

Subproject 1.2: Local incentive programs

Subproject 1.3: Coaching and participative tools

M1:

Inventory and analysis of best practice (existing incentive programs in Switzerland and Europe)

D1:

Report on existing incentive programmes coaching and active support instruments in Switzerland and Europe

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SUMMARY

Climate politics in European countries have similar goals and refer to the Paris climate agreement and Switzerland is no exception. However, political measures to achieve the nationwide goals set for 2050 are complex because of three layers of authorities (confederation, cantons and communes) and unharmonised responsibilities, competences and roles of cantons and municipalities. One typical example is the building permission – in some cantons, authority lies with the canton and in others with the commune, further examples are the accessibility to information about property owner data, publication of energy certificates or energy consumption of buildings. Nevertheless, the role of the commune as first point of contact for the local population is a fact.

As households are the second biggest energy consumer and CO₂ producer in Switzerland, the renovation of buildings is a priority. Communes must encourage private owners to renovate and to make the fuel switch from fossil fuels to renewable energies. The research project Renowave would like to help communes with this task. To do so, we analysed existing movements in Europe and Switzerland regarding renovation encouragement.

In Europe, recent programs in form of One-stop-shops have been developed and documented. The Horizon 2020 project Innovate showed very good examples and provided documents on how to set up One-stop-shops.

In Switzerland, a multitude of research projects, federal and cantonal programs are currently underway, in addition to available tools. Experiences and findings should be made available nationwide to avoid wasting energy on doing the same over again. Associations such as Energistadt or EnergieSchweiz are national platforms adapted to disseminate tools and information.

In this report, examples from the canton Geneva are listed where incentive programs encouraging private property owners to renovate have been developed, starting in 2010 with “Onex-Rénove”. Today, six Geneva municipalities joined forces in a common Commune-Rénove program supported by the Canton and the local energy provider SIG. Commune-Rénove has also been exported to the canton Vaud to three municipalities (Vevey, Morges and Nyon).

The success of those initiatives relies on experts, technical but also social. Programs implementing the new roles of energy counsellor and user facilitator, assisting owners and tenants before, during and after refurbishment works, are also described here (such as the AMOenergie and AMU programs supported by the canton of Geneva and implemented by SIG).

Furthermore, some tools such as simplified building audits or cost estimations, building fact sheets with typologies and geoportals are at disposal. In some cases, guidelines for organisation of information events are published on cantonal websites.

Finally, to achieve the goals of renovating a maximum of buildings as soon as possible, we need to map the current situation of stakeholders and experts. Professional associations such as the SIA (Schweizerischer Ingenieur-und Architektenverein) play a major role in the process, also banks and regional energy providers.

With the establishment of the inventory of existing incentive programs the utility of a central source of information reuniting guidelines and tools available to municipalities becomes evident.

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INTRODUCTION

In accordance with the political structure in Switzerland, the energy policy is split into three levels: federal, cantonal, and municipal.

The Constitution states in article 89 “Energy policy”, that the Confederation possesses the legislative power, it has the task to ensure an economic and ecological energy supply and to encourage the development of energy technologies. It also hands over the responsibility for measures relating to the use of energy in buildings primarily to the cantons. A close collaboration between the Confederation and the Cantons in the field of energy policy is demanded by this act.

The first Federal Energy Act was passed in 1999, the text currently in force dates from 2016. But already from 1990, each canton introduced its own energy legislation and energy policy regulations. An effort to harmonise those legislations has been launched by the Conference of Cantonal Energy Directors (EnDK) which consists of a set of model cantonal provisions in the energy sector (MuKEu | MoPEC).

Each Canton has its own approach in terms of measures and funding for promoting energy efficiency and renewable energy, which make nationwide implementation programmes like RENOWAVE complex.

Funding of energy policy measures is partly provided by the Confederation from the CO₂ -levy income. A harmonised funding programme (Harmonisiertes Fördermodell der Kantone, HFM) forms the basis after which the cantonal authorities define their funding programmes, compatible with the federal and the cantonal laws.

An overview of the cantonal energy and climate policies is given in the yearly rapport of the Bundesamt für Energie BFE/ OFEN.

<https://www.bfe.admin.ch/bfe/en/home/policy/cantons-and-municipalities.html>

Often, the cantons own the cantonal energy provider company, as it is the case for instance in Geneva (SIG) and in Basel-Stadt (IWB). This link to the industrial partners opens the way to establish realistic strategies, for example the reduction of - and finally the independence from - fossil fuels for heating production.

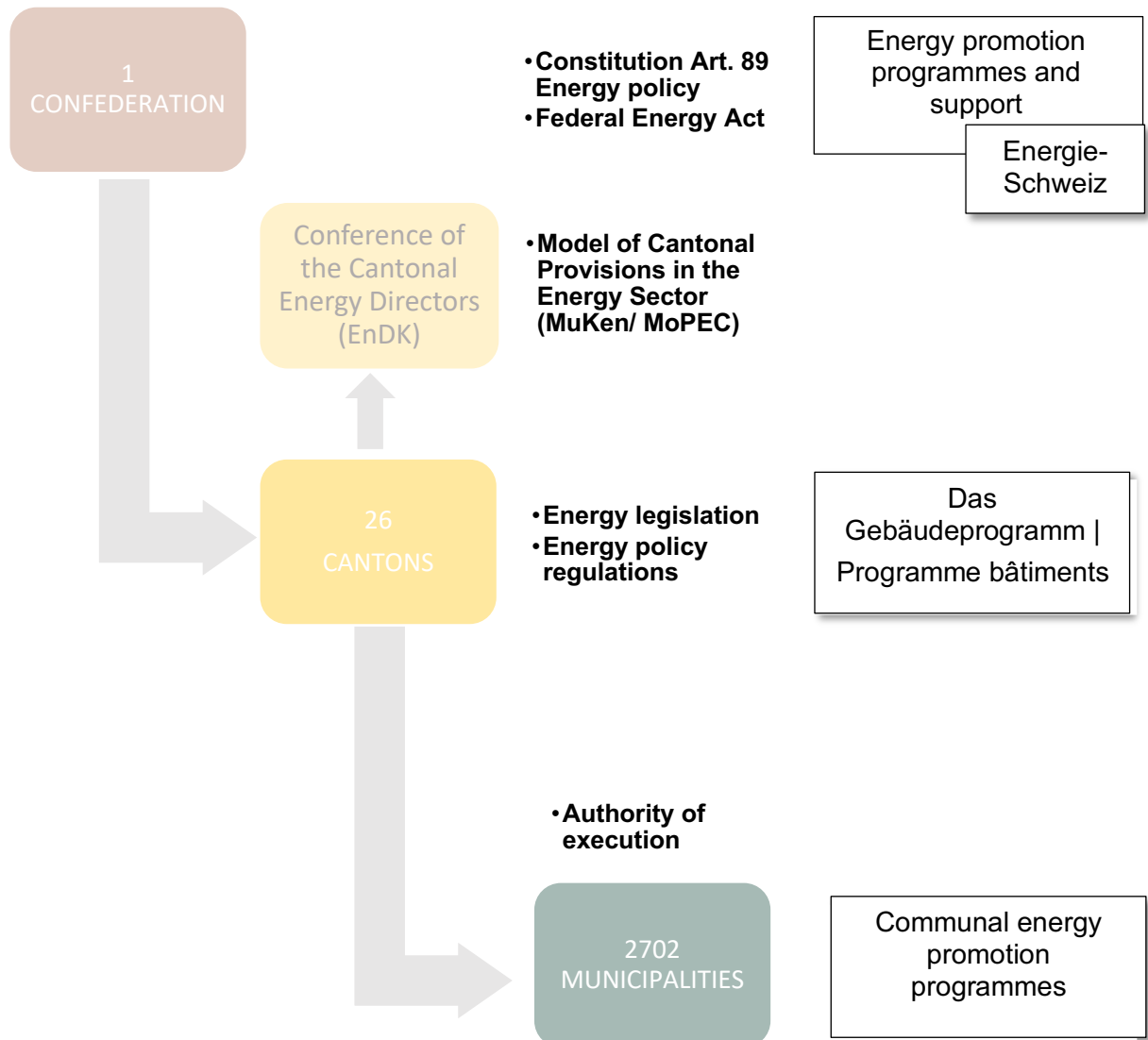
Finally, the municipalities (villages/ towns/ cities) play an important role as they are responsible for the implementation of the cantonal building and energy policy.

In half of the cantons, the municipalities have the full authority of execution of the building legislation, while in 7 of the 26 Suisse cantons the canton is sole responsible. In 6 cantons, canton and communes share the task as some communes are too small to have their own building/ energy department.

The municipalities have direct contact to their population and the economy and therefore act as a role model. Also, from a certain size, the municipalities have their own departments of energy planning. Several municipalities support their population with energy promotion programmes.

The results of the project Onex-Rénove (GE) confirm the key role of the communes as “local interlocutor for the owners, which appear to be a reassuring intermediary in the relations between the property owners and the other parties involved in the renovation projects (advisory authorities but also tenants and professionals).”

To encourage renovation in the building sector it is therefore important to know the roles of the confederation, the cantons and their municipalities.



INVENTORY AND ANALYSIS OF BEST PRACTICE: EUROPE

ONE-STOP-SHOPS AS ADVISORY TOOLS AND NEW INNOVATIVE BUSINESS MODEL IN EUROPE

European study documenting One-stop-shop projects

*Reference: Boza-Kiss Benigna, Bertoldi Paolo, **One-stop-shops for energy renovations of buildings**, European Commission, Ispra, 2018, JRC113301*

<https://e3p.jrc.ec.europa.eu/publications/one-stop-shops-energy-renovations-buildings>

Description

An analysis of One-stop-shops (OSS) as advisory tools and new innovative business model in Europe has been carried out in 2018 in the name of the European Commission, Joint Research Center, by Boza-Kiss Benigna and Bertoldi Paolo.

Examples of 23 OSS in different countries are analysed in this study, as well as 5 research and innovation projects.

The advantages of OSS services are listed as follows (chapter 1: Background):

“ OSS services are effective because the OSS:

- is local
- accelerates building refurbishments by informing, motivating, as well as by assisting building owners to follow through energy efficiency investments, by standing beside them from the start to the end
- can facilitate interested, but not yet committed energy users/asset owners to actually implement an energy saving or other type of sustainable project
- can ease access to financing and occasionally offer better rates
- can be one of the tools to increase the renovation rate
- can also improve the average renovation depth in terms of energy performance, because an OSS walks through the full renovation route.”

New actors are introduced in the building process such as energy experts, aggregators and utility companies. Those allow potential innovations in marketing, products and organisation.

The report compares existing offers such as Energy Performance Contracting and traditional energy consultants to the possibilities to be provided by OSS as a central point for customers and suppliers.

The hereafter described programmes are mentioned in this study (amongst others).

ProRetro (Germany) coordination: Wuppertal Institute

Reference: <https://proretro.eu/en/>

Description

ProRetro supports owners of residential buildings with their renovation plans. Within the project, One-Stop-Shops are developed and put to test in five German cities and regions.

The German project partners are regional energy agencies and small and medium enterprises from the fields of audit/advice, planning, contracting, implementation and monitoring / approval.

Reimarkt (Netherlands, Enschede)

Reference: <https://reimarkt.nl/>

Description

Reimarkt – The One-Stop-Shop for retrofitting for homeowners, social housing companies and tenants. It addresses the issues of financing, subsidies, quotations and evaluation of options. Reimarkt proposes a three step approach to enable homeowners to explore what is possible, choose what fits their purse and requirements and order the retrofit directly at Reimarkt.

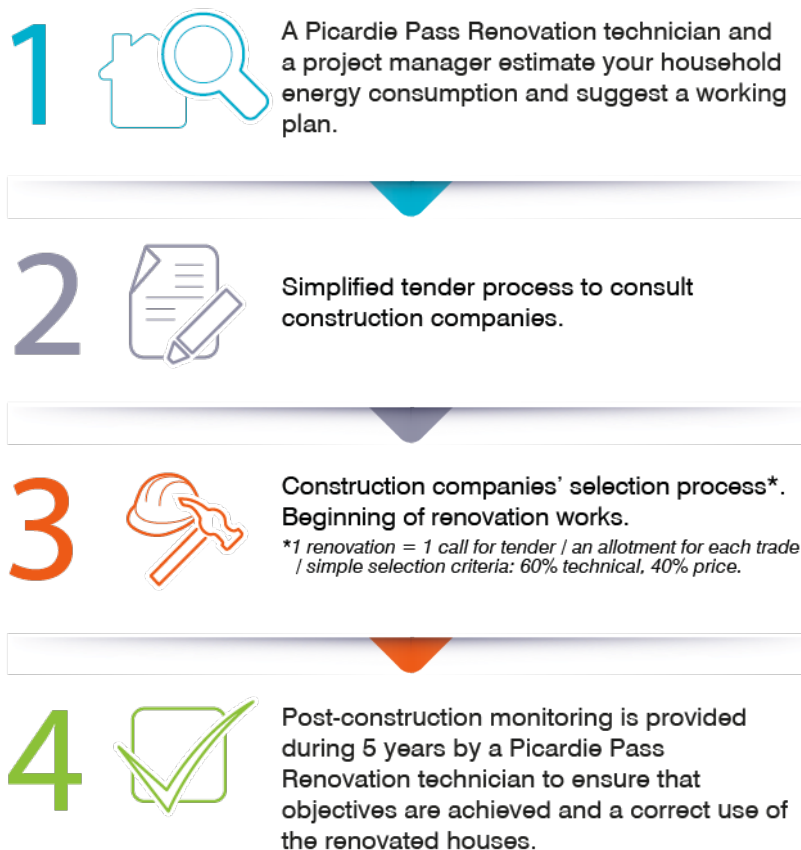
One of the very first One-stop-shops has been set up in the Picardie Region in France. It is today still active as the “Hauts-de-France Pass Rénovation” and serves as example for all other projects analysed in Europe.

