What?

To reach the goal of increasing the quality of renovations, the following means will be deployed:

- Definition of a global methodology for the OSS, to provide adapted support at key moments of the customer journey (under construction)
- Creation of a web interface (cf. Coach Copro, Coprojet, ...) and interactive tools (to be developed, tools to be upgraded or developed)
- Reinforcement of an existing information and support service, Fac BD, with technical, administrative, financial and legal advice adapted to condominiums
- Communication and awareness-raising actions, in coordination with other IBGE departments (to be adapted)

To reach the goal of increasing the number of renovations, the following means will be deployed:

- Collaboration with stakeholders to elaborate adapted financial tools and products. A study is currently ongoing on the choice of measures to develop.
- Collaboration with stakeholders for accessible tools to a supply chain (to be developed)
- Communication and awareness-raising actions, in coordination with other IBGE departments (to be adapted)

The One-Stop-Shop will eventually offer:

- An interactive website offering tools for planning and follow-up of renovations and for specific

information. The website will provide:

- Building quickscans (tool to be adapted)
- A toolbox of performant tools (partly to be created) including an investment calculator, templates (contracts, ...) and a support for analysing quotations.
- A helpdesk (phone, email). The existing service offering technical support (FacBD) will be upgraded by an administrative, legal and financial approach.
- Access to the support of a renovation consultant at decisive moments of the customer journey
- Supportive presence for condominium assemblies, based on a methodology to assure positive influence (to be developed)
- Access to performant financing products offered by private stakeholders or public-private partnerships (to be developed or adapted)
- Access to trustworthy building professionals with quality guarantee (to be developed through coordination with stakeholders)
- Ideally: an approach for quality control, monitoring of results or commissioning (to be developed)

D. Who?

Developer and coordinator: Brussels Environment, department 'accompagnement des professionnels'.

To be involved :

- Other departments of Brussels Environment: accompagnement des particuliers, communication, ...
- Réseau habitat associations (local support for energy efficiency and renovations)
- Homegrade (local support for energy efficiency and renovations)
- Building manager and homeowner associations: ABSA, UVS, UFS, SNPC, IPI, ...
- Financial actors
- Bruxelles Logement (Brussels administration for housing)
- Ecobuild (Impulse) for the coordination of the supply side
- Local social housing agencies

E. In what time?

Prefiguration phase: November 2017 – November 2018: to find the best possible approach to reach out to condominiums, an experimental field study will start in May 2018 to end with the renovation of 10 buildings in 2020. This study will allow the testing of different scenarios. The first 6 months of this study will allow the consolidation of a hypothetical business model, which will then be tested throughout the duration of the study. This phase will also trigger the collaboration and concertation with stakeholders, particularly of the building managers' side through federations, with whom regular contacts will be established.

Collaboration with stakeholders and services in charge of tools to be used by the Brussels One-Stop-Shop: June 2018 – November 2018.

Development of a specific methodology and tools for the One-Stop-Shop approach: November 2018 – March 2019.

Development of the interactive website: September 2018 – July 2019

Testing of the methodology by concertation of stakeholders: April 2019 – June 2019

Testing and adaptation phase of service and tools: April 2019 – May 2020.

Final version : June 2020

F. What will be the indicators of success?

Renovation rate improvement
Number of contacts
Number of renovations
Quality of renovations

Annexes:

- Customer journey
- Wheel of action