

Task 6.2

D6.3 - Report on dissemination at regional and national level

Grant Agreement N° 890598





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Glossary

ABBREVIATION	DESCRIPTION
CO	Confidential
EC	European Commission
EU	European Union
GDPR	General Data Protection Regulation
HW	Hardware
M	Month
PC	Project Coordinator
POPD	Processing of personal data
PU	Public
WP	Work Package



1. Introductory remarks

In June 2018, Toulouse Métropole formally committed to the energy and ecological transition by adopting the Local Energy, Air and Climate Plan (PCAET). While housing is one of the largest sectors of energy consumption and greenhouse gas sources in the geographic area, the energy renovation of the residential sector is a major issue if the commitments made in the Local Energy, Air and Climate Plan (PCAET) are to be respected.

In this context, the I-HEROS (Integrated Home Energy RenOvation Service) project aims to accelerate and upscale the energy renovation of homes in the Métropole. This project was funded for three years by the European Commission's Horizon 2020 programme and involved many stakeholders to propose innovative solutions for this shared objective. In particular, the deployment of the I-HEROS project enabled the setting up of a renovation service that is fully integrated with Toulouse Métropole's services, and identified and proposed solutions to overcome obstacles to renovation.

WP6 focuses on dissemination and communication activities to share the objectives, implementation and results of the project and to market the renovation service provided by Toulouse Métropole Rénov (TMR).

The importance of communication initiatives in getting households to commit to energy renovation

In December 2023, ANIL (National Housing Information Agency) published the first part of a wider study on the implementation of local housing policies to promote energy renovation. This first study, based on the results of a nationwide panel of almost 3,000 households, highlights the needs, constraints and wishes of households, which are the main stakeholders in the renovation of the housing stock. It provides a number of useful insights into how to support households as they go through the renovation process and overcome the obstacles that prevent them from taking action.

Among the problems mentioned, the lack of information and understanding of the renovation process (inspections, contractors, renovation aid schemes, implementation of the works, compulsory procedures) is proving to be a determining factor in the decision to take action.



Dissemination and communication activities help to market the service and increase demand for it, improving it while raising awareness of the I-HEROS project and facilitating its upscaling and reproduction.

These dissemination and communication activities are based, among other things, on the tools and media developed as part of the previous tasks.

In addition to marketing the service, WP6's secondary objective is to facilitate WP5's implementation, which aims to replicate and upscale the model in other areas and on other scales.

The purpose of this technical report is to present the initiatives taken to implement task 6.2 and the guidelines proposed by ADIL31 to overcome the difficulties encountered.

2. Framework of WP6

2.1. Commitments of the Grant Agreement and ADIL's role

As part of WP6, ADIL 31 (Departmental Housing Information Agency) was in charge of task 6.2 concerning the dissemination and communication of the service's existence and scope at regional and national level over the three-year period of the I-HEROS project.

As provided for in the Grant Agreement, ADIL31's legal expertise enabled it to create information and training materials on the various aspects of the home renovation process. These materials are specifically intended to appeal to the various interests of the target audiences identified within the GA, in particular owner-lessors, tenants and households in energy poverty.

2.2. Implementation of the activities of task 6.2

It should be noted that the I-HEROS project was launched at the same time as the Rénov'Occitanie programme. The difficulties associated with the shifting institutional context of renovation in France are described in ADIL 31's deliverable 5.3.

As regards the objectives of task 6.2, the first year and a half of the I-HEROS project was not conducive to achieving them. In fact, the creation of the One-Stop-Shop as such was only determined at a late stage in relation to the initial commitments.



However, the opening of *Maison de l'Energie* in February 2022 marked the start of TMR's One-Stop-Shop activity and led to a major increase in communication and dissemination activities. To mark the occasion, a communication campaign was launched in urban spaces (billboards, posters on buses in the city), in traditional media (advertisements and articles on the existence of the One-Stop-Shop) and also on social networks. In addition, this new public reception area was inaugurated in April 2022 in the presence of elected representatives such as Jean-Luc Moudenc, the Mayor of Toulouse and President of Toulouse Métropole (TM), Thierry Cotelle, a Councillor for the Occitanie Region, Souhayla Marty, a Neighbourhood Mayor (Lapujade, Bonnefoy, Périole, Marengo, La Colonne) and François Chollet, the Vice-President of Toulouse Métropole in charge of ecology, sustainable development and energy transition.

In addition, carrying out the communication and dissemination activities set out in the GA required skills in communication strategy and an understanding of communication tools (social networks, website, etc.). In order to fulfil its commitments, ADIL 31 participated in a training programme that began in 2021 ("Building your communication plan" on 06/10/2021 and specific training on communicating on social networks on 29/09/2021). In addition, ADIL 31 was assisted by SAMBA to develop its communication.

