

INFORMATION LETTER

PARTICIPATION LEVEL INFORMED



ADVANTAGES

All tenants are targeted

DISADVANTAGES

Less suitable for illiterate people or who cannot read and write that well



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BROCHURE ABOUT RENOVATION PROCESS

PARTICIPATION LEVEL INFORMED



ADVANTAGES

All tenants are targeted
Reference book for tenants
Works when presenting information very visually

DISADVANTAGES

Less suitable for illiterate people or who
cannot read and write that well



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INFORMATION VIDEO

PARTICIPATION LEVEL INFORMED



ADVANTAGES

All tenants are targeted; visual; tenants of previous projects can be filmed as ambassadors; online distribution or shown in tablet when visiting the house

DISADVANTAGES

Not everyone will watch the video; less suitable for non digital literates



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VIRTUAL TOUR THROUGH RENOVATED HOUSE

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INFORMED

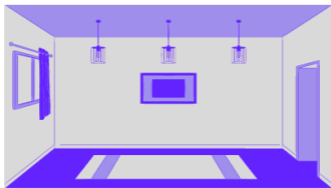


ADVANTAGES

All tenants are targeted; visual; tenants of previous projects can be filmed as ambassadors; online distribution or shown in tablet when visiting the house

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TENANT AMBASSADORS

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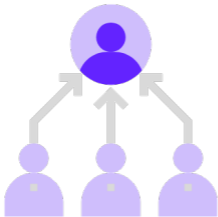


ADVANTAGES

Tenants are more willing to trust information from their neighbour than from the social housing company

DISADVANTAGES

Can also work negatively when something goes wrong in the project



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PARTICIPATION LEVEL CONSULTED



ADVANTAGES

All tenants are targeted

DISADVANTAGES

Response is usually low so the results are not representative; less suitable for illiterate people who cannot read and write well.



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FEEDBACK – POSTERS IN BUILDING COMPLEX

PARTICIPATION LEVEL CONSULTED



ADVANTAGES

All tenants are targeted;
simple way to receive feedback on plans;
low costs

DISADVANTAGES

Hard to filter individual needs without
background information;
less suitable for illiterate people who cannot
read and write well.



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COLLECT ENERGY BILLS

PARTICIPATION LEVEL CONSULTED



ADVANTAGES

Get more insight in individual energy profiles of tenants for better prediction of energy savings

DISADVANTAGES

Time consuming to collect, analyse and predict; depending on goodwill of tenants to participate



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PLENARY MEETING

PARTICIPATION LEVEL INFORMED & CONSULTED



ADVANTAGES

All tenants are targeted;
Easy to inform a larger group at once

DISADVANTAGES

Turn out is low; 'usual suspects' will participate and not all tenants will be heard;
vulnerable groups usually don't visit;
not all tenants will speak up



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DIGITAL ONLINE PLATFORM

PARTICIPATION LEVEL INFORMED & CONSULTED



ADVANTAGES

All tenants are targeted; works quickly; less time consuming for tenants; useful for younger tenants and those working in daytime

DISADVANTAGES

Good ICT-platform needed; someone to follow up messages; not suitable for less digitally literate; less suitable for illiterate people who cannot read and write well



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SOCIAL MEDIA

PARTICIPATION LEVEL INFORMED & CONSULTED



ADVANTAGES

Good to address younger tenants

DISADVANTAGES

Someone has to follow up messages;
not suitable for less digitally skilled people



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DEMONSTRATION HOUSE

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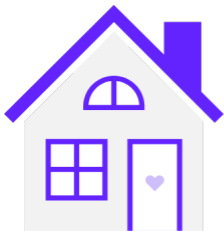


ADVANTAGES

All tenants are targeted; tenants can experience the energy measures in real life; can be used as a “rest home” during the renovation for vulnerable households; can be used as local information point in the neighbourhood

DISADVANTAGES

Not all tenants will visit



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INFORMATION POINT IN THE NEIGHBOURHOOD

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ADVANTAGES

Accessible for all tenants; low-threshold; suitable for illiterate people; method to quickly solve issues and stay on top of local issues; direct contact to address complaints quickly; can be less time-consuming with “walk-in” hours.

