

Interim Report

# Interim Report M13

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## List of abbreviations

ABBREVIATION	DESCRIPTION
DoA	Description of Action
EC	European Commission
IR	Interim Progress Report
PEDR	Plan for Exploitation and Dissemination of Results
PM	Person Month
PR	Periodic Report
RP	Reporting Period
WP	Work Package



# 1. Introduction

The aim of the Interim Progress Report (IR) is to give an overview of the work done during the first 13 months of implementation of the Periodic Report 1 (PR1) (M1-M18), both in terms of technical progress and of cost expenses. This document shows which are the objectives and milestones that have been achieved, the deliverables developed and how all on-going and completed tasks included in each WP have progressed.

Section 3 starts with an overview of the whole project, showing the objectives achieved, lessons learnt, and challenges faced. Afterwards, for each WP and its subtasks, a more specific explanation is given, following a similar structure: 1) Overall goal of the WP and its subtasks; 2) Objectives achieved per subtask; 3) Main challenges and lessons learned; 4) Activities carried out by the partners involved; 5) Expected and submitted deliverables; 6) Milestones achieved; 7) Person-months dedicated per WP.

Section 4 is an update of the Plan for exploitation and dissemination of results (PEDR), section 5 describes the follow-up of the recommendations made in previous progress reports. Section 6 outlines the technical and time deviations incurred, and section 7 summarizes the main resources dedicated by the partners. The description of resources and deviations has been made considering the final version of the grant agreement.

The template of this deliverable was prepared by Zabala Consulting, to whom Toulouse Métropole (TM) outsourced minor tasks of WP1 (project management). The content of this report was gathered from the different project partners and compiled by TM.

## 2. Overview of the progress

### 2.1. Objectives

- I-HEROS will create and implement an integrated home renovation service which will operate 500 renovations/year in the Toulouse metropolitan area during a 2-year pilot period (2022 and 2023).
- By the means of special targeting of housing owners, increased human resources, awareness raising initiatives and professional enterprises mobilization, the service intends to augment the number of yearly renovations to reach 2000 renovations/year by the end of the pilot phase of the project.
- 70M€ investment pipeline is targeted for home renovation 3 years beyond the end of the project (2026), based on the assumption that 10 000€ are invested per renovation work (reference: Observatoire Permanent de l'amélioration Energétique du logement, ADEME, 2015. 5M€ per year during the 2 pilot years of the project (2022 and 2023), and 20M€ per year between 2024 and 2026).
- The overall objective of the I-HEROS project is to create a sustainable and scalable integrated home renovation service in the Toulouse metropolitan area. The service will cover the whole customer journey: (i) the social diagnosis (ii) the technical diagnosis, (iii) the contracting and the monitoring of works, (iv) the structuring and provision of finance and (v) the advising and follow-up all along the renovation project.
- It also aims to simplify and optimize the renovation processes, the related administrative tasks and legal framework.



- The project includes the implementation of a physical one-stop-shop: “Maison de l’Énergie” as well as a digital platform.
- It will contribute to structuring and coordinating existing offers and initiatives available the metropolitan area of Toulouse (e.g. Inclusion of the regional offer « Guichet Renov’Occitanie », collaboration with the association of architects AROc).
- Through partnerships with professional organizations, associations and kraft chambers, the service developed through I-HEROS will be adapted to the stakeholders’ needs.
- By mobilizing contractors and encouraging stakeholders to participate and contribute to the service and its optimization, I-HEROS aims at reducing renovation costs, streamline standard practices and mainstream innovative solutions.
- I-HEROS intends to improve financing conditions and develop a sustainable business model.
- Most importantly, I-HEROS ambitions to develop citizens’ trust in the service and increase renovations in order to comply with the regional, national and international objectives of reducing energy consumptions and greenhouse gas emissions.

## 2.2. Lessons learned and challenges

Several lessons were learned by the consortium in this period:

- Energy efficient renovations are a major challenge in today’s climate crisis. Therefore, it is highly prioritized at each institutional level, from municipalities to states. The constant changes in the subsidies’ landscape requires constant adaptation and makes it essential to put special care on coordinating actions. This was a particularly complicated aspect in the definition of the I-HEROS offer, since the Regional offer was not defined by the time of the submission of the proposal, nor when the grant agreement was signed. Once public, the offer of the region Occitanie required to re-think the structure of the service deployed by I-HEROS in-depth.
- An important delay in the project was taken because of this sanitary crisis. The COVID-19 crisis led all partners to adapt their working techniques, which for some required a lot of time. Furthermore, the sanitary crisis postponed the elections and blocked all consequent policy decisions until December 2020.
- In June 2021, Solagro announced its wish to leave the project by the end of the year due to a lack of human resources to lead the WP3. In fact, their agent in charge of the WP3 of the project was recruited by TM. Hence, all remaining project partners agreed to hand the lead of this WP to Toulouse Metropole. However, even though their main agent is now part of TM, Solagro’s opinion and excellent knowledge on the topic of energy renovations will be missed.
- It has been found difficult to motivate most French partners to speak English during the meetings, which complicated the participation of ZEB AU. Reflexions were necessary to find ways to work on a more collaborative way.



### 3. Explanation of the work carried out per WP

#### 3.1. WP1: Project management

WP Leader	TM
Status	Ongoing

The **main objectives of the WP1** dedicated to the Project Management will be to manage the overall administrative, financial and contractual aspects of the project as well as ensuring communication flows and efficient cooperation among partners. To achieve these objectives, this WP will be split in several activities (i) general project management, (ii) reporting and evaluation procedures, (iii) communication with the partners and (iv) risk and quality management.

The overall goals for each task are described below:

- **Task 1.1** : General project management: This task consists in defining the organization, the roles and the responsibilities among partner.
- **Task 1.2** : Communication with partners and the EC: This tasks includes the organization of the kick-off meeting and the core group meetings. It will take into account the terms, the cost or time scale of the progress of the project. The achieved work and the quality of the results obtained will be analyzed. Furthermore, TM will assume the liaison between project partners and the EC and prepare 1 interim technical progress report and 2 official technical and financial reports covering the periods (M1-18) and (M18-36).
- **Task 1.3** : Risk management and contingency plan monitoring: TM will ensure coordination with each WP leader as well as supervise the risk management.
- **Task 1.4** : Common EASME activities: Upon invitation by the EASME, the project I-HEROS shall be presented to increase the visibility of H2020 and European Commission

TM outsourced parts of its responsibility to Zabala Constulting, especially for the tasks 1.1, 1.2 and 1.3.

The objectives achieved during this reporting period are:

- **Task 1.1** : The management of the overall administrative, financial and contractual aspects of the project was specified. The main result is a set of requirements from all partners. **The establishment of a Project Management Handbook** including a presentation of the most relevant managerial aspects of the project. It comprises setting the rules and responsibilities of the partners aimed at ensuring a good quality and progress of the work in I-HEROS. The compilation of the partners' comments and results for this **Interim Report** for M13 was also part of this task and required



gathering all the internal process of the project management. A dashboard reflecting the progress of the reports and the risks of potential delays was created. All partners submitted their expenses (per person and additional costs) on a 11-month (September 2020 to July 2021) basis and the repayments of the subventions were effectuated on time.

