



# Minutes of the 1st NeZeR stakeholder workshop

By Erik Alsema (W/E), Diana Paarlberg (Portaal)

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Attendants Rene van Genugten (AEDES/SC\*), Ad Straub (TUD/SC), Arthur Lippus, Diana Paarlberg (Portaal), Miriam Sterk (Bundeling/SC), Roland van Rooyen, Jeroen Habers, Oubbol Oung (Gem. Rotterdam), Pauline Sparenbrug, Sandra Sijbrandij (Gem. Amersfoort), Jasper van den Munckhof (P31), Bram Peperzak (KdZ/SC), Erik Alsema (chair+minutes)

\*SC= member of Steering Committee

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## 1 Objective and agenda

Present at this meeting are members of the NeZeR Steering Committee, next to Dutch partners In NeZeR. The Steering Committee (SC) is a group of experts that should provide critical feedback on the progress and results in the NeZeR-project. For this purpose they will be asked to give their feedback in a series of web-conferences at European level. Also we –as Dutch partners –intend to involve the SC members in the national cluster workshops.

The objective of this first national cluster meeting is to discuss how the activities within NeZeR can be executed in the best way to achieve optimal impacts for the Dutch renovation market. More specifically we want to discuss what the focus and content of the national cluster workshops should be.

The agenda was as follows:

1. Introductory round of participants
2. Introduction NEZER project
3. What would we like to achieve in the Netherlands by means of the NEZER project?
4. Who are we going to involve in that process?

## 2 Knowledge exchange objectives

First of all Erik Alsema gave a presentation on The Nezer project objectives and work programme. Also he proposed a general approach towards this project by which The Netherlands could both bring and obtain certain knowledge from European partners. A subject where the Netherlands appears to have rather good knowledge is how to stimulate Near Zero Renovation in the social housing sector. The programme of the “Stroomversnelling” offers valuable experiences that can be used by other countries with a significant share of (social) housing associations. The mini-symposium to be organized in conjunction with the NeZER project meeting in September in Amersfoort will be a good platform to share this knowledge with other European partners.

An area where the Netherlands may want to obtain knowledge from other countries is the approach of the private ownership sector.

After this presentation there was a free discussion about points 3 and 4 on the agenda.

The proposed focus for knowledge exchange was more or less supported although there were some doubts whether one can learn from other countries where comes to institutional barriers (legislation, procedures, organisational issues). On the other hand we might learn from other countries how other ways of organizing things can help. For example the rules for organisation forms for owners allow more flexibility with respect to renovation decisions

## 3 Technical issues

It was generally agreed by participants that technical solutions for near-zero renovation are in principle available, although there remain challenges to combine energy saving measures with other quality improvements, like better sound proofing and improved health aspects.



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## Communication

The key issues in zero energy renovation are:

- removal of financial and institutional barriers
- convincing house owners and tenants that an energy saving renovation is an advantageous proposition.

The first set of issues was not extensively discussed. For the communication challenge we can focus on two groups: private house owners and tenants.

For tenants there is some experience in Utrecht on creating support among this group. Portaal has already done some investigation into tenant profiles which may be useful for the communication (Caroline Beermans, Portaal?). Stabilisation of living costs should be an important theme in the communication towards tenants and convincing examples that generate interest within a neighbourhood are important.

Another general approach in the communication that is proposed is to frame it as a challenge for our society, namely to sustain our level of prosperity. If we do not act now the cost of living will rise and thus purchasing power will decrease.

Other aspect that were mentioned: collaboration between building parties and the spreading of good practices (“olievlekwerking”).

A general feeling is that we should focus our efforts within NeZeR in order to generate a real impact. Without such a focus the efforts may dissipate without being contributing much of value.

A proposal for such a focus follows below:

For **private owners** the focus could be on multifamily apartment buildings. Stakeholders to be involved would VVE Belang (= Interest group for associations of apartment owners), real estate agents, real estate valuers. The moment of intervention could be when people are purchasing a new apartment because they are then considering possible renovation activities.

For **social housing associations** the focus may be on the houses that are being sold to private owners. A package with a number of renovation options could be part of the deal between social housing association and the future private owner.

From the suggestion above a focus on larger apartment buildings and high-rise flat buildings with **mixed ownership** seems logical.

From the perspective of **cities** like Rotterdam the focus of their action plans for renovation will be on the housing stock for social groups and not on for example financially strong owners. On the other hand the latter group may decide more easily for energy saving renovations.

What is needed as a next step for NeZeR team is to formulate an action plan which steps we can take to address the focus groups, which stakeholders to involve in this and which subjects may be interesting to discuss in upcoming stakeholder meetings. The subjects prescribed in the NeZeR work programme are guiding but not leading in this respect.

W/E will make proposal for such an action plan for discussion at the next meeting of Dutch NeZeR partners (10 July, 10-12).

Finally, collaboration with other EU projects in this field is recommended. For example the Cohereno project (TUD), Proficiency and Episcopo.

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## Conclusion

For the Dutch NeZeR activities and stakeholder meetings a focus is proposed on the communication towards two specific groups and specific intervention moments: 1) private owners in large



multifamily buildings, at the moment of buying their apartment, and 2) social housing corporations at the time when they sell a house to private owners. Multifamily buildings with mixed ownership appear to be good choice for the type of building to focus on.

The programme and target groups for the upcoming national cluster meetings will be elaborated more detail in view of the focus decided above.