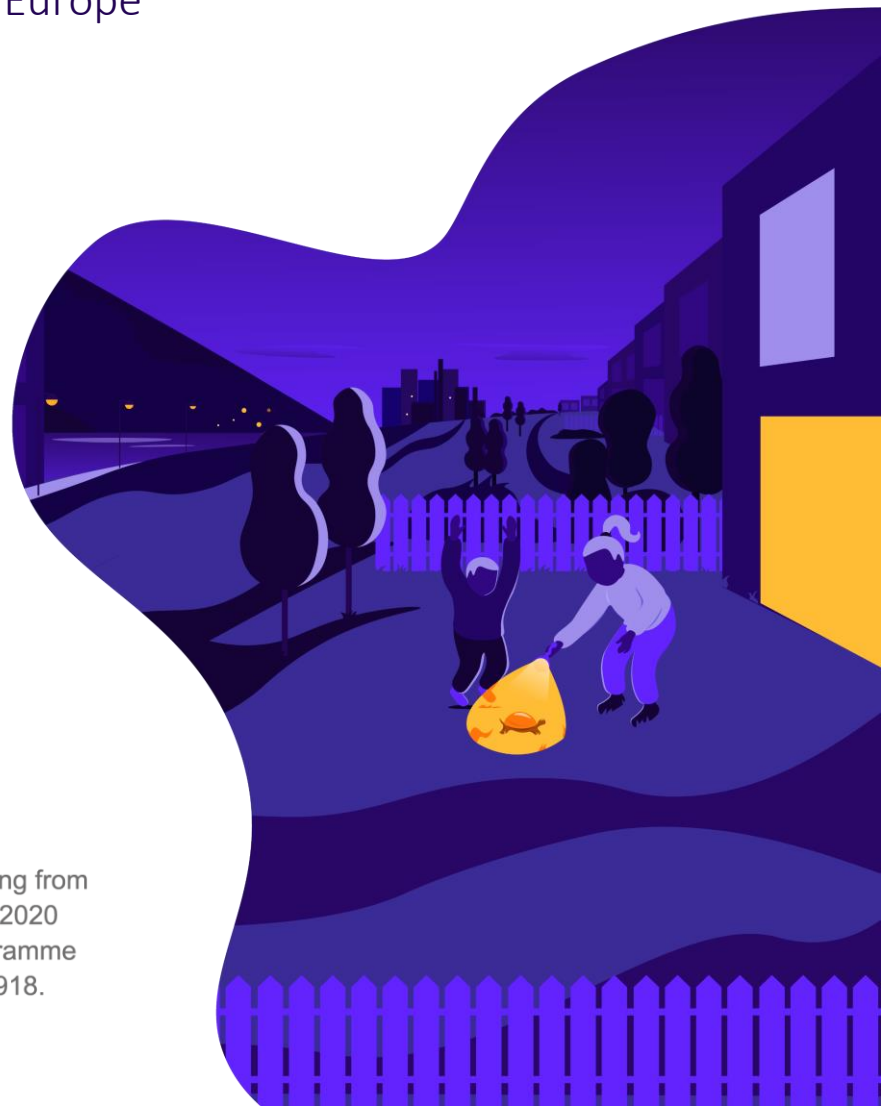


WP7 Communication, Dissemination & Stakeholder Engagement

D7.22 REPORT ON STAKEHOLDER AND USER ENGAGEMENT ACTIVITIES

Clara Mafé Cortés – Housing Europe

30/09/2022 (M33)



This project has received funding from the European Union's Horizon 2020 Research and Innovation programme under Grant Agreement N 869918.

1. Revision Log:

PROJECT ACRONYMsyn.ikia
 PROJECT NUMBER 869918
 PROJECT TITLE.....Sustainable Plus Energy Neighbourhoods
 WEBSITE..... www.synikia.eu

2. Technical References

Deliverable (number)	D7.22			
Deliverable Name	Report on stakeholder and user engagement activities			
Work Package (number)	WP7			
Task number and Title	T7.5 Set-up, manage syn.ikia’s Community to engage with relevant Stakeholders			
Dissemination Level	PU			
Date of Delivery	M33			
Lead Beneficiary	Clara Mafé Cortés - Housing Europe			
Contributors	Ole-Edvin Utaker, Arca Nova Thijs van den Oord, AREA Oskar Mair am Tinkhof, HÖ Pilar Megías Lupiañez, INCASOL Margaux Barrett, BPIE			
Reviewers	Inger Andresen, NTNU, Niki Gaitani, NTNU			
Status	Draft			
Document history	V0	Clara Mafé	WP7 leader	20/09/2022
	V0.1	Inger Andresen	NTNU	27/09/2022
	V0.2	Clara Mafé	WP7 leader	30/09/2022
	V0.3	Niki Gaitani	Project Coordinator NTNU	30/09/2022

3. Executive Summary

The aim of this deliverable is to provide an update on syn.ikia’s stakeholders and resident engagement activities up until September 2022 (M33). The document gives an overview of the activities carried out at local

level by demo partners and EU level by the consortium. Lastly, an outline of future activities expected for the upcoming year (until September 2023) is presented.

Table of contents

1. REVISION LOG:	1
2. TECHNICAL REFERENCES	1
3. EXECUTIVE SUMMARY	1
TABLE OF CONTENTS	2
4. ROLES AND RESPONSIBILITIES	3
5. INTRODUCTION	4
6. LOCAL STAKEHOLDER AND USER ENGAGEMENT ACTIVITIES	6
Stakeholder groups.....	6
Verksbyen, Fredrikstad	7
Loopkanstraat, Uden	11
Gneis District, Salzburg.....	17
Fondo, Santa Coloma de Gramenet	24
7. EU STAKEHOLDER ENGAGEMENT ACTIVITIES	29
8. FUTURE UPDATES.....	33

4. Roles and Responsibilities

Name	Role	Responsibility
NTNU	Reviewer	Internal quality assurance of the deliverable
DTU	NA	NA
BPIE	Contributor	Input EU stakeholders and Future updates (FeedMe app)
SINTEF	Feedback	Checking organisation activities
Housing Europe	Author	Drafting of document and collecting input from partners
IREC	Feedback	Checking SINTEF activities
AREA	Contributor	Input Loopkanstraat section
INCASOL	Contributor	Input Fondo section
TNO	Feedback	Checking organisation activities
ENFOR	NA	Checking organisation activities
ABUD	Feedback	Checking organisation activities
HÖ	Contributor	Input Gneis District section
ARCA NOVA	Contributor	Input Verksbyen section

5. Introduction

Syn.ikia strives to keep its stakeholders and users appropriately informed, engaged by inviting them to project key events, and sharing project results and experience with the aim of making them becoming advocates of the project.

While the online trends brought by the COVID pandemic sky-rocketed the use of well-established social platforms such as Microsoft Teams, Slack, Facebook, LinkedIn and so on, they have also made it difficult for new emerging online community tools.

Professionals and organisations, especially in the services sector, are dealing with an overwhelming number of online platforms on a daily basis, which has led to decreasing interest in subscribing to new applications outside the traditional ones.

The syn.ikia online community (Sustainable Positive Energy Neighbourhood - SPEN Community) set up has not proved to fulfil its purpose to promote stakeholder engagement and interest in the project. Community members have not been active in the last 6 months: no new comments were posted, and there was no reaction to the comments published by the management team.

A regular rotation system amongst partners by which, depending on their availability and needs, the community management shifted hands in order to generate different types of content, test new approaches, and target specific stakeholders. For every hand-over, the partner taking up the community management role prepared a strategy and programme to be agreed with Housing Europe, as the responsible team.

Why it did not work

The objectives of the SPEN Community (connect/networking and inspire) are met more effectively through other project channels and activities such as:

- Email
- Newsletter
- Social media (Twitter and LinkedIn)
- Website – Library tab

After consulting with syn.ikia partners and stakeholders, there was a consensus that the SPEN Community was not their preferred meeting space to connect with other stakeholders. Rather they preferred live events.

The two-year teleworking period has proved that virtual meetings and exchanges are a great alternative to follow lectures, meetings and presentations, and even participatory result-oriented workshops. However, it has proved difficult to establish personal connections and networking, for which physical meetings seem to be a more appropriate arena.

The way forward

The online community was set up and resources were invested to bring it to life. However, the evaluation showed that dedicating additional resources would not help in getting closer to syn.ikia's objectives.

