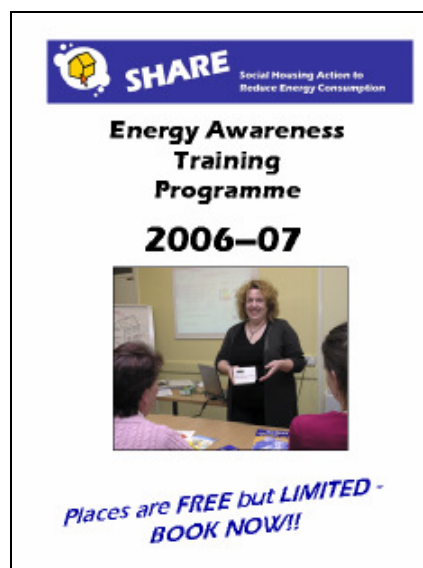
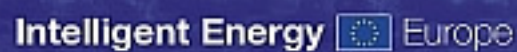




SHARE Interim Training Report (D3.2) December 2006



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Partner 1: UK – Severn Wye Energy Agency, SWEA

Course Structure

With consultation with the social housing forums, SWEA set up a training programme of five different training courses that would run at 3 different locations, making 15 in total. The sessions would be focused at customer facing staff and tenant representatives.

The training sessions were promoted to staff using intranet and internal email systems and with leaflets to tenants groups. Some of the housing providers had existing structured training programmes so the SHARE courses were integrated into these wherever possible.

A small prospectus was produced which had details of all the training courses. This included information on the sessions which is shown below;

Understanding and avoiding condensation

Condensation is a form of dampness that affects millions of homes in the UK. This session will clearly describe the signs and symptoms of condensation and how to distinguish it from other common causes of damp.

The session will also cover how to reduce condensation and what measures can be taken to help prevent it from reoccurring. This session is essential for both residents and staff.

Non heating appliances –purchase and use

Do you know how much energy your appliances are using? How much they cost to run a day, a month or even a year?

This session shows how to calculate how much energy common electrical appliances use so you can make informed decisions on how to use them efficiently.

The session also covers how to purchase appliances that are more energy efficient and what information to look for when buying appliances.

Heating and Hot Water Controls

Whatever type of heating a person has in the home, it is important to understand how to control it. Controlling the temperature in the home to a comfortable level, as efficiently as possible is of utmost importance to people on a limited income.

After a brief introduction of how heating systems work, the session will concentrate on how to control both the heating and the hot water provision.

This informal, but informative session, is essential for residents and housing staff alike in the winter months.

Supply Issues - meters, bills, tariffs and suppliers

These sessions cover everything you need to know relating to electricity and gas suppliers. It will include how to read your meters, how to compare tariffs available and how to evaluate the various payment methods to suit different people's needs.

The session also gives unbiased and practical advice about the competitive electricity and gas markets and about how and when to switch to an alternative energy suppliers.

Bring along your own bills to see if you are getting a good deal!!

Renewable Technologies

Sometimes called sustainable energy or even green energy, renewable energy is energy derived from an inexhaustible source. These include the sun, the wind, flowing water, the heat of the earth and replenishable fuels such as plants.

This session takes into account all these technologies and how they can be incorporated into social housing. With increasing electricity, gas and oil prices, renewable technologies are becoming real alternative to other energy measures and should always be at least considered when changing heating systems in a property.

Trainers

- Sarah Giff – A qualified trainer who also teaches City and Guilds 6176 Course on behalf of National Energy Action. The course 'Energy in the Home' is nationally recognised and is essential for advisors following the energy advice Code of Practice in the UK.
- Pete West – A SWEA employee who has 15 years' experience of running a heating business which specialised in environmental installations including solar water heating, biomass, condensing boilers and heating controls.

Other Information

Lunch is normally provided at the training sessions and wherever possible people attending were given 'rewards' for attending. These were either low energy light bulbs or 'Powerdown' plugs. These were both kindly provided by Powergen, part of E.on.

The courses were run between 12 noon to 3 pm, which is useful for those with children in school. In some circumstances the housing provider also provides transport to and from the sessions.

Session 1

Topic – Non-heating appliances - purchase and use.