2.3. Distinction between communication and dissemination

Dissemination is defined as the communication of information and can be multi-faceted.

Within this task, the Grant Agreement distinguishes, on the one hand, dissemination and communication activities aimed at the public and future users of the service (marketing and promotion of the service) and, on the other hand, dissemination activities aimed at institutions and organisations, intended to facilitate the replication and reproduction of the model (subject of WP5).

ADIL31's participation in a number of events relating to real estate and housing renovation, and its collaboration with real estate and condominium stakeholders during 2021 and 2022, helped to promote the existence of the I-HEROS service. In addition, in-house communication campaigns, on social networks and on ADIL31's website, have made it possible to inform users (mainly private individuals) of the service's existence and content.



However, it was difficult to communicate on the service's scope before the beginning of 2022, in particular due to the lack of tangible elements to disseminate (opening of *Maison de l'Energie* and transfer of the Solagro association's energy advisors to TMR at the beginning of 2022). Until then, it was difficult to identify the elements that could be communicated in relation to the service's existence and content.

Therefore, our communication campaigns were mainly focused on the following objective: raising awareness among the general public/private individuals and real estate professionals of the challenges of energy-efficient housing renovation.

3. Communication strategy and dissemination

The implementation of a communication and dissemination strategy has the following main objective: to market the service, increase demand for it and improve it, while at the same time highlighting the I-HEROS project development process in order to facilitate its upscaling and replication.

This objective can be broken down into the following objectives:

- Raising awareness of the renovation platform;
- Raising awareness of the range of services offered by the renovation platform;
- Highlighting the specific features of the One-Stop-Shop.

To ensure the effectiveness of communication campaigns, both the message and the method of communication need to be adapted. The first step in building this strategy is to make a distinction between two types of communication: general communication about the service's existence and specific communication about the development of the project.

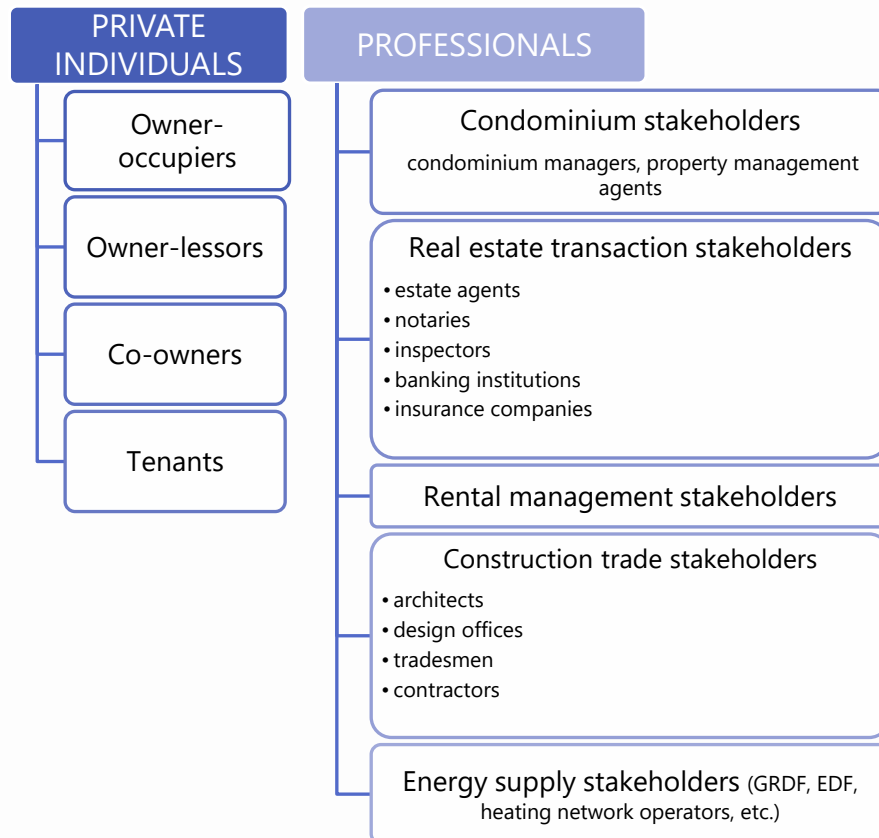
General communication about the existence and scope of the service is aimed at private individuals and real estate professionals. Specific communication on the creation process of the One-Stop-Shop is aimed at institutions, organisations and other stakeholders involved in the implementation and management of the home energy renovation policy.