The partners decided to shift the focus of the task by using the already existing channels in the project, such as the ones mentioned above, to connect and inspire stakeholders in the Sustainable Plus Energy Neighbourhoods field.

The present report gives an overview of the stakeholder and resident engagement processes and activities carried out by demo partners in their respective neighbourhood projects, as well as at EU level by the consortium. Lastly, an outline of future activities expected for the upcoming year (September 2023) is presented.

6. Local stakeholder and user engagement activities

Stakeholder groups

The main stakeholder target groups of the syn.ikia project are defined in *D7.1 Communication, Dissemination and Stakeholder Engagement Strategy And Plan* as follows:

Stakeholder name	Target groups
General Public	Citizens, dwellers and tenants.
Urban Authorities	Local councils, regions and municipalities.
Housing Community	(Associations of) homeowners, tenants (representatives), landlords, portfolio managers, housing co-operatives, social/public housing companies, etc.
Non-residential Community	Retail, care & health, education, hospitality, leisure, social services, and other commercial or public buildings.
Technology and Service Providers	RES provider, storage technology, SME energy management, ESCO, Architecture, Engineering and Construction (AEC) Industry, green technology companies, etc.
Regulatory Authorities	Distribution network operator, transmission network operator, distribution systems operator, transport authority, planning bodies, etc.
Developers and Investors	Private and public sector banks, investment funds, institutional investors, ESCOs, etc.
Building Market (Influencers)	Policy makers at national and regional level, EU institutions (EP, DG ENER, CoR, EESC), World Green Building Council, (WGBC), FIEC, CEER, ACER, EFIEES, Coalition for Energy Savings, Energy Cities, etc.
Sister Projects and related projects	Partners in relevant "Sister" projects under H2020 and other EU programmes.
Academia	Research institutes and universities.

Verksbyen, Fredrikstad







Verket Panorama block A



Verket Atrium block K, L, M

Context

 Climate: Subarctic	 City: Fredrikstad
 Developer: Arca Nova Bolig AS	 Neighbourhood: Verksbyen

Housing units	Panorama K: 22 units and Atrium A: 36 units – total 58 units (part of a larger development of appr. 2 000 new apartments).
Housing typology	Apartment buildings
Ownership model	Condominium
Expected residents	Panorama K: 35, Atrium A: 56. Total: 91
Shared facilities	<ul style="list-style-type: none"> • Parking spaces: 1,5 for each apartment • EV-charging facilities • Storage rooms: 1 for each apartment • Bicycle parking: inside and outside • Park areas • Play and activity grounds • Community house
Monitored apartments	Not yet decided

Main stakeholders engaged

Organisation	Role	Engagement level (1-5) ¹	Group
The Municipality of Fredrikstad	Zone planning, building permits	2	Urban authorities
Griff Arkitektur	Architecture	4	Service provider
PRO Consult	Planning structural design	3	Technology and service provider

¹ 1-5 scale where 1 represents “very low engagement” and 5 represents “very high engagement”.

Arca Nova Entreprenør	Design and building contractor	5	Technology and service provider
Multiconsult	Planning	3	Related project
Enova	Funding and advice	4	Technology and service provider
Solcellespesialisten	Planning and subcontractor	3	Technology and service provider
Contiga	Planning and subcontractor	3	Technology and service provider
Norwegian Water Resources and Energy Directorate (NVE)	Regulatory authority	2	Regulatory authorities

Stakeholder partnerships and resident engagement

Verket Panorama and Atrium are part of the new urban development project Verksbyen in Fredrikstad, Norway. The land area of Verksbyen took its shape in the second half of the 19th century as an important industrial area along the Glomma River. The project and associated land areas are fully owned by the developer Arca Nova Bolig AS. The number of planned new residential units are approximately 1500-2000 units. The demo project, consisting of two apartment buildings, is part of a wider neighbourhood.

Early on in the detailed zone planning process, Arca Nova informed the Municipality of Fredrikstad about their ambition to create a sustainable neighbourhood, to ensure that the project goals be implemented in the plan. This included, among other things, structural functions as orientation of facades and roof forms (mono-pitched roofs).

Future residents have not been directly involved in the design process, because all apartments are built for sale. Buyers have, however, to a certain extent been involved in the planning of their own apartment.

Based on the 203 units, with the same standard, already built and sold in Verksbyen (Verkshagen, Capjon Park), ArcaNova has good knowledge of customer needs and preferences.

The following group of private and public stakeholders play a key role in the development of the Verksbyen:

- **Griff Arkitektur:** a leading architectural company in Fredrikstad, have been responsible for the overall architectural design of buildings in Verket Atrium and Panorama, including integration of solar panels in the facades and roofs, without compromising good design.
- **PRO Consult:** structural design of buildings in close cooperation with Arca Nova Entreprenør and Contiga.
- **Arca Nova Entreprenør:** a design and building contractor in the Arca Nova Group, played a central role as a coordinator in the design process.
- **Multiconsult:** one of the leading consulting engineers in Norway. Their role in the Verksbyen project has been related to geotechnical surveys, expert advice on design of energy system solutions, and landscape design.
- **Contiga:** planning and subcontractor for steel and hollow core slabs constructions.
- **Solcellespesialisten:** planning and subcontractor for photovoltaic system installations.
- **Kelvin:** planning and subcontractor for thermal energy system installations (heating).

- **Enova**, a state enterprise owned by the Ministry of Climate and Environment providing funding and advice for energy and climate projects, funded at an early stage a feasibility study of Verksbyen on energy systems, greenhouse gas emissions, and mobility issues.
- **Norwegian Energy Regulatory Authority (RME)**: has been helpful in granting a time limited dispensation from present regulatory regulations for energy sharing at neighbourhood levels in the Capjon Park and Verkshagen developments.
- **The Municipality of Fredrikstad**: played a central role in the detailed zone planning process for realizing the goals of Verksbyen.

Neighbourhood infrastructure

All apartments will be connected to a shared central heating system for Verket Atrium and Panorama. Each apartment is individually connected to the grid. Solar energy production from roofs and facades surfaces will be shared virtually at the neighbourhood level, conditioned on a new scheme proposed by the Norwegian Energy Regulatory Authority (RME) for energy sharing at neighbourhood levels, including multi-family homes, apartment complexes, and commercial buildings.

Other common facilities for residents include: park and outdoor areas prepared for different activities and age groups, inside and outside car and bike parking spaces, EV charging, storage rooms, bike sheds, community house, foot and bike paths with connection to shopping areas, primary and schools, local kindergarten, and public transportation infrastructure.



Blue and green neighbourhood infrastructure in Verksbyen

Timeline



Activities organised

Development phase	Date	Format	Activity
Design	08/2021	Site visit	Site visit to demo and meeting on workplan for syn.ikia – ArcaNova Bolig, ArcaNova Entreprenør, NTNU
Design	10/2021	Site visit	Site visit to demo and meeting on workplan for syn.ikia – ArcaNova Bolig, ArcaNova Entreprenør, NTNU
Design	12/2021	Meeting	Sustainable Plus Energy Neighbourhoods in Europe: examples of demo projects – Norway and Netherlands. In cooperation with, NTNU, DOGA, and FutureBuilt, Oslo.
Design	Winter, spring 2022	Meeting	Several work meetings with syn.ikia/NTNU/SINTEF
Design	03/2022	Meeting	Presentation of syn.ikia demo projects for consortium in Den Bosch, Netherlands. ArcaNova Bolig.

Relationships

The experience with architects was challenging as they were not used to integrating renewables such as solar panels in the design of the building.

Cooperative design processes with various stakeholders have been successful for all involved. A great learning and cooperative experience.

