UIPI RENOVATION TOUR

TripleA-Reno Roadshow
EVENT REPORT by UIPI
29/09/21

WALLOON OWNERS ON BOARD
24 SEPTEMBER 2021
@ VAN DER VALK HOTEL SÉLYS LIÈGE
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INTRODUCTION

UIPI Renovation Tour

The International Union of Property Owners launched the UIPI Renovation Tour hybrid event series in Europe in September 2021. It aims to bring the European Commission’s (EC) climate targets closer to EU citizens and property owners by leading locally relevant policy debates and proposing practical solutions building on existing European and local initiatives. To stimulate the Renovation Wave, it is crucial to empower citizens and raise awareness, while gathering the views of stakeholders who are crucial partners in making change happen and paving the way towards a greener and more sustainable Europe for all. We strongly believe that a just energy transition in Europe cannot be achieved without the mobilisation of key civil society groups, notably property owners, as they can play a crucial role in engaging, advising and supporting citizens and policy makers on their path towards the energy transition, and ensuring that quality projects are delivered.

As the TripleA-Reno project comes to an end and most exploitable results are ready to be showcased, UIPI decided in agreement with the rest of the project’s consortium to make the first two events of the series part of the TripleA-Reno Roadshow, and use the occasion to disseminate and potentiate market uptake by offering TripleA-Reno and its solutions as practical examples of existing tools in the market to help property owners renovate and for condominium managers to propose to the owners they work with. This report is about the second event.

Objectives

On one hand, as all events of the series UIPI Renovation tour, the aim was to bring the European Commission’s (EC) climate targets closer to EU citizens, by leading a locally relevant policy debate and proposing practical solutions building on existing European and local initiatives. On the other, the aim was also to present TripleA-Reno’s key exploitable results to potential users/buyers. In other words, the idea is to inform citizens and give them the opportunity to clarify any doubts, provide feedback and ask questions, raise awareness, and capitalise on the work done in EU-funded projects, by presenting some relevant results as practical solutions the targeted audience can use to deep renovate their properties.
Adding to this, the goal was also to enable feedback gathering and hear what property owners, condominium managers, policy makers and other relevant stakeholders (namely from banking institutions, the construction sector and architects) had to say. If we wanted the raise awareness about EU’s climate goals, national strategy plans and local programmes, we also wanted to understand what are the views and experiences of those affected by those measures or that will be affected by them. Are policies adapted to reality? Are they feasible? What is working and what is not? What should be improved? Only a bottom-up approach can help answer these questions, so we proposed top-down presentations in the programme to stimulate discussion and debate and collect feedback.

**Targeted audience**

There were two targeted audiences: one presental and another online. UIPI worked in association with the [Syndicat National des Propriétaires et Copropriétaires (SNPC)](https://www.snpc.org) and the [Ville de Liège](https://www.ville.liege.be), as the goal was to reach the maximum number of property owners, to be locally relevant and to target Walloon property owners and condominium managers. The latter group have a very big replication potential, as they manage multi-apartment buildings composed by many properties and hence capable of influencing several property owners. The online audience targeted was broader and included property owners across Europe, relevant stakeholders, project participants and sister projects.

**PREPARING THE EVENT**

**Date and venue**

UIPI hosted the second event of the UIPI renovation Tour in Liège (Belgium) on 24 September 2021 at the Van der Valk Sélys Hotel.

**Local partnerships**

To ensure the local relevance of the event, UIPI counted with the help of the previously mentioned SNPC and Ville de Liège to be able to reach the targeted audience.

**Guiding principles and strategy**

As some of the main goals of the event were to raise awareness, stimulate the Renovation Wave and potentiate TripleA-Reno key exploitable results’ market uptake, it was decided that the event should be accessible to all and would be totally free of charge to all participants, to help obtain
more registrations and avoid discriminating less wealthy groups of the targeted audience. To attend the event all that was asked from participants was to register. As UIPI is an non-profit NGO, there were no commercial partnerships nor sponsors and the event was entirely funded with allocated budget from the presented EU-funded H2020 projects.

Another guiding principle was to make this event understandable to all. The event targeted Walloon property owners and condominium managers and wider audience was expected online; unlike in the first event in Budapest, the streaming of the event was not available in English but only in French. Nevertheless, all the speaker presentations will be rendered available in English on the event page.

We tried our best to obtain gender balance in our programme and with our speakers.