Location – Cheltenham

Date and time – 10/08/06 12 to 3

Tutor – Sarah Giff

Attendance – 10 (8 residents, 2 staff)

Results

Did participants find the training useful? Yes 7 No 1 Unsure 2

Has training met participant's needs? (relevant for their job)? Yes 6 No 1 Unsure 3

Comments

There was one complaint that the session was too basic. Whilst other attendees were happy with the content, it was thought that the course would benefit by adding more information. Afterwards it was agreed that the comparative running costs of different appliances in the A-G rating system could be incorporated into the training. This will be based on the work done by Rhian in the Proefficiency project.

Session 2

Topic – Understanding and avoiding condensation

Location – Cirencester

Date and time – 16/10/06 12 to 3

Tutor – Sarah Giff

Attendance – 6 (1 resident, 5 staff)

Results

Did participants find the training useful? Yes 5 No 0 Unsure 1

Has training met participant's needs? (relevant for their job)? Yes 4 No 0 Unsure 2

Comments

Excellent course. Case studies were very useful and it may be useful to try and do more next time if time allows. Participants found information on determining the different types of damp very useful as this is often a cause of disagreement between tenant and housing provider.

Session 3

Topic – Heating and Hot water controls

Location – Gloucester

Date and time – 23/11/06 12 to 3

Tutor – Pete West/ Dinyar Baria

Attendance 6 (6 staff)

Results

Did participants find the training useful? Yes 6 No 0 Unsure 0

Has training met participant's needs? (relevant for their job)? Yes 4 No 1 Unsure 1

Comments

The quiz would have worked better as a handout as opposed to doing it on the projector. The other handouts worked really well. How to use timers was useful as well as participants said they really struggled with them. Participants were given time over lunch to ask Pete awkward questions which he was able to handle well.

Session 4

Topic – Heating and Hot water controls

Location – Cheltenham

Date and time – /11/06 12 to 3

Tutor – Pete West
Attendance

Results

Did participants find the training useful? Yes No Unsure

Has training met participant's needs? (relevant for their job)? Yes No Unsure

Comments

The participants were mainly tenant representatives rather than Housing Association staff, therefore the presentation was targeted at a householder level rather than the more technically detailed approach including heating system layout which was used in Gloucester.

Participants were particularly interested in common issues which affected their own homes, such as use of room thermostats compared to thermostatic radiator valves, controls for combi boilers etc. The quiz was popular and a useful ice-breaker. There was a high level of questions and participation.

Session 5

Topic – Understanding and Avoiding condensation

Location – Cheltenham

Date and time – 07/12/06 12 to 3

Tutor – Sarah Giff

Attendance 6 (6 staff)

Results

Did participants find the training useful? Yes 6 No 0 Unsure 0

Has training met participant's needs? (relevant for their job)? Yes 6 No 0 Unsure 0

Comments

The course went well and the audience found the training extremely useful. However, there was some logistical problems. The room was not made available until 15 minutes after it was booked. The room should have been booked earlier to allow for setting up time.

Partner 2: Ireland – Tipperary Energy Agency, TEA

Course Structure

Through contacts with housing authorities in North and South Tipperary and the initial targeting of the Community Development Group in the town of Roscrea who run a number of courses and initiatives with the residents of local authority housing, we have identified suitable forums where we can provide training to residents around energy usage in their homes. Feedback was received from the various groups contacted regarding training content and content of home energy management leaflets developed. There was also a very positive response to the idea of the thermometer cards.

Training for Residents of Local Authority Housing

The training material was developed from the Home energy Management Leaflets developed and the themes outlined in these leaflets were greatly expanded on. The training has been structured in a logical manner giving a background on energy usage, why we need to reduce energy, giving a little background on CO₂ emissions and global warming, where it is primarily used in the home, specific training on the understanding of electricity bills and then training on how energy can be saved concentrating in particular on space heating, domestic hot water and electricity for lighting and appliances. There was also focus given to reducing sources of condensation but managing this to minimise heat loss.

The training material developed received a final review at the SHARE forum meeting on the 21st November where all the relevant stake holders were able to feedback their comments as the training material had been sent out to them prior to the meeting. There was also some discussion about when and where the training could be run. It is planned to initially run 3-4 sessions with the community groups in Roscrea and also to run training next spring 2007 with pre-tenancy training for tenants moving into new housing in North Tipperary. The tenant liaison officer in Thurles town has also requested training to be carried out there which is also in North Tipperary.