- **Task 1.2 :** Communication flows and efficient cooperation among partners were ensured. The kick-off meeting took place in M1, on the 25<sup>th</sup> of September 2020, in Toulouse. All the partners were there, and some presentations have been done by the project partners and the financial officers of the European Commission. The objective of this kick-off meeting was to put in place the framework of the implementation for the 3 years.

The collaborative tool implemented for the project is through the Teams platform. All the documents, deliverables, minutes, and templates are upload on it.

A one-hour meeting with the whole consortium is hold on the first Tuesday of each month, allowing to share information in a smooth and efficient way and ensure communication between partners. The main findings or activities of each taskleader are discussed with all partners. Beside, several meetings, focusing on one task or WP are held by the WP leaders. The different reports or deliverables are shared on the common Teams account, so that other partners can approve it.

Finally, three meetings between the CE (two with Celine Tougeron and one with Nathalie Cliquot) and Toulouse Metropole (representing the partners) took place.

- **Task 1.3 :** TM and Zabala Consulting supervised the technical progress of the risk management in coordination with the WP leaders. The risks dashboard is reviewed every monthly meeting, and contingency measures are taken into account by all the partners during these meetings.
- **Task 1.4 :** The project officer sent several information on events where the project could be presented. TM participated attended to the Covenant of Mayors Investment Forum on Energy Efficiency, hold online on the 15<sup>th</sup> June 2021.

The following **challenges and lessons learned** were encountered in the period covered by this report:

- **COVID 19 :** Some delays due to non-physical meetings that make direct and rapid exchanges more difficult, especially at the beginning of the project implementation, where partners didn't know each other.
- Regular **monthly meetings** hold by TEAMS and TM Project officers were rapidly found essential to understand the needs or difficulties of the partners.
- ZEBAU, being the only non-French partner, shared their difficulty to contribute fully to the meetings which are hold in French. **One-by-one meetings** with the German speaking collaborator of Toulouse Metropole allowed them to enrich the entire consortium with their knowledge and previous experience with European projects.





The following activities were carried out by the partners involved in this WP:

- TM led this work package, organized the Kick-Off-Meeting, monthly meetings and partner-to-partner meetings. TM also contacted partners, wrote reports for tasks 1.1 and 1.2, provided assessment and supervised the management of the project’s technical progress concerning the risk management and coordinated with each WP leader for task 1.3.
- Zabala Consulting elaborated a scoreboard to follow the progress of different tasks. Zabala Consulting has also been in charge of I-HEROS’ TEAMS creation and its maintenance. This tool has a triple use for I-HEROS. In this sense, Zabala Consulting ensures i) an up-to-date repository is in place where the documents generated during the project are accessible to the partners; ii) Instant communication to ensure fluid exchanges between partners in a day-to-day basis; iii) Virtual Meetings organization. Finally, Zabala Consulting’s experience was useful on the creation of tools for the structuration of the project, such as plannings, timesheets, risk-boards, etc.
- Zabala Consulting and TM shared the preparation of the Interim Reports, including: i) Interim Report and ii) financial Statement for each of I-HEROS’s partners.

The following internal meetings have taken place during this period. In relation to this WP1:

Meeting	Date	Venue	Related Task	Objective
Kick-off meeting	25/09/2020	Toulouse	1.1, 1.2	Launch the workpackage tasks
Status Report Monthly	Once a month (except July & August)	Teleconference	1.1, 1.2, 1.3	Updated the partners about the process of the work in the project
Finance training	15/01/2021	Teleconference	1.1, 1.2, 1.3	Update the partners of the process and basic knowledge of reporting periods and Q&A about the budget and subcontracting

The following deliverables were successfully developed and submitted to the EC:

Del Rel. N°	Del N°	Deliverable Title	Lead Beneficiary	Nature	Submission date	Comment
WP1	D.1.1	Project Management Handbook	TM	Report	2020-10-29	-
WP1	D.1.2	Interim Report	TM	Report	2021-09-30	-

Following person-month resources were dedicated to this work package:

	ADIL	INSA	APC	SOLAGRO	GRDF	TM	ZEBAU	CDC	TOTAL
<b>WP1</b>	0,73	0,24	0,3	0,32	0,24	4,09	0,77	0,12	<b>6,81</b>

TM was the leader of this task and dedicated the most important amount of human resources on it. The time allotted by the project’s partners relates to the hours spent on monthly meetings and filing in timesheets. The PM dedicated to this task by each partner varies according to the number of agents working on the project and the time devoted to it. For instance, ZEBAU needs to prepare the meetings in advance or spend some more time afterwards for translations, as all meetings are held in French. Also, regular one-to-one exchanges



between TM and ZEBAU took place regularly. The time recorded by ADIL refers to the hours spent on the regular exchanges with the region in order to comply the regional offer to the one developed through I-HEROS.

Furthermore, TM outsourced parts of its responsibility to Zabala Consulting, especially for the launch of the project in Autumn 2019 and for the above-mentioned activities. Their budget, 9'000€ (including VAT), was retrieved on the one of TM.

L'Agence Parisienne du Climat was the only partner requiring some budget (318€) for traveling to the kick-off meeting. This meeting being hold both via Teams and in-person, ZEBAU stayed in Hamburg. No other resources were declared by the partners during in the first 11 months of the project. In fact, since COVID-19 and the establishment of home office, most meetings are now being hold virtually, which significantly reduces time and costs investment.



### 3.2. WP2: Integrated home renovation service definition

WP Leader	TM
Status	Ongoing

The **main objective** of this WP is to completely define the housing renovation service to be deployed over its territory. The I-HEROS project can lean on the results of the preparatory mission of a territorial platform of energy renovation launched in 2016. Furthermore, this WP will benefit from the teamwork of all partners. The specific objectives of this WP are: (i) drawing up an inventory of energy renovation services deployed on different scales with a view to capitalize on these experiences in the following project phases and to re-use and draw on promising tools and services; (ii) characterizing the service’s physical one-stop-shop and its dematerialized (digital) gateway, as well as the various support scenarios which will be proposed along the customer path: technical, judicial, legal and even administrative support. This stage comprises the structuration of a renovation and a monitoring system to track the impact of the renovations in the area; (iii) positioning those involved and distributing their roles on all actions to be implemented at each support stage. This includes determining the process for selecting project service providers and partners to ensure a reliable and quality service over time; (iv) developing and improving existing financial instruments and setting out a detailed strategy to ensure structure and service sustainability, without subsidies; (v) carrying out a prospective study defining the challenges in terms of economic development and employment on different scales (sales turnover and jobs created, energy-savings made) and greenhouse gas emissions avoided, etc.); (vi) in association with the Regional Agency for Energy & Climate (AREC), details will also be given on integrating the offer of the regional renovation service Renov’Occitanie which will complement the housing energy renovation service provided by the Métropole. It has been agreed that TM would underpin the Region’s proposal on its territory with the possibility of complementing the latter, while remaining within its general framework.