**Hired services**

To be able to offer a good programme and guarantee the event’s success the following services were hired for the occasion:
- Venue (with included breaks and lunch catering);
- Technical material and team in charge of sound and video projection;
- Technical material and team in charge of online streaming;

All services were hired according to H2020 funding rules (with several quotes obtained for each unless there is a valid justification for it and all the process properly documented).

**Contents**

**Programme and speakers**

The event is divided in two sessions. The morning is a policy session which featured keynote speaker presentations to set the scene, and explain to the participants what is expected at EU, national and local level in terms of regulations and support schemes with an energy-efficiency focus. To steer the discussion around the implications that these might entail for relevant stakeholders, decision-makers and affected citizens, this morning session ends with a participative round-table discussion, in which invited speakers have the opportunity to exchange their views and expertise, and all event participants (presential and virtual) get to ask questions or make comments.

The afternoon session is dedicated to help citizens, property owners and building managers entail with the changes asked from them. A series of practical workshop panels showcase cutting edge developed solutions, especially adapted to their needs, in the fields of financial aspects and support, technical solutions and innovations, and available assistance to facilitate renovation. The workshops include short presentations or trainings and allow for participants to clear out any doubts they might have by addressing the panellists directly. To end the afternoon session and event, there is a final feedback session to review provided information, main takes and comments from all participants.
A copy of the handed out programme and of the speakers list is included in this report’s annex (page 20).

Support documents

Several support documents were produced during this event’s organization for the different parties involved. These are:
- Programme;
- Webpage of UIPI Renovation Tour event series and one for each event in the series;
- Speaker invitations and note (speaker instructions);
- Internal newsletter article;
- Project related articles;
- Confirmed speakers list (with short biography);
- Project newsletter articles;
- Social media posts;
- Privacy policy and data consent forms to clearly inform and request consent from event participants (for the recording and streaming of the event).

Dissemination

Strategy

The event was disseminated internally by UIPI amongst its members using its internal newsletter and communication emails, and also amongst consortium partners of all the EU-funded projects (both from H2020 and Erasmus+ programmes) UIPI is involved with: Renozeb, Triplea-Reno, Drive 0, NRG2Peers, Eenvest, Save the Homes, Re-MODULEES, HOME, Housing+ and EduHome. Dissemination was also made online using UIPI’s website and social media (Facebook, LinkedIn and Twitter).

SNPC also disseminated the event in Belgium amongst its members (mainly property owners) and the same was done by Ville de Liège and the projects they participate in: ACE Project and Climate Active Neighbourhoods (CAN) Project.

Articles

Several articles were produced for the event’s dissemination. Here is the list with links/screenshots and information about publication (where and when):

- Liaison Group newsletter:

- Le Cri printed Belgian property owners magazine:
- UIPI monthly newsletter
  - 1 July 2021: Article “UIPI Renovation Tour is about to launch in September”.
  - 1 September 2021: Article “UIPI Renovation Tour kicks off in Budapest on 17 September”.
  - 4 October 2021: Article on UIPI Renovation Tour – Walloon Owners On Board main take-aways (no screenshot available yet).

- UIPI website:
  - 15 July 2021: Dedicated events page on UIPI website. Link.
  - 8 September 2021: Article “UIPI Renovation Tour – Owners on Board”. Link.

- UIPI mailing campaigns:
8 September 2021: INVITATION | INSCRIPTION MAINTENANT OUVERTE : UIPI Renovation Tour - Liège Owners on Board.

20 September 2021: N’OUBLIEZ PAS DE VOUS INSCRIRE! UIPI Renovation Tour - Propriétaires Wallons on Board. [Reminder]

23 September 2021: UIPI Renovation Tour | Walloon Owners on Board - 24 Septembre EN LIGNE.
27 September 2021: UIPI Renovation Tour | Walloon Owners on Board - 24 Septembre

FEEDBACK.

- UIPI social media:
  - Twitter: from 2 September to 24 September, a total number of 25 tweets were posted on UIPI Twitter account regarding the event. They included dissemination at the beginning to raise awareness about the event, promotion of the registration process (both online and presental), details about the speakers and agenda, etc. And the event coverage itself afterwards, as can be seen in the following screenshots. All the posts available here.
Facebook: from 2 September to 24 September, a total number of 5 Facebook posts were published on UIPI Facebook account regarding the event. They included dissemination at the beginning to raise awareness about the event, promotion of the registration process (both online and presential), details about the speakers and agenda, etc. And the event coverage itself afterwards, as can be seen in the following screenshots. All the posts available here.

