



INNOVATE project

WP2, D.2.2

Local Development Plan

Mantova

A. What is the starting point?

The Municipality of Mantova has set some goals on energy efficiency since 2014, integrating them within its SEAP. Specific actions on buildings are foreseen only on public premises, underlining the role of the municipality as an outlier, demonstrating a best practice approach.

No specific activities for private buildings have so far been realized, but the importance of the residential sector in energy policies is well known, and time is now ripe to address the energy efficiency issue within this sector.

The potential of energy savings through the deep renovation of buildings is very high, but often only the unpostponable works are done without a global plan. This occurs particularly often in condominiums, due to a long list of circumstances, where, the achievement of major results is possible with a low level of personal investment.

At territorial level, from the technical point of view competences are there in order to renovate buildings, financing remains – on the other hand – often a critical point.

The incentive framework is now very appealing, but the barriers are still stronger.

A crucial point is therefore, the development of a technical/cultural common ground, built through good communication/information, which the citizens can perceive as a service provider 'on their side'.

B. Where to?

The idea to build a One-Stop-Shop (OSS) is very challenging, but a sort of new operative horizon, which can make interventions possible. The key is that the OSS should not consist of just an info point structure, such as so-called 'energy desks' which we had in the past, providing general instruction and information to interested citizens, but should become the focus point for any issue regarding the whole refurbishment chain. It has to be a steady partner for citizens and for stakeholders as well.

The OSS can help solve a crucial issue about trust: energy assessment and intervention proposals should arrive from a qualified third party and not from the 'sellers'.

OSS could develop an 'operative' consultancy service, providing:

- Communication
- Energy assessment
- Intervention concepts
- Design (or list of qualified designers)
- List of construction companies
- Financing options
- Monitoring schemes

The global aim is to kick off the building renovation process, demonstrating that it is

- Possible
- Valuable
- Comfortable
- Payable

Target groups are condominiums built from 1960 to 2010, where the majority of owners live and which has a good track history in paying regular expenses for the condominium retrofitting.

Single homeowners are not considered as a target group (no specific communication foreseen) but they can also access the EE services.

Quantitative objectives are to be defined, this will be the next step also in the definition of involvement levels of all interested stakeholders.

Existing renovation schemes from building administrators will be analyzed and possibly integrated.

C. How? What?

The idea behind the OSS is the creation of a new structure with a clear mission and commitment. It has to develop a steady presence on the market based on the existing competences under the leading hand of the municipality.

The OSS should work as an aggregation point, providing high values for both the demand and the supply side. For this reason, it is important to involve the different stakeholders with clear engagement rules, and to develop an integrated service offer, which can be sold/bought also by single modules.

The first phase is therefore the definition of the puzzling criteria, in order to make interfaces clear and not to lose information or responsibilities.

All these steps have to be developed under a sound model, which can be sustainable for all the operators involved and guarantee the quality of the consultancy and of the intervention for the citizens.

On the other hand, the more condominiums involved, the higher can be the appeal for financing institutes to define new financing schemes or products, while also making experience centrally available for homeowners, who can see in detail the results of renovation.

The key activities follows three streams:

- 1. Technical
- 2. Financial
- 3. Communication

The technical stream should first of all build up the methodology for the analysis of the buildings and the definition of energy interventions, and the methodology for the financial analysis as well. The leading criteria should push deep renovation evidencing to be case-by-case, including both pros and cons, and suggest to firstly act on the outer envelope before enhancing heating system substitutions. The realization of a 'catalogue of solutions', based on best practice examples, can be useful for the final user to imagine possible solutions.

The financial stream has to define and render possible different financial schemes, depending on the starting situation, which can vary very much from case to case. For the definition of financial schemes the involvement of financing institutions is crucial, first of all commercial banks, to define possible new products or to adapt existing ones, but also to define a standardized way to make the financial pre-assessment, based on the technical one, but also to set some minimum requirements for the intervention (e.g. size of the investment, payback etc.) which can lead to one or to another form of financing.

The incentives issue has to be addressed from both a technical and financial point of view, in order to consider the technical requirements needed on the one hand and on the other hand to verify how the financing conditions may vary and become more affordable.

Communication is a crucial point, and should not only address the single phases of the project as an advertisement but also help in developing an energy efficiency culture regarding buildings. This part is partially included in the communication plan, which has to be updated after the first definition of the OSS. The role of the municipality here is crucial, but other important actors of the cultural life have to

be included, like university, schools, associations etc.

D. Who?

The partnership so far involved considering all the main actors through the retrofitting process and behind it. These are listed as follows...

- condominium administrators (ANACI; ACIC)
- professionals (architects, engineers, geometri)
- construction companies (ANCE)
- Utilities and service providers (TEAEnergia, ASTER)
- Financing institutions (Commercial banks)

Other partners can be involved for the communication level, now under definition.

The municipality of Mantova is now developing the concept, and it will maintain a coordination role, being involved directly in many aspects, like communication for example, and providing the empowerment from the political level.

E. In what time?

The implementation of the OSS will last 8-10 months to be able to work properly.

The time in between will be used for the development of a common ground and the testing phase on the pilot project: on the selected condominium the analysis will be carried out and every step will be evaluated by the partners involved and a final solution for each issue commonly validated.

The Action Plan will be completed accordingly.

F. What will be the indicators of success?

Measurable development objectives can be set in

- Involvement of the local partnership
- Participation in the information initiatives, and satisfaction level
- Consultancy requests from condominiums or citizens living in condominiums
- Dissemination of the results from case study and satisfaction level

G. Other comments