Hauts-de-France Pass Rénovation

Reference: <https://www.pass-renovation.hautsdefrance.fr/a-european-project/>

Description

Initiated at the end of 2013 by the former Picardie Regional Council, the Regional Public Service for Energy Efficiency (SPEE) is the first French public operator dedicated to the energy renovation of individual and collective housing in the private residential park. To encourage owners to act, SPEE sets up an ‘all-inclusive’ service, combining a complete technical support and an adapted financing solution. 100 % public service, the SPEE assumes a position of “trusted third party”: simultaneously one-stop-shop for private owners, responsible for the quality of the works implemented and guarantor of the financing of renovation operations.



source: <https://www.pass-renovation.hautsdefrance.fr/a-european-project/>

Steps of the services

The steps of the services for homeowners are the following:

- A first contact (mainly by phone), between the customer and the operator: the goal is to quickly screen the project and propose an appointment in the operator's premises.
- The next appointment is focused on an analysis of the technical and financial aspects of the project. The customer must get a first idea of the possible renovation works scenarios, costs, expected energy savings and indicative financing plan.
- The following appointment takes place in the house of the customer to perform an audit of the house and complete the works evaluation. This audit is invoiced 300€ excluding VAT.
- The local operator forwards the file to Picardie Pass Renovation to decide if the project is eligible in terms of scope of works and financing.
- In case of green light, the local operator presents to the homeowner the optimal work and financing scenario with a precise estimation of costs, expected energy savings. The customer has then to confirm his interest and agree to pay a 1200€ fee, which may be included in the financing.
- Picardie Pass Renovation launches tenders for the works (they can be performed by several construction companies). Based on the works quotations received, PPR makes a final works and financing proposal to the homeowner.
- Once the contract is signed, the renovation works starts. The local advisor makes 2 to 3 visits during the works. Contractors are directly paid by PPR if a direct financing scheme is implemented.
- The advisor makes yearly visits during the following 5 years to report energy consumptions and give maintenance advice. The households are also proposed to use an online kit to follow-up its energy consumption.
- PPR back office follows-up the direct loan repayment.

EU project INNOVATE

Reference: <https://energy-cities.eu/project/innovate-2/>

Description

Innovate is a Horizon 2020 programme financed by the European Commission. Its main goal is to motivate homeowners to carry out consequent renovations of private single-family houses and condominiums. The project proposes therefore energy retrofit packages in form of One-stop-shops:

- engagement process, communication and marketing tools
- energy renovation and financial plans, independent advice and technical assistance
- tailor made products
- coordination of the chain of suppliers / contractors
- guaranteed results, ensuring high quality standards

The results of the program were published on a dedicated website. However, this site has been removed and the only available information now is summarised on the website of Energy cities, who coordinated the project.

Amongst other useful information, the program proposed a step-by-step guide to help setting up a One-stop-shop. It also described the role of municipalities and identified four different business models:

Business model	Roles & responsibilities	Practical example of what the one-stop-shop offers to homeowners
1 Facilitation model	• Raise awareness on energy renovation benefits • Provide general information on optimal renovation works • First advice at the 'orientation stage'	It advises on how to renovate your house and can provide you with the list of suppliers.
2 Coordination model	• Coordinate existing market actors (suppliers) • Make sure all one-stop-shop services are offered to homeowners • No responsibility for the result of renovation works (only overlooking the whole process) • No responsibility for the overall customer journey (just the first part)	It advises on how to renovate your house and will push suppliers to comply with their promises. Suppliers remain responsible for the final result.
3 All-inclusive model	• Offer a full renovation package to homeowners • Bear responsibility for the result of renovation works • Bear responsibility for the overall customer journey	The one-stop-shop is a contractor that sells you the whole service package and is your main contact point in case something goes wrong with suppliers.
4 ESCO-type model	• Offer a full renovation package with guaranteed energy savings to homeowners • Bear responsibility for the result of renovation works • Bear responsibility for the overall customer journey	The one-stop-shop sells you the renovation package and guarantees the energy savings for the contract duration. The one-stop-shop is paid through energy savings achieved.

source: *How to set up a One-Stop-Shop for integrated home energy renovation? A step-by-step guide for local authorities and other actor, Innovate, Founded by the Horizon 2020 Framework Programme of the European Union, Authors: Jana Cicmanova, Miriam Eisermann, Thibaut Maraquin (Energy Cities) with precious contributions from all INNOVATE partners, published in July 2020*

EU project RenoBooster - the Smart Renovation Hub Vienna

Reference: *City of Vienna: One-Stop-Shop for renovation, 01.05.2019 – 31.10.2022*

<https://cordis.europa.eu/project/id/847029>;

<https://www.umweltberatung.at/referenzen-renobooster>

Description

"Vienna has set itself ambitious targets in its Smart City Framework Strategy. To achieve those targets, efforts must be increased considerably. With a large share of multi-storey buildings and the highest share of large buildings from before 1919, Vienna's building stock differs significantly from those of the other Austrian provinces and calls for specifically targeted strategies and actions. RenoBooster – the Smart Renovation Hub Vienna proposes a tailored and timely answer to this challenge. It is the joint effort of renowned institutional, technical and social expertise led by the City of Vienna, to create an attractive offer - One-Stop-Shop - for the Viennese private homeowners and their building managers built on existing services. The

project is designed as comprehensive participatory process, involving the key stakeholders in Vienna and thus laying the ground for stable local partnerships for renovation. Substantial support has already been achieved in preparation of the proposal. The project combines new consulting services, banking and finance instruments, targeted subsidies, communication formats as well as technical and legal framework conditions into integrated services. Careful market segmentation and target-group specific communication will support the development and thorough testing of a number of new packages – including topics like efficient technologies, renewable energy and energy poverty. Quality assurance to support homeowners in achieving the expected energy savings will be the essential element. In the first 5 years of the Smart Renovation Hub Vienna the new integrated services are expected to lead to an increase of the renovation rate and quality, triggering at least 110mio € investments, 5.5 GWh/a of primary energy savings and a reduction of 1000t of CO2 emissions/a. Moreover, RenoBooster is expected to create a positive dynamic going beyond this project and stimulate further energy-efficient renovation initiatives.

Advice and information out of one hand, analysis of initial situation, tailored measures for the specific project: Renovation counsellor, all-from-one-hand packages for single-family houses, offers for multi-unit housing, quality survey.”

<https://www.hauskunft-wien.at/>

Platform for qualified partners (project references and signature of a charter)

<https://www.xn--qualittsplattform-sanierungspartner-b7c.wien/>

Coach Copro

Reference: <https://www.coachcopro.com/>

Description

CoachCopro is an information and support platform f which accompanies free of charge co-proprietors in the renovation process of their building. On the online platform are example projects, tools, lists of suppliers and assistants. It is an integral part of the public service of energy renovation: France Rénov'.

Co-owners or trustees can consult, at each stage of a project available resources and contact a France Rénov' advisor of the specific territory.

The CoachCopro platform was developed by the Paris Climate Agency in 2013.

ACE-Retrofitting: Accelerating Condominiums Energy Retrofitting

Reference: Interreg North-West Europe Programme, 2021-2027

<https://vb.nweurope.eu/projects/project-search/accelerating-condominium-energy-retrofitting-ace-retrofitting/>

Description

The programme concentrates specifically on co-owner properties retrofitting which present specific legal, human and financial barriers. A step-by-step tool has been developed to help in the renovation process, facilitating the demand side and also the supply side. The step-by-step documents can be downloaded from the website.

WAYS FOR LOCAL AUTHORITIES TO BOOST ENERGY RETROFITS IN CONDOMINIUMS

Today 43% of Europeans live in condominiums.
Many of those buildings are in urgent need
of renovation.



PICK YOUR MEASURES IN THE ACE-RETROFITTING TOOLBOX

Often, the private building sector is not used to working
with condominiums. Therefore it is necessary to provide specific tools
and coaching opportunities to building professionals.

- Leaflets, newsletters
etc. to raise awareness
and inform
- Professionals
directory
- ACE-Retrofitting
charter to engage
professionals
- Peer-to-peer events,
expert 528 meetings
- Masterplan for joint
and high-quality offers
- Local advisory
service for professionals
- Communications plan
to give visibility to
professionals
- Case studies
- List of advisors
- Trainings/
webinars
- Online projects
directory

3 TOP TIPS

1. Take a holistic, big picture
approach (beyond energy)
2. Adopt a multi-pronged strategy
(target homeowners, retrofitthers,
financiers, etc. at once)
3. Coach and connect all stakeholders
in the most tailored way

Local authorities or energy
agencies are the right facilitators
of the retrofitting process. Their
role is to provide neutral and
professional coaching services
and to facilitate the interaction
between all concerned partners.

Online platform with contact
points for beginners, training
offers, expert databases, best
practices etc. Check out:

- Frankfurt Sanierungswegweiser
- Paris CoachCapro
- V&E Energieballe Maastricht
- Liège Reno Copro
- Antwerp Samen KlimaatLief

CHECKLIST FOR CITY COUNCILS NO SUCCESS WITHOUT POLITICAL COMMITMENT

- ✓ Take a municipal decision to target
condominiums by signing the ACE-Retrofitting
charter
- ✓ Define a strategy with targets, measures
and monitoring
- ✓ Provide human and financial means for
retrofit support of condominiums
- ✓ Create interdisciplinary working groups
around the topic (urban safety, co-owners
unions, major condominium trustees,
fire service's risk prevention etc.)

For co-owners retrofitting can be a challenge. Coaching activities and
step-by-step guidance with tailored tools helps owners increase their
knowledge and take action.

SUPPORT STRATEGIES THAT HAVE BEEN SUCCESSFULLY TESTED IN 6 CITIES

ABERDEEN 228,000
50%
of all households live in flats spread over 5,000 blocks. They
count a total of 54,000 flats, which
includes all tenures: owner-occupied,
social housing and privately-rented.
Typically, there are 6-8 flats per
block, but there are also multi-
storeys with 30+ flats per block.

PARIS 2.2 MILLION
98%
of all residential buildings,
excluding social housing, are
condominiums. This corresponds
to 43,500 condominiums counting
1 mio flats.

LIÈGE 198,000
3%
of all residential buildings are
condominiums. This covers around
1,700 apartment buildings with
about 25,000 flats, i.e. 66% of
all apartments, including social
housing.

ANTWERP 523,000
71%
of all private housing units are
located in condominiums.
This represents 288,000 flats in
more than 7,500 buildings.
Antwerp's condominiums roughly
count on average 25 flats.

MAASTRICHT 122,000
17%
of all housing units are privately
owned apartments (i.e. part of a
total of 890 condominiums.
Over 60% of all condominiums
count 1-6 flats. Only 3% are big
condominiums with more than
301 flats.

FRANKFURT 751,000
17%
of all residential buildings,
including social housing, are
condominiums.
This covers around 14,000
buildings with about 112,000 flats.

Please note that these figures are difficult or impossible to compare with each other. This reflects the fact that basic data and knowledge about condominiums are still largely missing in Europe.

INVENTORY AND ANALYSIS OF BEST PRACTICE: SWITZERLAND

EXISTING EXAMPLES OF RESEARCH PROGRAMS IN SWITZERLAND

SAN-CH

Reference: «Projektentwickler und Energieversorger als Sanierungstreiber in der Schweiz», Förderprogramm BFE «Gebäude und Städte», 01.01.2021 – 30.09.2023

Description

This project aims to develop not only technical but also non-technical approaches in collaboration with project developers and energy utilities while using specific examples.

It's goal is to create toolkits for Swiss municipalities to increase the renovation rate targeting mainly owners of smaller private properties (one to three families houses).

It involves four pilot communes: Baden, Glarus, Geneva and Winterthur.

The main subjects are:

- Analysis of the existing situation in the commune and then proactive contact of homeowners
- Communal workshops
- Cooperation between a project developer such as architect's offices with competence in energy questions (based on «Energieforschung Stadt Zürich, Erneuerungscluster Projektentwickler» 01.2021, see below), investors, general enterprises and energy providers
- Owner + project developer => concepts and execution

Erneuerungscluster Projektentwickler (Zürich)

*Reference: Kellenberger D., Schmid C., Widmer H., Ryf R. 2021: **Erneuerungscluster «Projektentwickler»**. Energieforschung Stadt Zürich. Bericht Nr. 62, Forschungsprojekt FP-2.3.14, 2019-2020*

Description

The aim of this project was to show whether professional project developers can be motivated and empowered to initiate and to realise renovation projects.

It should clarify whether and how the market forces can be used to reduce the renovation backlog, with a focus on the buildings most in need of renovation. Project developers - together with the owners of suitable buildings - were involved in a so-called "Cluster project 1". At the same time, the formation of project developers and their integration into the cluster approach aimed at empowering those actors who have an economic interest in energy renewals.

ClustSan — Sanieren durch Clusterprojekte

Reference: Scale effect as a driver for increasing the renewal rate and high CO2 efficiency «Vorprojekt: Energiekooperation im Quartier als Beitrag zur CO2-Reduktion?» Project team: Hochschule Luzern, Horw Swiss Prime Site, Zürich Hauseigentümerverband HEV Schweiz, Zürich Implenia Schweiz AG, Dietlikon, 2020

Description

Many property owners avoid investing in energy-reducing measures. Funds are only used for the replacement of components necessary for operation. For example, a heater replacement

1:1 - in the worst case with fossil energy - takes place. Through large-scale cluster renovations (district, city, Switzerland), the costs can be reduced by up to 20% due to the scale effect. The financial incentive increases the recovery rate while reducing CO2 intensity. The project shows which approach, under which conditions and with which measures large-scale refurbishment projects can be successfully implemented with a large number of stakeholders. The application will be shown in an exemplary project.

ProREN: A holistic approach to renovation

Reference : « proren - une approche globale de la rénovation » Stefanie Schwab, Florinel Radu, Jonathan Parrat, Julie Runser, Ilse Bahnsen, Institut Transform, HEIA-FR, et al., 2020

Mandate : Conseil d'Etat Fribourg

Description

"The ProRen project provides a better understanding of the entire renovation process, from the evaluation of the existing building to the planning of the renovation and the execution of the work through to exploitation of the building. It proposes a series of solutions to be implemented throughout the process to ensure better quality renovations."

In the canton Fribourg, the challenges and obstacles of energy retrofits and the measures and tools needed to promote retrofitting and ensure quality were defined by conducting a multitude of surveys with a wide variety of stakeholders in the renovation field.