The overall goals for each task are described below:

- **Task 2.1** : The objective of this task is to provide a state of the art of renovation project support techniques. This study must cover the bibliographical panorama of the main techniques and innovations used in the domain. A comparative study of existing European initiatives and tools should help to draw up the most relevant solutions for the metropolitan area of Toulouse.
- **Task 2.2** : The overall goal of this task is to define the service structure. This includes the description of the different service user paths from the first contact to the finished renovation and, when requested, follow-up of energy savings (Figure 1)service user pathFigure 1: service user path. Various service user paths, implying the division of roles between those involved, are defined. The qualitative renovation aims (energy savings) of the service must be specified in coherence with the regional offer as well as the integration of renovation-related actions. The study of different incentives for homeowners as well as legal models to best suit the service are also part of this task.
- **Task 2.3** : The overall goal of this task is to define the practical integrated renovation service : governance between partners, physical one-stop-shop and digital platform, determining the most adapted legal entity for the long run.

- **Task 2.4** : The main purpose of this task is to define renovation strategies and methods appropriate for the Toulouse metropolitan area. To this end, the existing characteristics of the Toulouse housing stock are defined. In a second step, the main renovation techniques and materials are discussed and compared according to different criteria (energy, environment, comfort, etc.). The second phase is experimental and will be set up to compare these expectations with the real behavior of a renovated old building.
- **Task 2.5** : The aim of this task is to create information content for individuals and certain professionals on energy renovation in the metropolitan area of Toulouse, in the form of two guides (one on energy renovation in detached houses and the other on energy renovation in co-ownerships) and training materials for individuals and professionals (co-ownership managers).
- **Task 2.6** : The overall goals of this task are to bring renovation companies, architects and design offices to share a common culture inspired by dynamism and good governance.
- **Task 2.7** : Monitoring: In order to rate the benefits of the renovation, several indicators must be defined. In order to quantify the primary energy savings and GHG emissions, data must be collected *before* and *after* the projects (i.e. : energy consumption, energy class, etc.). Then, data aggregation must take place. A further objective of this task is to describe the process and the limits of the data collected.
- **Task 2.8** : The objective of this task is to determine the financial plan of the platform.
- **Task 2.9** : Market study : Characterization of the private housing in the Toulouse metropolitan area.  
Objective:
  - a) Segmenting the park to create a typology of the target audiences for the platform integrating technical and social components;
  - b) Collection and analysis of several datasets made available to local authorities: i) national register of co-ownerships; ii) energy consumption data to the address from the managers of network (GRDF, heating network); iii) land files (collective and individual);
  - c) The market research will deliver i) a list of the platform's target audience types ii) a list of priority addresses to be canvassed for each type identified; iii) the list of trustees to be canvassed as a matter of priority; d) It should make it possible to undertake targeted canvassing of the first beneficiaries of the platform and will facilitate the definition of products adapted to the acceleration of the renovation process energy consumption of the private housing stock.
- **Task 2.10** : The overall goal of this task is to define a social diagnosis process to be sure to redirect owners to the right service user path, adapted to their resources and needs.

The **objectives achieved** during this reporting period are:

- **Task 2.1** : The objectives achieved are in line with the defined ones : compare the different types of one-stop-shops available and draw on them to find a solution adapted to the metropolitan area of Toulouse. The report of task 2.1 details and compared different French and European one-stop-shop

projects and their approach of renovation support pathways, as well as the different renovation techniques according to housing type and construction year. The expected results will be presented in a bibliographic report.

**Task 2.2 :** Since October 2020, new incentives for private individuals wishing to renovate their main home are deployed. The offer of Renov'Occitanie, launched on the 1st of January 2021, and therefore, new user paths have been defined in complementary and coherence with it. It also led to a new definition of the I-HEROS project's target and ambition. Two main scenarios and their related tasks were compared with regard to the projects' objectives in terms of targeted energy renovation works achieved and human resources. Considering the evolution of the context, the objectives of I-HEROS were specified and validated by the condominium : one path focusing on global renovations of individuals houses with an architect (work scenarios thus include several aspects: energy, comfort, esthetics) and the consolidation of the support dedicated to condominiums buildings. Furthermore, the actions to be implemented at each stage of the user path (Figure 1) were adapted. The strategy to attain the quantitative objectives includes targeting neighborhoods with similar homes, a task delegated to the APC and GRDF. An investment budget of incentives for private individuals (in addition to pre-existing aids) was drawn up.

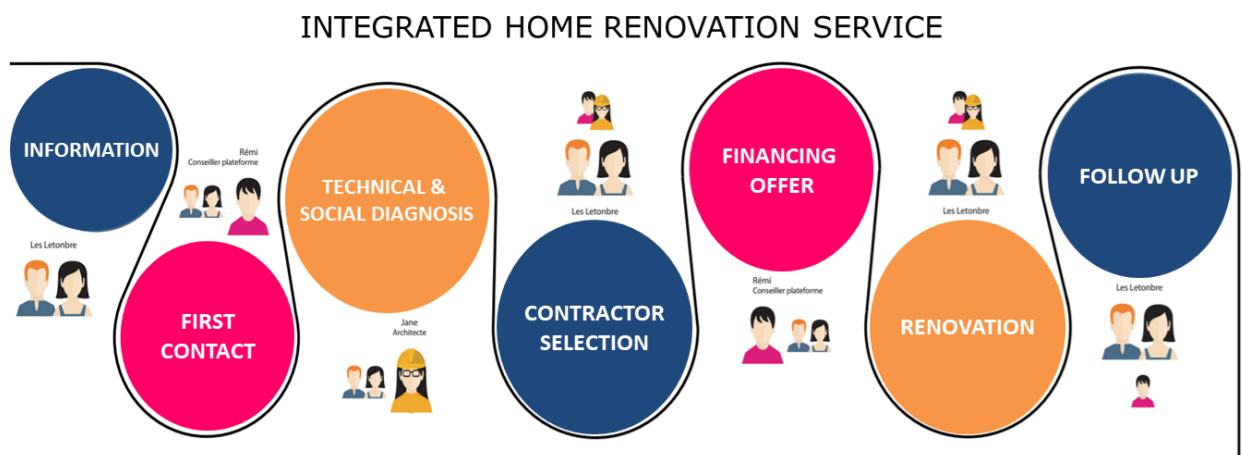


Figure 1: service user path

- **Task 2.3 :** The governance between the different entities of the project was defined. Furthermore, the physical and digital needs of the service were successfully analyzed.