LinkedIn: from 2 September to 24 September, a total number of 2 LinkedIn posts were published on UIPI LinkedIn account regarding the event. They included dissemination at
the beginning to raise awareness about the event, promotion of the registration process (both online and presentational), details about the speakers and agenda, etc. And the event coverage itself afterwards, as can be seen in the following screenshots. All the posts available here.

Other contents:

Other contents were also produced for the event such as the whole event recording, videos with short interviews to participants, photos of the event and PowerPoint presentations.

These still need to be edited and will only be rendered available at a later stage. They will be shared through UIPI’s, SNPC’s and Ville Liège’s communication channels and posted on the events Web page as soon as available.
**General description of event running**

The event ran with some technical issues with the virtual speaker participations as the sound had not been correctly tested by the technical sound team and resulted in some delays in the programme. Nevertheless, these problems were overcome and the quality of the content prevailed in the overall evaluation of the event. As for the first event in Budapest the event was full and the interest shown by the participants very high; it was great to see the level of engagement and participation of all that came: many questions and comments were made throughout the whole day.

The objectives set were all achieved.

**Participants**

The event counted with 37 online participants and 87 presentational participants. The full capacity was reached and most participants were Walloon condominium managers and property owners, meaning that the targeted audience was reached.

**Challenges and lessons learned**

During the preparation phase, the hardest tasks were confirming all the speakers and reaching our objective of registrations given the fact that it partly occurred during Summer holidays season. This problem was nevertheless overcome with the help and hard work of all involved organisations.

As previously mentioned, we had to face many technical problems that resulted from the absence of the sound team in the event rehearsal. This meant that we hadn't tested the sound in accordance with the streaming (only separately) and the sound of the online speaker participants failed at first.

Luckily we managed to solve the issue but it still meant that the programme was slightly reshuffled and some there were some delays. This is unfortunate for all, as it makes the experience less pleasant and doesn't make the organisation team look very professional, despite the amount of time and preparation invested and the quality of the programme. Nevertheless, the overall satisfaction was more based on the quality of the programme and interventions and participants still seemed satisfied at the end of the day.

We learned that such events, especially hybrid ones, need to have a previous rehearsal that involves all concerned parties and external hired services at the same time (as with the first event in Budapest that had zero technical problems).

**Main takes and feedback during the event**

*Policy session: “Setting the Scene”*
Brigitte Jacquemont’s (Policy Officer, Energy Efficiency: Buildings and Products at the European Commission Directorate General for Energy) and Pascal Arimont’s (Member of the European Parliament, group of the European People’s Party) presentations opened the session and were important as they contextualised the renovation wave and explained the legislative process. Together they brought closer the upcoming European obligations to the present audience. Arimont stressed the importance to get ahead with the set climate goals and start deep renovations as soon as possible.

After these first two presentations, Céline Renard (Attachée of the Public Service of Wallonia, Department of Energy and Sustainable Building) presented regional climate related policies affecting private property owners and the Walloon strategy, and Sylvie Moreau (Head of Cabinet of the Local Councillor for the Ecological Transition in charge of the Climate Plan) together with Michel Duc (Advisor to the Local Councillor for the Ecological Transition in charge of the Climate Plan) presented the city of Liège strategy.

Round table discussion with stakeholder interventions

During the discussions that followed this initial round, key sectoral stakeholders and the participants have had the chance to share their views. Experts and stakeholders from the building/real estate sector and participants stressed that:

- Lack of the necessary workforce to face the needs (for renovation);
- Importance of digital tools in the construction sector: this would help to simplify the work and attract workers, but it is not the silver bullet;
- Need for flexibility when it comes to imposing new rules obligations for renovation;
- Strong agreement among all participants of the need for incentivising first: obligations is just in last resort;
- Importance of long-term vision: for investors and owners;
- Also stability of funding schemes and incentives;
- Willingness of owners to contribute;
- Need for support tools: OSS, platforms;
- Building Renovation Passport and audit: can be an useful tools to help step-by-step renovation: need to incentivise;
- Very ambitious objectives might discourage owners to contribute;
- Progressive approach will be key when it comes to obligations to reach certain standards: need to have time to implement the measure and incentivise first;
- Problem for multi-apartment associations access to loan because of the lack of collateral: only few banks in Belgium provide loans for them.