ProREN lays the groundwork for the CCRB (Centre de compétence en rénovation du bâtiment, competence center for building renovation) which will be developed into the central platform of retrofitting knowledge in the canton of Fribourg.

The result of the research program are different kinds of tools such as fact sheets and charts:

- Facts sheets:
 - o Private owners – single family house
 - o Private owners - multi-family houses
 - o Platform ProREN to BIM
- Charts
 - o Detached house - private owner - usual process
 - o Single home - private owner - ideal process
 - o Private owner - Scenarios
 - o Rental property - landlord - usual process
 - o Rental property - institutional owner - usual process
 - o PEP Building - standard process
 - o Solutions table
 - o Legal framework - procedural provisions
 - o Renovation - comprehensive approach
 - o Checklist - inventory
 - o BIM - integrated digital process
 - o BIM - iterative workflow for renovation feasibility energetic analysis

Important to the success of a renovation process is the "Renovation coach". His/her tasks are described as follows:

- Assistance to the client (building owner) during the complete process of renovation
 - o Assistance in piloting the project
 - o Financial advice
 - o Application for subsidies
 - o Call for tenders and choice of companies or craftsmen

- Technical services
 - Diagnostic (analysis, building-status-pass establishment)
 - Maintenance strategy
 - Renovation Road map (p.e. based on pre-validated energy renovation typologies)
- Quality surveillance

The renovation coach brings together all actors towards the achievement of the objective.

The description of this new role resembles the specifications of the “AMOénergie” (Client Assistant in energy questions) in the canton Geneva (see below).

Histo-Reno

Reference : Histo-Reno: Aide à la rénovation des bâtiments à caractère architectural et patrimonial, <https://www.interreg-francesuisse.eu/beneficiaire/histo-reno/>

Description

HISTO-RENO is an interregional project (CH/FR) which aims to develop an integrated platform to support the energy renovation of buildings with a notable architectural and heritage character in city and town centres (2021-2023).

TURN

Reference: TURN – Energy transition, territorial inequalities and urban development: strategies and instruments.

Description

This research was supported by the urban development platform HES-SO Geneva (led by HEPIA, in collaboration with HEG and HETS), the Office de l'urbanisme and SIG.

The TURN project aimed to develop an interdisciplinary approach to planning the energy transition of existing urban neighbourhoods. It sought to better understand, according to the actors, the perceptions of the barriers, the direct and indirect benefits of energy renovation. It was interested in putting renovation into perspective with the issue of social inequalities in the different neighbourhoods of Geneva. It aimed to ultimately propose courses of action and levers to encourage owners to renovate, mobilise stakeholders and coordinate them around common processes.

Parallels are drawn to the project report (return of experience REX) “AMU”.

EXISTING FEDERAL PROGRAMS IN SWITZERLAND

EnergieSchweiz – Suisseénergie - Svizzeraenergia

Reference: <https://www.energieschweiz.ch/energieschweiz/gemeinden/>

Description

In 1991, the Confederation set up a central platform for awareness, information, council, education and quality control in the areas of energy efficiency and renewable energies. Part of this program concerns the building efficiency and renewable energies for private households. It addresses property owners directly with information on renovation and resources.

EnergieSchweiz also provides support services to communes with different programmes such as Energy Region, 2000-Watt-Society, Smart City, Mobility and 2000-Watt-Areal.

Additionally, funds are available in six different promotion categories.

Energio – Partner of EnergieSchweiz and OFEN

Reference: <https://www.energo.ch/de/home/>

Description

Energio is an association uniting about 1000 members such as cantons, municipalities and private institutions. It is the centre of competence on national level for energy optimisation (electricity, heat, water, CO₂) of technical installations by providing specialists and engineers for counselling as well as education programs.

Association Energiestadt / Cité de l'Energie/ Città dell'energia

Reference: <https://www.energiestadt.ch>

Description

The Association Energiestadt/ Cité de l'Energie represents a centre of competences for local energy and climate policy in Switzerland. The efforts of municipalities, from big cities to small villages, are recognised by the labels "Energiestadt" or "Energiestadt Gold". In February 2022, 464 municipalities were labelled "Energiestadt" and 75 of them achieved the "Gold" status. Exemplary projects are communicated on the website.

Energie-cluster

Reference: <https://energie-cluster.ch/>

Description

The mission of Energy-cluster is to connect economy, politics, R+D and the society around the topics of energy efficiency and renewable energies. Special attention is paid to the CO₂-neutral building as a power plant. Its 7 challenges: energy production, storage, connectivity, efficiency, mobility, grid connection and financing. energie-cluster.ch's instruments are events, trainings, consultancy and communication. With networking it aims to boost innovation and transfer knowhow in the energy sector.

locabene.ch - renovabene.ch (OFEN+OFL)

Reference: <https://locabene.ch/> <https://renovabene.ch/>

Description

The Locabene online guide accompanies tenants before, during and after an energy renovation.

Locabene is provided by SuisseEnergie, the programme of the Federal Office of Energy (SFOE), in conjunction with the Federal Office of Housing (SFO). In terms of content, the online guide is supported by partners such as HabitatDurable, Zawonet, Geneva Industrial Services (SIG) and Wohnbaugenossenschaften Zürich.

Renovabene supports landlords in building energy remediation and promotes dialogue with tenants.

Verein Energie Zukunft Schweiz (EZS)

Reference: <https://energiezukunftschweiz.ch/fr/organisation/>

<https://energiezukunftschweiz.ch/de/themen/energieberatung-gemeinden/>

Description

The association EZS provides energy counselling for different entities: enterprises, energy providers, public institutions (e.g. communes) and private owners.

Example of services:

- energy optimisation for enterprises
- municipal energy plans and decarbonisation strategies
- advice on the future of gas supply
- feasibility analyses of heat networks (communes)
- new business strategies for energy providers
- energy counselling and implementation support for private owners

Members of EZS include 9 energy providers and the WWF Schweiz.

The service covers the regions Baselland, Zug, Bern and others.

EXISTING CANTONAL PROGRAMS IN SWITZERLAND

Canton Geneva: Multitude of programs

Next to legal stipulations to oblige property owners to improve the quality of renovation (such as limits on replacement of existing heating systems with new fossil fuel heating systems, interdiction of electric direct heating systems, a limit of 450MJ/m² of energy use for heating, etc...) , Geneva is exemplary in encouraging renovation on its cantons territory. A list of some of the initiation programmes is provided hereunder.

Onex-Rénove

Participants: OCEN Genève; City of Onex, department Sustainable Development and urban planning; the cells "energy" of the University of Geneva and "architecture" of Hepia (Energy, Environment and Architecture Laboratory – www.leea.ch); SignaTerre (energy experts) (www.signa-terre.ch)

Reference : Authors Pierre Olivier, Christian Freudiger ; OCEN Genève et SDD Onex, Onex-Rénove Retour d'expérience, 2014-2017

Description

Started in 2014, Onex-Rénove is the pilot project in the Canton of Geneva to encourage renovation of housing with more than 5 dwelling units.

Onex is a typical Geneva commune with about 600'000 m² of heated habitable floor area in multi-dwelling buildings with high energy consumption constructed during the period of the 1946 to 1980. Their renovation was given priority in the objectives of the energy policy of the municipality and for the next re-labialisation "Energy city".

The project Onex-Rénove represented a first in terms of collaboration between canton, municipality, academic entities and private institutions. An emphasis was set on a systematic and proactive approach (mail, email, calls, meetings) from the authorities to encourage property owners to achieve a preliminary energy evaluation of their building.

The principal findings during the evaluation of the project in 2018 were:

- The owners welcome guidance from the public authorities.
- Communication and interaction with the owners and property managers (sending invitations, reminders, organising personal meetings) are a trigger for renovation projects. It creates a real opportunity to convince them of the merits of a renovation.
- The possibility for the owners and property managers to dialogue with the preliminary advice offices prior to the application for building authorisation allows to remove several barriers, objective or subjective, in relation to the administration.
- The prospect of a communication strategy with the users (tenants) of the building before, during and after construction, is another key element conducive to the commitment of owners in a renovation process.

The official launch of the project was in March 2016 which caused an increase of demands for building permission with renovation projects in the next year of about 6 to 7%.

Principal steps and elements of the programme

First, UniGE, hepia and SignaTerre conducted a building typology analysis and an analysis of the condition of the buildings and developed recommendations for their renovation (results available at <https://archive-ouverte.unige.ch/unige:78639>)

Secondly, with the input from property owners and their representatives at workshops and other occasions, the tools developed in the first phase could be implemented and adapted.

		Task	Actor
Phase 1	1. Typology analysis	Identification of typological families representing a maximum number of buildings (7 typologies identified, representing 74% of the heated surfaces of the perimeter considered).	Université de Genève
	2. On site measurements	Carrying out standard audits on one building of each of the seven types (with an estimate of costs and savings potential) and in situ measurements of initial U-values. Proposals for the sequencing of work for the MINERGIE® label (renovation).	SignaTerre (mandatory) Hepia
	3. Transposition tool	Development of a standard audit transposition tool according to the peculiarities of the buildings of each typology.	SignaTerre (mandatory)
	4. Web platform	Setting up a web platform allowing owners to access the transposition tool.	SignaTerre (mandatory)
Phase 2	5. Identification of owners and initial contact	Preparation of the owner-representatives file; acquisitions of contacts and sending letters, reminders (emails, phone calls), setting up bilateral meetings.	Ville d'Onex, support from the OCEN
	6. Information meetings	Information sessions, lunch debates for building owners: • Kick-off session • Work Recap Session Phase 1	Organisation Ville d'Onex, OCEN
	7. Workshops	Development and implementation of "Workshops", allowing owners to: • Benefit from personalized support by professionals to interpret the pre-audit and to optimise the renovation project • Consult the employees of the administration offices concerned in order to build a file that meets the legal requirements and integrates all available financial aid • Receive support for communication and user awareness, before, during and after the work	Organisation City of Onex and OCEN Animation: City of Onex, OCEN, mandatory, representatives of the cantonal administration
	8. Continuous support for owners	Ongoing advice at all stages of the project.	Ville d'Onex, OCEN, with support from mandataries and representants of the administration

source: Pierre Olivier, Christian Freudiger ; OCEN Genève et SDD Onex, Onex-Rénove
Retour d'expérience

TABLE 1: PRINCIPAL COMPONENTS OF THE ONEX-RÉNOVE PROJECT (TRANSLATION)

<https://www.onex.ch/fr/onex-au-quotidien/dev-durable/onex-renove-526-9690>

Commune-Rénove (GE)

Other municipalities have since launched their Commune-Rénove project on the Geneva territory, first of them Lancy in 2019, then the towns of Carouge and Grand-Sacconex in 2021/2022. To take advantage of the synergies, those three communes have reunited their

resources in a common “Commune-Rénove” project. This will not only have a positive organisational effect but also a financial advantage.

In 2023, further municipalities joined the project (Meyrin, Versoix, Vernier), all in the canton of Geneva.

The local energy provider SIG and the Cantonal Energy Office OCEN are playing a major role in the implementation of those programs, the first establishing necessary support services and the latter providing subsidies, information and formation.

Research projects have been documenting the Onex-Rénove and other CommuneRénove initiatives, for example: Compare-Rénove, Performance gap, Coût à la performance.

SIG-eco-21

The role of the SIG-Eco21 Programme is to act in favour of the common interest to achieve the objectives of the cantonal energy policy and to amplify the deployment of the energy transition in Geneva.

Solution Rénovation

Part of the SIG-eco21 programme, the “Renovation Solution programme” aims to support the Geneva real estate owners in their renovation efforts and to improve the energy efficiency of their collective residential buildings through actions in relation with insulation, technical installations and the production of renewable energy, as well as to help with aspects related to the building users (tenants).

The service “Solution Rénovation” has following objectives:

- Facilitate renovation projects
- Improve the quality of implementation
- Increase the renovation rate

Targeted are buildings with more than 500m² energy reference surface in the Geneva canton which have renovation projects aiming for a major improvement (3 classes higher) on the scale of the energy certificate (GEAK|CECB|CECE).

The support provided to the owners by “Solution Rénovation” is divided into two stages: a first pre-study, which is the subject of an Agreement in Principle (“Stage 1”), at the end of which the owner may, if desired, commit to a second step (“Stage 2”). This second stage includes the more detailed study phases, the completion of the works, the support for users (tenants), monitoring and optimisation over two years of operation.

SIG are responsible for the qualification and the quality control of experts, bringing the property owners in contact with the assistants, helping with setting up of the service and the contractual base.

The cantonal energy department subsidises these facilitation services.

To achieve the goals mentioned above, the Geneva Energy Services provide access to two main support services: a “Client Energy Assistant (AMOen)” and a “User assistant (AMU)”.

AMOen = Client Assistant in energy questions

The role of an “Client Energy Assistant” is to advise and accompany the owner in the definition of its renovation project, to provide the coordination of stakeholders and supervise their work, and to follow up during the first two years of exploitation by monitoring the energy performance of the renovated building.

This role is defined in specifications describing the tasks per phase SIA.

AMU = User Assistant

A “User Assistant” supports the property owners in their quest for the improvement of their building. The role of a “User Assistant” is to inform, support and involve users (tenants) during all phases of the renovation project, in order to optimise the chances of achieving the energy performance expected at the end of the renovation and to limit the obstacles inherent to the human factor.

Reno-VE

Reno-VE is a steering tool for setting renovation priorities on a given fleet of buildings on the basis of strategic choices.

Other cantonal programs

The most basic service provided by municipalities in Switzerland is a “Impulsberatung” – a general counsel on replacement of heating systems or the installation of solar panels.

Most energy counsel services are of the facilitation kind: Property owners can contact an energy counselling service and receive information about an energy retrofit. This is often in form of a (free) one hour phone conversation and followed up by a consultation either in an office or at the property owners place (for a small fee).

In this case, the first step - showing interest in renovation – relies on the initiative and interest of the property owner.

Some regional or cantonal institutions do raise awareness to the topic of renovation with “café-conseil/ Energieapéro”, conferences, at fairs and through other sensibilisation campaigns.