**Physical one-stop-shop :** different business premises, suggested by another department of Toulouse Metropole and selected according to a list of physical needs, were visited. It is now very likely that the one-stop-shop will find residence on the first floor of a vast and modern building, situated behind the main train and subway station. The vicinity with the biggest library in town, as well as a local market, ensures high visibility of the shop. It offers plenty of room to host all renovation advisors, permanence of partners (operator of PIG, ADIL' advisors, etc.), intimate space for individual interviews and room for mid-sized events and/or exhibitions. The final validation of the physical one-stop-shop will be presented in the deliverable on M16 (in progress).

**Digital tools** : The partners listed the digital needs for the project and made an inventory of the existing tools. Several workshops were organized with the owners of the existing tools to understand the scope of each tool and how it covers the needs of the I HEROS course. It is necessary to divide the project in two: the tools intended for the individual house and the tools intended for the condominium.

- Condominium : COACHCOPRO was chosen to provide information to co-owners and to support the one-stop-shop in its daily activities. This application will make it possible to deploy a specific directory of renovation professionals in condominium. A dashboard of the condominium's energy consumption will be developed within this application. This dashboard could then be deployed on a national scale.
  - Individual house : Reflections continue to find a solution that fits into the regional context. Indeed, the Occitania region already deploys relevant tools; the idea is to build on them. Discussions are underway with stakeholders.
- **Task 2.4** : The study of the energy and typological characteristics of the Toulouse metropolitan area allowed to identify representative buildings and to simulate modification strategies. The objective is to represent the impact of different modification solutions applied to the climate, the territory, and the type of construction of the Toulouse metropolitan area. In addition, the building methods and related materials have been detailed, considering transverse performances (energy, environmental, comfort...etc). The viability of the renovation possibilities studied in the bibliography will be tested. The results will be recorded in a synthesis report.
  - **Task 2.5** : A benchmark of existing guides was undertaken, leading to the identification of the structure of the guides, the level of information, and the design. The training themes and formats were identified and selected: 10 training modules for users et 3 modules for professionals addressing the different themes relating to the operation of renovating housing for residents in single-family homes and apartment blocks have been written and designed. They are awaiting the final graphical identity of the one-stop-shop to be published. Also, 2 guides destined to single family homes and apartments in co-ownerships were prepared.
  - **Task 2.6** : A first meeting involving several associations that represent enterprises active in the renovation sector took place in April 2021. The participants' list includes the CMA (Chamber of handicraft), FFB (Fédération Française du Bâtiment), CAPEB (Confédération de l'Artisanat et des Petites Entreprises du Bâtiment), AROc (Architectes de la Rénovation d'Occitanie), Envirobot (Resource center for planning, renovation and sustainable buildings) and the Region Occitanie. All participants contributed to the elaboration of a charter destined for enterprises of the renovation sector (4 additional meetings). The signatories of the charter will be listed in the online directory of the one-stop-shop designed by the project's partner APC. It will be accessible from the website of the one-stop-shop and will be separated in two: one for professionals specialized in condominiums, and one for professionals dedicated to individual houses. While it was clear that the condominium specialists' would be listed in the existing COACHCOPRO tool, remaining professionals will appear in a new tool developed by the project's partner APC. This new online directory will reflect the new graphical identity of the one-stop-shop.

The organizations participating in the meeting further agreed to be involved as partners in the one-stop-shop of Toulouse Métropole and to provide support to both renovation professionals and one-stop-shop consultants on legal, commercial and training aspects.

The charter now needs to be validated by the political representatives of Toulouse Métropole. The results will be presented in deliverable 2.3 “Final report on preparatory measures for the housing renovation integrated service” on M16 (in progress).

- **Task 2.7** : GRDF and APC have met and decided to merge their skills. They have decided that instead of building a new data system to collect data, existing software like COACHCOPRO shall be improved in order to match the needs. A list of data to be collected in order to make this process useful was elaborated. The indicators chosen to evaluate the overall energy and GHG emissions reduction include :
  - Number of individuals and housings accompanied
  - Average costs of the renovation work (€/m<sup>2</sup> SHAB)
  - Average number of renovation actions per housing
  - Number of terminated projects (individual houses and condominiums)
  - Average processing time of the accompaniment (days)
  - Performance indicators
    - Performance gain (% kWh primary energy)
    - Average DPE class gains
    - Theoretical avoided GHG emissions (% kgCO<sub>2</sub>-eq/m<sup>2</sup>/a)
    - Average GHG class gain
  - Energy precarity indicators (monthly energy bills to monthly income ratio)
  - Satisfaction indicators
  
- **Task 2.8** : This task requires a deep understanding of the renovation work context. So far, the potential income sources have been identified via brainstorming sessions between the entire consortium. It made clear that deeper research should be undertaken to understand and compile the state of the art in different regions. It also made clear that the possibilities are closely related to the legal entity model that will be chosen.

There is an important delay on this task due to a lack of human resources, which led the CDC to decide to outsource a minor part of their duties. This decision required an in-depth reflection about the structuration of the task and frequent exchanges with the project’s pilot TM. Furthermore, being a public establishment, the selection of the outsourcing candidate is subject to a long administrative procedure (procurement contracts).
  
- **Task 2.9** : The databases of the market’s study has been identified. Access to these databases are now effective. All data were processed, cross-referenced and analyzed. The first elements were returned in the form of an atlas of maps on several subjects (Figure 2). Also, conventions, charters and agreement documents were signed for TM in order to delegate data processing to the APC.

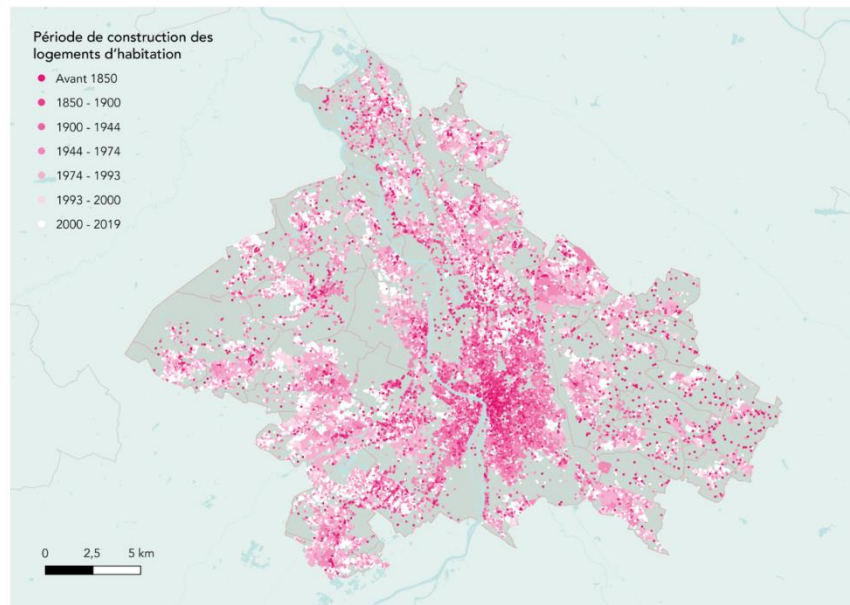


Figure 2: example of a map created by the APC to localize constructions according to their construction year.