3.1. Identification of target audiences

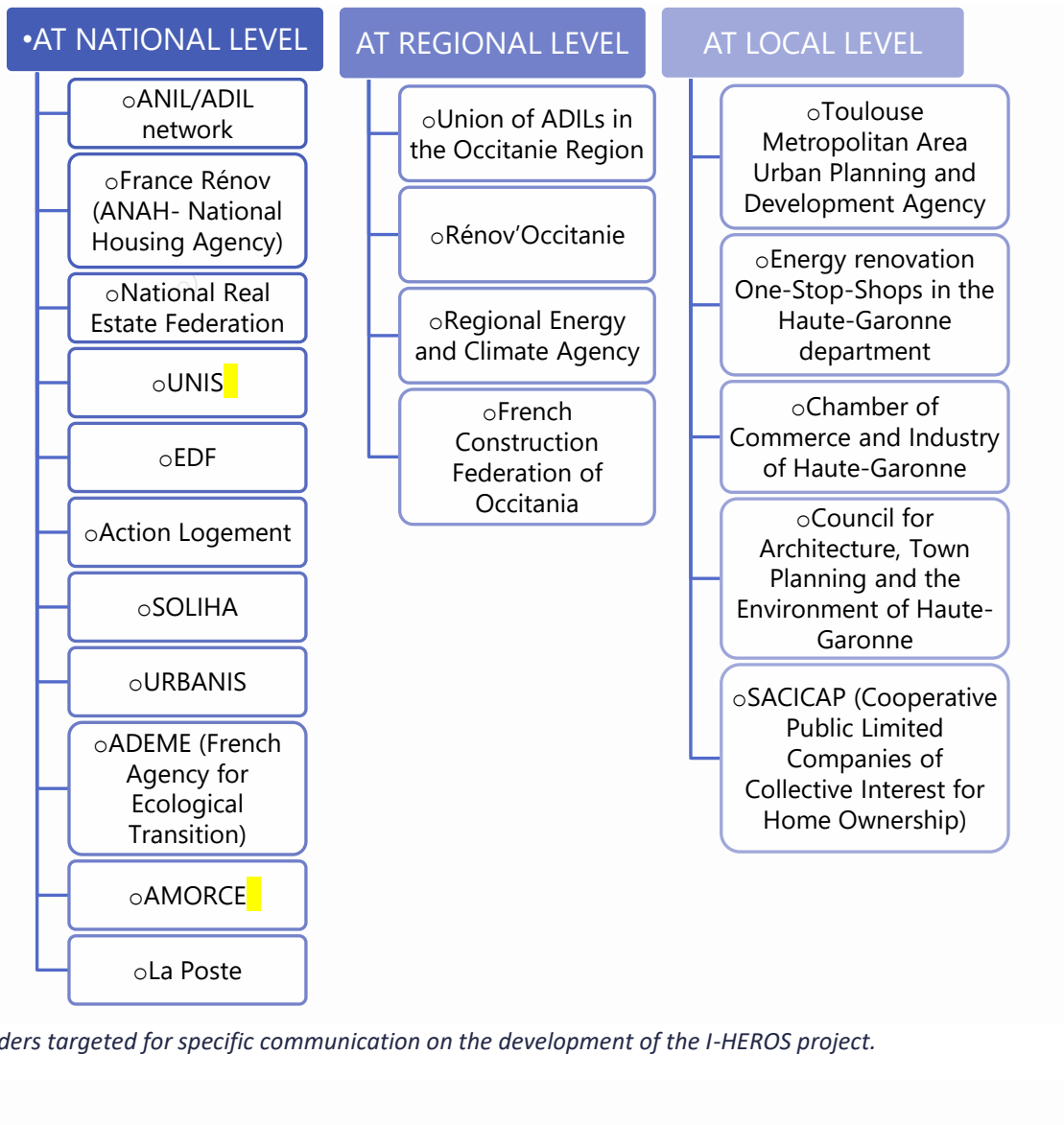
The interest groups targeted as part of the general communication on the service's existence and scope have been identified as follows:

- Targeted stakeholders as part of general communication about the One-Stop-Shop's services;

- Targeted stakeholders for specific communication on the development of the I-HEROS project.



Stakeholders targeted as part of general communication about the service on offer at the One-Stop-Shop.



Stakeholders targeted for specific communication on the development of the I-HEROS project.

3.2. Communication channels and tools

Some of our communication activities were based on digital communication. Therefore, ADIL decided to call on the services of Samba, a communication agency, to develop its skills.

An internet page dedicated to the I-HEROS project was created on ADIL's website (adil31.org) and content relating to energy renovation was added to the existing pages. This includes the documentation produced as part of the I-HEROS project (renovation guides for single-family houses and condominiums, Frequently Asked Questions for lessors, etc.). In parallel, an in-house communication strategy was put in place to organise digital communication on the following networks: Facebook, Instagram, YouTube and LinkedIn.



