

## Task 2.6

# D2.8 « Service charter with partners »





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### Contributors

Responsible	Nans MAROT		
Contributor	Organisation	Proofreading	Organisation
Nans MAROT	TM	All	All



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## Glossary

ABBREVIATION	DESCRIPTION
PU	Public
WP	Work Package
MI	Detached house
COPRO	Co-ownership
TM	Toulouse Metropole



## 1. Background

Toulouse Métropole is committed to the energy and ecological transition by adopting in June 2018 the Climate-Air-Territorial Energy Plan (PCAET). By 2030, Toulouse Métropole aims to reduce GHG emissions production by 40%, reduce the territory's final energy consumption by 20 % and double its share of renewable energy. The energy master plan adopted in 2019, which operationally declines the energy objectives of the PCAET, underlines that residential is one of the main sectors most energy-consuming and greenhouse gas source in the territory. Indeed, the territory of Toulouse Métropole has more than 427 759 dwellings, 46% of which were built before the first thermal regulation of 1974. This is why the challenge of energy renovation of buildings has been the subject of a major amplification goal with a goal of 7500 renovations per year, compared to 3000 in 2020 in metropolitan territory.

Thanks to the financial support of the Occitanie Region and the European Union, Toulouse Métropole has committed to the development of a one-stop-shop for energy renovation, which will offer a support service to households in their home renovation journey. The one-stop shop in Toulouse Métropole consists of several schemes: the European project "I-HEROS" (funded by Horizon 2020) and the Renov'Occitanie Programme. In addition, it is related to the General Interest Program (PIG) of Toulouse Métropole.

By combining these various aid schemes for energy renovation, Toulouse Métropole aims to massively renovate and improve its quality, thus stimulating the local economic fabric. For this, Toulouse Métropole wishes to involve the economic actors involved in the renovation of the building: construction companies and craftsmen, architects and project managers, design offices, consulting firms or trustees. Indeed, they are essential actors for the massification of energy renovation. That's why Toulouse Métropole wants to rely on these building professionals committed to a qualitative approach by proposing measures optimising their interventions and promoting their skills improvement.

## 2. Preamble

To better identify the needs and expectations of professionals, this charter was developed with the partners of the I-HEROS project (Solagro, ADIL, Agence Parisienne du Climat, GRDF, Caisse des Dépôts et des Consignations, INSA Toulouse, Zebau) and in collaboration with the Chambre de Métiers et de l'Artisanat de la Haute-Garonne (CMA31), the Federation of Building and Public Works of Haute-Garonne (FBTP31), the Confederation of Crafts and Small Enterprises of the Haute-Garonne Building (CAPEB31), Envirobat Occitanie, the Architects of Renovation in Occitanie (AROC), and the Occitanie Region. This collaborative writing made it possible to emphasise the importance of a mechanism based on a relationship of trust between different parties. This is why the commitments have been assembled to best convey their reciprocity.

### THE CHARTER IS STRUCTURED AROUND FIVE AXES:

1. Sharing a common vision and ambitions
2. Contribute to the smooth functioning of the one-stop-shop scheme
3. Ensure quality of service
4. Commit to the skills improvement
5. Enabling the participation of all in the development and maintenance of the scheme

### THE RENOVATION JOURNEY

The metropolitan one-stop shop is positioned as a trusted third party by offering in particular neutral and quality advice throughout its renovation journey. After a first contact with a one-stop shop advisor, the individual is guided on the technical and financial aspects of the design of his project. Through a diagnosis, several work scenarios are proposed to him. The advisor then directs the individual towards a referencing of the professional member companies and can, if he wishes, accompany him to the reading of the quotes. The individual is then informed about the financial assistance he may receive and the preparation of his financing file. For the duration of the work, the one-stop-shop advisor shall remain available to provide technical support and advice if necessary. Finally, once the work has been completed, the one-stop shop advisor offers monitoring of energy consumption and awareness of eco-gestes that allow energy savings.