Commune-Rénove Vaud

Reference: <https://www.romande-energie.ch/vous-etes-une-commune/commune-renove-communes>

Description

The concept of Commune-Rénove from Geneva has been adopted in two communes in the canton Vaud: Morges and Vevey, in cooperation with the local energy provider Romande Energie. The public kick-off took place in June 2021 in Morges.

It started off as a research project supported by the Federal Office of Energy and the Department of Energy of the Canton of Vaud, with the partnerships of Romande Energie, the Centre de Recherches Energétiques et Municipales (CREM), Signa-Terre (an energy monitoring company) and Mr Pierre Olivier (energy and sustainability project consultant).

The project profits from the know-how and involvement of the people from the Geneva Commune-Rénove program and will therefore be a very good indicator of the “exportability” of the resources and implementation elements.

In 2023, the city of Nyon mandated Romande Energie to implement the project Nyon-Rénove.

Förderverein Energietal Toggenburg

Reference: <https://energietal-toggenburg.ch/>

Description

The Energietal Toggenburg is an association in the region Toggenburg in the canton of Sankt Gallen, including 12 communes and about 46'000 inhabitants.

This association aims at energy autarchy for its region by 2034 and the 2000-Watt-society by 2059.

It provides a neutral energy counselling competence centre and works together with the education sector to form laymen and specialists. For property owners, the first counselling of

an hour is free of charge, other products have a fixed price. Further going energy coaching and project accompaniment can be organised via external planners/ enterprises.

A virtual map has been set up to allow energy monitoring (Auswertungssoftware «Energieentwicklung Toggenburg») of performance, implementation and annual production of energy relevant installations, where the data is provided by all 12 communes .

Bern-saniert^{plus}

Description

Energy counselling for owners of buildings with habitation (all sizes) and with office buildings in the city of Bern. Based on GEAK analysis with an additional rapport by Bern-saniert^{plus} expert.

Zürich: starte!

Reference: <https://starte-zh.ch/>

Description

A support programme for Zürich communes, it offers the material for information events on the topic of renovation. The communes contact themselves the homeowners and provide the facilities, starte! provides the contents of the event.

Zürich: Forum Energie

Reference: <https://forumenergie.ch/>

Description

Forum Energie Zürich is an association with about 780 members and 8 expert groups which offers energy counseling, events and a list of accredited counselors in the canton of Zürich.

The city of Zürich has its own separate energy counseling service which is limited to properties on the territory of Zürich city. (See interview).

Fribourg: Centre of competences in building renovation CCRB | KGS

Reference: <https://ccrb.ch/>, Feasibility study “ProREN” heia-FR, Transform Institute, Hes-so: 2018-2020 (see above)

Mandate Centre of competences: Since May 2020

Description

The main goal of the Fribourg project of a competencies centre for building renovation is the increase of the retrofitting rate to 2% by 2030 (2025: 1.2%, 2028: 1.5%). It also identified the need of a single point of contact for those interested in modernisation that are lost in the flood of information from various sources.

Based on the feasibility study of the Transform Institute at the University of Engineering and Architecture of Fribourg (HEIA-FR) from 2018 to 2020, the project of the “Centre de Competences en renovation des bâtiments” has been launched by the Cantonal Energy Office of Fribourg at the beginning of 2020.

The appointed director established a business plan with the goal of the foundation of an autonomous association within two years (February 2022). Until then, the project was funded by the state of Fribourg and its partners, the University of Engineering and Architecture of Fribourg (HEIA-FR), the Smart Living Lab and the Building Innovation Cluster (BIC). From the middle of 2022 on, the association will function with funding only from its business partners and membership fees as well as the income from mandates from various institutions including the Cantonal Service of Energy, banking communities, the property owner association, associations like Pro Senectute. Also, services are not free, for instance the “café-conseil” costs 50.-CHF/project for 45 minutes of advice.

The competencies which are united in this centre are bound by partnerships with professional associations such as the Engineers and architects' association SIA, the association GEAK|CECB, Energie-FR education centre, the Cantonal Building Insurance Company (ECAB) and energy suppliers such as Romande Energie.

The large majority of the services provided by the centre (about 80%) concern advice to private stakeholders as well as communes interested in renovation, the other 20% will be attributed to educational purposes such as support of schools (universities) and further education (CAS) for professionals in the energy/ construction sector.

Current activities are "café-conseils" for private property owners and public conferences but will soon include personalised advice, webinars, accompanying proposals for renovation projects, training and a hotline for renovation related question. Other offers will also be developed. An emphasis is given to counselling in financial aspects of retrofitting projects including construction credit, subsidies and tax advantages when renovating.

Various forms of communication are implemented: a website (update scheduled for the official launch of the association at the end of summer 2022), newsletter, participation at events such as energy conferences, radio advertising, part-taking in workshops for communal authorities, etc.

Fifteen energy counsellors are working free-lance for the CCRB. They all are qualified CECB/GEAK-experts, have an education as architect, engineer or technical specialist and have at least 10 years of experience in renovations. In addition to the director, one person manages the communication on a free-lance basis. Eventually, the association should have a total of 5.2 full time jobs: 1 director, 1 administrator, 3 experts and 1 person responsible for communication.

Future projects include that professionals of the building branch could be referenced by the CCRB, for instance on their website (against fees). Counsellors can direct clients towards local business and professional associations, for example 2 or 3 architects of the region and the SIA but will leave the choice to the client. Also, as each project is different, it would not propose already made-up teams of architects and engineers or specialists.

Another idea is to include a "coach" who is qualified to treat the human aspects such as the motivational factors of a single person or a community to renovate and find the fitting solution taking the personal situation into account.

The success of the project will be measured by the increase of the renovation rate. This calculation is supplied by the Office of Energy of Fribourg and references the building permit applications with the demanded subsidies for renovation. Another analysis could be made in cooperation with the Observatory for dwellings (Observatoire du logement) which counts the number of renovated dwellings per year. No other criteria of measuring the results have been fixed (nor CO2 emissions nor quality of renovation).

A risk plan will permit to evaluate the different activities and measures and allow adjustments along the way.

			Energy counselling			Awareness raising		Accompanying		
	Ct.		Impuls- beratung	Telephone advice	Personal energy counselling GEAK	Café- conseil/ Energieapéro	other sensibilization campaigns	proposal of suppliers	monitoring of the works	financial proposition
1	ZH	Forum Energie Zürich and starte!	x	x	x	x	x			
2	BE	Regional Energy advice centers in Bern	x	x	x	x	x			
3	LU	Kantonale Energieberatung	x	x	x	x	x			
4	UR	Amt für Energie Uri, Energieberaterverein Uri	x	x						
5	SZ	Energieberatungszentrale, 4 regionale Energieberatervereine	x	x	x	x				
6	OW	Vor-Ort-Energieberatung	x							
7	NW	Energiefachstelle Nidwalden	x		x					
8	GL	Energie-coaching Glarus	x		x					
9	ZG	Verein Energienetz-Zug	x	x	x					
10	FR	Centre de compétence cantonal pour la rénovation des bâtiments						planned	planned	
11	SO	Energiefachstelle Solothurn	x		x					
12	BS	Amt für Umwelt und Energie	x		x	x				
13	BL	Öffentliche Baselbieter Energieberatung	x		x	x	x			
14	SH	Energiefachstelle Schaffhausen	x		x					
15	AR	Verein Energie AR/AI	x	x	x					
16	AI	Verein Energie AR/AI	x	x	x					
17	SG	Energieagentur St.Gallen	x	x	x					
18	GR	Energieberatung Graubünden		x	x	x	x			
19	AG	Energieberatung Aargau	x	x	x		x			
20	TG	Energie Thurgau - unabhängige Energieberater team	x	x	x					
21	TI	Associazione TicinoEnergia	x	x	x					
22	VD	Energie VD CommuneRenove								
23	VS	energy counselling depends on municipality								
24	NE	energy counselling depends on municipality								
25	GE	OCEN SIG (energy provider) eco21	x	x	x				AMOén/ AMU	
26	JU	Energie du Jura EDJ (energy provider)	x		x					

table: Overview of cantonal or communal services providing energy counselling, awareness raising and accompaniment to property owners (status 2021)

INVENTORY OF EXISTING SOURCES OF INFORMATION IN SWITZERLAND

To increase the renovation rate from its actual 1% to at least 3 to 4 % per year to achieve the goal of reducing the greenhouse gas emissions to a quarter of today's level by 2050, a new innovative approach must be implemented in Switzerland. Following the analysis of the developments in Europe we can conclude that best practices such as one-stop-shops for information, advice and financing present a logical solution.

The cantons Aargau and Geneva, the region Toggenburgtal, and the cities Bern, Lancy, St. Gallen, Winterthur and Zürich are implementation partners of the Renowave project.

As mentioned in the introduction, the Swiss system is divided in three levels, giving federal, cantonal and municipal authorities certain responsibilities in the energy sector. The municipalities play an important role in being the interface between the property owners and the construction regulation.

It is the municipalities who need to present the single point of contact for property owners. Therefore, a preliminary analysis of each regional situation needs to be undertaken. This includes:

- examination of the building stock
- analysis of the type of property owners (target groups)
- status of already existing energy counselling services
- assessment of local actors to be involved in the One-stop-shop
- evaluation of a suitable business plan

Sources available for examination of the building stock

Eidgenössisches Gebäude- und Wohnungsregister GWR (Bundesamt für Statistik)

« The Federal Register of Buildings and Housing (GWR) contains the most important basic data on buildings and apartments. It is used for statistical, research and planning purposes and serves the cantons and municipalities for the implementation of legal tasks. The update is carried out in coordination with the construction and housing statistics. Each building or building entrance has a unique Swiss ID number (EGID or EWID) and a geocoded address standardised according to the SNV standard 612040. Plot numbers, building numbers and metric building coordinates allow an exact geographical localisation of the buildings. »

Source: geo.admin.ch, Geoinformationen-Schweiz

Statistics on n° of buildings, n° of dwellings and habitation floor area by period of construction and commune/ canton

Rural, town, city

Building statistics give an overview over the total number of buildings per period of construction, on communal, cantonal or state level. We referenced to those numbers the habitable floor area as it is as important as the number of buildings to be renovated.

In fact, in all cantons, the greatest number of buildings are residential buildings with 1 dwelling unit. But one renovated building with multiple dwellings and a lot of habitable floor area will profit more people and its reduced energy needs have a bigger impact. Therefore, the second most important path to achieving a substantial impact on reducing energy costs is the renovation of those multifamily buildings.

Example: Canton Basel-Land, period of construction 1946 -1990

One-family-houses with 3'527'380m² of habitable floor area in 25'705 buildings in comparison to 3'348'518m² of habitable floor area in (only) 4'628 buildings of more than 6 dwellings (6-9 and 10+ units).

In general, we can distinguish three typical situations Switzerland :

- **Rural:** most number of buildings, most number of dwellings and biggest habitation floor area = buildings with 1 dwelling only (one-family-houses)
- **Town:** most number of buildings = buildings with 1 dwelling, but similar number of dwellings and similar habitation floor area for one-family-houses and multiple dwelling units
- **City:** most number of buildings are still buildings with 1 dwelling, but the most number of dwellings and biggest habitation floor area are multiple dwelling units (6-9 and 10+ dwellings in a building)

https://www.pxweb.bfs.admin.ch/pxweb/en/px-x-0902020200_103/-/px-x-0902020200_103.px/

Buildings from the construction period 1946 -1990

Type		Canton	total n° of buildings 1-5 units	total n° of buildings 6 units +	total habitable floor area : 1- 5 units	total habitable floor area : 6 units +	total n° of dwellings in buildings with 1-5units	total n° of dwellings in buildings with 6 units +
			n°	n°	m2	m2	n°	n°
Rural	most buildings	4 Uri	4'103	310	676'492	234'514	6'500	2'894
	biggest floor area	5 Schwyz	12'424	1'399	2'145'444	1'193'657	18'658	14'624
	most dwellings	6 Obwald	3'564	408	604'287	302'774	5'819	4'051
	=> buildings with	8 Glarus	4'318	348	593'684	273'744	5'261	3'503
	1-5 units	10 Fribourg	24'638	2'373	3'734'863	2'086'499	32'838	28'228
		11 Solothurn	28'123	3'491	4'279'041	2'610'589	31'680	3'491
		13 Basel-Land	29'064	4'628	4'483'966	3'348'518	36'043	44'620
		15 Appenzell-Auserrhoden	4'418	493	694'468	348'395	5'435	4'494
		16 Appenzell-Innerrhoden	1'674	45	271'100	41'057	2'325	512
		19 Aargau	61'046	7'185	9'591'245	5'698'954	75'135	72'026
		20 Thurgau	19'858	3'165	3'209'687	2'367'850	24'095	29'493
		23 Valais	48'843	5'358	6'853'362	5'094'218	69'646	69'329
		26 Jura	8'992	576	1'193'393	442'089	10'722	6'112
Town	similar floor area and/or	2 Bern	76'483	2'019	13'758'121	10'920'159	127'778	147'190
	similar n° of dwellings	7 Nidwald	3'351	503	667'938	398'877	6'091	4'626
	=> 1-5 units and 6+ units	14 Schaffhausen	5'708	1'228	943'847	953'083	7'364	12'000
		17 St. Gallen	41'377	6'537	6'426'115	5'067'558	52'168	65'001
		18 Graubünden	25'022	3'527	3'917'642	2'881'553	40'447	43'224
		21 Ticino	47'303	4'523	7'377'020	5'118'663	68'009	64'793
City	biggest floor area and	1 Zürich	20'874	26'410	12'380'416	18'991'089	31'640	39'527
	most dwellings	3 Luzern	24'314	5'455	4'312'711	4'606'911	35'507	57'936
	=> 6+ units	9 Zug	5'865	1'718	1'176'890	1'474'351	9'443	17'425
		12 Basel-Stadt	4'162	4'391	785'897	3'610'674	7'072	53'678
		22 Vaud	46'085	8'468	7'508'308	9'358'775	60'643	136'280
		24 Neuchâtel	9'422	2'507	1'503'439	2'236'889	12'711	30'556
		25 Genève	13'842	5'625	2'306'518	7'830'272	16'401	110'088

Building energy certificates: GEAK-CECB-CECE

The association GEAK-CECB-CECE is an association existing under the art. 60 and following of the Swiss Civil Code. It aims to develop, disseminate, manage, control and encourage a uniform Swiss energy certificate system for buildings in accordance with the Energy Act.