The screenshot shows the ADIL website interface. At the top left is the ADIL logo. The navigation bar includes 'VOTRE QUESTION', 'QUI SOMMES-NOUS?', 'OUTILS INDICES ET PLAFONDS', and 'DOCUMENTATION'. The main content area is titled 'Rénovation énergétique des logements' and features a list of links: 'Quelles aides pour un projet de rénovation énergétique?', 'Besoin d'un renseignement technique?', 'Propriétaires bailleurs : vous êtes concernés!', 'Rénovation en copropriété ou en maison individuelle : les guides à votre disposition', and 'Toulouse Métropole : le projet I HEROS au service des habitants'. A sidebar on the left highlights 'Aides locales aux travaux'. At the bottom, there are social media icons for YouTube, Instagram, Facebook, and LinkedIn.



4. Dissemination activities

ADIL participated in disseminating information about the service's existence and specific information about the development of the project.

These two objectives were pursued through a variety of channels: digital communication activities on social networks, events and presentations to target audiences (private individuals, real estate, banking and renovation professionals), and the creation and distribution of information materials.

4.1.1. General communication on the service's existence

4.1.1.1. Digital communication

In 2021, TM developed a communication strategy by creating a website for TMR's One-Stop-Shop. ADIL's website was updated to include direct links to TMR's website.

In addition, a page dedicated to energy renovation was created on ADIL's website: it includes documentary resources on energy renovation as well as a presentation of the I-HEROS project.

Toulouse Métropole : le projet I HEROS au service des habitants

Sur le territoire de Toulouse Métropole, le secteur résidentiel représente 22% des émissions de gaz à effet de serre et 29% des consommations d'énergie, en seconde place derrière le secteur du transport. Pour relever le défi de la rénovation énergétique de son parc immobilier, Toulouse Métropole s'est doté d'un guichet unique d'accompagnement aux particuliers, financé par la Commission Européenne, au sein d'une Maison de l'Energie.

Ce service est accessible à tous les propriétaires, propriétaire occupant ou bailleur, en logement collectif ou en maison individuelle et sans conditions de ressources. Le guichet I-HEROS vise la réduction des consommations énergétiques des logements, la lutte contre la précarité énergétique et la relance de l'économie locale dans le secteur de la construction, grâce à des actions de sensibilisation et un accès à l'information sur les travaux de rénovation.

En copropriété ou en logements individuels, le guichet unique Métropolitain permet de consulter des conseillers énergie ainsi que l'ADIL31 pour des renseignements techniques et juridiques, indépendants et gratuits pour la réalisation de vos travaux de rénovation.

Le guichet propose un accompagnement des particuliers dans leurs projets de rénovation énergétique. Des évènements d'information sont organisés au sein de la Maison de l'Energie. Vous pouvez retrouver le planning des prochains évènements sur le lien suivant [TMR agenda](#)

Toulouse Métropole et l'ADIL31 sont à votre écoute pour toute question concernant un projet de rénovation énergétique à la Maison de l'Energie, située sous l'arche Marengo SCNF :

Horaires d'ouverture : les mardis, mercredis et jeudis après-midi, de 14h à 18h, ou sur rendez-vous ([prise de RDV en ligne](#))

This project has received funding from the European Union' Horizon 2020 research and innovation program under grant agreement n° 890598.

toulouse
métropole



adil
de la Haute-Garonne



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 890598

Propriétaires bailleurs : vous êtes concernés !

Avec la loi Climat et Résilience, les propriétaires bailleurs sont fortement incités à la rénovation énergétique de leurs logements locatifs. En effet, la performance énergétique étant un critère de décence des logements, certains logements ne peuvent plus être mis en location.

Pour connaître les règles applicables, mais aussi les aides et accompagnements auxquels vous avez droit, l'ADIL fait le point dans sa foire aux questions. Et plus spécifiquement, un deuxième fascicule porte la rénovation énergétique lorsqu'on possède plusieurs logements en monopropriété.



Digital communication was made possible by regular publications on ADIL's social networks.

Information videos on home energy were published on ADIL's YouTube page:

- “Can a lessor rent out poorly insulated housing?”,
- “Investing in energy-inefficient housing”,
- “Managing a dispute with a tradesman”,
- “Rent freeze for properties with low energy efficiency”,
- “Lessors: the new Loc'Avantages scheme”.