**WHY JOIN?** Adherence to this charter demonstrates the willingness of companies to provide quality services to homeowners. The association with the brand image of the one-stop shop of Toulouse Métropole is a guarantee of quality encouraging efficient renovation and going against fraudulent practices. The development of a network of companies that share the same values and maintain a relationship of trust with the employees of Toulouse Métropole's one-stop shop also brings many benefits, including knowledge sharing, efficiency gains, and optimisation of interventions.

**HOW TO JOIN?** All craftsmen and companies with qualifications in line with their sector of activity and offering their services in the metropolitan area can become partners of the one-stop shop of Toulouse



Métropole<sup>1</sup>. To do this, simply sign this charter, create an account on the platform's website and fill out your company file.

### 3. Commitments between TM and its partners

This section contains the commitments between the Toulouse Métropole one-stop shop and the partners (CMA31, FBTP31, CAPEB31, Envirobot Occitanie, AROC and the Occitanie Region) who participated in the drafting of the charter. It makes it possible to highlight the role that the parties will play in setting up the support of building professionals who adhere to the charter.

#### 3.1. Sharing a common vision and ambitions

Closer to the trades of craftsmen, companies, architects or design offices, the consular chamber of Trades and Crafts, organisations or associations of construction professionals as well as the Region, allow Toulouse Métropole to better understand the challenges of the energy renovation sector. Toulouse Métropole therefore undertakes to:

1. Promote, as far as possible, the emergence and maintenance of incentives for energy renovation.
2. Listen to partners to discuss topics related to Toulouse Métropole's one-stop shop and identify obstacles to energy renovation actions.
3. Capitalise on the best practices of the territory, value the best energy renovation operations and highlight the signatory partners.

In return, the partners undertake to:

4. Integrate the objectives of energy renovation into the organisation's strategy and/or communication with its members.
5. Facilitate the monitoring and evaluation of the dynamics of the energy renovation of housing in the territory of the Metropolis.
6. Integrate energy renovation into a global approach to building, aimed at improving the architectural quality and comfort of the user.

#### 3.2. Contribute to the proper functioning of the scheme

In order to contribute to the proper functioning of the scheme, Toulouse Métropole undertakes to:

1. Promote partners by publishing this charter on the one-stop-shop web page and regularly mention the charter and its members in the presentations of the scheme.



For their part, the partners undertake to:

2. Inform their members and members about the existence and missions of Toulouse Métropole's one-stop shop.
3. Inform their members or members of this Charter, and if they meet the conditions for membership mentioned in the Charter, encourage them to sign it.

### 3.3. Ensure quality of service

In order to ensure a quality of service for member professionals, Toulouse Métropole commits to its partners:

1. Best rely on the advice and/or tools developed by the partners for the elements and methods of analysis of quotations.
2. Collaborate with its partners, relaying questions and problems from professional companies on new legal or regulatory regulations related to energy renovation.
3. Support, as far as possible, its partners in their communication and awareness-raising activities.

The partners undertake to:

4. Share with their members any legal or regulatory information capable of understanding the context of energy renovation or anticipating changes.
5. Participate in the preparation of documents on topics (e.g. content of quotations, subcontracting, regulations, etc.) resulting from the specific request of professionals who adhere to the charter, and allow them to be shared in the network of the one-stop shop of Toulouse Métropole.
6. For professional organisations: accompany member professionals in the event of a dispute with an individual.

### 3.4. Commit to the skills improvement of professionals

1. Toulouse Métropole is committed to being close to member professionals to identify barriers to training and to collaborate with its partners to organise training activities.
2. The partners undertake to work with Toulouse Métropole and the other partners of the charter to organise FEEBAT training courses specific to the needs of the participating professionals and thus promote their rise skills development.





### **3.5. Enabling the collaboration of all for the development and maintenance of the scheme**

1. Toulouse Métropole undertakes to set up a committee with the partners (CMA31, FBTP31, CAPEB31, Envirobat, AROC and the Occitanie Region), to take stock of and take into account the remarks of members or individuals.
2. The partners undertake to participate in this committee as well as in the strategic reflections of implementation and development of the scheme.
3. The partners are committed to actively participating in the governance of Toulouse Métropole's one-stop shop.