The active members of the association are the directors of the cantonal departments of energy. These are the members of the Plenary Assembly of the Conference of Cantonal Directors of Energy.

The Cantonal Energy Certificate for Buildings (CECB), identical for all of Switzerland, assesses the energy efficiency of a building's envelope and the amount of energy that the building consumes for standard use.

This valuable information on each building would be very useful to assess the state of the building parc on the communal territory. However, the cantonal energy law must specifically allow access to the certificate information. If this is not the case, the certificate falls under the data protection laws and no access will be granted to neither cantons nor communes, only the property owner is in possession of the documentation.

Luzern: Interactive map with GEAK-CECB-CECE certificates

The canton Luzern has changed its energy law in 2019 and all certificates (as from that date) are registered and accessible on the «geoportal» map: <https://www.geo.lu.ch/map/geak/>.

Building insurance (ECA, ECAB, Gebäudeversicherung,...)

Each building is registered with the obligatory cantonal building insurance. To estimate the insurance value, an expert visits the property and fixes the value.

Energy provider of the region

As an energy provider, information of the kind of energy source and the consumption per building is most precise, also the details of the property owners are known. If this information can be made available for the building stock analysis, it is a very useful source for estimating the CO2 reduction possible.

Obligatory combustion control

The fumes of all oil, gas and wood heating systems are subject to the air protection regulations and are therefore regularly controlled by certified chimney sweeps. There must thus be a register of all properties and their respective heating system available (boiler and/or consumption data). This information has been used for example to contact property owners to invite them to the next information event.

Building permission requests

Once the building permission request is registered with the authorities, the contents can be analysed for example if the renovation is energy related or not, if it is a simple or a complex transformation and so on.

Subsidies programme “Programme bâtiments | Das Gebäudeprogramm)

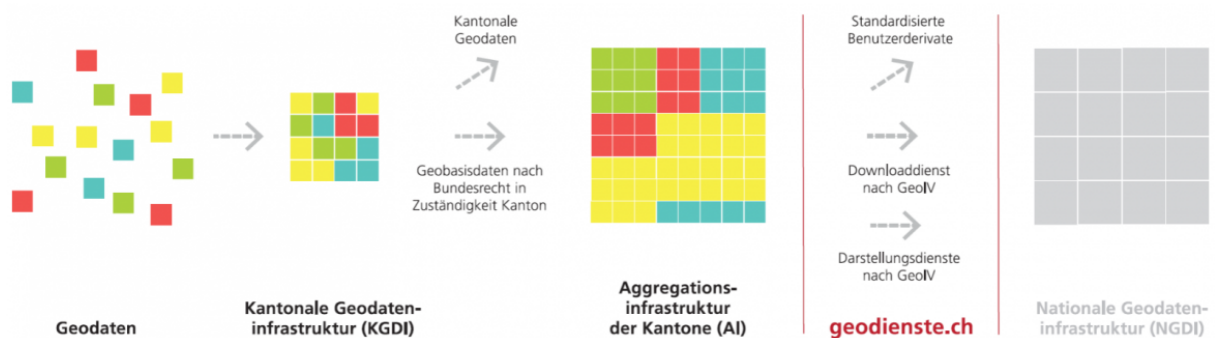
<https://www.dasgebaeudeprogramm.ch/de/>

The federal supported programme plays a very important role in uniting all cantons in a single platform. Through the website, all requests for cantonal subsidies are treated. An annual report shows the results of energy and CO2 savings and the amount spent on subsidies, makes comparisons between the cantons and evaluates the economic effects.

“Since 2010, the building programme has motivated homeowners/owners to make a concrete contribution to the improvement of energy efficiency and climate protection with the energetic renovation of their property.”

Geoportals

An overview over all cantonal geoportals is given on the online platform of the Konferenz der kantonalen Geoinformations- und Kadasterstellen (KGK) | Conférence des services cantonaux de la Géoinformation et du Cadastre (CGC): https://www.kgk-cgc.ch/geodaten/kantonale_geoportale



Source: <https://www.kgk-cgc.ch/geodienstech>

Geoportals are a very useful basis for documenting all buildings and their status on the communal territory and need therefore be developed or adapted in terms of information concerning for example year of construction, energy consumption, habitable floor area and building energy certificates.

Existing information in the commune

In the administrative service work experts and specialists who have a good knowledge of the community and the building stock. This knowledge must also be used for the activating the renovation process.

Analysis of the type of property owners (target groups) and access to data (name / address)

In Switzerland, following types of property owners can be identified:

- private property owners, who own 47.7% of the housing in Switzerland
 - o including condominium ownership/ tenement ownership (FR: PPE, DE: Stockwerkeigentum)
- cooperatives (housing/ construction) – 7.9%
- construction companies, investors, real estate companies – 6.8%
- public institutions (municipality, canton, federation) – 4.1%
- Others - 33.5% :
 - o pension funds
 - o insurances
 - o associations, banks, foreign investors...

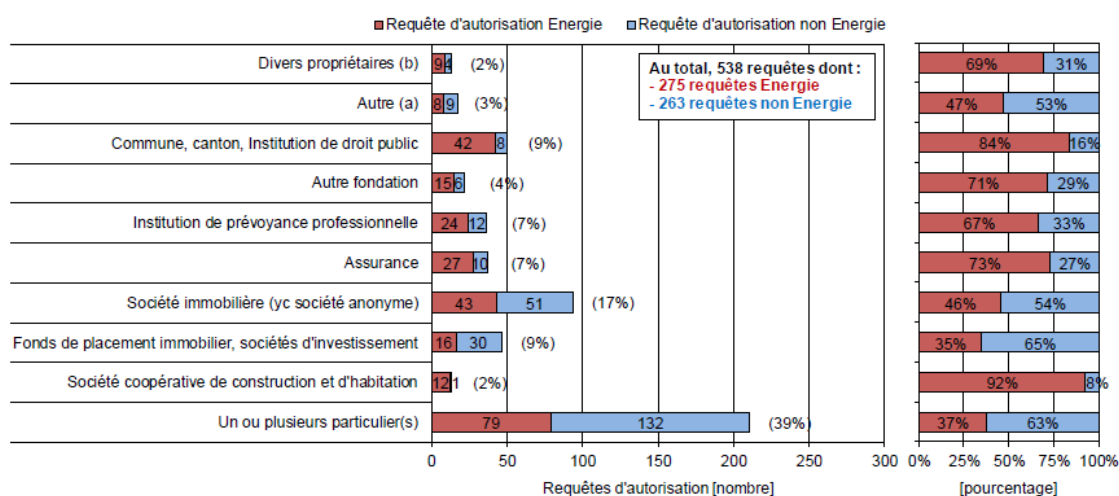
The percentage of housing owned by each property owner type varies from canton to canton.
(Information: Office fédéral de la statistique (OFS), Section POP, 2019-2021)

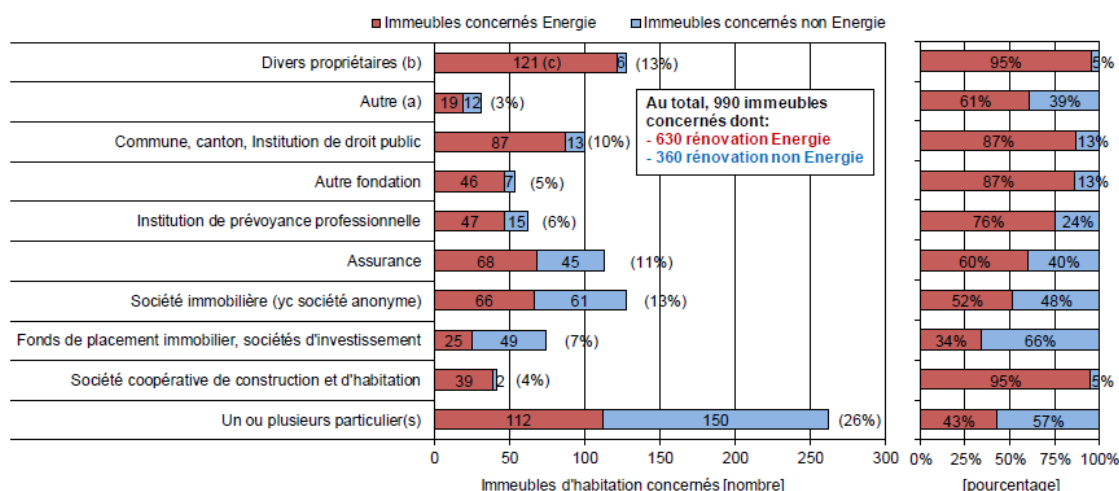
Jad Khoury analysed in his thesis at UniGE in 2014 the number of energy related building requests (red) by property owner type and compared it to non-energy related demands (blue) in the years 2004 to 2012. Most request have been filed by private owners, however the part of energy related requests is only about a third of the total of all requests by this type. In total, about half the request were energy related.

Figure 3.2. Evolution of the requests for authorisation to renovate (above) and the apartment buildings concerned (below) according to the nature of the works (energy/non-energy) and the year of filing of the requests (2004 to 2012), in the canton of Geneva

Remarques :

- a. La catégorie « Autre » regroupe les associations, les banques, les autres sociétés du secteur de la construction, les États étrangers, etc.
- b. La catégorie « Divers propriétaires » regroupe plusieurs types de propriétaires ayant déposé conjointement une autorisation pour des travaux de rénovation.
- c. (Dans la catégorie « divers propriétaires », on trouve la requête d'autorisation pour la rénovation énergétique de l'enveloppe de la Cité du Lignon qui regroupe plus de 80 immeubles.





source: Khoury: Thesis « *Rénovation énergétique des bâtiments résidentiels collectifs* » Uni Genève, 2014 ; figure 3.2

Legal, human and financial barriers for different types of property owners

The barriers to renovation highlighted in the interviews, and more generally in the Onex-Rénove programme, directly echo those resulting from the inventory carried out during phase 1 of the TEPI project. The broad categories of barriers are as follows:

- Complexity and length of administrative processes, divergent opinions among the pre-audit offices, lack of flexibility to take into account the specificities of each project.
- Relationship to tenants
- Human Resources and Skills:
 - o lack of external skills to guarantee the quality of renovation projects,
 - o lack of internal resources (owners/ boards) to effectively monitor projects.
- Profitability of projects, particularly in relation to the Geneva law on demolitions, transformations and renovations of residential houses (LDTR) capped rents.

SOURCE: PIERRE OLIVIER, CHRISTIAN FREUDIGER ; OCEN GENÈVE ET SDD ONEX, ONEX-RÉNOVE RETOUR D'EXPÉRIENCE (TRANSLATION)

Retrofit drivers

Retrofit drivers for property owner and management are:

- the sustainability of built heritage: maintaining the value of the park
- comfort of building users
- exemplarity – visibility of the owner or the management (CO2 emissions, environmental aspects in particular)
- compliance with legal requirements.

SOURCE: PIERRE OLIVIER, CHRISTIAN FREUDIGER ; OCEN GENÈVE ET SDD ONEX, ONEX-RÉNOVE RETOUR D'EXPÉRIENCE

Access to property owner data: Land register

The interviews conducted with different communes in the French speaking part of Switzerland showed that data protection prohibits the access to property owner data via the land register.

However, in the research project "Projektentwickler" mentioned above, property owners were contacted by the tax office of the city of Zürich and invited to a presentation event of the

programme. In case of interest, the property owners could communicate their details to the project group at the event.

Access to property owner data: Other sources

Other sources to find contact addresses for property owners are possibly the Local Energy provider, the tax authorities or the obligatory combustion control authority. In some cantons/communes, the name of the property owner is freely available on their geoportal, but it is not often the case.

Actors in the renovation field (supply)

Project developers, architects, engineers, SIA, REG

The Swiss Society of Engineers and Architects (SIA) has over 16'000 professional members. It develops and publishes the Swiss building standards and regulations.

For contacting architects or engineers (civil, building physicists. etc.), of a certain commune or region, a directory of members is accessible on the SIA website.

In 2021, the SIA regional sector of the canton Vaud launched a new online site specifically to promote renovation with the name Piloti: <https://www.piloti-sia.ch/> (in French only). This website gives advice, publishes a directory of professionals and inspirational example projects.

Certainly, a cooperation with the SIA will play a major role in the setting up of professional teams for energy counselling and the execution of renovation projects.

Another source of contact details of professionals is the REG, Stiftung der Schweizerischen Register | Fondation des Régistres suisses.

Regional energy providers

Often, the cantons own the cantonal energy provider company, as it is the case for instance in Geneva (SIG), in Basel-Stadt (IWB) and many other municipalities. This link to the industrial partners opens the way to establish realistic strategies, for example the reduction of - and finally the independence from - fossil fuels for heating production.

Examples for the implication of the energy service provider in the renovation encouragement process are the projects CommuneRénove in the cantons Geneva (SIG) and Vaud (RomandeEnergie).

Construction companies, local enterprises

At the moment, very few consortiums specialised in renovation exist. In Switzerland, the most represented are Total Enterprises but their focus on profitability limits their interest in renovation projects.

There is a great demand from property owners for exemplary executions and references of reliable building companies. This need has to be addressed.

Financial service providers / banks

An innovative concept to making finance available to property owners must be developed.

Even if municipalities should not directly finance the energy refurbishments, some ESCO solutions or community loans only work with a guarantee. Municipalities could provide guarantees to start pilot projects and build trust.

Tools developed in different programs

Organisation of information events / workshops

Information events play a major role in promotion and legitimization of a programme. They include project kick-off and presentation of results of analysis.

The implication of the cantonal authorities underlines the importance of those projects and the coherence between the authorities.

Guidelines for the planning and execution of Workshops must be developed to be available to all. However, some elements already exist for example from the CommuneRenove Program in Geneva and Vaud, Fribourg's "Communes durables/ Nachhaltige Gemeinden" and Zürich's Starte!.

Real Estate portfolio steering tool

Authors: Lionel Riquet, HES-SO, hepia, Alberto Susini, Fondation communale de Versoix, Victor Guillot HES-SO, hepia

Description

Property owners of multiple buildings need to prioritise and plan the interventions in their building parc globally and on a long-term basis.

