

Effective engagement of citizens and stakeholders in LHP

Good practice template

Country: Finland.

Title: Energy Expert training.

Introduction:

Energy Expert training of housing company board members and residents. The Energy Expert is a resident who lives in a apartment building and who wants to learn more about energy-efficient housing, and then shares this knowledge with everyone in the same building. Training is concentrating on every day measures and energy renovations and what should be taken into consideration in different renovations.

Energy expert training has been ongoing in Tampere for over 20 years, sometimes more active and sometimes less. Overall, roughly 400 experts have been trained to our 3000+ housing companies in the city.

There has been organized training also for the tenants of rental housing companies but a bit different content as the decision-making model differs as property ownership is different.

Stakeholders engaged:

The Energy Experts are ordinary residents living in apartment buildings and often they are members of the Board. Other important stakeholders in the context of the Energy Expert training are property managers, property maintenance companies, the local district heating company, impartial energy experts, such as researchers from the local university, and representatives of various energy expertise companies.

(In Finland, a housing company owns one or more apartment buildings. The apartments correspond to shares that the households own. The housing company's affairs are decided by a board formed by the shareholders.)

Context:

Tampere Energy Agency is operated by EcoFellows Ltd. EcoFellows is a non-profit expertise company promoting sustainable development. The company is owned by the city of Tampere, Tampere Energy (owned by the city of Tampere), and the regional municipal waste management company.

The idea was originally part of a project funded by the Ministry of Environment, Finland. It was further developed in another grant-funded project.

Methods and tools:

Meetings, Energy Expert Forum events twice a year, webinars, FB marketing, site visits.

Practice description:

Energy expert training is basically a 15 hours course, roughly 4.5 evenings, where Energy Experts meet the experts of the municipal energy company and local university as well as representatives of energy expertise companies and property managers. On one hand, the Energy Experts learn more about the district heating & cooling, get information about the energy saving possibilities and energy efficient renovation. On the other hand, the experts of the different institutions and companies learn more about the real situations of the housing companies, their problems and possibilities and increase their customer perspective. One important part of the training is peer-to-peer learning when the Energy Experts share their experiences and challenges.

We have also organized a few mini-fairs, where various companies and representatives of research have been able to present their expertise and offerings to Energy Experts of the housing companies.

Benefits:

- A positive and active attitude towards one's own climate actions.
- Identifying different stakeholders and understanding their significance.
- Genuine cooperation between different stakeholders.

Challenges:

- Today's rush and uncertainty.
- Lack of time.
- Lack of interest.

References and additional sources:

<https://urbact.eu/good-practices/low-carbon-housing-solutions>.