Upcoming activities

- “Verksbyen dagen” is a social gathering organized by Arca Nova where future and existing residents/neighbourhoods, families and friends are invited. It has been a great success over the last two years. More than 800 attendants this year, ranging from children to grandparents and with a wide

range of activities. It will be arranged again in autumn 2023. See this year's 'Verksbyen dagen' https://www.youtube.com/watch?v=KNPxHU_Vc1U




- All of Arca Nova apartments are built for sale. Customers are not involved in the structural design processes, but only in the interior design of their future apartment, limited to stipulated options. After the signing of the contract, customers/future residents (on an individual basis) are invited to a customer service process where they are allowed to choose between the different options. Examples of options are: type of parquet, tiles, wall colors, type of interior doors, kitchen furniture, bathroom appliances, lightning plan, smart house options. For block K (Panorama) this process has been concluded. For block A (Atrium) it is still an ongoing process. [Oppgrader smarthuset med enheter - YouTube](#)

Loopkanstraat, Uden



3D simulation of Loopkantstraat simulation

Context

 Climate: Marine	 City: Uden
 Developer: AREA Wonen	 Neighbourhood: Loopkantstraat

Housing units	39 new built (23 managed by AREA; and 16 managed by Labyrint zorg & werk for people with special needs)
Housing typology	Small multi-family buildings (1-3 storey buildings)
Ownership model	Social rental housing
Expected residents	45
Shared facilities	<ul style="list-style-type: none"> • A common room • 39 parking spaces • EV-charging facilities • 24 individual storage rooms and 1 common (bicycle) storage room • Collective Garden

Monitored apartments	All 39 apartments have standard monitoring, 20 apartments have extra monitoring for doors and windows open/close). 4 apartments are fully equipped with monitoring appliances.
-----------------------------	--

Main stakeholders engaged

Organisation	Role	Engagement level (1-5)	Group
Labyrinth Care & Work / Connect Living	Offering guidance to (young) adults with a mental and/or mild intellectual disability	4	Non-residential community
Laverhof & congregation of Missionary Sisters Servants of the Holy Spirit: a nursery home in an old monastery in the neighbourhood where community activities will take place.	Community centre	1	Non-residential community
Hanze University of Applied Sciences	Research support	1	Academia
TNO - Nederlandse Organisatie voor Toegepast Natuurwetenschappelijk Onderzoek	R&D partner in the syn.ikia project. Developer of the predictive digital twin on neighbourhood scale and developer of the model predictive controller to use the on-site solar energy as efficiently as possible.	5	Technology and service providers
AEDES vereniging van woningcorporaties	Dissemination, advocacy support	1	Housing community
Municipality Maashorst	Facilitator of necessary permits and grants	3	Urban authorities
Hendriks Coppelmans	Turnkey contractor of the apartment building	5	Developers and investors
Local residents / target group Labyrinth	A tenant with a mental and/or mild intellectual disability	4	Housing community
Ambassadors (supporting target group).	A tenant who accompanies neighbours who may need care & contributes to a pleasant living environment and promotes social interaction.	4	Housing community
Renewables ITHO	Manufacturer of heat pump.	4	Technology and service providers
Benext	Monitoring energy performance of apartments. Supplier of monitoring and control platforms. Platform as a Service (PaaS) to interact with both professional users and occupants.	4	Developers and investors

Stakeholder partnerships and resident engagement

The main stakeholder in the project is the owner and social housing developer **AREA Wonen**. The project has set up the so-called ‘Social Beautiful’ concept, a collaboration model bringing together social housing by **AREA**, the **municipality of Maashorst (previously Uden)**, social care by **Labyrinth Zorg & Werk** and the developer **Hendriks Coppelmans**, as well as the residents (both the existing neighbours and upcoming tenants). The mission behind the ‘Social Beautiful’ is to create a pleasant living environment where residents together with the neighbors ensure a good atmosphere, stimulate social contact, and really look after each other even when there is an additional care requirement involved. Another important stakeholder involved in the project is **TNO**, supporting in the research, development and innovation of the demonstration project in syn.ikia.

Of the 39 apartments, 16 apartments are rented out to the care organization **Labyrinth Zorg & Werk**. Labyrinth Zorg & Werk is an ISO qualified healthcare organization offering guidance to (young) adults with a mental and/or mild intellectual disability. They also offer ambulatory guidance and provide sheltered living in Den Bosch, Veghel and Office in Sint Oedenrode.

AREA will rent out the remaining 23 apartments in the complex to home seekers who wish to form a residential community with all residents. They must make an active contribution to this sustainable residential community.

The municipality of Maashorst (previously Uden) has had the main task of facilitating and providing the necessary zoning plans and building permits.

Hendriks Coppelmans has designed and realized the apartments as a turnkey developer.

As part of the “Social Beautiful” concept, AREA also identified a group of **tenant ambassadors** in the design phase to lead community building activities and create a dynamic social environment. They would also be responsible for raising awareness on energy efficiency and guiding the community about the SPEN concept.

To recruit interested residents as ambassadors, an [open call was published](#) in the local newspaper that collected a total 20 applications, 12 of which were eventually selected as the future ambassadors. They are young, single people with good digital skills.

The role of the ambassadors involves representing the Social Beautiful concept and contributing to the further implementation of the project. They are responsible for organising activities (sports, movie nights) with and for their fellow Labyrinth residents. A buddy system will be put in place so that every ambassador can guarantee bespoke support to a tenant in need. In return for their efforts and the community services, ambassadors are granted a rental discount.

Living in an SPEN requires residents’ awareness and understanding of the buildings energy system to be able to optimise their energy use. In this sense, data collection is key. Sensors have been installed in this building to monitor how we can use the overcapacity of the locally generated energy more efficiently. For example, by charging electric cars with the excess energy generated or by storing the energy from solar panels in the form of hot water. The monitoring of the buildings will provide insights on how the building works, including the indoor air quality and temperature.

The local residents have had a say in the development of the plans of the new neighbourhood and have requested additional measures eventually considered in the design such the use of other materials and a different layout of the building.

Since July 2022, the apartment blocks bear the name **’t Houdhof**. The name was unveiled on Saturday July 16th in the presence of residents, local residents, and other involved parties.



Loopkanstraat site visit with syn.ikia consortium



Highest point reached, celebration with residents



Apartment showroom in Loopkanstraat



Naming of 't Houdthof with residents

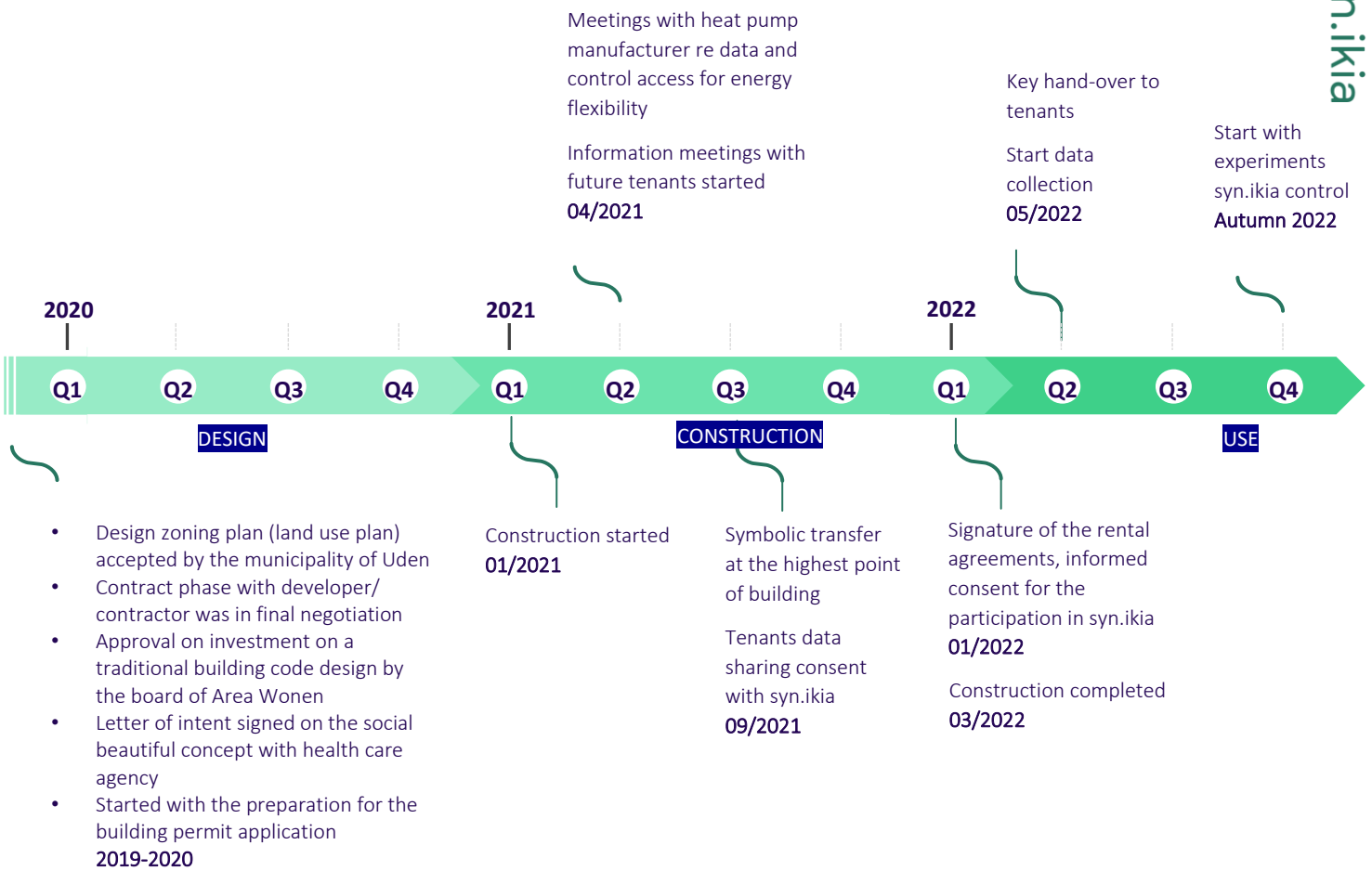
Neighbourhood infrastructure

All apartments in of the Dutch demo are individually connected to the grid. Each apartment has its own systems, its own solar panels, and its own ventilation system.