Feedback after the event

General feedback
The general feedback received during the event and at the end was general very positive (except regarding the aforementioned technical problems, especially coming from the affected speakers). Participants came many times to thank us at the end of the event, claiming that the event was very useful and that they really enjoyed participating.

The participants were all very interested in the practical workshops in the afternoon in which practical tools to boost renovation were presented (partly from EU-funded projects), namely TripleA-Reno. The particular interest for the project was obvious, as participants asked as many questions as time allowed for.

**Feedback form**

To collect written feedback about the overall satisfaction with the events, whether was considered useful and what could be improved, a feedback form was prepared, distributed in the event room and collected at the end or sent by email to those online. The results are still to be analyzed and will only be communicated at a later stage, but given the live feedback we have got, we are confident these are positive.

the participants are happy and congratulate you on this initiative.

A few remarks in passing:

- Some would have liked the afternoon session to be longer.
- Some regretted that not all questions could be answered, especially by regional governance.
- Many of them underlined the technical problems that occurred and the poor sound of the speakers in video.
- Try to respect the timing so as not to have to cut short the last interventions.

**Event coverage**

**Articles**

Liège local television asked permission to attend and cover the event both in writing and video format, which was granted. The article and video details are the following:

- 24 September 2021: Article & Video “Rénover aujourd’hui en pensant à demain” (Rneovate today thinking of tomorrow) by O.G. on RTC Tele Liège. [Link](#).

Other articles about the event are still to be written and published on UIPI’s website and social media, in the internal newsletter and also an article in the Cri magazine, with a special issue about TripleA-Reno. This will also be disseminated through all EU-funded projects partnerships.
Videos and other materials

The recording of the streamed event is available on the event page on UIPI’s website, as well as all presentations and event photos: https://www.uipi.com/wallonie-owners-on-board/

CONCLUSIONS

General conclusions
This experience was overall very positive. The participants, speakers and all others involved were very satisfied with the content presented during the event, the contributions during the round-table discussion and participations during the whole event. The participants showed to be concerned with the lack of coherence in the existing policies at national, regional and local levels which is for them a barrier to renovation as they have a hard time understanding their obligations and support tools available. Such events give them the opportunity to address their concerns and also to have their doubts cleared when possible. This strongly reinforces our belief that such events are extremely useful for awareness raising and to bring policy closer to citizens; two things without which the Renovation Wave will hardly be successful.

This led to the conclusion that these events are also one of the best ways to present EU-funded projects’ results and capitalize on different projects at the same time, by offering the practical solutions developed in a comprehensive way.

We were also pleased with the amount and quality of participations from the audience, which we will analyse and use in our organisations’ activities; this event allowed us to better understand the real situation of Walloon owners and will allow us to better represent them.

Given all the above, after this second experience of the event series UIPI Renovation Tour, it remains clear that more events like this are needed and UIPI will do its best to keep on organising them, all over Europe, in the years to come.

ANNEX

Programme
UIPI RENOVATION TOUR
WALLONS OWNERS ON BOARD

PROGRAMME

DATE: 24 SEPTEMBER
ADDRESS: VAN DER VALK HOTEL SELYS IN LIÈGE

9H30 - WELCOME
9H45 - POLICY SESSION «THE CONTEXT»

RENOVATION WAVE AND CLIMATE OBJECTIVES EXPLAINED
BRIGITTE JACQUEMONT, POLICY OFFICER ENERGY EFFICIENCY, BUILDINGS AND PRODUCTS AT THE EUROPEAN COMMISSION DIRECTORATE GENERAL FOR ENERGY
PASCAL ARIMONT, MEMBER OF THE EUROPEAN PARLIAMENT, GROUP OF THE EUROPEAN PEOPLE’S PARTY
REGIONAL WALLOON STRATEGY
CÉLINE RENARD, ATTACHED TO THE PUBLIC SERVICE OF WALLONIA, DEPARTMENT OF ENERGY AND SUSTAINABLE BUILDING
CITY OF LIÈGE STRATEGY
SYLVIE MOREAU, HEAD OF CABINET OF THE LOCAL COUNCILLOR FOR THE ECOLOGICAL TRANSITION IN CHARGE OF THE CLIMATE PLAN
MICHEL DUC, ADVISOR TO THE LOCAL COUNCILLOR FOR THE ECOLOGICAL TRANSITION IN CHARGE OF THE CLIMATE PLAN