LITIGE : RÉUSSIR SA MISE EN DEMEURE

210 vues • il y a 5 mois



Investir dans un logement économe 🏠

205 vues • il y a 6 mois



🏠 Les règles de la location saisonnière : attention à ne pas griller les étapes

492 vues • il y a 10 mois



Bailleurs : les nouveautés du dispositif Loc'avantages

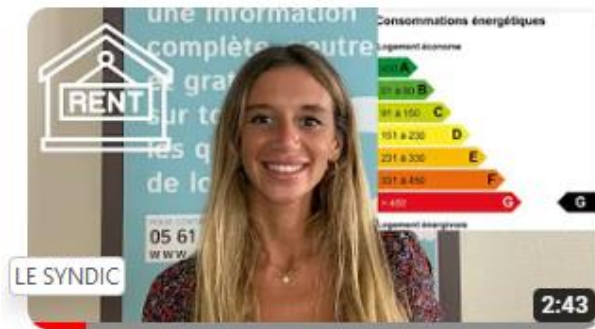
861 vues • il y a 11 mois



LOCATION : Le bailleur peut-il louer un logement mal isolé ?



🏠 Chronique spéciale voisinage : la construction de mon voisin me cause un...



Le gel des loyers des passoires énergétiques



127 vues · il y a 6 mois



Copropriété : travaux dans le logement et dégâts dans les parties communes : qui pa...

146 vues · il y a 1 an

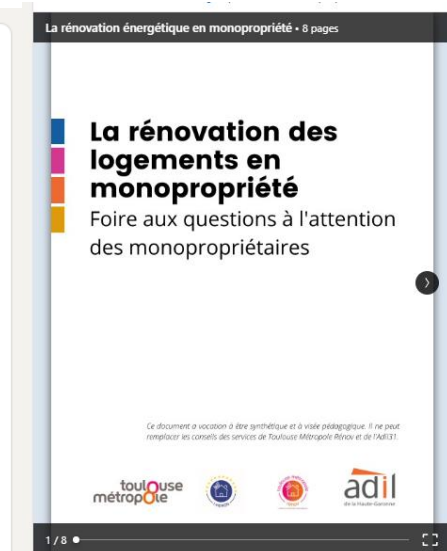
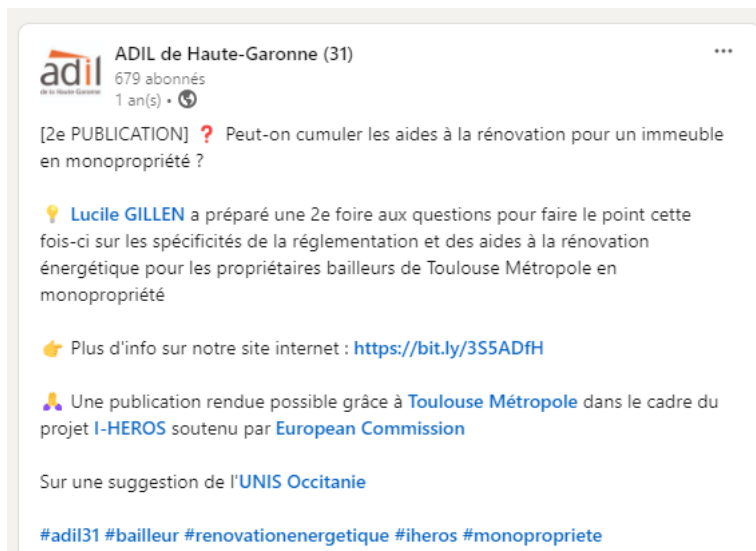
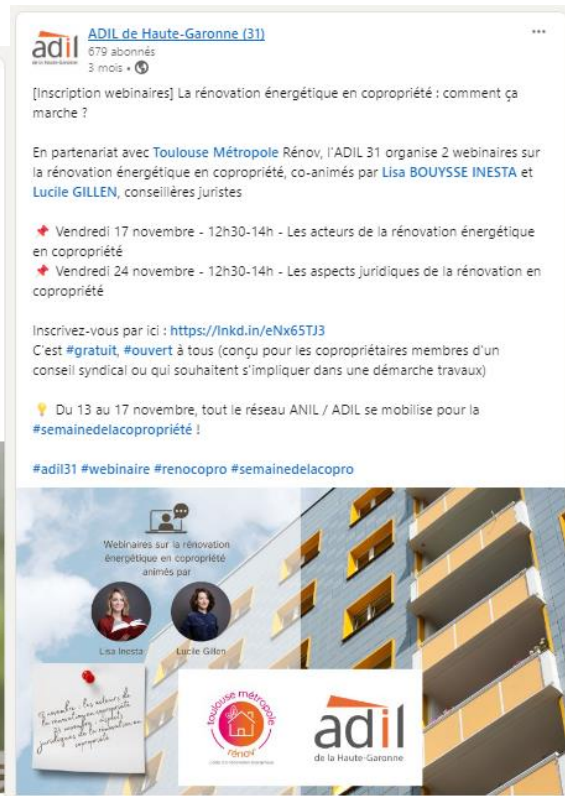


Urbanisme : je conteste le permis de construire

In addition, a specific communication campaign on home energy during the winter period was launched on Facebook and Instagram.