Some of the common facilities for residents include: an apartment used as a common room; parking spaces; charging points for electric vehicles; storage rooms and a bike shed.

Other facilities in the surrounding area include: a sports centre - located on the other side of the Volkelsweg park, including various sports clubs (football, hockey, etc.); and **The Retraitehuis**, a residential and care centre with nursing home care for the elderly. The Retreat House has a beautiful green backyard and has the roots of its existence 25 years ago as a monastery. Loopkanstraat tenants can contribute to the activities of the Retraitehuis and organise their annual meeting there. There are side-by-side tandems that volunteers can drive, and learning-work spaces are currently being considered for the Labyrinth target groups. The **Kindergarten XXS**, is also located the Retraitehuis as a daycare center.

Timeline



Activities organised

Development phase	Date	Format	Activity
Construction	01/2021	Interview	AREA-AEDES published an interview to AREA Veelbelovend EU-project biedt Area kansen(see: https://www.aedes.nl/artikelen/woningmarkt/europa/veelbelovend-eu-project-biedt-area-kansen.html)
Construction	04/2021	Meeting	AREA- RENEWABLES ITHO Meetings with heat pump manufacturer regarding data and control access for flexibility
Construction	06/2021	Meeting	Information meetings with possible future tenants.
Construction	09/2021	Celebratory gathering	Highest point reached: the raising of the flag symbolised the former residents handing the site over to its future occupants : https://www.synikia.eu/7287/
Construction	10/2021	Meeting	Information meeting with Labyrinth, Area and selected ambassadors.

Construction	03/2022	Site visit	Site visit to the demo organised by AREA for the syn.ikia consortium . Tenants joined. (Innovation EU-funded project on Positive Energy Neighbourhoods travels to Uden to mark important milestone and evaluate progress.)
Use	07/2022	Video	AREA-BENEXT-TNO-RENEWABLES ITHO-HENDRIKS COPPELMANS Video – predictive twins in practice https://www.youtube.com/watch?v=MyORZzsUBU

Relationships

Cooperation with **Hendriks Coppelmans** was considered to be positive as they showed to be very open and eager to make the project successful. **Renewables ITHO**, the heat pump manufacturer, were also willing to assist in the demo project, especially in search for new opportunities for data access.

However, convincing the **developer/contractor** that syn.ikia would not disrupt the design process of the building was perceived as a challenge. Further, switching heat pump manufacturer complicated and tensed the relationship with the developer during the design phase.

Cooperation with the installer in the monitoring and control was also considered difficult, as all monitoring equipment had to be set before delivering the building to the tenants. Similarly, the participation from tenants in the monitoring and model predictive control phase, was not easy.

All in all, the involvement of all relevant stakeholders in the demo project as partners or subcontractors in syn.ikia, would have been helpful for AREA.

Upcoming activities


Some of the upcoming activities where stakeholders and residents will be:

- Starting with the first surveying tests with tenants in October 2022.
- The “Brabant” real estate day in the neighbourhood (23th of September 2022).
- Tenant ambassador have created Top 10 social activities with other residents on a monthly basis.
- Monthly meetings between AREA, tenant ambassadors and Labyrinth to continue developing to the Social Beautiful concept.
- Tenant ambassadors, AREA and Labyrinth will share their experience with the Social Beautiful concept and the syn.ikia demo at [The Renovation Summit](#) in Brussels (November 2022).



3D simulation of Gnice

Context

 Climate: Continental	 City: Salzburg
 Developer: Heimat Österreich	 Neighbourhood: City district "Gneis"

Housing units	251 new built social housing dwellings built by Heimat Österreich.
Housing typology	Larger multi-family buildings (> 4 storey buildings)
Ownership model	Social rental housing and private residential (erected by the housing association and sale)
Expected residents	583 (50% rental 50% ownership)
Shared facilities	<ul style="list-style-type: none"> • Kindergarten • Doctor • Caritas base (Austrian charity company) • Community services: café, co-working spaces, common rooms, special assistance rooms
Monitored apartments	4 apartments in the existing project "Berchtesgadnerstraße 70+72" 9 apartments in the twinning project "Wir InHAUser"

Main stakeholders engaged GNEIS

Organisation	Role	Engagement level (1-5)	Group
Caritas	Implementation of social concept	4	Non-residential community
City of Salzburg	Leader steering group	4	Urban authorities
Energiewerk Baumgartner e.U.	Energy consultant for neighbourhood	2	Technology and service providers
Energy Consulting Austria (ECA)	Energy planner	5	Technology and service providers
Heimat Österreich	Project developer	5	Housing community
Raumsinn	Responsible for resident engagement	4	Technology and service providers
SIR - Salzburger Institut für Raumordnung & Wohnen GmbH	Process support and quality assurance	5	Academia
Wohngruppe Silberstreif	Residential group	4	Housing community
GBV - Österreichischer Verband Gemeinnütziger Bauvereinigungen - Revisionsverband	Feedback	1	Housing community

Stakeholder partnerships and resident engagement

The **Austrian demo neighbourhood GNICE** will be implemented by the social housing provider **Heimat Österreich**, together with a steering group made of the following partners:

- **Energy Consulting Austria (ECA)** is an innovative energy planning company and responsible for the development, planning, implementation, and monitoring of the plus energy concept.
- The **Salzburger Institut für Raumordnung und Wohnen (SIR)** is a competence centre for sustainable neighbourhoods and acts as an intermediary between the EU-project and the building project.
- The **City of Salzburg** is responsible for the administrative procedures (urban planning, residential information and involvement, building permission).
- The Austrian charity company **“Caritas”** and the living group **“Silberstreif”** are future users of the new buildings and have provided input during the development and planning process.
- **Raumsinn** is responsible for the resident engagement during the planning process and above all the resident engagement in the usage. In addition, the analyses of the existing neighbourhood were an important task of the sociologists.
- As the Austrian demo project do not end at the construction limit, also an external energy consultant was necessary. **Energiewerk Baumgartner** managed the energy questions and integration from the neighbours.

A **collaborative planning process** was organised in the early stages of the project (2018) and was organised by the city of Salzburg together with Heimat Österreich. The main goal of the process was to develop an urban vision for the whole neighbourhood in collaboration with interested stakeholders. An ex-ante analysis for structural, social, energy, and mobility aspects were used as the basis of this process.

The following figures show the timeline, structure and involved stakeholder groups of the process:



Collaborative planning process of Gneis

Some of the most relevant outcomes of the process were:

- **Caritas** is shaping together with a highly motivated +55-year-old community group **“Wohngruppe Silberstreif”** the neighbourhood’s atmosphere. Silverstrain +55 and Caritas want to manage the shared room. The Silberstreif +55 association offers older people the opportunity to remain independent for longer and still spend their lives together with like-minded people. The association has the right to propose certain subsidised rental apartments that are available to the residential group.
- **The office Raumsinn** was hired to develop the “social concept” of the district, including common areas, community activities and engagement of the residents until 2 years after moving in.
- **Heimat Österreich (HÖ)** offers for the exiting building in the Berchtesgadnerstraße 70+72 advice and consulting services about energy use and home renovation and is working together with residents to set up a self-sufficient energy community.
- The surrounding community – organised as a citizen association – is informed about the construction project and involved in the design phase of the new built project; they will also be informed about syn.ikia and provided with information about renovation strategies, energy advisors and consulting programmes for renewable heating installations.
- Accurate user behaviour data will be gathered one year after the residents move in.