10H30 - COFFEE BREAK
10H45 - POLICY DEBATE

SECTOR STAKEHOLDERS' REACTIONS
OLIVIER HAMAL, PRESIDENT AT SYNDICAT NATIONAL DES PROPRIÉTAIRES ET DES COPROPRIÉTAIRES (SNPC)
EMMANUELLE CAUSSE, SECRETARY GENERAL AT THE INTERNATIONAL UNION OF PROPERTY OWNERS (UIPI)
AYME ARGELES, MANAGER AT WALLOON CONSTRUCTION CONFEDERATION

OPEN DEBATE / Q&A - GIVE VOICE TO PARTICIPANTS

12H00 - LUNCH

13H00 - PRACTICAL SESSIONS “LET’S ROLL UP OUR SLEEVES”: WHAT CAN WE DO TO IMPROVE OUR BUILDINGS? SOME EXAMPLES

SESSION 1: TECHNICAL SOLUTIONS
TECHNICAL SUPPORT - RENOZER EXAMPLE
MADELEINE DEVYS, RESEARCH AND EXPERTISE ENGINEER IN THE ENERGY AND ENVIRONMENT DEPARTMENT AT CSTB
PRESENTATION OF VALLORENO TOOLS
CÉLINE RENARD, ATTACHED TO THE PUBLIC SERVICE OF WALLONIA, DEPARTMENT OF ENERGY AND SUSTAINABLE BUILDING

SESSION 2: FINANCE YOUR RENOVATION
FINANCIAL SUPPORT - SPEAKER FROM THE WALLOON REGION TO EXPLAIN THE EXISTING SCHEMES (GRANTS AND AUDITS)
CAROLE VAN GOETHEM, ATTACHED TO THE PUBLIC SERVICE OF WALLONIA, DEPARTMENT OF ENERGY AND SUSTAINABLE BUILDING
PUBLIC FINANCIAL AID - WALLOON HOUSING FUND
MICHEL PIRARD, DIRECTOR OF THE HOUSING FUND CREDIT DEPARTMENT

COFFEE BREAK

SESSION 3: ASSISTANCE
TRIPLEA RENO EXAMPLE
MARIA FRANCISCA PIQUEIRA, PROJECT OFFICER AT THE INTERNATIONAL UNION OF PROPERTY OWNERS
CITIZEN COOPERATIVE ACTIVE IN ENERGY RENOVATION IN WALLONIE, CORENOVE THIERRY LAUREYENS, MANAGING DIRECTOR OF CORENOVE METHODOLOGY FOR PLANNING "RENOVATION ROADMAPS" TESTED WITH THE ACE-RETROFITTING PROJECT.

MARC SCHLITZ, EXPERT DEVELOPMENT DURABLE, ENERGY & CLIMATE AT VILLE DE LIÈGE
STÉPHANE MONFILS, RESEARCHER, UNIVERSITE DE LIÈGE

17H00 - CLOSING NOTE
17H30 - HOUSE CRUISE, EXAMPLES AND EXPLANATIONS FROM CITY OF LIÈGE EXAMPLES' VIEW CONCLUSIONS + COCKTAIL

THIS PROGRAMME IS OFFERED BY:

UIPI INTERNATIONAL UNION OF PROPERTY OWNERS

Triple-a-reno

UIPI RENOVATION TOUR WALLOON OWNERS ON BOARD


Céline Renard, Attached to the Public Service of Wallonia, Department of Energy and Sustainable Building

Pascal Arimont, Member of the European Parliament, Group of the European People’s Party

Sylvie Moreau, Head of Cabinet of the Mayor, Councillor for the Ecological Transition in charge of the Climate Plan

Michel Duc, Advisor to the Local Councillor for Ecological Transition in charge of the Climate Plan

Speakers
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Maria Francisca Figueira, Project Official at the International Union of Property Owners (UIPI)

Marc Schlitz, Expert Development, Durable, Energy & Climate in Ville de Liège

Thierry Laureys, Managing Director of CORENOVE

Stéphane Montils, Researcher at Université de Liège

Poster

LIÈGE, BELGIUM
UIPI RENOVATION TOUR
WALLOON OWNERS ON BOARD
24 SEPTEMBER 2021
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