



Local Implementation Group Ireland Meeting 1

TURNKEY RETROFIT
Galway July 2019

Thank you for your valuable contribution at the first LIG meeting

With 1 million homes

in need of retrofit between now and 2050 - worth over €35 billion, the goal of Turnkey Retrofit in Ireland is to scale up retrofit to tens of thousands of homes each year for the next 30 years.

SuperHomes, House2Home, Churchfield Home-Services, Renova and ProEnergy Homes already offer integrated retrofit services - some include financing.

Local Implementation Group LIG - Meeting 1
Turnkey Retrofit was introduced and a hypothetical customer journey was workshopped with all LIG members. Initial feedback:

- The customer journey needs to begin way before the customer even makes a decision about retrofit
- Timing between applying for the grant and work completed seems simultaneously tight in time and drawn out in process
- The grant application process seems so cumbersome that customers need a professional to help them
- When the house is being retrofitted - the costs of short stay accommodation can be prohibitive with large families

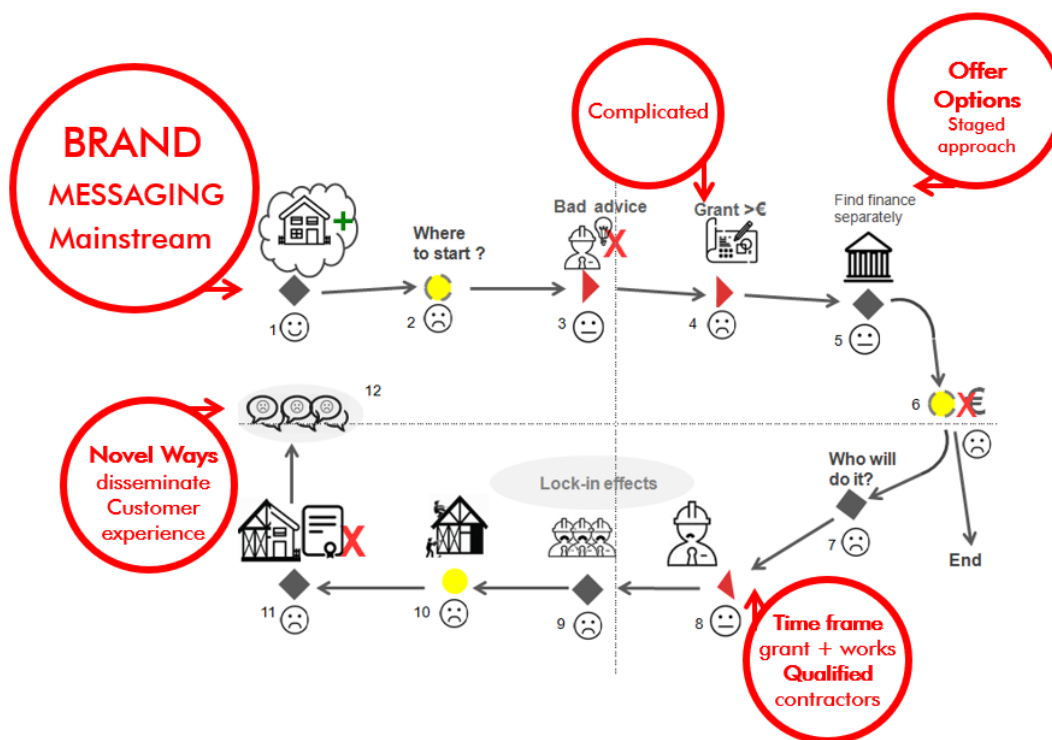


- How useful is the staged approach retrofit vs deep retrofit i.e. retrofitting to B2 instead of deep retrofit

Scaling Up

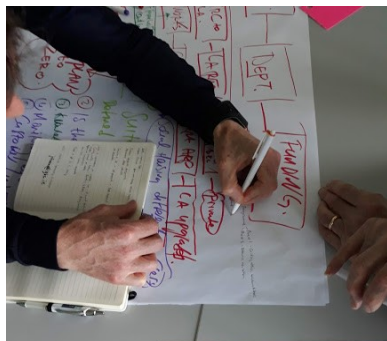
While we were informed that retrofit agencies are inundated with requests at the moment, we were brought back to the reason we were doing this project - it's about scaling up to tens of thousands.

Initial feedback on hypothetical customer journey to retrofit



When the customer engages with the process by making a decision or taking action, they are in effect touch points. The red circles in the diagram above show pinch points on the hypothetical customer. Pinch points arise out of frustration for the customer when their issues with the process are not heard or not resolved.

Both Dublin City Council and Cork County Council identified their retrofit process of public housing projects which are set procedures. Steps in the public procurement process may be useful for the One Stop Shop platform in terms of how contractors bid for work and bills of quantities are priced.



Drawing service workflow diagrams by Dublin City Council, Cork City NUIG 14th June 2019 (left)



Operene's Hugo Vigneron (below - right) presenting at the kick-off meeting CSTB Paris 18th June 2019



Turnkey Retrofit Kick off Meeting
NUI Galway and Irish Green Building Council were in Paris at the first TURNKEY RETROFIT meeting at Centre Scientifique et Technique du Batiment [Scientific & Technical Centre for Buildings] July 18 2019.

So, what is Turnkey?

Turnkey project is about developing an integrated, tailor made renovation process for the homeowner using the experience of two integrated services in France: [Operene](#) retrofit project management platform for apartments and [Izigloo](#) a digital platform for houses.

What might that look like for us?