- **Task 2.10** : The existing Program of General Interest (PIG) of Toulouse Metropole which provides advice, support and financing to modest and very modest households in their housing rehabilitation project was analyzed. The drafting of the next PIG will start on the first semester of 2022 for a launch the 1st January 2023. In addition, we are working on the integration of other initiatives such as GRDF's CIVIGAZ, which aims at leading natural gas users in energy poverty situations toward a more controlled energy consumption and safer facilities. The service user's path for energy-poor households is already carried out by the PIG of Toulouse Metropole but it will be improved and completed on the first semester of 2022 (redaction of the draft for the period 2023-2025).

The challenges and lessons learnt during the period covered by this report:

**COVID 19** : The main issue encountered during this period is the lock down due to COVID-19 crisis. The partners had to adapt to digital communication material. The lack of face-to-face meetings made it difficult to deepen the bonds between members of the consortium, reducing communication efficiency. One-to-one meetings, even if online, have been found a good solution to build confidence between partners and increase productivity, even if time-consuming.

**Regional offer « Renov'Occitanie »** : in addition to proposing an energy audit with a reduced rate, the region set up a new user path for ambitious renovations of individuals houses (Renov'Occitanie). The postponement of several months of the deployment of Renov'Occitanie had a strong impact on many tasks of the WP2 which had to be defined in complementarity of this service.



The following activities were carried out by the partners involved in this WP:

- **Task 2.1** : ZEBAU's experience and contacts have made it possible to extend the benchmark to the European level and to contact and exchange ideas with Hamburg's leading one-stop-shops the Hamburg Energy Pilots. A presentation on the concept and the experiences of the Hamburg Energy Pilots was given and discussed with all partners as well as integrated in the Deliverable D2.1.2. Furthermore, several meetings took place in the framework of the planned peer coaching with ZEBAU. A knowledge exchange between ZEBAU and TM about the German and French energy advisory landscape was carried out to bring the service definition forward. Due to the pandemic situation, the peer coaching could not take place in Hamburg as planned and was therefore divided into several shorter virtual meetings. The work on the definition of the digital platform with APC made it possible to compare the different platforms and support that each element can provide on the support path.  
The work on the definition of the digital platform with APC made it possible to compare the different platforms and support that each element can provide on the support path.
- **Task 2.2** : TM led the construction and adaptation of the various service user paths with the support of all partners. Solagro advised TM in the definition of new aids for private individuals wishing to renovate their main home and also on their deployment.
- **Task 2.3** : Solagro and ADIL advised TM in the definition of the physical one-stop-shop needs. APC organized the workshop with the digital tool providers with the support of INSA, Solagro and TM.
- **Task 2.4** : The feedback from Solagro's renovation projects and the knowledge of the housing stock of Toulouse Metropole allowed to adapt the bibliographical study to the needs of the project. Solagro's experience in the field of renovation as well as TM'S contacts allowed us to meet professionals in the field on the territory and to compare the bibliographic results with real practices in terms of renovation solutions.  
The APC study validated the prefiguration axis of the territory's characteristics made in the deliverable and justified the identification of the target building.  
Furthermore, a meeting took place with the AROc to discuss and compare renovation techniques in the South West. INSA also participated in workshops organized by Envirobat Occitanie, on this same topic.
- **Task 2.5** : INSA provided content to be inserted in the guides; Solagro and TM participated in the reflection on the definition of the content of the guides and training courses. They played a key role in the proofreading of the materials.
- **Task 2.6** : APC and Solagro participated actively to the elaboration of the charter for renovation professionals with the representative associations of the renovation sector.
- **Task 2.7** : GRDF and APC met and decided to work together in their respective tasks because there were common data and skills.



- **Task 2.8** : All partners participated to a brainstorming session to identify potential financial income of the service.
- **Task 2.9** : APC defined the useful database with the support of TM. All the agreements documentation has been created and signed by APC and TM.
- **Task 2.10** : N/A

The following **deliverables are expected to be submitted in M13** :

Del Rel. N°	Del N°	Deliverable Title	Lead Beneficiary	Nature	Initial submission date	New Submission date	Comment
WP2	D.2.1	Cross-report on technical points and building typologies	INSA TOULOUSE	Report	M6	M13	English version available soon
WP2	D.2.2	Presentation and analysis report on the main tools for assisting renovation	INSA TOULOUSE	Report	M6	M13	English version available soon
WP2	D.2.3	Final report on preparatory measures for the housing renovation integrated Service	TM	Report	M10	M16	-
WP2	D.2.4	Digital platform of the Service	APC	Websites, patents filling	M12	M16	-
WP2	D.2.5	Report setting out technical and environmental aspects of renovation solutions in relation to TM building typologies	INSA TOULOUSE	ORDP: Open Research Data Pilot	M12	M16	English/French
WP2	D.2.6	Guides to single-family home / apartment block Renovation	ADIL	Guides/ Booklets	M12	M16 or before	The guides are ready, waiting for graphical identity for finalization
WP2	D.2.7	Training modules for trades / management committees & voluntary agents / users	ADIL	Guides/ Booklets	M12	M16 or before	The guides are ready, waiting for graphical identity for finalization
WP2	D.2.8	Service charter with partners	TM	Report	M12	M16	-



WP2	D.2.9	Charter referencing professionals	TM	Report	M12	M16	-
WP2	D.2.10	Informative leaflets for service providers	TM	Report	M12	M18 or before	-
WP2	D.2.11	Process for monitoring renovations	GRDF	Report	M10	M16 or before	-
WP2	D.2.12	Business Plan – standard and stress Scenarios	CDC	Report	M12	M18	-
WP2	D.2.13	Market study	APC	Report	M12	M16	-

**Milestones 1 and 2** have been successfully achieved on-time according to the deadline established in the DoA. The 3<sup>rd</sup> milestone was delayed do the above-mentioned challenges, notably COVID and the integration of the regional offer Renov’Occitanie:

MS Rel. N°	MS N°	Milestone Title	Lead Beneficiary	Due date	Means of verification
WP2	MS1	Flow charts of the integrated renovation offer defined	TM	M3	D2.2
WP2	MS2	Digital platform is live and operational	TM	M11	D2.3 and first client registration
WP2	MS3	Service is operational	TM	M16 (initially M12)	Beginning of a 1st renovation

Following **person-month** resources were dedicated to this work package :

	ADIL	INSA	APC	SOLAGRO	GRDF	TM	ZEBAU	CDC	TOTAL
<b>WP2</b>	5,71	10,24	8,37	2,05	0,22	8,92	2,09	0,1	<b>37,7</b>

In general, during the past 11 months, most person-months were spent on WP2. INSA Toulouse was the partner who dedicated most time on this work package. This is due to the fact that one collaborator of INSA Toulouse began a PhD thesis related to the topic of renovations. Hence, in addition to meeting different stakeholders, he spent a lot of time writing the deliverables 2.1, 2.2 and 2.5.

