

Interreg



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IPA South Adriatic

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Workshop «EU Energy Policy and Recent Efficiency Directive Developments»

**INVOLVEMENT AND THE ROLE OF TENANTS IN
THE INTEGRATED DESIGN**

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November 5th, 2024



Tenants' involvement and role in integrated design

Integrated design involves the **participation of multiple actors** and different knowledge systems in the various phases of a project, from conception to implementation and future management.

The creation of new forms of collaboration between public, private and third sector actors aimed at creating new social relationships and capable of generating ideas and projects aimed at the well-being of individuals goes under the name of **SOCIAL INNOVATION**



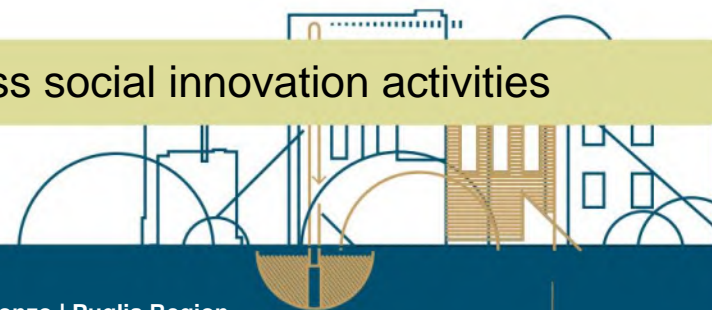
Social Innovation for People-Centered Restructuring Interventions

pursue a people-centric approach in the design, development and future management phases considering the involvement of end users and stakeholders to ensure:

- a high level of social acceptance of innovations that leads to changes in user behavior, habits and awareness
- the well-being of users
- the sustainability of the built environment.

Particular attention will be paid to the needs of the elderly and disabled people.

The identified methodological approach has been suggested to EU partners to address social innovation activities



METHODOLOGY: TWO LEVELS OF INVOLVEMENT

Tenants' involvement and role in integrated design

NEIGHBORHOOD LEVEL



promote inclusion and social cohesion through the creation of spaces for socialisation and relationships collaborative between people

MATERIAL ACTIONS

AND

INTANGIBLE ACTIONS

Building

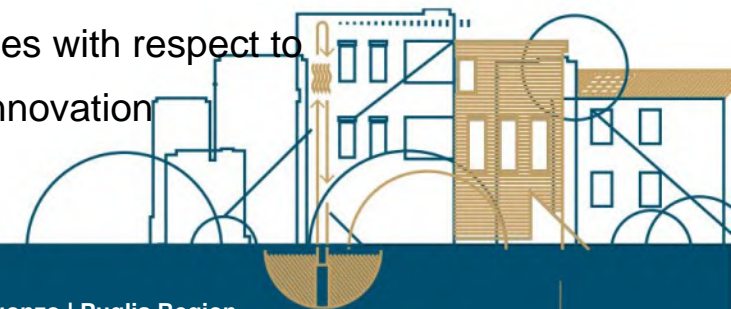
Quarter

BUILDING LEVEL



• energy and seismic requalification • high levels of acceptance and

involvement of resident families with respect to the proposed technological innovation



METHODOLOGY: ELEMENTS OF INNOVATION INTRODUCED

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Energy Diagnosis

Structural Diagnosis



Self-diagnosis of household energy usage habits



Increase the level of knowledge, awareness and **non-passive acceptance of change**

Social Facilitator

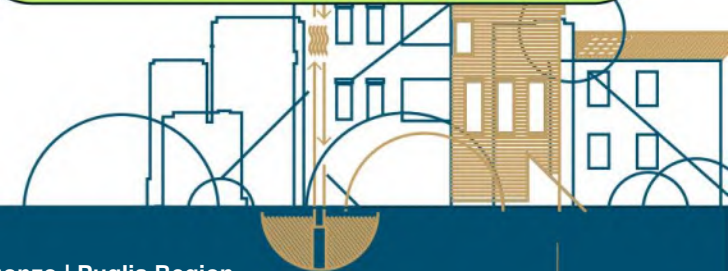
guarantor of the participatory methodology

facilitates communication and collaboration, reducing the level of conflict



Increase the level of involvement and responsibility with a view to **future management**

mobilizes skills and enhances everyone's contribution



THE PARTICIPATION LADDER – STRENGTHENING AND ENABLING

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SELF-MANAGEMENT

Management of the technological elements and collective services introduced – Establishment of a self-consumption group - monitoring

PARTNERSHIP

co-design of collective services – awareness of the innovation introduced: roles and responsibilities – material and immaterial resources – incentives