The Real Estate portfolio steering tool has been developed for a public foundation in Geneva to allow "to set priorities for renovation intervention according to criteria of condition (obsolescence of the structure, envelope and technical installations, energy consumption and economic performance) and potential (suitability for renovation, densification potential, suitability for energy transition, solar potential and occupant management)."

The tool is an easy-to-use Excel Spreadsheet where the user can decide on giving importance to four different strategic options: energy, obsolescence, ease of intervention or profitability, after having given notes to each building for its condition and potential (10 criteria). The result is a ranking of the buildings in order of priority and objective vision of the state of the building stock. It will support the decision-making process of a board.

Fact sheets for buildings by construction period

In recent years, factsheets for resembling building typologies have been established to simplify counsel in energy renovation. "eREN, rénovation énergétique" shows a global approach with two renovation options and is based on 10 different types of buildings with reference to their composition and building period.

Reference : Schwab Stefanie, Riquet Lionel, et al. eREN, rénovation énergétique, approche globale pour l'enveloppe du bâtiment, HES-SO, Fribourg-Genève, 2016.

Similar factsheets are published by SIG eco-21 and OCEN in Geneva.

Reference: Fiches d'orientation typologique, hepia, OCEN et SIG

Simplified building audit

Simplified auditing is an important part of the technical system for interacting with owners. It makes it possible to identify the degrees of obsolescence of the various constructive elements and to propose short-, medium- and long-term renovation work packages, using technically and administratively coherent and acceptable solutions (e.g., without solar thermal in the presence of a CAD; clear position of the Heritage Conservation Authorities).

As they were previously used in the Onex-Rénove project, simplified audits are mainly a marketing tool to arouse the curiosity of owners regarding the "energy positioning" of their buildings, as well as the contents of any renovation project (thanks to the proposed work packages).

Simplified cost estimation

Recently, some tools for energy renovation related cost estimations have been made available freely such as eValo, My Energy Guide, Houzy or Myky Sanierungsplaner.

Index of energy consumption for heating

In the canton of Geneva, it is obligatory since 2010 that property owners of multifamily houses inform the authorities about the yearly energy consumption for heating of their building (Indice de dépense de chaleur IDC). Based on the average value of this index over several years, the authorities may require owners to install individual heating expense meters. It may also require owners to perform energy audits and energy savings measures in buildings where the index exceeds a certain threshold.

Geoportals

Geoportals are a very useful basis for documenting all buildings and their status on the communal area and need therefore be developed or adapted in terms of information concerning for example year of construction, energy consumption, habitable/ heated floor area and building energy certificates.

The geoportal STIG (Système d'Information du Territoire à Genève) includes information about year of construction, energy consumption, habitable/ heated floor area as well as the heating systems for most buildings on the canton's territory.

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ANNEXES

INTERVIEWS AND NOTES

1. Commune Rénove: Retour sur l'expérience Lancy, Carouge et Grand-Sacconnex
2. CCRB Fribourg
3. Nyon Guichet unique
4. Romande Energie
5. Energieberatung der Stadt Zürich

Entretien Retour sur l'expérience CommuneRénove

GF/ LR, 24.05. et 16.06.2022

Ville de Lancy

Claudia Bogenmann, Responsable de l'Unité DD

Quelle est la motivation principale d'intégrer dans le programme CommuneRénove?	En 2019, le nouveau Plan directeur de l'énergie de la ville de Lancy a été implémenté. Sur son territoire, Lancy a un large nombre des bâtiments du logement collectif construits dans les années après-guerre qui sont très énergivores en matière de consommation pour le chauffage. Les besoins de chaleur sont pour 84% couverts par la production avec des agents fossiles (gaz/ mazout). Cependant, un CAD est existant et un deuxième est en développement. Un autre facteur a été la prise de connaissance du projet CommuneRénove en collaboration avec SIG-éco21 et le soutien de l'OCEN.
Qui sont les acteurs au niveau communal impliqués dans la mise en place et l'exécution du programme (rôles, nombre des personnes,...)	Pilotage: Unité développement durable de la commune, 1 délégué DD et Cité de l'énergie - 1 urbaniste en cas de surélévation car dérogation avec préavis communal -> dans ce cas, la commune exige que le projet participe au programme CommuneRénove - service de communication de la commune
Comment assurez-vous le financement?	budget de fonctionnement: - employé(e)s au sein de la commune - 1 mandat d'accompagnement : env. 20-30'000 CHF/an - contrat avec SIG - une partie financé par OCEN, subvention cantonale: 30'000 (une seule fois) voir doc (confidentiel) ? coûts voir présentation ?
Comment avez-vous entrepris les démarches suivantes:	
- analyse du parc bâti (outils, IDC, fiches des bâtiments, outil transposition?, CECB...), fixation des cibles?	- mandat hepia: étude typologique des bâtiments: habitat collectif, SRE, époque de construction, quartiers, consommation énergétique (IDC)
- relevé des coordonnées des propriétaires	- liste propriétaires et EGID bâtiments fourni par le Registre foncier La commune a dû garantir par écrit la protection des données.
- contact des propriétaires (appels, lettres, courriels, modèles....)	- 1er contact par la commune: 1 courrier postal qui a amené pas de réactions - après sous-traitance à CLP: appels, courriels, rencontres, avec le soutien du SIG

- autres actions d' "incitation" (site web, flyers, affiches, pub...)	- site web lancy.ch, page LinkedIn (publication des informations et des films de représentation) - conférence de lancement - communiqué de presse, radio, articles, aussi presse spécialisée immo
- organisation de la séance de lancement (sur quelle base, avec qui...)	- invitation des propriétaires par lettres et contact CLP - organisation avec SIG et OCEN - participation des offices préaviseurs
- organisation des workshops (sur quelle base, avec qui...)	- la commune est hôte et organise la salle et le repas - mandataires, OCEN et SIG organiseront le contenu et son déroulement
Comment sont les réactions des propriétaires - régies contactés?	- lettres: peu de réaction (1/400) - contact direct: bien, a amené à la participation aux workshops - bouche-à-oreille - workshops: très bien appréciés (voir enquête de satisfaction dans "Rapport Bilan")
Apprécient-ils les AMOen et les AMU mis à disposition?	- AMOen est essentiel pour la démarche, rôle neutre (pas trop associé à SIG ou commune) - L'utilité de l'AMU n'est pas reconnue au début du projet (pas encore préoccupé avec)
Avez-vous pris contact avec des autres acteurs dans la construction, soit des architectes, ingénieurs, entreprises de construction, pour créer des réseaux?	non.
Quels outils mis à disposition par l'équipe CommuneRénove ont été les plus utiles?	1) le mandat de démarchage car besoin d'appui et trop chronophage 2) la structuration des workshops
Comment documentez-vous le suivi du programme?	- bilan de trois premières années en forme d'un rapport avec annexes - manque outil de monitoring
Avec quels critères évalueriez-vous le succès du programme?	- n° des propriétaires/ régies impliqués, - immeubles rénovés/ surface habitable rénovée - IDC amélioré - projets incités - bilan carbone de la commune (outil cantonal) Important de connaître l'état de lieu de départ!

Autres remarques

Pour les communes genevoises, CommuneRénove apporte un changement de l'image: la commune devient actrice active en place de son rôle distant (peu de contacts avec propriétaires car le permis de construire est sous pouvoir cantonal). Elle se montre accessible et encourageante pour les propriétaires.

Le bilan carbone de la commune est un levier d'action intéressante car il est quantifiable et son potentiel peut être estimé. De suite, cette information peut être communiquée et soutient l'image de la commune.

Le démarchage a été ciblé aux propriétaires de plus grands parcs immobiliers, des fonds d'investissements, des caisses de pension publiques et privées et aux institutionnels, ainsi qu'aux régies.

Quelle est la motivation principale d'intégrer dans le programme CommuneRénove?	L'intégration dans le programme s'est fait sur l'initiative de TS. Elle a pris connaissance du programme OnexRénove par son ancien travail à l'UniGe avec Jad K., ensuite elle a rencontré l'ancien délégué d'Onex (PO) lors d'une conférence. En étant déléguée de l'énergie de la ville de Carouge depuis 2018/2019, elle a pu proposer le projet CarougeRénove et a obtenu un premier budget en 2020. Néanmoins, elle se sente seule à tirer le programme car son entourage (chef de service, département, responsable bâtiments) n'est pas intéressé par la problématique de l'économie de l'énergie. En plus, son poste est supprimé depuis mi-2022 et la continuation devrait se faire par une autre personne dans le service de l'urbanisme (risque de perte d'élan)... Pour la commune, l'intégration semble être une nécessité car c'est "à la mode" et elle apporte la visibilité politique. Finalement, éco21 a présenté un programme bien organisé et facile à intégrer. Le début s'est fait après la première phase difficile de COVID en 2021.
Qui sont les acteurs au niveau communal impliqués dans la mise en place et l'exécution du programme (rôles, nombre des personnes,...)	- 1 déléguée de l'énergie (après ...) - service de communication de la commune (1 personne à 50% pour toute comm communale)
Comment assurez-vous le financement?	Un budget annuel est accordé: 2020: 50'000 2022: 35'000 Par contre, le montant est intitulé "économies de l'énergie", donc il n'est pas nécessairement alloué en totalité pour CarougeRénove et son emploi pour le programme n'est pas garanti.
Comment avez-vous entrepris les démarches suivantes:	
- analyse du parc bâti (outils, IDC, fiches des bâtiments, outil transposition?, CECB...), fixation des cibles?	- analyse avec mandat hepia (LR): typologies, bâtiments ciblés selon période de construction, typo et IDC - SITG

- relevé des coordonnées des propriétaires	Carouge n'a pas pu obtenir les coordonnées des propriétaires par le RF pour des raisons juridiques. La démarche de Lancy n'a plus été acceptée car la raison pour accéder aux données n'est pas légalement justifiable (le contact ne sera pas dans le cadre d'une obligation légale). (remarque GF: Même si l'OCEN voudrait obliger le 450MJ/m2 ils n'ont qu'une directive et non une loi...). Finalement, le démarchage s'est fait par SIG/ ses mandataires PO, CM et WS. Ils ont davantage ciblé les régies.
- contact des propriétaires (appels, lettres, courriels, modèles....)	- dépendant de la proactivité des régies. - Les régies ont été invité à la séance de lancement par lettre (via Grd Sac)
- autres actions d' "incitation" (site web, flyers, affiches, pub...)	- 1 article dans le journal communal (Vivre Carouge) en déc. 2021 - 1 article sur site web - 1 film aura été souhaité par Mme Seal mais ils ne se sont pas pu mettre d'accord avec la personne responsable de la communication (conflit des personnalités)
- organisation de la séance de lancement (sur quelle base, avec qui...)	Séance de lancement le 7 mars 2022 - organisation par SIG et envoi des invitations par courrier et courriel par la commune Grand-Sacconex - participation de l'OCEN, des représentants de 3 communes, SIG (présentations) + propriétaires, régies et AMOen (publique)
- organisation des workshops (sur quelle base, avec qui...)	Workshops 1 et 2 le 24 mai 2022 - organisation par SIG/ ses mandataires PO, CM, WS - commune Grd-Sac = hôte (salle+repas) - participation des AMOen, services administrateurs (OCEN, départements SABRA,) Prochains WSs prévus sur la commune Carouge Réunions régulières avec comité d'organisation Webinaires (formation/ information) organisé par SIG
Comment sont les réactions des propriétaires - régies contactés?	réactions très positives, il y a la demande et l'envie, fait aussi effet de "snowball" Il faudra proposer des autres moyens d'accompagnement en plus pour les propriétaires qui ne rentrent pas dans la cible du programme CommuneRenove. L'accompagnement est plus grand levier que la subvention.

Apprécient-ils les AMOen et les AMU mis à disposition?	AMOen sont clairement les "stars" AMU plus compliqué car ce rôle ne fait pas encore partie dans la pratique
Avez-vous pris contact avec des autres acteurs dans la construction, soit des architectes, ingénieurs, entreprises de construction, pour créer des réseaux?	non
Quels outils mis à disposition par l'équipe CommuneRénove ont été les plus utiles?	- les personnes intégrées au programme comme CC qui met en confiance - avec le programme éco21 la commune est bien prise à la main en général, c'est facile
Comment documentez-vous le suivi du programme?	Un début est fait par l'état de lieu des bâtiments cibles. Après, il n'y a pas encore une méthodologie mise en place. Certainement, SIG collectionnera les datas?
Avec quels critères évalueriez-vous le succès du programme?	- les économies d'énergie seront évaluées par le SIG, le contrat permet SIG d'en tirer profit (dans quelle forme?) - intégré dans nouvel outil SIG qui inclut les données "Cité de l'énergie". Pareil pour toutes communes (risque de perte d'identité).
Autres remarques	Il y a un risque de perte de savoir et d'élan pour un projet comme CommuneRenove quand il y qu'une personne seulement qui porte le projet chez la commune. Spécifiquement pour Carouge: La commune ne semble pas se rendre compte de l'importance de la transition énergétique. Dans son administration, la politique est compliquée.
Leviers pour les propriétaires	Gros problème de ne pas pouvoir contacter les propriétaires. Est-ce que le PDE devrait poser le cadre légal pour l'obtention des données? -> voir avec juriste! Peur de manque de ressources techniques si la politique est trop enthousiaste et tout le monde se lance au même moment - un gros levier pour les propriétaires est l'accompagnement, les subventions sont moins importantes. - faire partir d'un mouvement lancé

Entretien Retour sur l'expérience CommuneRénove

Ville du Grand-Sacconex

GF/ 22.06.2022

Mme Robertine Sanvura, Déléguée de l'énergie et du DD

Quelle est la motivation principale d'intégrer dans le programme CommuneRénove?	Grand-Sacconex exécute une politique engagée pour le climat et souhaite de décarboniser avant 2050. Un PDE est en cours et une charte de construction sera publiée en ligne. La commune a obtenu le label Cité de l'Energie GOLD. Il faudrait avoir toujours 2 pas d'avance sur le canton. Comme collectivité publique ils ont le devoir d'exemplarité, ceci s'applique notamment au parc bâti communal (viser des labélisations max). La déléguée est très soutenue par sa hiérarchie. -> Grand-Sacconex soutient aussi les programmes Visit Villa du SIG (env. 500 villas) et ECO-logement (optimisation, économies de l'énergie), CommuneRénove est donc complémentaire (immeubles collectifs, 123 allées).
Qui sont les acteurs au niveau communal impliqués dans la mise en place et l'exécution du programme (rôles, nombre des personnes,...)	- 1 déléguée de l'énergie et du DD, elle s'occupe aussi de la communication (- responsable pour bât. communaux autre personne dans un autre département)
Comment assurez-vous le financement?	- personnel: 1 personne - crédit pour 2022: 32'000 CHF - prochain crédit demandé pour la rénovation: 25'000 CHF + 5'000 appui AMOen/ AMU
Comment avez-vous entrepris les démarches suivantes:	
- analyse du parc bâti (outils, IDC, fiches des bâtiments, outil transposition?, CECB...), fixation des cibles?	- analyse avec mandat hepia (LR): typologies, bâtiments ciblés selon période de construction, typo et IDC - SITG
- relevé des coordonnées des propriétaires	Grand-Sacconex n'a pas pu obtenir les coordonnées des propriétaires par le RF pour des raisons juridiques. La démarche de Lancy n'a plus été acceptée car la raison pour accéder aux données n'est pas légalement justifiable (le contact ne sera pas dans le cadre d'une obligation légale). (remarque GF: Même si l'OCEN voudrait obliger le 450MJ/m2 ils n'ont qu'une directive et non une loi...). Finalement, le démarchage s'est fait par SIG/ ses mandataires PO, CM et WS. Ils ont davantage ciblé les régies. (Il existe une fiche des régies sur la commune.)