TM also dedicated a lot of time on the definition of the service (WP2) and preparing its practical implementation. Many meetings took place with different stakeholders, including representatives of professionals or institutions. The amount of PM is in line with the anticipated ones.



### 3.3. WP3: Service implementation in the metropolitan area of Toulouse

WP Leader	TM (previously Solagro)
Status	Ongoing - Initiated in M13

The **main objectives** of WP3 are: (i) define test cases to be targeted with a view to testing the service, (ii) implement the service across the metropolitan area of Toulouse, (iii) starting 500 renovations per year and; (iv) assess and monitor service performances.

The **overall goals** for each task are described below :

- **Task 3.1** : The overall goal of this task is to identify renovation test cases across the Toulouse metropolitan area in line with several parameters (type of properties, type of heating, insulation, etc.) in order to obtain a representative sample of Toulouse metropolitan area.
- **Task 3.2** : The overall goal of this task is to implement the service on test cases. The direction communication with private individuals and local players will take place (following customer paths defined in WP2). Organizing exchange workshops, in the form of training modules, is also part of this task.

The **objectives achieved** during this reporting period are :

- **Task 3.1** : The task has started in M13 and no objectives nor results were currently achieved.
- **Task 3.2** : The task will start in M17 (January 2021) and no objectives nor results were currently achieved.

The following **challenges and lessons learned** were encountered in the period covered by this report :

- The partner Solagro expressed his wish to withdraw from the project by the end of the year 2021, and thus from this task. However, the competences of Solagro remain within the TM team, as Solagro's collaborator joined Toulouse Métropole in September 2021. The task will now be led by TM. The 2 counselors expected to be recruited by Solagro for the project will now be directly be recruited and employed by TM.
- The main issue encountered during this period is the lock down due to **COVID-19** crisis. At least 4 months delay have been observed.

The following **activities** were **carried out by the partners** involved in this WP :

- **Task 3.1** : WP3 was launched on the 16<sup>th</sup> of September 2021 with a meeting reuniting the main contributors of the task.
- **Task 3.2** : So far, no activities were carried out for this task.



The following **deliverables** are expected to be submitted in M13 :

Del Rel. N°	Del N°	Deliverable Title	Lead Beneficiary	Nature	Submission date	New Submission date	Comment
WP3	D.3.1	Report on study and definition of test cases	TM	Report	M12	M16	-

According to the DoA, following **milestones** are expected during the second year of the project :

MS Rel. N°	MS N°	Milestone Title	Lead Beneficiary	Due date in Annex I	Means of verification
WP3	MS4	First return of experience and lessons learnt from optimization	CDC	M24	D4.1.1

Following **person-month** resources were dedicated to this work package :

	ADIL	INSA	APC	SOLAGRO	GRDF	TM	ZEBAU	CDC	TOTAL
WP3	0,41	0	0	0	0	0	0	0	0,41

ADIL was the only partner to dedicate some time on the WP3 between the months September 2020 and July 2021. ADIL spent 2 half days of training modules for counselors, in order to prepare future meetings with homeowners and tenants.



### 3.4. WP4: Optimization of the service and validation of the business model

WP Leader	CDC
Status	Not started - planned for M17-M18

The aim of WP4 is to ensure sustainability of the integrated renovation service developed in I-HEROS. With this in view, scheduled activities must enable (i) the integrated renovation service to be optimized from technical, financial and timeline points of view; (ii) an impartial and external opinion to be obtained concerning the service to foster optimization and finally; (iii) the developed business plan to be checked and validated purposely ensuring its sustainability.

The **overall goals** for each task are described below :

- **Task 4.1** : The overall goal of this task is to optimize the integrated renovation service.
  - **Subtask 4.1.1** : Define and monitor indicators linked to the service operation. Furthermore, the one-stop-shop of Toulouse Metropole will be evaluated with regard to performance, defined KPIs, etc., in order to engage a process to optimise the service on the basis of the weaknesses that will have been objectively identified.
  - **Sub-task 4.1.2** : An external player shall provide an objective evaluation of the service and its performance, with regard to the KPIs defined in tasks 3.3 and 4.1.1.
- **Task 4.2** : The main objective of this task is to validate the business plan. It will take place during the last 12 months of the project.

This task has not started yet since it relies on the achievement of previous work-packages.



### 3.5. WP5: Upscaling and replication

WP Leader	ADIL31
Status	Not started - planned for M17-M18

The aims of this work package are: (i) upscaling of the service and its financial offer across the metropolitan area of Toulouse, (ii) initiating replication of the service on a regional scale; (iii) showing the service’s replicability potential on a European scale and (iv) initiating replication in the Hamburg area.

- **Task 5.1: Upscaling and replication at regional / national level**  
The overall goal of this task is to analyze the specifics of I HEROS and identify what could be replicated and how it could be replicated on a regional and national scale. Communication actions will be organized.
- **Task 5.2: Upscaling the financial instrument**  
The overall goal of this task is to approve the financial dimensioning of the I-HEROS project, by determining whether the financial cover of the cost of energetic home renovation has been optimized.
- **Task 5.3: European replication potential**  
The overall goal of this task is to show that the developed service may be replicated efficiently in other European cities in Germany and the EU. The service implemented throughout I-HEROS will be compared on its the physical, technical, economic, legal and environmental aspects. ZEBAU will specifically examine the replication potential of the service in Hamburg and other German cities.

The work package having just started in M12, **no objectives were achieved** during this reporting period.

The following **challenges and lessons learned** were encountered in the period covered by this report:

We encountered a major challenge that makes this work package, as the WP3, more difficult. 2020 is a turning point in the French public service of home energy efficiency, with new actors and public finances. In 2021, each Region implements the public service in its own way within the national frame. At the local stage, the stakeholders have been restructured. Since January, the Occitanie Region is tailoring a service package for users with a home renovation project. The I-HEROS consortium need to take all these changes into account while designing its own service offer. Moreover, every regional stakeholder in other municipalities is focusing on implementing the regional changes. It seems too early to communicate and offer to replicate our model.

The following **activities** were **carried out by the partners** involved in this WP:

- **Task 5.3:** Several meetings were organized with Energiesprong in order to consider eventual complementarity with their project (in WP2). The industrialization of renovation works, which they are developing, could lead to significant savings for homeowners during renovation, and thus increase the number of works engaged. This idea has been integrated in the project I-HEROS, as it



aims at targeting similar housing in closer vicinity and possibly group material orders and decrease costs.

Furthermore, a meeting with the German Pro-Retro, developing one-stop-shop services in five German cities, is scheduled in October. The aim of this exchange will be to understand their concept and how it distinguishes itself from I-HEROS. Challenges they have experience will be discussed in order to avoid replicating them.