A platform for single payment, transparent process, qualified contractors, certified works, independent assessors and value for money. This is already happening in Ireland but there are gaps in scaling up the process, timing, finance and phasing the works.

What are we working towards in Ireland?

An integrated process scaled up to handle tens of thousands of homes. By December 2021 we should show proof-of-concept of a scaled up Irish One Stop Shop for our renovation market.

Operene

Operene is a project management platform (non digital) dedicated to energy refurbishment of apartments. It's a proven One Stop Shop.

It works like a consortium coordinator with over 40 small and medium construction companies interested in global refurbishment projects. A temporary consortium is put together for each retrofit, depending on skills. Operene then coordinates the building work end to end, similar to REIL or SuperHomes.

Eighty percent of financial feasibility proposals resulted in renovation works. 4000 homes completed by their programme with an average of 30% energy savings.

Izigloo

Izigloo is a digital platform for renovation with a pool of 3000 verified and certified partners - contractors and building practitioners. An immediate estimate is given on-line based on:

- House type
- Renovation type required
- A match to relevant financial subsidies
- Timing

Since 2015, 3750 single family homes have been renovated .

Operene platform provides:

Energy improvement works

- Building envelope
- Energy equipment (for heating, cooling and ventilation)
- Hot water systems
- Renewable energies

The process also covers the different phases of the renovation process from technical and social diagnosis, contracting, structuring financial provision, monitoring and quality assurance.

Izigloo platform provides:

Energy improvement works

- Building envelope
- Energy equipment (for heating, cooling and ventilation)
- Hot water systems


It also offers options for connectivity, home improvements, refurbishment (fitted kitchens) support for moving to a new house and changing energy provider.

Snapshot of Izigloo platform

A quoi ressemblent vos combles ?



Aménagés
Vous vous servez de vos combles, vous les avez isolés.



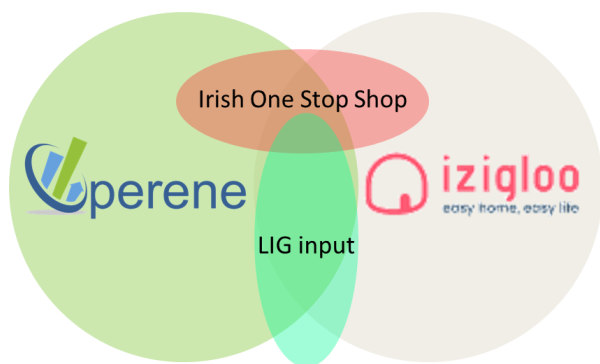
Perdus
Vos combles sont inhabitable en l'état.



Toit-terrasse
Votre toit est plat et vous y avez accès.

On Izigloo, the customer answers 12-20 simple questions such as year of construction, how many storeys, how many rooms, what does the roof look like (shown in image above) and types of window frames. People click on images and icons to indicate which one their house looks closest to.

An integrated platform



Operene and Izigloo will combine their platforms so the service becomes integrated. This would be the Turnkey solution. Once this is complete, a working group will lead our Local Implementation Group workshop in Ireland (March 2020) to adapt the platform for the Irish market and customer. Partners in France, [R2M](#) already worked on business models for triggering deep retrofit and will develop business models to scale up.

The Izigloo platform - a place for a Building Renovation Passport to be stored

In France it will be mandatory to have building log books (*mon carnet numerique*) for new build by 2020 and existing buildings in 5 years time.

A building logbook or Building Renovation Passport creates a customised renovation plan over a long term horizon (15 - 20 years). It's a renovation road map that reduces the risk of lock in effects and ensures future renovation work does not undo retrofit work already done. The road map combines aspects such as energy consumption and production, executed maintenance and building plans

The concept of the Building Renovation Passport is to record changes within a building over time. It's useful for staged approach retrofit as each subsequent home owner knows what type of work has been done to their house.

Building Renovation Passport aligns with the National Long Term Renovation Strategy.

LIG and developing the One Stop Shop

Assuming you would like to continue developing the One Stop Shop for both renovation and retrofit,

- What aspect of the platform might support your process and business?
- What would make the process simpler?
- What way would you like to scale up?
- Where do you see the main stumbling block to scaling up?
- What's your vision for 5 years time from now, 10 years from now?
- In what way would you like to be part of the development of the platform?
- What investment is required?
- Could this be a crowdfunding platform?



If the aim is to retrofit a million homes within the next 30 years, which one of these factors is a barrier to scaling up from 100s of homes to 1000s in the next 5 years?

1. Qualified contractors
2. Skilled professionals
3. Skilled trades-people
4. Reasonable pricing
5. Financing and loans
6. Stepped process
7. Options for BER level
8. Timing
9. Grant process
10. Marketing - Discovery and awareness

Case Studies and Turnkey

The project requires case studies in the form of on-going retrofit projects. We hope House2Home, Churchfield Home Services, SuperHomes, ProEnergy Homes, Dublin City Council, Cork City Council and others will contribute case studies.

Next Steps

We plan to have LIG meetings in September, November 2019 and January 2020 to shape the brief for the development of the Irish One Stop Shop platform. We may require one to one meetings in between - we can come to you.

In March 2020 we'll have a workshop with Turnkey Retrofit partners, with a clear and defined brief of what would suit the Irish renovation and retrofit landscape.

Are you interested in continuing your involvement?

If you require clarification or perhaps have second thoughts about your support for the LIG - please let us know.

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Also if there is any one in your network that might be interested in the LIG - email us.

We look forward to meeting in September!