- contact des propriétaires (appels, lettres, courriels, modèles....)	- communication lors de la rencontre annuelle d'entrepreneurs organisée par la commune - publication dans le journal communal avec demande d'inscription à la séance du lancement - site web (lien pour inscription pour séance du lancement)
- autres actions d' "incitation" (site web, flyers, affiches, pub...)	- manque de communication sur le web: (site et LinkedIn) car manque de personnel
- organisation de la séance de lancement (sur quelle base, avec qui...)	Séance de lancement le 7 mars 2022 dans le cadre de "CommuneRenove" (synergies de 3 communes) - organisation par SIG et envoi des invitations par courrier et courriel par la commune Grand-Saconex - participation de l'OCEN, des représentants de 3 communes, SIG (présentations) + propriétaires, régies et AMOen (publique)
- organisation des workshops (sur quelle base, avec qui...)	Workshops 1 et 2 le 24 mai 2022 - organisation par SIG/ ses mandataires PO, CM, WS - commune Grd-Sac = hôte (salle+repas) - participation des AMOen, services administrateurs (OCEN, départements SABRA,) Prochains WSs prévus sur la commune Carouge Réunions régulières avec comité d'organisation Webinaires (formation/ information) organisé par SIG
Comment sont les réactions des propriétaires - régies contactés?	- Encore au début des démarches car les régies bien sensibilisées viennent volontiers aux événements. Il faut par contre aussi cibler les moins intéressés. - Les propriétaires/ régies ont beaucoup apprécié les workshops et les présentations, aussi la présence des services/ autorités.
Apprécient-ils les AMOen et les AMU mis à disposition?	- Les AMOen sont très appréciés. - Les AMU ne sont pas encore assez remarqué en ce moment.
Avez-vous pris contact avec des autres acteurs dans la construction, soit des architectes, ingénieurs, entreprises de construction, pour créer des reseaux?	non
Quels outils mis à disposition par l'équipe CommuneRénove ont été les plus utiles?	- les workshops et la préparation aux WSs où chaque propriétaire/régie doit connaître déjà quelques informations sur son bâtiment
Comment documentez-vous le suivi du programme?	- nombre des projets inscrits dans les workshops - autres pas encore pensé
Avec quels critères évalueriez-vous le succès du programme?	- pas sûre comment. Pact SIG? Compt sur les résultats documentés par l'AMOen?

Autres remarques	Dans le cadre de "Cité de l'énergie", la commune sera encouragée à mettre en place un guichet unique. On pourrait penser à une mutualisation pour les 3 communes. voir "Meyrin développement" comme exemple d'une association genre guichet unique.
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NOTES DE SEANCE

Projet : RENOWAVE
Titre : OSS ville Nyon
Date : 07.07.2022 – 9h00 – 10h00
Lieu : Nyon
Notes : LR
Participants : Guy WAGNER (Nyon), Grit FOWLER, Lionel RINQUET
Excusés : -
Prochaine séance : Jeudi 16 juin 2022 8h30, hepia

- Postulat Buchs-Farine . Basé sur Onex Rénove et constat taux rénovation trop faible
- Politique « Nyon s'engage »
- Spécificité de la ville de Nyon : partie patrimoine/ ISOS centre-ville
- Guichet énergie plutôt là pour propriétaire jusqu'à 10 logements. Projet service territoire plus pour grand ensemble avec question du relogement
- Autre dispo DI Nyon Eco-énergie (idem eco-21). Programme par quartier, soirées à thème + visites in situ
- 3 programmes pour offrir un panel complet sur la réno. Les 3 sous des municipaux différents.
- Guichet énergie : 2 personnes à 20% (0,4 ETP). Appelé à augmenter pour couvrir les axes de travail
- 6 axes de travail (modules) : diagnostique et base / patrimoine, isolation, architecture / énergie solaire / production chaleur / mobilité / programme éco-énergie (eco gestes – mesures). Offre chronologique / importance
- OSS en construction. Questions énergétiques traitées ici, alors qu'avant renvoyés de bureau en bureau jusqu'à lassitude. Objectif 4 soirées par an sur un module avec un intervenant.
- Pas de prise de contact direct, les propriétaires viennent d'eux-mêmes, formulaire contact sera produit. Pas de ciblage prévu. Car le ciblage ne sera pas neutre, on va favoriser certains au détriment d'autres. Le guichet est un service qu'on donne à la population, sans rôle pro-actif. NDLR : bon point : comment faire pour éviter l'écueil et respecter l'égalité de traitement ? Communication, soirées à thème, pas de démarchage direct, mais après le 1^{er} pas par le propriétaire.
- Grosse difficulté = ignorance de la population sur la problématique énergie.

- Soirées à thème promues par service com. Tous ménages, réseaux sociaux. Attention aux réseaux sociaux car les propriétaires sont à un âge non concerné. Après bouche à oreille, fonctionne bien (1 demande par semaine au minimum).
- Réactions très positives. Bonnes discussions entre services. Permet de donner des réponses à ces questions que d'autres services ne savaient pas répondre. Bonnes réactions car le temps est pris pour répondre aux questions et donner des marches à suivre.
- Guichet= rôle de facilitateur. Investissement d'environ 3h par propriétaire, réel besoin senti
- Toutes questions répondues (techniques, administratives, etc.) questions dirigées du guichet pour diriger vers 1-2 modules. 1^{er} entretien pour orienter vers un rdv qui traite de 2 modules max. Objectifs = livret pour chaque module de 4-5 pages qui parlent 1 de technique (qu'est que le solaire thermique p.ex) puis procédure (enquête) puis marche à suivre pour travaux.
- Soirées à thème organisées dans des locaux de la ville, et à terme dans les bâtiments exemplaires. Tel niveau d'ignorance qu'il faut montrer aux gens ce que c'est qu'une pompe à chaleur...problématique ! Prévu d'avoir un intervenant par sujet, neutre, pas un vendeur. Question d'un service externe (animateur) en discussion, mais la proximité reste essentielle pour répondre efficacement. Le système Romande Energie (consortium externe à la commune) ne marchera pas car déconnecté des réalités et réponses locales et directes et absence de neutralité. Essentiel de maintenir cette proximité et l'assurance d'avoir une réponse « immédiate », neutre, désintéressée et cohérente. Seul le niveau local (commune) peut assurer cela.
- Etre très flexible et écouter les besoins de la population en matière de besoin d'information et de formation.
- Problème : les fruits seront peut-être récoltés dans 10 ans...
- Pas de mise en réseau prévue par le guichet unique. Donne les adresses des experts CECB, sans appréciation. Liste CECB = bien. Serait intéressant d'avoir des listes « neutres », pour rediriger les clients, vers une liste, type liste SIA marchés publics.
- Guichet énergie = démarrage projet et fin projet, pas le milieu...
- Guichet financé par les postes, à terme un financement spécifique n'est pas prévu. Pas de business plan et frontière financière claire. A part des apéros pour les soirées...
- Pas de KPI sur les MJ économisés grâce au programme. Ils ont le nombre d'appels, de clients, de mails traités de rdv, les demandes de permis traitant énergie passent par M. Wagner (s'occupe aussi de la police des construction énergie...), donc ils savent ce qu'ils font, mais pas d'objectifs chiffrés

Interview with Blaise Clerc, director of CCRB, in Fribourg, on 28.06.2022
GF

Fribourg: Centre of competences in building renovation CCRB | KGS

Feasibility study "ProREN" heia-FR, Transform Institute, Hes-so: 2018-2020 (see above)

Mandate Centre of competences: Since May 2020

Reference: <https://ccrb.ch/>, director Blaise Clerc

The main goal of the Fribourg project of a competencies centre for building renovation is the increase of the retrofitting rate to 2% by 2030 (2025: 1.2%, 2028: 1.5%). It also identified the need of a single point of contact for those interested in modernisation that are lost in the flood of information from various sources.

On the basis of the feasibility study of the Transform Institute at the University of Engineering and Architecture of Fribourg (HEIA-FR) from 2018 to 2020, the project of the "Centre de Competences en renovation des bâtiments" has been launched by the Cantonal Energy Office of Fribourg at the beginning of 2020.

The appointed director established a business plan with the goal of the foundation of an autonomous association within two years (February 2022). Until then, the project was funded by the state of Fribourg and its partners, the University of Engineering and Architecture of Fribourg (HEIA-FR), the Smart Living Lab and the Building Innovation Cluster (BIC). From the middle of 2022 on, the association will function with funding only from its business partners and membership fees as well as the income from mandates from various institutions including the Cantonal Service of Energy, banking communities, the property owner association, associations like Pro Senectute. Also, services are not free, for instance the "café-conseil" costs 50.-CHF/project for 45 minutes of advice.

The competencies which are united in this centre are bound by partnerships with professional associations such as the Engineers and architects association SIA, the association GEAK|CECB, Energie-FR education centre, the Cantonal Building Insurance Company (ECAB) and energy suppliers such as Romande Energie.

The large majority of the services provided by the centre (about 80%) concern advice to private stakeholders as well as communes interested in renovation, the other 20% will be attributed to educational purposes such as support of schools (universities) and further education (CAS) for professionals in the energy/ construction sector.

Current activities are "café-conseils" for private property owners and public conferences but will soon include personalised advice, webinars, accompanying proposals for renovation projects, training and a hotline for renovation related question. Other offers will also be developed. An emphasis is given to counselling in financial aspects of retrofitting projects including construction credit, subsidies and tax advantages when renovating.

Various forms of communication are implemented: a website (update scheduled for the official launch of the association at the end of summer 2022), newsletter, participation at events such as energy conferences, radio advertising, part-taking in workshops for communal authorities, etc.

Fifteen energy counsellors are working free-lance for the CCRB. They all are qualified CECB/GEAK-experts, have an education as architect, engineer or technical specialist and have at least 10 years of experience in renovations. In addition to the director, one person manages the communication on a free-lance basis. Eventually, the association should have a total of 5.2 full time jobs: 1 director, 1 administrator, 3 experts and 1 person responsible for communication.

Future projects include that professionals of the building branch could be referenced by the CCRB, for instance on their website (against fees). Counsellors can direct clients towards local business and professional associations, for example 2 or 3 architects of the region and the

SIA, but will leave the choice to the client. Also, as each project is different, it would not propose already made up teams of architects and engineers or specialists.

Another idea is to include a “coach” who is qualified to treat the human aspects such as the motivational factors of a single person or a community to renovate and find the fitting solution taking the personal situation into account.

The success of the project will be measured by the increase of the renovation rate. This calculation is supplied by the Office of Energy of Fribourg and references the building permit applications with the demanded subsidies for renovation. Another analysis could be made in cooperation with the Observatory for dwellings (Observatoire du logement) which counts the number of renovated dwellings per year. No other criteria of measuring the results have been fixed (nor CO2 emissions nor quality of renovation).

A risk plan will permit to evaluate the different activities and measures and allow adjustments along the way.