**No deliverables are expected to be submitted in M13.**

**No person-month** were allotted to this work package so far.





### 3.6. WP6: Dissemination and communication

WP Leader	TM
Status	Ongoing

WP6 aims to **achieve the following objectives**: (i) raising awareness on project objectives and project key results; (ii) implementing an active communication to define target groups and stakeholders; (iii) sharing the outputs of the project in an innovative and engaging way with the target audiences; (iv) participating to special events in order to present the project; (v) coordinating with other related European and national projects and networks; (vi) creating and implementing a dissemination plan with the aim of spreading the generated knowledge; (vii) marketing the integrated home renovation service.

The overall goals for each task are described below:

- **Task 6.1** : Concerns the strategy definition. The overall goal of this task is to create a communication strategy for the project and implement it using interactive tools and features to communicate with stakeholders and citizens. The one-stop-shop's website will ensure to reach target groups and share the knowledge generated by the partners.
- **Task 6.2** : Regional and national communication and dissemination will be implemented to ensure widespread communication of the service and project. Five distinct groups of interest are being specifically targeted: institutions, professionals, single family home owners and homeowners from condominiums, energy poor households (for which the energy bill represents more than 10% of the income), and citizens in general.
- **Task 6.3** : European dissemination and cooperation: The overall for this task is to disseminate the project and the results achieved beyond the consortium and the stakeholders involved at the European scale.

The objectives achieved during this reporting period are:

- **Task 6.1** : The graphical identify of the future one-stop-shop was created, and will soon be officialized and launched simultaneously with the physical shop. The webpage presenting the I-HEROS project on the website of Toulouse Métropole (<https://www.toulouse-metropole.fr/projets/i-heros>) has been online since the 26<sup>th</sup> of January 2021; Its English translation is in progress. The webpage of the one-stop-shop is expected to be launched when the physical stop and the big communication campaign, including large posters in public spaces and adverts in local magazines, is set. A first meetings to elaborate the Plan for Dissemination of results took place in September 2021 with ADIL, ZEBAU, and INSA.
- **Task 6.2** : The regional and national communication and dissemination has started : The webpage presenting the I-HEROS project can be seen on the ADIL website; the project was presented on October 2020 on a regional meeting gathering ADIL managers of the entire region and on a national scale with ADIL managers on February 2021 too; The project and the consortium were presented to



ADIL's board of directors and the general assembly, including representatives from banks (Crédit Agricole), locally elected, social housing movement, associations, etc.

- **Task 6.3** : European dissemination and cooperation: The objectives achieved from among the ones mentioned concern especially the synthesis of the work done in order to transmit and present the results of the project.

Furthermore, the INSA has had the opportunity to participate in conferences and to interact with other experts on research projects. The aims and scope of the I-HEROS project was presented at the Integrated Home Renovation Services Workshop, in the frame of the 8th edition of Sustainable Places (SP2020), Aix-les-Bains, Tuesday 27th October 2020. In October 2021, the project will be presented at the conference EURegionsWeek 2021. The content of the presentation has been discussed with the partners involved in the WP6.

The following **challenges and lessons learned** were encountered in the period covered by this report:

- Because of the **COVID-19** crisis the communication department of Toulouse Métropole was unable to assign as much time as expected on the first months of the project.
- Difficulties were encountered when developing the visual identity for the one-stop-shop of Toulouse Métropole because of the regional renovation service (Renov'Occitanie) which imposed many conditions, particularly in terms of communication, for which a graphical charter was imposed. However, further discussion with the Region led to the acceptance of an individual visual identity for the one-stop-shop of Toulouse Métropole.

The following **activities were carried out** by the partners involved in this WP:

- Presentation of the project and the consortium at the European Conference "Sustainable Place" on October 27th 2020.
- Presentation of the project and the consortium to students at the university.
- Presentation of the project and the consortium to ADIL managers in a regional meeting (October 13th 2020).
- Presentation of the project and the consortium to ADIL managers in a national meeting (February 25th 2021).
- Presentation of the project and the consortium to ADIL's board of directors (March 4th 2021) and general assembly (July 7<sup>th</sup> 2021), including representatives from banks (Crédit Agricole), locally elected (CD, Muretain, PST, Sicoval), social housing movement, associations etc.
- In preparation for Task 6.1 (dissemination strategy), ZEBAU has developed a proposal for a content structure. In addition, a matrix was created to coordinate the approach to stakeholders in Europe between the project partners in the further course of the project.



The following **deliverables** were **expected to be submitted in M3**, but due to the sanitary crisis, the communication department was extremely busy and it was impossible for them to move forward on this subject. However, they are being developed at the moment and will be submitted shortly to the EC (unknown to date but as quickly as possible).

Del Rel. N°	Del N°	Deliverable Title	Lead Beneficiary	Nature	Submission date	New Submission date	Comment
WP6	D.6.1	I-HEROS project website	TM	Report	M3	M13	English version following soon
WP6	D.6.2	Communication and dissemination strategy	TM	Report	M3	M16	-

Following **person-month** were dedicated to this work package :

	ADIL	INSA	APC	SOLAGRO	GRDF	TM	ZEBAU	CDC	TOTAL
<b>WP6</b>	0,25	1,1	0	0	0	1,11	0,21	0	<b>2,67</b>

TM spent some time working with the communication department on the visual identity and requirements of the brand of the future one-stop-shop. ADIL and INSA Toulouse presented the project I-HEROS during meetings national and international meetings. The partners have also started to work on the deliverable 6.2 due in M16 (December).



### 3.7. WP7: Ethics requirements

WP Leader	TM
Status	Ongoing

The aim of WP7 is to comply with ethical issues arising from the usage of the datasets in the challenges and experiments. It is designated as “confidential” regarding the private and sensitive information gathered throughout the WP.

This task is ongoing. The GDPR aspects are being analyzed intensively. Their compliance is being updated for i) the data shared with the APC for the map atlas; ii) the private information gathered by the counselors of the one-stop-shop.

Different meetings are taking place to ensure the correct handling of GDPR aspects. It was agreed upon that the legal compliance of existing tools (the current Espace Info-Énergie, Renov’Occitanie and COACHCOPRO) would be ensured first, before engaging the procedure for the service provided by the I-HEROS project, object of the deliverable D7.1, D7.2 and D7.3.

The following **challenges and lessons learned** were encountered in the period covered by this report:

Only one person in TM is in charge of the GDPR aspects, and the support is, therefore, relatively minimal considering the complexity of the topic. These aspects must be taken into account at the very beginning of the project in order not to take any risks. Training course should be considered.

The following **activities** were **carried out by the partners** involved in this WP:

TM is the only partner working on this WP but contents of the partner APC (COACHCOPRO) and Solagro must be updated to suit the recommendations.

Two meetings with the DPO took place on the 11<sup>th</sup> March and the 6<sup>th</sup> May 2021.

Several **deliverables** were **expected to be submitted in M3**.

The elaboration of these deliverables requires a very tight collaboration between the DPO of TM and the project’s manager. Unfortunately, legal compliant requires to follow step by step procedures and the delays between the meetings are extremely long.