DISADVANTAGES

Time consuming



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INDIVIDUAL CONVERSATION PRIOR TO RENOVATION (VISIT HOUSEHOLD)

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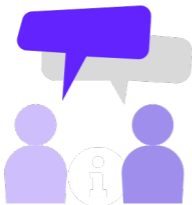


ADVANTAGES

All tenants are targeted; opportunity to consult residents about the houses as they are the experts (e.g. technical state); opportunity for the SHA to get to know their tenants better; tenants needs and barriers can be collected and acted upon; vulnerable households with special needs can be mapped and acted upon.

DISADVANTAGES

Time consuming; in some cases done by contractor which is focused on the technical issues of the renovation and less on the social issues of the tenant



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INDIVIDUAL CONVERSATION AFTER THE RENOVATION (VISIT HOUSEHOLD)

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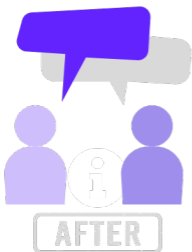


ADVANTAGES

All tenants are targeted; opportunity to explain energy systems to tenants; opportunity to address problems with energy systems so that the energy savings are actually reached

DISADVANTAGES

Time consuming; in some cases done by contractor which is focused on the technical issues of the renovation and less on the social issues of the tenant



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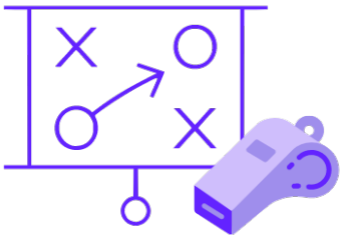


ADVANTAGES

Tenants can be visited before and after renovation to detect and solve possible problems; tenants can also receive other energy saving tips for their daily lives

DISADVANTAGES

Time consuming



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DIGITAL APPLICATION (APP) FOR THE RENOVATION PHASE

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ADVANTAGES

All tenants are targeted; works quickly;
can be very visual

DISADVANTAGES

Good ICT-platform needed; someone has to follow up the messages; not suitable for less digitally skilled people; less suitable for illiterate people or people who cannot read and write well



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MONITORING ENERGY USE

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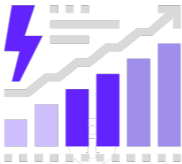


ADVANTAGES

By monitoring energy-use before renovation, better predications can be made for energy savings after renovation; by monitoring after renovation, possible problems with energy measures can be detected and ad-dressed in an early phase in order to reach the needed energy savings

DISADVANTAGES

Timely and costly; tenant permission needed to share energy date; hard to execute when there are a lot of changes in occupancy (moving)



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TENANT ASSOCIATION

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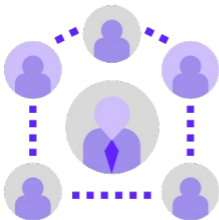


ADVANTAGES

Formal representatives of tenants, can inform and advise tenants; has a formal status in the decision-making process; have often experience with other renovation projects; have knowledge about legal tenant rights

DISADVANTAGES

Low interest to join; mostly involved in overarching issues (policy matters); are not (always) representatives from a certain housing complex



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RESIDENT COMMISSION (FORMAL)

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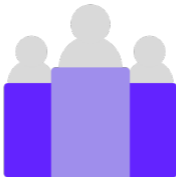


ADVANTAGES

Formal representatives of tenants, can inform and advise tenants; has a formal status in the decision-making process; are tenants who live in the concerning housing complex

DISADVANTAGES

Tenants are often reluctant to participate because of the legal obligations like formal meetings and reporting; low interest to join; people join to address individual problems



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RESIDENT GROUP / DISCUSSION PANEL (INFORMAL)

PARTICIPATION LEVEL **INFORMED, CONSULTED & DECIDE**



ADVANTAGES

Are tenants who live in the concerning housing complex; more interest to join
- no formal obligations

DISADVANTAGES

Non-committal of participation; people join to address individual problems; often unaware of legal tenant rights and procedures



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CO-DESIGN WORKSHOP

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ADVANTAGES

Tenants have a lot of influence on renovation plan

DISADVANTAGES

Only a very limited group of tenants is involved



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ADVANTAGES

DISADVANTAGES

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