230221 Romande Energie

lundi 20 février 2023 10:49

Participants:

Christophe Jeandupeux – chef de projet Commune-Rénove RE
Lionel Riquet
Grit Fowler

ENTRETIEN

- **Quelle est la motivation principale de mettre en place Commune-Rénove pour vous en tant que Service d'énergie?**
 - La stratégie d'entreprise de la RE s'inscrit dans la transition énergétique et englobe la volonté de la décarbonisation de la région suisse romande. (voir aussi le site web pour la communication sur ces objectifs: <https://www.romande-energie.ch/qui-sommes-nous/profil-du-groupe/vision-mission-valeurs>)
 - Le programme Commune-Rénove a été lancé en 2019 par Nicolas Demierre dans le cadre d'un projet de recherche financé par l'OFEN et la DIREN avec le but de décarbonisation de la Suisse, notamment par l'assainissement du parc immobilier privé. Dans l'équipe se trouve entre autres Le CREM, partenaire de R&D dans le domaine d'énergie (<https://www.crem.ch/le-crem>), qui produira un rapport courant du mois du mars 2023 sur ce projet de recherche.
 - Les communes confirment leur intérêt à la RE pour un soutien à l'atteinte des objectifs de leurs plans climat. Le segment immobilier de la RE apporte la prestation, adressée aux collectivités, pour l'assainissement du parc immobilier (prestation facturée aux communes).
- **Qui porte le projet au sein de l'entreprise RE? Combien des personnes sont engagés pour ce projet?**
 - Nicolas Demierre, qui a mis en route et accompagné le projet jusqu'à ce jour mais va quitter l'entreprise en fin mars
 - Christophe Jeandupeux = chef de projet est occupé à 80% avec Commune-Rénove
- **Qui sont les acteurs au niveau communal/ cantonal impliqués dans la mise en place et l'exécution du programme (rôles, nombre des personnes,...)?**
 - 1er étape = projet de recherche: OFEN, canton (DIREN), et communes. Les communes ont financé 50% de cette phase.
 - Commune-Rénove se base sur une étroite collaboration avec la commune respective.
 - Les communes Vevey et Morges se sont engagées en tant que communes-pilotes. Des autres communes ont confirmé leur intérêt (Nyon, Ouest-Lausanne, Bourg-en-Lavaux, Lausanne, Epalinges, Montreux)
 - Pour la prochaine étape, la RE aimerait activer plus la DIREN au canton de Vaud et impliquer plus les acteurs locaux au canton Valley
- **Quelles prestations offrez-vous aux communes?**
 - L'offre Commune-Rénove est une prestation clé en main, car il est compliqué pour les communes de le faire elles-mêmes, par manque de ressources humaines et de compétences.
 - 5 étapes (voir ci-dessous):
 1. Identification des bâtiments prioritaires et leurs potentiels
 2. Mobiliser les propriétaires
 3. Mettre en relation les propriétaires et les experts
 4. Participer au workshop
 5. Accompagner le propriétaire et réaliser le projet
- **Qui sont vos partenaires pour l'exécution des prestations?**
 - CREM : analysé du parc bâti, documentation du processus, ...
 - Signaterre a fourni les experts de conseil en énergie, soit pour faire un CECB+ soit un audit de transposition (entre CECB et CECB+, l'audit peut être repris pour le CECB+, il est basé sur 9 familles typologiques renseignées sur la plateforme de transposition de Signaterre => par contre pas tous bâtiments rentrent dans les 9 familles)
 - CLP a recherché les propriétaires et les a contacté, organiser les workshops,...
- **Quelles conditions ont été remplies pour démarrer le programme Commune-Rénove?**
 - Le projet de recherche a fondé la base pour le démarrage du projet.
 - Pour le futur, un projet Commune-Rénove doit pouvoir profiter au territoire local et impliquer les acteurs (experts, architectes, entreprises etc.) locaux.
- **Comment avez-vous entrepris les démarches suivantes:**
 - **fixation des cibles: analyse du parc bâti (outils, IDC, fiches des bâtiments, outil transposition?, CECB...)?**
 - L'analyse du parc bâti a été exécuté par le CREM.
 - Les critères d'éligibilité d'un projet de rénovation ont été fixés comme suite:
 - Bâtiments avec propriétaire unique, après guerre, sans contraintes patrimoniales, habitation +350/ 400m2, soit env. 100 bâtiments éligibles par commune
 - Résultat pour Vevey + Morges: 37 propriétaires différents, 52 audits, 130'000 m2 SRE, 10 GW
 - Signaterre a fourni les audits énergétiques ou le CECB+ pour ces bâtiments. Ils ont été financés dans le cadre du projet de recherche (gratuit pour les propriétaires).
 - L'outil de transposition appartient à Signaterre, l'OCEN ne voulait pas le financer (selon LR la transposition n'était pas citée comme élément clé pour déclencher les décisions de rénovation dans Oney Rénove, ce qui a limité son

intérêt aux yeux de l'OCEN. Voir rapport final du projet Onex-rénove écrit par Pierre Olivier et Christian Freudiger).

- **relevé des coordonnées des propriétaires, si fait?**
 - Demandé par la commune au RF avec difficulté à cause de la protection des données,
 - Portail cantonal
- **contact des propriétaires (appels, lettres, courriels, modèles....), si fait?**
 - Par bâtiment défini, *selon PO par téléphone (à vérifier)*
- **autres actions d' "incitation" (site web, flyers, affiches, pub...)?**
 - Pas de démarchage actif vers les communes, les communes viennent vers la RE, et les ressources disponibles ne permettraient pas d'en accueillir plus.
 - Récemment publicité dans journal pour "café réno"
- Comment sont les réactions des propriétaires - régies contactées?
 - *(La question n'a pas été demandée.)*
- **Comment organisez-vous des événements d'information/ des conseils etc. (sur quelle base, avec qui...) ?**
 - *CLP (Pierre Olivier) a l'expérience d'Onex-Rénove et Commune-Rénove de Genève dans l'organisation des workshops (à confirmer!)*
- **Est-ce que vous avez des conseillers en énergie? Si oui, comment assurez-vous leur qualification et formation?**
 - Aucun investissement n'a été fait et n'est planifié de la RE dans la formation ou dans l'évaluation des experts.
 - Pour les projets Vevey et Morges, Signaterre a fourni les "AMOen"
 - La DIREN a lancé en 2022 le programme AMOen basé sur les experts CECB, ceci pourrait être utilisé dans le futur.
- **Avez-vous pris contact avec des autres acteurs dans la construction, soit des architectes, ingénieurs, entreprises de construction, pour créer des réseaux?**
 - Pas encore. Une relation avec la SIA serait intéressante. (NB : remarque LR hors séance, RE a contacté la SIA Vaud pour former un partenariat, refusé par la SIA VD car ses membres sont en concurrence avec des entités de RE, concurrence jugée par certains "à la limite". Donc pas envie d'être partenaire de RE)
- **Est-ce que le rôle de "facilitateur" pour soutenir soit des PPE/ soit des locataires (type AMU genevois) en cas de la planification de la rénovation existe?**
 - Non, aucun AMU n'a été proposé lors des démarches Commune-Rénove.
- **Comment assurez-vous le financement de Commune-Rénove vaudois?**
 - Le cadre du projet de recherche a permis de lancer le programme et à couvert une partie des coûts.
 - Pour les prochains projets Commune Rénove, les heures de travail seront facturées à la commune en vue que le programme peut être autoporteur (sans nécessairement faire de profit). (selon téléphone post séance entre LR et M. Jeandupeux, l'offre pour Nyon avoisine les CHF 140'000.-, dont env. 27'000.- pour le mandat du CREM)
- **Quels buts/ cibles ont été fixé au début du programme?**
 - Remplir les workshops (max 12-14 participants)
 - Pas d'autres cibles (SRE ou autres)
 - Taux de rénovation, voir rapport CREM en mars
- **Comment documentez-vous le suivi du programme?**
 - Un rapport établi par le CREM sera publié en mars et montrera le suivi.
- **Avec quels critères évalueriez-vous le succès du programme?**
 - En ce moment, aucun indicateur n'est fixé, ils pourront éventuellement se baser sur les CECB+ avant/ après pour mesurer le succès.
- **Comment garantissez-vous la continuation, la mise à jour de la communication, fréquence des événements, etc. ?**
 - En ce moment, un suivi des projets est seulement garanti par les conseillers énergétiques, donc aucun suivi par la commune ou par RE n'est donné.
- **Comment entrevoyez-vous l'avenir?**
 - Une ouverture vers d'autres communes plus petites est prévu où ils proposeront un "Café Réno".
 - Il faudra établir les indicateurs de suivi, les calculs des taux de rénovation, assurer un suivi aux projets lancés.

Energie-coach Zürich

Interview mit Marie-Laure Pesch

Marie-Laure Pesch
Leiterin Energie und Gebäude

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[Energieberatung Stadt Zürich - Stadt Zürich \(stadt-zuerich.ch\)](http://stadt-zuerich.ch)
[Energieberatung Heizung, Sanierung, Solaranlagen - Stadt Zürich \(stadt-zuerich.ch\)](http://stadt-zuerich.ch), [Über das Energie-Coaching - Stadt Zürich \(stadt-zuerich.ch\)](http://stadt-zuerich.ch)

Wie nehmen die interessierten Eigentümer mit Euch Kontakt auf?

Die Interessierten können sich telefonisch, per Mail oder im Klimabüro der Stadt Zürich mit der Energieberatung Kontakt aufnehmen: [Energieberatung Stadt Zürich - Stadt Zürich \(stadt-zuerich.ch\)](http://stadt-zuerich.ch)
Mitarbeitende der Stadt (mit verschiedenen beruflichen Hintergründen wie Architektin, Heizungs-, Umweltingenieur) führen Erstberatungen durch. Vertiefte Beratungen werden durch mandatierte Berater durchgeführt mit Besichtigung vor Ort.
Verschiedene Anlaufstellen (Stadt, Stadtwerke EWZ und Leute von der Baubewilligungsabteilung) wurden zentralisiert unter einer Webseite und Email-Adresse, um das Angebot zu vereinfachen.

Macht Ihr Werbung für das Programm, ausser der Information auf Eurer Webseite?

Eigentümer werden regelmässig angeschrieben, die Adressen wurden erst über die Feuerungskontrolle (Gas und Öl) bereitgestellt, heute auch durch das Steueramt und Landregister, Die Datenlage könnte aber noch verbessert werden (einige Briefe kommen zurück). Es ist vorgesehen, im Herbst 2023 eine neue Welle von 15'000 Briefen zu verschicken. Dabei werden gezielte Themen angesprochen wie Heizungsersatz und Heizungsoptimierung.
Auf Quartierebene, werden Informationsveranstaltungen organisiert, die eine Energieverbund ansprechen. Wenn mindestens die Hälfte der Eigentümer interessiert sind, finanziert die Stadt eine Studie, die dann in einer weiteren Veranstaltung vorgestellt wird.
Ebenfalls auf Quartierebene mit vielen Gebäude mit ähnlichen Bedingungen, werden Informationsveranstaltungen organisiert, mit generellen Informationen von der Stadt, von einem Energieberater, gefolgt von der Vorstellung der Beratungsangebote. Anschliessend werden individuelle Fragen am Tisch beantwortet.
Für die Veranstaltungen wird durch Inserate in Zeitungen geworben.
Es gab/ gibt auch mal Publi-Reportagen durch den Hauseigentümerverband / Casafair.

Wie gross ist die Nachfrage?

Die Nachfrage ist in den Vorjahren sehr gestiegen, vor allem für das Angebot «Heizungsersatz» und, seit der Preisreduzierung, dem GEAK.
Dieses Jahr (2023) hat die Nachfrage etwas nachgelassen.

Einen weiteren Anstoss gibt das neue strengere Energiesgesetz, dass z.B. bei Heizungsersatz erneuerbare Energien fordert.

Ist das Programm nur für die Bewohner der Stadt Zürich oder dürfen Einwohner anderer Gemeinden im Kanton ZH die Dienstleistung auch in Anspruch nehmen?

Berechtigt für die Beratungen sind Eigentümerschaften, die Liegenschaften in der Stadt Zürich haben. Sie müssen jedoch nicht in der Stadt wohnen.

Gibt es Kriterien, die die Eigentümer bzw ihre Projekte erfüllen müssen, um die Dienstleistung in Anspruch nehmen zu können?

Nur, dass sich die Liegenschaft in der Stadt Zürich befindet.

Die Angebote sind auf Wohnliegenschaften gerichtet, evtl Mischnutzung.

Für Gewerbe gibt es andere Angebote.

Was für Subventionen für die Eigentümer gibt es für die Dienstleistung «Energieberatung», von der Stadt und/oder vom Kanton? Wie wird die Dienstleistung finanziert?

Die Beratungsangebote sind stark subventioniert: Die Stadt übernimmt der grösste Teil der Kosten (finanziert über Steuergelder)

GEAK:

Die Subvention vom Kanton (1500.-) wird durch die Energieberatung der Stadt bezogen, da die Eigentümer nur 400.- zahlen, direkt an die Stadt. Die Stadt zahlt den Rest an die Mandanten.

Welche Bedingungen muss ein Energieberater bezüglich Ausbildung/ Qualifikationen erfüllen?

Die externen Berater werden über eine öffentliche Ausschreibung mandatiert. Zu Beginn führen wir Schulungen durch, anschliessend zweimal jährlich einen Erfahrungsaustausch.

Wie stellt Ihr die Qualität der Energieberater sicher?

Gewisse Tools stellen wir zur Verfügung.

Die Qualitätskontrolle der Berichte nach Abschluss der Beratung ist wichtig, um die Qualität zu garantieren. Auch die GEAK werden kontrolliert.

Stellt Ihr Statistiken auf, z.B. über die Anzahl der Anfragenden, die Grösse der Projekte, die wirklich ausgeführten Projekte,...(=Erfolgsindikatoren)?

Es wird erfasst, wieviele Anrufe angenommen und wieviele Beratungen durchgeführt wurden. Allerdings gibt es keine Nachverfolgung, was aufgrund der Beratung auch wirklich umgesetzt wurde. Eine Berichterstattung wird aber demnächst erfolgen müssen.

Nach den ersten Schritten (Telefon und Erstberatung), werden die Energieberater von den Bauherren weiter engagiert?

Siehe **Offenes Coaching nach Zeitaufwand**

Die externen Energieberater können vom Bauherren engagiert werden. Ungefähr 15 Stunden werden zum Vorteilspreis angeboten, danach ist es zwischen den Bauherren und den Mandanten. (Ersten 4 Stunden 200.-; danach 1h= 110.-). Nicht sicher, wieviel das Angebot wahrgenommen wird.

Auch: **Coaching Realisierung Wärmepumpe**

Kosten für Bauherren 1400.-

Offertenvergleich und Inbetriebnahme (nicht baubegleitend)

Und seit Herbst 2022: **Beratung Heizungsoptimierung**

Hat noch nicht den gewünschten Anklang gefunden.

Kann ein Renovationsprojekt vom Energieberater in allen Phasen SIA (2-6) betreut werden? Fördert Ihr das?

Der Bauherr kann seine eigenen Verträge abschliessen, siehe Frage vorher.

Die Phase 6 wird nur mit dem neuen Angebot «Heizungsoptimisation» gefördert.

Werden die Ergebnisse nach Bauabschluss kontrolliert?

Nein.

Habt ihr Rückmeldungen über die Zufriedenheit der Kunden?

Es werden regelmässig Umfragen ausgesandt.

Vergleich mit AMOén

Von SIG ausgebildet und gefördert,

Nach REX einige Anpassungen im System, Förderung der Integration in Anfangsphasen, Unterstreichen der Wichtigkeit der Phase 6 SIA, Bonus nach Abschluss

Nachlassende Unterstützung vom OCEN

29.08.2023, Grit Fowler