Neighbourhood infrastructure in GNEIS

The neighbourhood infrastructure was analysed by Raumsinn at an early stage. The following figure shows the output of this process and the main infrastructure around the project area (red zone):



Neighbourhood infrastructure plan

The main community services and amenities will be located in the ground floor area of the buildings close to the main street, including: kindergarten; doctor; café; co-working spaces; common rooms and special assistance rooms; mobility point and flexbox.

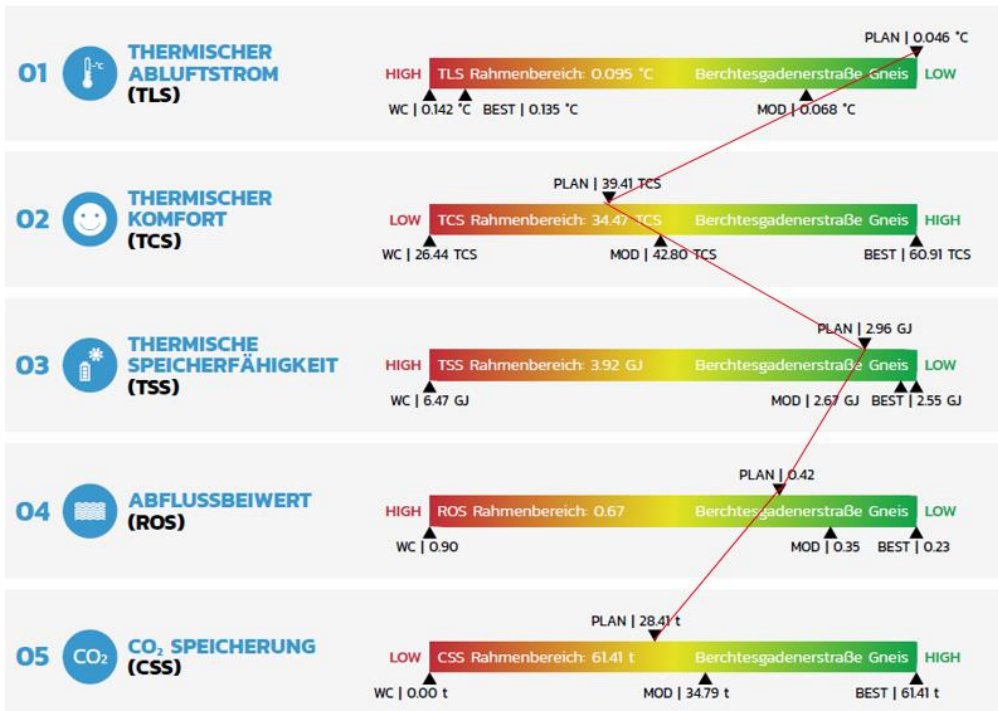
In the **“Mobility Point”**, a room of approx. 25 m², which is accessible to all residents using their own apartment key, various sharing products (mobility modules) will be offered for use at very low cost. In addition to bicycle basket trailers, bicycle child trailers, e-scooters and e-bikes, the portfolio includes an e-cargo pedelec and an e-car. The charging stations for the e-mobility modules are located directly in or in front of the Mobility Point.

A parcel room will also be set up in order to save unnecessary journeys and related CO₂ emissions. This contains the **MYFLEXBOX**, an intelligently networked and flexibly usable locker system in which parcels and other items can be safely deposited and picked up around the clock.

The green infrastructure was simulated by [© Greenpass](#) to ensure adequate climate conditions in the neighbourhood.

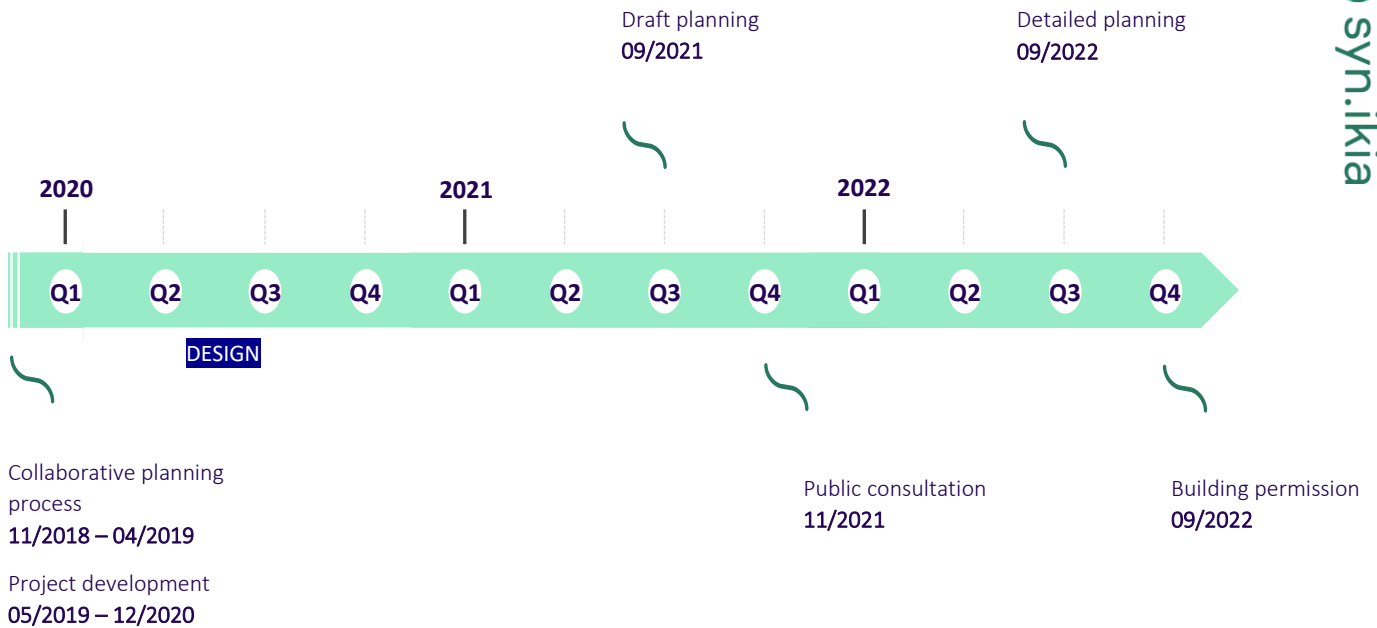


Green and blue space design plan



© Greenpass software

Timeline for Gneis project



Timeline for the existing and twining project

Date	Milestone
Existing project (Berchtesgadnerstraße 70+72)	
04-09/2022	Analysis of the status-quo
10/2022	Information and integration of the existing inhabitants
11/2022 – 05/2023	Detailed planning and building permissions
06-12/2023	Implementation of the systems
01-12/2024	Monitoring and evaluation
Twinning project Wir inHAUSer (renovation and extension)	
12/2021	Residents moved in
05/2022	Official handover of the renovated and extended neighbourhood
06/2022	Start of the monitoring process

Activities organised

Demo phase	Date	Format	Activity
Design	11/2018	Site visit	Heimat Österreich and the City of Salzburg invited interested neighbours, future inhabitants, housing communities, and planners to visit the project area and to discuss about ideas.
Design	11/2018	Workshop	The city of Salzburg organized together with Raumsinn a workshop series to discuss the first ideas with different stakeholder groups. The stakeholder groups were divided into three groups: planning group, reflection group (housing communities, city of Salzburg), and public stakeholders including political stakeholders.

Design	01/2019	Workshop	The elaborated concepts from workshop 1 were discussed further with the same stakeholder groups as in workshop 1.
Design	03/2019	Workshop	The final concepts from workshop 2 were discussed further with the same stakeholder groups as in workshop 2.
Design	04/2019	Presentation	The results of the stakeholder engagement process were presented to a broad stakeholder group: planning team, city of Salzburg, city district initiatives, housing communities and political representatives.
Design	11/2021	Presentation	After two years Corona pandemic, it was necessary to inform all interested people about the project progress. In this online format, the city of Salzburg, the building developer and the architect, presented the final concept and the main idea of syn.ikia in an online presentation (https://www.stadt-salzburg.at/bv-gneis/). This presentation was also a requirement of the building authority.