CONSULTATION

needs – observations – doubts and resistances – proposals – collective services – co-design to facilitate **the acceptance of innovation**



TRAINING

what is an energy diagnosis – green wall – meeting with experts – vertical photovoltaic

INFORMATION

Project objectives and activities – technologies used – impacts – the boundary of possibilities



THE ROUTE IS STARTING

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ANALYSES

CONSULTATION AND CO-DESIGN

REHOUSE Presentation

Social Analysis

Self-diagnosis of energy use

Know the proposed technologies

Further information:
GREEN WALL
VERTICAL PHOTOVOLTAIC

Presentation project proposal

housing condition

What is coring for?

advantages of using

Collecting observations

perception of environmental quality

collection of observations on
GREEN WALL

examples already made

external area proposals

domestic habits

ideas to improve the neighborhood

increase the level of
knowledge and acceptance

greater inclusion and
socialization

Collecting observations



CO-DESIGN AND NEGOTIATION

Tenants' involvement and role in integrated design

Non-negotiable project elements

Negotiable project elements

Reinforcement of internal pillars

Replacement of window frames

Centralized system for hot water and cooling

Positions obstructive

The street art project

Exoskeleton with photovoltaic facade

The design of the outdoor spaces urban oasis

Acceptance



Non-negotiable project elements

Negotiable project elements

Acceptance

The street art project

Exoskeleton with photovoltaic facade

The design of the outdoor spaces urban oasis

increase the sense of belonging by working on **desires**

reduce the level of conflict by working on **motivations**

Fixtures already replaced
Intrusion risks

Replacement of window frames

Reinforcement of internal pillars
Inconveniences

Centralized system for hot water and cooling

Default

Positions obstructive



Non-negotiable project elements

Negotiable project elements

choice of theme: the nature of the salt flats and the pink flamingo

The street art project

Acceptance

shared color choice

Exoskeleton with photovoltaic facade

The design of the outdoor spaces urban oasis

shared choice of furnishings

Burglar-proof window systems
Gates on the ground floor
Advantages: Elimination of water infiltration in the stairs

Fixtures already replaced
Intrusion risks

Replacement of window frames

Reinforcement of internal pillars

Inconveniences

Panels to delimit the work area
Support in moving furniture
Speed of execution

Positions obstructive

Centralized system for hot water and cooling

Default

Consumption accounting and control system
Condominium contact for bill payment
Advantages: environmental comfort and savings on bills

increase the sense of belonging by working on desires

reduce the level of conflict by working on motivations

Tenants' involvement and role in integrated design

Non-negotiable project elements

Negotiable project elements

Replacement of window frames

Reinforcement of internal pillars

Exoskeleton with photovoltaic facade

The street art project

Centralized system for hot water and cooling

The project of the outdoor spaces urban oasis

Acceptance

Positions obstructive



SIMULATING CHANGE BY PLAYING

Tenants involvement and role in integrated design

Understand the dynamics of change and simulate, through the execution of a game, the impacts induced by an energy requalification intervention on a property.

The key elements of the game

different game scenarios real estate made in various eras

two types of intervention to be able to implement technological and behavioral interventions

the picture of the impacts on consumption, CO2 emissions, property value, living comfort

the costs to be borne and revenues in terms of bonuses

time 5 years

economic resources distributed differently among the participating groups

consent interventions must be approved by the entire group of participants



Lessons learned from tenants' involvement and role in integrated design

- provide behavioral interventions in addition to traditional technological interventions, because correct daily habits on energy use have significant impacts on comfort, consumption and CO2 emissions
- achieving green objectives is also possible through less invasive but integrated interventions
- act on the systems and also with maintenance and control interventions, to avoid excessive consumption
- use automated systems for personalized consumption management, to avoid waste
- Collaborating and cooperating allows you to maximize results
- information and expert support are important in understanding technological changes



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THE NEXT STEPS

Tenants' involvement and role in integrated design

Gender Impact of Energy Transition: Enabling Change

Information/training meetings on planned technologies and devices: new habits, correct use, economic and well-being impacts

Establishment of Self-Consumption Group ÷ Energy Community

Event day on domestic energy saving and delivery of decalogue of good practices for sustainable domestic behaviors.

Community Lab:

participatory mapping of critical issues and resources present in the intervention area

Co-designing collective services: defining actions and initiatives capable of responding to the problems that have emerged by enhancing the resources available

Formation of local partnerships and signing of Community Agreements for the implementation and management of initiatives

Launch of activities for the creation of collective services

Monitoring and evaluation



Tenants' involvement and role in integrated design

THANK YOU FOR YOUR ATTENTION