Del Rel. N°	Del N°	Deliverable Title	Lead Beneficiary	Nature	Submission date	New Submission date	Comment
WP7	D.7.1	H - POPD - Requirement No. 1	TM	Report	DELAYED (M3)	M16	-
WP7	D.7.2	POPD - Requirement No. 2	TM	Report	DELAYED (M3)	M16	-
WP7	D.7.3	H - Requirement No. 3	TM	Report	DELAYED (M3)	M16	-



## 4. Update of the Plan for Dissemination of results

The Dissemination Plan will be presented in Deliverable 6.2, expected to be submitted in M3. Due to the sanitary crisis, the Communication Directorate fell behind on this point. The results of the strategies implemented in D6.2 will be made visible through deliverables D6.3 : Report on dissemination at regional and national level (M36) and D6.4 : Report on dissemination on the EU level (M36).

The **objective of the Dissemination plan** is to define efficient strategies aimed at ensuring the appropriate dissemination of the results generated in the I-HEROS project by presenting the project (methodology, procedures and results) at different events and by personally contacting actors of the sector, as well as public institutions and policy makers.

The PEDR (Plan for the Exploitation and Dissemination of Results) will be **structured as followed**:

The first chapter begins with the **description, the definition and the aim of the project**. The responsibilities of each partner are specified in the second chapter. The third chapter **describes the communication tools** that are developed (logo, visual identity, key visuals, brochures) and the **main messages** delivered according to the target audience. It will consider the strategy developed for the I-HEROS project in itself, but also for the one-stop-shop developed through it. The fourth chapter explains **how the project** – and the one-stop-shop – **will be disseminated throughout a wide set of tools and events**. Regional/national and international **target groups and stakeholders** will be differentiated. These will not only comprise homeowners and tenants, but also neighborhood associations, the construction sector, local administration and technicians, cities and energy agencies, industrial and professional networks as well as the research community, through the partnership of INSA, who dedicated a PhD thesis on climate comfort in renovation works. The dissemination activities (website, social media, press and online media, academic publications and synergies with other projects/initiatives). The PEDR also aims at **determining key performance indicators** that will be used to evaluate and monitor the dissemination activities.



## 5. Recommendations and comments

Following recommendations can be made at this stage of the project:

- In times of COVID-19, one-to-one meetings in addition to monthly meetings were found very useful in order to overcome language barriers and also to give confidence to partners that have difficulties to contribute fully to the project. The time this requires must be taken into account while submitting the proposal.
- The legal landscape of energy renovations and subventions must be anticipated as much as possible when handing in the proposal, as a lot of time was required to readjust the service as it was initially imagined.
- The legal compliance of GDPR aspects are complexe. Training courses might be taken into consideration.
- Regular meetings with the project officer are helpful to ensure no important deviations are being taken.



## 6. Deviations

### 6.1. Technical deviations

The major technical deviations concern the new service definition, necessary after the launch in January 2021 of the offer Renov'Occitanie, which targets ambitious renovations (min. 40% energy savings). Between March and June, all partners of the consortium worked on the new road map of the future I-HEROS service, specifying the new tasks of the future counselors and the human resources they require. Finally, the new service had to be validated politically by the representatives of Toulouse Metropole.

Furthermore, it was difficult to find a physical place for the one-stop-shop which delayed the launch of the physical one-stop-shop. In fact, the ideal premise requires specific amenities :

- Minimum surface : 200 m<sup>2</sup> ;
- Reception desk ;
- Private rooms for individual meeting for the councillor and the houseowner ;
- Back-offices and meeting rooms for counselors ;
- Spare space to store material (flyers, goodies, posters and material for events etc.) ;
- Exhibition or meeting space for exchanges with professionnals.

Most importantly, this premise should be **highly visible and accessible for everyone**. It must, therefore, occupy the first floor of the building and ideally a vitrine.

The delay for finding a suitable place impacted the official opening of the one-stop-shop of Toulouse Metropole.

### 6.2. Time deviations

Due to the COVID -19 pandemic, and more specifically to the period of enforced quarantine, but also due to the postponement of the deployment of Renov'Occitanie (the regional renovation service), there has been a delay in several activities of the project. This is the reason why we proposed new submission date for almost all deliverables of WP2 (to M16/M18 maximum). We also reported the start of the WP3 to M13-M14.

On WP6 – task 6.2, the initial workshop was delayed because of covid-19. It is now for March 2022, in coherence with the official opening of the physical one-stop-shop and the launch of the professional charter.

## 7. Summary of efforts dedicated

The following table shows the dedication in PM by each of the Partners to the different WPs during this interim report:

	WP1	WP2	WP3	WP4	WP5	WP6	TOTAL
ADIL	0,73	5,71	0,41	0	0	0,25	<b>7,10</b>
INSA	0,24	10,24	0	0	0	1,1	<b>11,47</b>
APC	0,30	8,37	0	0	0	0	<b>8,68</b>
SOLAGRO	0,32	2,05	0	0	0	0	<b>2,37</b>
GRDF	0,24	0,22	0	0	0	0	<b>0,67</b>
TM	4,9	8,92	0	0	0	1,11	<b>14,12</b>
ZEBAU	0,77	2,09	0	0	0	0,21	<b>3,07</b>
CDC	0,12	0,10	0	0	0	0	<b>0,22</b>
<b>TOTAL</b>	<b>6,81</b>	<b>37,7</b>	<b>0,41</b>	<b>0</b>	<b>0</b>	<b>2,67</b>	<b>47,6</b>

### 7.1. Use of resources

#### 7.1.1. TM

The team of TM welcomed a new employee on the project. Vivienne Schnorf will be in charge of the task 2.6 of WP2, as well as for the deliverable 6.2 on the plan for communication and dissemination strategy. Furthermore, TM has been subcontracting Zabala Consulting for some project management tasks (WP1).

#### 7.1.2. ADIL 31

ADIL's working time on WP1 has been greatly underestimated, as 2 people participate in the monthly meeting. It also takes time to do the monthly timesheet, the cost statement and interim report. We will need 1 person/month on WP1.

This extra time on WP1 will be saved on ADIL's task on WP3 and/or WP6 to balance the general estimate time.

#### 7.1.3. APC

318,00€ in travel to the Kick-Off Meeting in Toulouse (25/09/2020) for Laurent Prenez.

#### 7.1.4. SOLAGRO

N/A

#### 7.1.5. GRDF SA

N/A





#### *7.1.6. INSA TOULOUSE*

N/A

#### *7.1.7. ZBAU*

WP1: ZBAU is usually attending with two people in the monthly meetings and other meetings, and there is more translation work for meetings because presentations and meetings are held in French.

WP1+2: The necessary reorientation of the project resulted in a lot of extra hours in meetings and in internal exchange.

WP 2: Replacement services had to be found for the face-to-face exchange and the on-site visits (COVID-19). Due to replacement services there will be components of WP 2 that will be fulfilled in M14-16. There will be a delay until the end of 2021.

#### *7.1.8. CDC*

A face-to-face meeting between TM and CDC took place regarding subcontracting missions.