Relationships

The cooperative planning process helped in getting the acceptance and commitment of the neighbours. At the beginning of the process, three initiatives were against the project. By involving them in the process, their fears were allayed.

At the start of the project, it was necessary to form a planning team. The relationships in the planning team is managed by SIR. Relevant partners are the building developer Heimat Österreich and the city of Salzburg. An important role is also taken by the architectural team, that includes by three architects. And not to forget: There are also different experts on board, that support the decision-making process selectively.

The cooperative planning process helped to minimise the objections, which extended in general such building projects. The relationship to the neighbours, future inhabitants and companies gets more and more better.

The collaboration within the partners of the EU projects helped to share ideas on an international level and to know international trends in the planning and construction of neighbourhoods.

Upcoming activities

The **upcoming activities in Gneis** will depend on the outcome of the building permission process, which is expected for September. If building permission is granted with no additional requests, the search for a general contractor will start and construction will consecutively begin.

In the meantime, the analysis of the monitoring data of the twinning project **“Wir inHAUser”** and the finalisation of the concept for the existing neighbourhood in the **Berchtesgadnerstraße 70+72** will be carried out.

In **September 2022**, the Gneis project partners will meet external experts to discuss the next steps regarding the energy community and the involvement of the neighbours.

In **October 2022**, the following engagement activities are expected:

- Meeting of the project partners and external experts to discuss the results of the © Greenpass simulation (quality of the green infrastructure)
- The project will be presented on the energy community day of Salzburg and get the [klimaaktiv](#) label in silver for the planning process (national standard for neighbourhoods)


- Meeting with the neighbours to inform them about the progress of the building project and short presentation of the planned measures (installation of PV-system, implementation of mobility point).
- SIR will contribute with their experience from the Gneis district to the policy discussion at [The Renovation Summit](#) in Brussels (November 2022).

Fondo, Santa Coloma de Gramenet



3D simulation of Fondo

Context

 Climate: Mediterranean	 City: Santa Coloma de Gramenet
 Developer: INCASOL	 Neighbourhood: Fondo

Housing units	New built 38 apartments are developed and will be managed by the public housing provider INCÀSOL.
Housing typology	Larger multi-family buildings (> 4 storey buildings)
Ownership model	social rental housing
Expected residents	440
Shared facilities	An open-air agora between the 2 sections of the building
Monitored apartments	10

Main stakeholders engaged

Organisation	Role	Engagement level (1-5)	Group
AEB - Agencia de l'Energia de Barcelona (Barcelona Energy Agency)	Consultation and Opinion Stakeholder	2	Urban authorities

AHC- Agència l'Habitatge de Catalunya (Housing Agency of Catalonia)	Public Facility Manager of the building	5	Housing community
Ravetllat Arquitectura	Designer and Construction Manager	5	Technology and service providers
Static Ingenieria	Building Structure Designer	2	Technology and service providers
UTE BAC3	Project and Works Budgeting	5	Technology and service providers
QIEstudi	Facilities Designer	4	Technology and service providers
Ecopenta	Energy Certifier	3	Technology and Service Providers
Cosplan Obras y Servicios Laantit SL	Construction Company	5	Technology and service providers
Edistribución Redes Digitales SLU	Electrical distribution network operator	3	Regulatory Authorities
Generalitat de Catalunya - Direcció General d'Energia (Directorate General of Energy)	Energy regulatory public authority	2	Regulatory authority
ICAEN - Institut Català de l'Energia	Public Energy Expert	5	Building Market
ICS - Institut Català de la Salut	Public owner and manager of the care center building	5	Urban authorities
IREC – Institut de Recerca en Energia de Catalunya (Energy Research Institute of Catalonia)	SYN.IKIA partner: highly expert technical support	5	Academia
Prat de Llobregat –Town council.	Consultation and Opinion Stakeholder	2	Urban authorities

Stakeholder partnerships and resident engagement

In the Spanish demo, INCASOL works closely with the Housing Agency of Catalonia (**Agència de l'Habitatge de Catalunya**) who accompanies, communicates, and effectively engages residents with their new home, and supervises building operations, maintenance, and rents. The Housing Agency will manage the selection of the future residents within a period of 4-6 months before the construction ends. Open lists will be published for interested candidates to apply for a flat. Rental contracts will be granted to successful candidates who will be selected based on income criteria. Informative meetings with residents will be organised once the contracts are signed and before the handover of keys.

An **energy manager** will be in charge of monitoring and optimising the energy balance of both buildings. Issue energy bills to tenants and inform/advice on energy consumption. Assess energy sharing with the second public building.

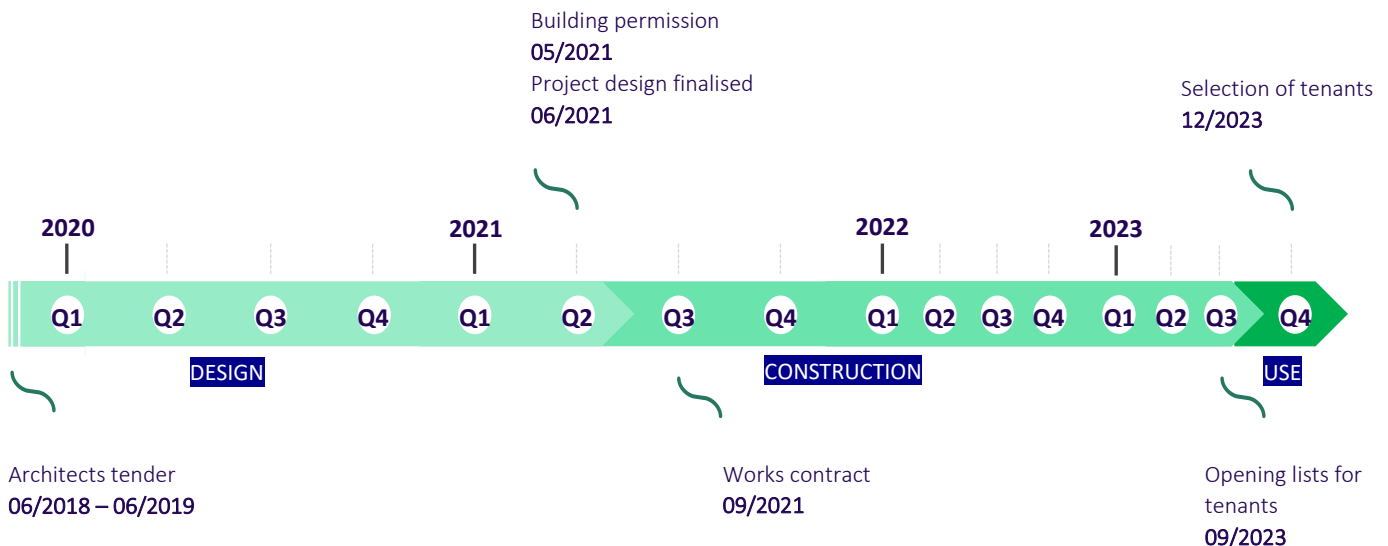
Energy generated from PV panels will be exchanged at a neighbourhood level between the demo building and the medical centre belonging to the **Institut Català de la Salut (ICS)**. Both buildings will generate energy have PV installations.

Neighbourhood infrastructure

Building installations have been designed to make possible the connection to a future district heating and considering other public buildings in the model simulation such as medical health centre - 250 m from the building. Other public spaces and amenities accessible to tenants in a 500m radio from the demo building include:

- Public square (Plaça Alfons Comin)
- Market – Mercat del Fondo
- Library – Biblioteca del Fondo
- Kindergarden – La Cigonya
- Primary (Mercè Rodoreda, Miguel Hernández, Banús) and secondary schools (CEIP Beethoven)
- Metro station Santa Rosa (246 m)
- Sport centres (Sistrells, Rambla del Fondo)

Timeline



Activities organised

Demo phase	Date	Format	Activity
Design	05/2020	Meeting	INCASÒL-IREC-ICS (Institut Català de la Salut) Meeting with the Institut Català de la Salut (CAP Fondo Health centre) to explain the SYN.IKIA project and the proposed connection between the two buildings. We ask for health centre consumption data to be able to do the energy study.
Design	05/2021	Meeting	INCASÒL-IREC-AHC (Catalan Housing Agency) Explanation of the SYN.IKIA project so that the AHC is involved in the project from time to time that managers of the building and the tenants' award process.