ADIL's social networks (in particular LinkedIn and Facebook) were used to relay the events in which ADIL took part.





Finally, in order to highlight the complementary nature of the two services, since May 2022, MDE has been welcoming a Lawyer from ADIL every Monday afternoon. This service was the subject of digital communication on ADIL's social networks as well as those of TMR.

4.1.1.2. Creation and distribution of information materials

At the instigation of TMR's One-Stop-Shop in March 2022, an information leaflet about energy decency was produced jointly with ADIL. Aimed at landlords, this leaflet contains information in the form of frequently asked questions about the rights and obligations of landlords in terms of energy performance, and presents the renovation aid schemes that enable them to carry out energy renovation work in their homes. This leaflet was printed at ADIL's expense so that it could be made available at the One-Stop-Shop and ADIL reception points. It is still available on both services' websites and is regularly updated.

Given the success of this leaflet, another version was produced specifically for individually owned properties. It was printed and made available using the same means as the first version.



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Comité de rédaction : Lucile Gillen et
Louise Mongin, juristes à l'ADIL 31

Ce document a été réalisé par l'ADIL31 dans le cadre du projet européen i-Heros piloté par Toulouse Métropole et son contenu reflète strictement l'avis de son auteur, aucune responsabilité n'incombe à CINEA.*



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 890598

As soon as MDE opened, the One-Stop-Shop set up a schedule of webinars aimed at condominiums and, more specifically, at property management advisors, co-owners and property management agents.

These webinars are organised by TMR as part of the *Rénovons'Collectif* programme. ADIL will be leading the following sessions:

- Key stakeholders in the renovation of co-owned properties;
- Energy studies and diagnostics for co-owned properties.

4.1.1.3. External initiatives

Over the course of the three-year I-HEROS project, ADIL and TMR took part in a number of events.

- *Salon de l'immobilier* (Real Estate Exhibition)
 - o 10/2021: presence at the exhibition (stands)
 - o 11/2022: presence at the exhibition (stands) and participation in conferences
 - What will the Climate and Resilience Law entail for homeowners and co-owners? Assistance and procedures
 - Energy renovation grants: for whom, for what works, how to obtain them?
 - o 09/2023: presence at the exhibition (stands) and participation in conferences
 - Owner-lessors: improve the property's energy performance and continue to rent at the best possible price. Co-owners: what kind of energy renovation? What kind of programme? What kind of grants?
- Conference at the *Université de la copropriété* organised by UNIS on energy renovation in condominiums (17/10/2022)
- Information session on renovation in condominiums organised by TMR for property management agents or advisors (19/10/2022)

In addition, in partnership with TMR, ADIL spoke to professionals from the banking and real estate sectors:

- Information meeting with Square Habitat estate agents (14 December 2021) representing 5 estate agencies in TM (out of 7 in the Haute-Garonne Department);
- On 09 April 2022, at the "*Acheter, Louer, Rénover*" (Buy, Rent, Renovate) exhibition, presentation of the One-Stop-Shop's missions and the support offered to bank negotiators in the Crédit Agricole network.



- Information meeting with the portfolio of lessor customers of the L'Adresse estate agency in September 2022. Participants were given a copy of the FAQ for lessor from 2022.

The preparation of these initiatives enabled us to define the needs of banks in terms of energy renovation and to create a presentation that can be reused for future presentations.

Lastly, in December 2021, two Lawyers from ADIL ran an information meeting for property management advisors from the *Club des Conseillers Syndicaux de la Haute-Garonne* (CCS 31 – Club of Property Management Advisors of Haute-Garonne), representing 47 condominiums (around 5,000 homes).

4.1.1.4. Specific communication aimed at “energy poor” households

The GA mentions that communication campaigns should specifically target energy poor households. With this in mind, discussions were held between TMR advisor Sandrine Lambert and ADIL. Sandrine Lambert used to run training courses for social workers on the issue of home energy. When it comes to energy poverty, social workers are invaluable vectors of information: they can sound the alarm when a household they are working with has significant unpaid energy bills, or when the home is deteriorating due to poor energy performance, or when a household applies for help with bill payments.

A communication campaign on Facebook and Instagram was launched specifically for this audience during the winter of 2022-2023.