Design	05/2021	Workshop	INCASOL . Invited speaker at Reciclar la Ciudad: Regeneracion Urbana workshop (30 participants). 26/05/2021. Online. Organised by TECNIBERIA https://tecniberia.es/eficiencia-energetica-y-regeneracion-urbana/ Also speaking: Enviromental General Coordination - Madrid Town Council , Urban Planning + Landscape AECOM
Design	07/2021	Meeting	INCASÒL-IREC-ICS (Catalan Institute of Health) working meeting to outline needs and strategies.
Design	10/2021	Meeting	INCASOL-ICAEN meeting to explain the project SYN.IKIA.
Construction	12/2021	Meeting	INCASÒL-IREC-ICS (Catalan Institute of Health) meeting to communicate the results of the analysis of energy balances.
Construction	02/2022	Meeting	INCASOL-IREC-DGE (General Directorate of Energy) meeting to explain the SYN.IKIA project and the study of the IREC in relation to the power really necessary to the building that is less than the stated on regulatory aspect. We are announcing that we will be submitting a request for a resolution on this power reduction.
Construction	02/2022	Meeting	INCASOL-AHC technical working meeting to outline details of communications to future tenants, the functions of Energy Management and the operating phase of the building
Construction	05/2022	Meeting	INCASÒL-APROBASGE (Asociación Profesional Vasca de Gestores Energéticos) meeting with the president of President de APROBASGE, Luís Mari Sánchez, to set the concepts to add to the energy management especifications document written by INCASÒL to acheive positive nergy neighbourhoods and buildings.
Construction	05/2022	Meeting	INCASÒL-IREC-ICAEN-ICS (Catalan Institute of Health) meeting to communicate detailed results of the joint energy study of the two buildings made by IREC. We will incorporate the ICAEN (Catalan Institute of Energy).
Construction	06/2022	Roundtable discussion	INCASOL-ICAEN-HOLALUZ-Habitat Foundation3-Prat de Llobregat- APROBASGE-IREC-ENDESA-HOUSING EUROPE- Association of Industrial Engineers of Catalonia- Agencia de l'Energia de Barcelona -Organisation of a side event of the New European Bauhaus Festival: Buildings: from big consumers to power generators (Barcelona, Spain)

Relationships

During the Integrated Energy Design process, a close collaboration between the drafting team, the energy certifier **Ecopenta** and **IREC** was established to evaluate the alternatives and improve the demo project. **INCASOL** value this collaboration very positively as it helped them obtain the SPEN project.

The neighbourhood dimension of syn.ikia led **INCASOL** to work with the **Catalan Institute of Health (ICS)**, owner and manager of a Primary Medical Care Center close to the demo building, to establish a community of self-consumption. **ICAEN (Catalan Energy Institute)** helped **INCASOL** in analysing and understanding the possibilities of this collaboration. **IREC** is currently studying different self-consumption models for energy sharing optimisation between the two buildings considering current regulations.

INCASOL also works closely with the **Catalan Housing Agency (AHC)**. The AHC is responsible for the process of assigning keys to future tenants. AHC is also the body that will take care of the Facility Management of the building during the operation and maintenance phase.

Overall, all stakeholders are aligned and focused a common objective: achieving a community of self-consumption between two public buildings - belonging to different ministries and for different uses.

Upcoming activities

- Planned activities include the completion of the construction and the development of other neighbourhood areas.
- During the end of 2022 and the first quarter of 2023 INCASOL plan to finish the details of the models of self-consumption community and with the agreements with the ICS.
- They will continue working on the drafting of the specifications of the Energy Manager contract which is planned for April 2023.
- In September 2023 the lists to apply for a rental dwelling will open.
- In October 2023 the construction works will finish and the selection of tenants will start.
- INCASOL will contribute with their experience from the Fondo district to the policy discussion at [The Renovation Summit](#) in Brussels (November 2022).
- INCASOL will also continue with the dissemination of the project in the events and workshops that will take place.

7. EU stakeholder engagement activities

Main stakeholders engaged

Organisation	Role	Engagement level (1-5)	Group
New European Bauhaus (JRC)	Joint collaboration	3	Urban authorities
Directorate-General for Energy (DG ENER), European Commission	Kept informed	1	Market influencers
Directorate-General for Environment (DG ENV), European Commission	Kept informed	1	Market influencers
Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) European Commission	Kept informed	1	Market influencers
Directorate-General Research and Innovation (DG RTD), European Commission	Kept informed	1	Market influencers
JPI Urban Europe	Joint collaboration	4	Market influencers
EXCESS	Joint collaboration	5	Related project
CULTURAL-E	Joint collaboration	5	Related project
FME ZEN	Joint collaboration	5	Related project
ARV	Joint collaboration	5	Related project
OpenLab	Joint collaboration	4	Related project
Annex 83 – Positive Energy Districts	Joint collaboration	5	Academia
EERA Joint Programme Smart Cities (EERA JPSC)	Joint collaboration	5	Related project
RESPOND	Feedback	2	Related project
+CityxChange	Feedback	3	Related project
Smartbuilt4eu	Joint collaboration	2	Related project
EURAC Research	Joint collaboration	3	Academia
RMIT University	Joint collaboration	3	Academia
VITO	Joint collaboration	3	Academia
European Committee of the Regions	Kept informed	2	Market influencers
COST Action PED	Joint collaboration	5	Academia

BUILD UP: The European Portal for Energy Efficiency in Buildings	Joint collaboration	4	Market influencers
Construction 21	Joint collaboration	4	Market influencers
Energy Post	Joint collaboration	2	Market influencers
ECTP platform	Kept informed	1	Market influencers
EuroACE	Kept informed	1	Market influencers
Built4People	Joint collaboration	1	Related project
FutureBuilt	Joint collaboration	2	Market influencers
R2M solutions	Joint collaboration	2	Market influencers

Activities organised

Date	Main stakeholders	Syn.ikia partners	Activity
03/2020	JPI Urban Europe, Housing Europe members	HE	Housing Europe internal Working Committee on Urban Affairs . Carbon neutrality in cities: presentation of the Syn.ikia project and discussion about the role of social, cooperative and public housing providers in positive energy districts (30 participants). Brussels, Belgium.
10/2020	DG GROW, NBBL ² , GBV ³ , AEDES ⁴	HE, INCASOL	Webinar organised by HE within “Housing Exchanges Webinar Series” . Developing Positive Energy Districts (PEDs) in Europe: National strengths and weaknesses in the policy frameworks of Norway, Spain, Austria and the Netherlands.
10/2020	TreSenteret, Trondheim Kommune, Aalto University, hsbcad	NTNU	Invited speaker at Forum Wood Building Nordic 2020 . SDG11: Paving the way to zero-emission and positive energy neighbourhoods. Online
10/2020	R2M solutions, TEKNIKER, DuneWorks, TUE, Huygen Engineers & Consultants, Engie	ABUD	Invited speaker at the Sustainable Places Conference 2020 . Multidimensional evaluation framework for plus energy buildings and neighbourhoods. Online.
11/2020	Ministry of Territory and Sustainability of Catalonia, Geographic Information Systems at ATM Mobility Area (Metropolitan Mobility Authority) Strategic and Prospective Planning at FGC (Catalan Government Railway), ICGC (Cartographic and Geological Institute of Catalonia)	INCASOL	Invited speaker at SMARTCITY Expo World Congress 2020 . 2030 Agenda and Urban Agenda for Catalonia: from Strategy into Practice. Online. https://www.barter.es/e/Side Events 2020/2020_SmartCityLive_SideEvents_Escaleta_ok.pdf
11/2020	Forskningsradet, Joanneum Research, DG Research &	NTNU	Invited speaker at Missions in Norwegian - Knowledge Base Conference 2020 . Sustainable Plus Energy

² Co-operative Housing Federation of Norway: <https://www.housingeurope.eu/member-64/nbbi>

³ Österreichischer Verband Gemeinnütziger Bauvereinigungen: <https://www.housingeurope.eu/member-24/gbv>

⁴ Aedes vereniging van woningcorporaties: <https://www.housingeurope.eu/member-50/aedes>

	Innovation, University of Oslo, OECD, Vinnova		Neighbourhoods, Mission: 100 climate-neutral cities by 2030. Online.
12/2020	Viviendas Municipales de Bilbao, UPC ⁵ , UPV ⁶ , Gobierno Vasco, UPM ⁷	NTNU	Invited speaker at European Congress on Energy Efficiency and Sustainability in Architecture and Urbanism (EESAP 11) . Syn.ikia project - Sustainable Plus Energy Neighbourhoods. Online.
12/2020	Architects, engineers and professionals from the building sector. Technicians from municipalities.	IREC	Workshop facilitator at nZEB training course. Session 6: Beyond nearly Zero Energy Buildings (50 participants). Online.
02/2021	SET Plan Action (3.2/Programme on Positive Energy Districts and Neighbourhoods for Sustainable Urban Development for JPI Urban Europe); EBC IEA Annex 83 PED; SmartEN; H2020 POCITYF project; Groningen Centre of Energy Law and Sustainability	BPIE	BPIE organised interviews to support the development of D5.1 with leading experts on PED polices.
03/2021	IBO – Österreichisches Institut für Baubiologie und -ökologie	ABUD	Invited speaker at Bauz: Vienna Congress on Sustainable Building 2021 . Six lessons learned by considering social sustainability in plus-energy neighbourhoods.
04/2021	RESPOND project, CityXChange project	All partners	HE, BPIE organised an innovation workshop with fellow EU projects on User Engagement Systems connected to WP6 innovation N10 (25 participants).
04/2021	Scientific community: RDTs, universities	IREC	Invited speaker at Cold Climate HVAC and Energy 2021 Conference . Online.
05/2021	RTDs, universities, consultancy & construction firms	TNO	Invited speaker at 1st Building Digital Twin International Congress . Simulating a Building Digital Twin Process. Online.
09/2021	JoanneumResearch, GBV, AEDES, JPI Urban Europe	BPIE	Organisation of syn.ikia policy session within the Sustainable Places Conference 2021 . Positive energy buildings and neighbourhoods in Europe: from policies to implementation(100 participants).
09/2021	CULTURAL-E, EXCESS	NTNU, IREC	Organisation of workshop within Sustainable Places Conference 2021 . How to define Positive Energy Buildings? Online
10/2021	EuroACE, MAtchUP project, ResCOOP	AREA	Invited speaker at EU Sustainable Energy Week . Buildings at the heart of the EU's new energy system. Online.
10/2021	Scientific community: RDTs, universities	IREC	Annex 83 PED workshop

⁵ Universitat Politecnica de Catalunya

⁶ Universidad del Pais Vasco

⁷ Universidad Politecnica de Madrid

10/2021	Ayuntamiento de Sevilla; ENVISESA; AVS gestores publicos	HE	Invited speaker at IV Jornadas de Vivienda Social de Sevilla: #Vivienda360. Sostenibilidad y tecnologia: una visión disruptiva (80 participants). 28/Sevilla, Spain.
12/2021	FutureBuilt, FME ZEN	NTNU, AREA	Organisation of Breakfast Seminar together with FutureBuilt about Sustainable Plus Energy Neighbourhoods. Hybrid (Oslo, Norway).
02/2022	Ministry of Economic Development (Poland); City of Bologna (Italy); DG REGIO; DG ENV; DG RTD; JRC; URBACT	INCASOL	Organisation of Ús Sostenible del Sòl i Solucions Basades en la Natura (SUL&NBS) in the framework of EU Urban Agenda (online)
05/2022	RTDs, universities, consultancy & construction firms	TNO	Invited speaker at 2nd Building Digital Twin International Congress . Organised by the Building Digital Twin Association (Barcelona, Spain).
06/2022	Zuyd University of Applied Sciences, ARA ⁸ , NBBL, TU Delft	HE, INCASOL, NTNU	Organisation of the workshop People-centred energy transition in neighbourhoods at the International Social Housing Festival . Organised by Housing Europe (Helsinki, Finland).
06/2022	Brussels citizens	BPIE, HE	Syn.ikia 'mobile exhibition' at the Fair of the New European Bauhaus Festival . Organised by the European Commission (Brussels, Belgium).
06/2022	Brussels citizens	BPIE, HE	Organisation of a citizen engagement workshop Living in a Plus Energy Neighbourhood at the Fair of the New European Bauhaus Festival (Brussels, Belgium).
06/2022	Oslo Architecture Triennale, ARV	NTNU	Digital exhibition on Oslo Architecture Triennale's: Neighbourhood Index (online).
06/2022	Holaluz, ICAEN, Municipality of Prat de Llobregat, APROBASGE, Barcelona Local Energy Agency Consortium, Energy Committee of the Association of Industrial Engineers of Catalonia, ENDESA, Habitat Foundation3	INCASOL, IREC, HE	Organisation of a side event of the New European Bauhaus Festival: Buildings: from big consumers to power generators (Barcelona, Spain) (see recording: https://www.youtube.com/watch?v=rpBiMJ9R9ro)
06/2022	ARV, IBAVI ⁹ , Green Building Council España (GBCe), Ajuntament de Palma, LNEG - Laboratorio de Energia	IREC, NTNU, SINTEF, HE	Invited speaker at XVIII Congreso Ibérico y XIV Congreso Iberoamericano de Energía Solar . Climate Positive Neighbourhoods in Europe - key strategies and approaches. Organised by ARV Project (Palma de Mallorca, Spain).
06/2022	City representatives from the Netherlands, RDTs, Universities, Consultancy firms, Construction firms	ABUD	Invited speaker at Positive Energy Districts Conference . Organised as part of the COST action (Amsterdam, Netherlands).

⁸ The Housing Finance and Development Centre of Finland - <https://www.ara.fi/en-us/>

⁹ Institut Balear de l'Habitatge

Upcoming activities

- **Interviews with private, NGO and public stakeholders** (national and EU level) for Task 5.2 Provide tailored guidance and **policy recommendations** for plus energy buildings and neighbourhoods during **September-November 2022**.
- Participation in the **European Sustainable Energy Week (EUSEW)** organised by the European Commission in **September 2022**. Syn.ikia will have a dedicated stand at the EUSEW Fair, and an open workshop will be co-organised with the sister projects Cultural-E and EXCESS.
- Presentation and participation and in the panel discussion within **Efficient Buildings Community Congress** in **Cyprus - 5 October 2022**.
- Participation in the **Sustainable Built Environment Conference** in Delft in **October 2022** – abstract accepted on digital twins by TNO.
- **Survey of decision-makers, investors, and policy makers regarding Multiple Benefits tools** under Task 5.3 Valorise, quantify, and monetise multiple benefits of plus energy buildings and neighbourhoods during **September-October 2022**.
- Participation in the **Renovation Summit 2022 organised by Housing Europe in partnership with the European Committee of the Regions and the House of Dutch Provinces** in Brussels in November 2022– demo partners will present their work with at the social innovation and policy lab sessions.
- Workshop at the **International Social Housing Festival 2023** organised by Housing Europe in partnership with **Barcelona City Council** in Barcelona in **March 2023 (TBC)**.

8. Future updates

The upcoming **D7.22 Report on stakeholder and user engagement activities (M50)** will give an update on the activities carried out by syn.ikia partners from September 2022 to September 2023.

As part of Task 7.6 ‘Enhance user involvement and satisfaction through the development of an online tool (...)’, BPIE and Housing Europe are developing with the external developer Climify, **a user engagement app called ‘FeedMe app’**. Partners working on the demos’ development will also contribute to the content (Heimat Österreich, AreaWonen, INCASOL, ArcaNova)

The app will be used by tenants of the 4 demos to track their perceptions on indoor air quality, thermal comfort and overall satisfaction. It will allow residents to share their feelings and concerns about their homes in just a few clicks. The goal is to raise awareness amongst tenants about the importance of energy efficient homes and SPEN in general.

The app will include the following features:

- Welcome page with log in form, instructions, and EU disclaimer
- Energy saving tips
- 'My feedback' where user will be able to share their satisfaction, and view their previous entries ('My history' section)
- Contact with building managers
- 'About syn.ikia' section with link to website.

The primary target users for this app include tenants and building managers of each 4 demos. Communications campaigns will be developed by BPIE/Housing Europe and the demos to ensure a smooth implementation. Towards the end of the project, we will share a survey with residents, produce an infographic, a video and a short guidebook based on the results

The app will enhance resident engagement in different ways:

- It will engage and empower users through a user friendly and intuitive app;
- It will bring awareness about plus energy buildings for tenants: tenants can check the 'energy savings' tips provided by the app;
- It will enable direct contact with building managers in case of recurring issues. Building managers will have access to the responses given by tenants.

The app will be further developed in the upcoming **D7.9 Online Decision Support** led by BPIE and due in M36.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under Grant Agreement N° 869918.