Adil 31
7 novembre 2022

CHEQUE ENERGIE POUR LE CHAUFFAGE AU FIOUL

- Face à la hausse des prix, une enveloppe de 230 millions d'euros a été votée cet été pour aider
 - les ménages les plus modestes
 - se chauffant au fioul
- Un chèque énergie sera envoyé à partir du mois de novembre jusqu'à 200 euros (en fonctions des revenus et du nombre de personnes du foyer)
- Il viendra en complément du chèque énergie habituel et du chèque énergie exceptionnel

Adil 31
24 novembre 2022

AGENDA : JOURNEE NATIONALE CONTRE LA PRECARITE ENERGETIQUE

#precariteenergetique #agirpourlatransitionécologique Rénov Occitanie

Parce que de plus en plus de ménages n'ont pas les moyens de se chauffer correctement ...

Aujourd'hui à lieu la journée nationale contre la précarité énergétique :

<https://www.journee-precarite-energetique.fr/.../save.../>

Locataire, bailleur, propriétaire, investisseur, vous avez des questions en matière de rénovation énergétique, de décence du logement ?

Contactez-nous nos conseils sont gratuits et personnalisés à chaque situation

JOURNEE-PRECARITE-ENERGETIQUE.FR

Save the date : la Journée contre la précarité énergétique revient le 24 novembre 2022 ! - Journée contre la Précarité Énergétique

Adil 31
30 novembre 2022

Quelques conseils de l'ADEME pour faire baisser sa facture d'eau et d'énergie :

<https://agirpourlatransition.ademe.fr/.../astuces-reduire...>

AGIRPOURLATRANSITION.ADEME.FR

Astuces pour réduire la facture d'eau et d'énergie

Chaque ménage dépense en moyenne près de 3 150 euros par an pour payer ses factures d'é...

Adil 31
27 décembre 2022

CHEQUE ENERGIE POUR LES MENAGES CHAUFFES AU BOIS

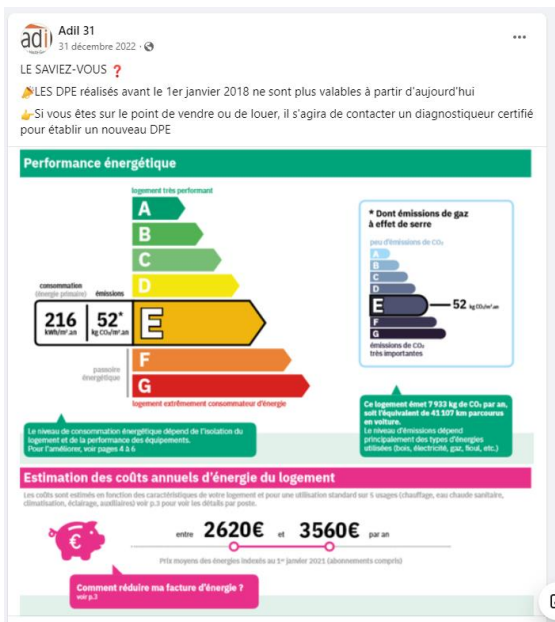
- Attribution du chèque énergie exceptionnel pour les ménages chauffés au bois dont le revenu fiscal de référence annuel par unité de consommation est inférieur à 27 500 €
- Déposez votre demande auprès de l'Agence de services et de paiement (ASP) au plus tard le 30 avril 2023

<https://chequeboisfioul.asp-public.fr/cheqfuel/>

CHEQUEBOISFIUL.ASP-PUBLIC.FR

Chèque énergie exceptionnel - Opération fioul - Éligibilité

Les chèques énergie exceptionnels - Opération fioul et Opération bois sont des dispositifs d'ai...



QUIZ : Une passoire énergétique c'est quoi ?

- Pas de révision de loyer possible si ton bail a été signé ou reconduit depuis le 24 août 2022
- Tu peux sous certaines conditions demander des travaux d'isolation à ton bailleur



4.1.2. Specific communication on the development of the project

4.1.2.1. Digital communication

As part of the communication on the I-HEROS project, ADIL supported TM in the creation of content for the website specifically dedicated to the I-HEROS project:

- [Energy renovation of housing: an obstacle journey? – I-HEROS](#)
- [The energy performance invited in the definition of the decency criteria: the French case – I-HEROS](#)



Energy renovation of housing: an obstacle journey?



Of the 30 million main residences in France on 1st January 2022, about 1.5 million dwellings (5% of the stock) would be low energy consuming




The energy performance invited in the definition of the decency criteria: the French case


In France, as of 1st January 2022, the housing stock of main residences included nearly 5.2 million "energy sieves" dwellings of the existing 30 million,

In addition, ADIL's social networks were used to relay the communication surrounding I-HEROS, which was produced by TM (sharing of publications from the website and LinkedIn account on ADIL's LinkedIn account).

 **ADIL de Haute-Garonne (31)**
679 abonnés
2 mois • 

[I-HEROS] **Toulouse Métropole** a réuni un comité consultatif d'experts pour présenter les réalisations du projet européen I Heros, auquel participe l'ADIL 31 depuis 2020

 Objectif : accélérer et amplifier la rénovation énergétique des logements sur le territoire de la Métropole

 Comment ?

- la structuration du guichet unique de conseil neutre et gratuit autour de la Maison de l'énergie et des conseils en ADIL
- l'animation d'un réseau de professionnels, la création d'un annuaire de professionnels et la signature d'une charte
- engager la massification de la rénovation en allant vers les propriétaires via une stratégie de **#ciblage** par quartier et époque de construction - boitage, réunions publiques, stands d'information

Un beau projet que l'**ADIL de Haute-Garonne (31)** mène avec **Agence Parisienne du Climat** | **Groupe Caisse des Dépôts** | **GRDF** | **Institut national des Sciences appliquées de Toulouse** et nos partenaires allemands **ZEBAU GmbH - Centre for Energy, Construction, Architecture and the Environment** sous pilotage de Toulouse Métropole - et grâce au soutien de **European Commission**

Pour en savoir plus : <https://i-heros.eu/>



Lastly, the FAQs for owner-lessors (and owners of individually owned properties) were shared with the ANIL/ADIL network so that the template documents could be used by other ADILs throughout France (keeping the TM, ADIL31 and I-HEROS logos).

4.1.2.2. External initiatives

A brief presentation of the goals of the I-HEROS project was given in November 2020 at the General Meeting of the ADILs of Occitanie, which have formed a Regional Union (URADILO). The project was then presented at a meeting of the ADIL Directors (90 Departments) in March 2021.

In addition, ADIL and TMR participated in running a workshop alongside Marie-Agnès ALLIER, a Condominium project manager at AREC (Regional Energy and Climate Agency), during the annual regional meetings of the Rénov'Occitanie network in June 2023. This workshop focused on the issue of mobilising condominiums. Under the Rénov'Occitanie scheme, co-ownerships can benefit from full support in carrying out energy renovation work. Until December 2023, this programme was available to single-family houses. Today, the focus was on the multi-housing building stock. TMR and ADIL's presentation focused on the outreach approach implemented in the Métropole. This proactive approach, which includes a detection phase followed by strong mobilisation (public meetings, webinars, etc.), represents real added value that complements Rénov'Occitanie's offer.



5. Results and observations

As mentioned above, the launch of the project encountered difficulties that delayed the implementation of its objectives. There were delays in setting up the One-Stop-Shop, which had to cope with changes in the institutional context at national and regional level.

- Postponement of general communication about the service because of delays in its operation.
- Postponement of specific communication initiatives due to the existing growth of other One-Stop-Shops in the Region (Rénov'Occitanie) and major changes to the France Rénov One-Stop-Shop model between 2022 and 2024.

The initiatives planned for the institutions could not be carried out as planned in the GA. The organisation of a workshop was hindered on the one hand by the health situation over the last two years and on the other by the pre-existence of a large-scale regional project proposing a model similar to the IHEROS project launched in 2020, the Rénov'Occitanie programme.

It seems more coherent to involve stakeholders in the replication of the model (planned in WP5) through the presentation of the model, its tools and the aspects that can be duplicated and adapted to another area.

Communication campaigns aimed at professionals were postponed until the service was up and running (Professional Charter). However, since the implementation of this tool, it has been noted that the method (reciprocal commitments, collaborative work) is satisfying.

With regard to initiatives aimed at institutions, it seems appropriate to propose an initiative model based on exchanges of experience between several One-Stop-Shops and/or areas.

These exchanges will enable participants to draw inspiration from existing models and identify ways of improving their service. These proposals combine WP6's tasks with those of WP5. There is in fact an undeniable and very close link between these two WP which should be exploited to fulfil the objectives of the GA.



In this respect, the following initiatives may be considered beyond the framework of the I-HEROS project in order to publicise the service offered by the One-Stop-Shop and the results of the project:

- Creation of information leaflets for specific audiences (households in energy poverty, etc.);
- Working group with social workers to target households in energy poverty;
- Working group to raise awareness among owner-lessors with real estate stakeholders;
- Presentations of the I-HEROS project and its results at regional and national institutions;
- Organisation of information meetings at the One-Stop-Shop to raise awareness among the general public;
- Organisation of workshops to exchange views on existing One-Stop-Shops and consider the future of the SPPEH – Public Department for Home Energy Performance (within regional and national networks: Rénov'Occitanie, ANIL, etc.).