In South Tipperary there has been contact with the RAPID Programme co-ordinators in the towns of Clonmel and Carrick-on-Suir who run programmes for residents in local authority housing. It is envisaged that training with these groups will start from January 2007. I will be meeting with the co-ordinator of the RAPID Programmes for South Tipperary to plan a schedule for this before Christmas break.

Training of Housing Staff and Community Group Co-ordinators

This training programme will still have to be developed and themes will be developed which will be discussed at the next SHARE forum meeting in February 2007. Between now and then there will be discussions to identify the training needs of the different groups from technical side to more general. It is envisaged that there will be at least two different programmes to cover the different needs of the staff and support groups and this will be developed with the feedback and input from these different groups.

Trainers

- Brendan Power – Energy engineer with key responsibilities in energy usage in housing. Extensive experience in energy rating and energy auditing of homes, upgrading of homes to improve energy performance, and in identifying solutions and developing materials to reduce energy consumption in the home.
- Seamus Hoyne – Managing Director with extensive experience over the last 10 years in facilitating training programmes and courses relating to energy conservation. Course Leader for Certificate in Domestic Sustainable Energy run by the Tipperary Institute which is a recognised third level college which is a course specifically aimed at reducing energy consumption in the home covering, low energy house design, heating and hot water systems and controls, managing electricity usage in the home and utilising renewable energy technologies in the home.

Session 1

Topic – Home Energy Management

Location – Roscrea, North Tipperary

Date and time – 4/12/06 10:00 – 13:00

Tutor – Brendan Power

Attendance – 7 (tenants and other citizens of Roscrea)

Results

Did participants find the training useful? Very useful 7, useful 0 No 0

Has training met participant's needs? (relevant for their job)? Yes 6 No 0 (1 not ticked)

Comments

Feedback from the evaluation forms indicates was positive and the participants indicated they were very satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 4.7

Content: 4.5

Presentation: 4.7

Handouts: 4.7

A couple of people indicated that they were interested in finding out more about alternative heating systems such as solar and wood pellet.

There was also some verbal feedback about covering issues with ventilation and condensation in more detail and issues with mould growth on walls.

Partner 3: Sweden – Energy Agency for Southeast Sweden, ESS

Course Structure

In discussions with the housing companies at the forums, ESS has set up different training sessions adjusted to the pre-knowledge among the participants. The sessions will be focused at customer facing staff and at tenants.

The training focused on the tenants representatives were promoted by leaflets to the tenants and also in some cases by advertisement in the local paper. The public housing companies had information of the training sessions at their web sites. The training sessions were promoted to staff using intranet and internal email system and the staff was also asked by their superior to attend the training sessions

Tenants

The training was focused to clarify the connections between energy and environmental issues and economy aspects. In order to start discussions about energy and energy saving measurements energy experiment were combined with discussions about energy saving tips. The training was based on the content in the three brochures produced for the SHARE-project “Stoppa onödan” (Stop the unnecessarily).

The question raised were Do you know how much energy your appliances are using? How much they cost to run a day, a month or a year? How can you reduce these costs and why should you reduce the energy use (of an environmental aspect).

What electrical appliances is more energy efficient to use?

The cost of over consuming water, leaking taps and toilets were also mentioned as well as renewable energy and how to make environmental friendly choices.

Staff

The aim of the training of the staff was to make them aware of energy leakage and also clarify the connections between energy and environmental issues and economy aspects. An important issue was to explain the threat of the global warming and in that way motivate the staff to be more aware of opened windows, lights on in laundry-rooms etc. The session also covered the most basic issues about heating systems, energy efficient lights etc.

The cost of over consuming water, leaking taps and toilets were also mentioned as well as renewable energy and how to make environmental friendly choices.

The important role for the staff to inform and support the tenants to save energy by giving them correct information was also an issue.

Trainers

- Lena Eckerberg – Senior analyst and mainly responsible for the Agencies analysis of the energy consumption situation in the region. Good experience of energy and environmental planning issues and education and energy saving campaigns. 7 years of experience.
- Per Skoglund – Senior analyst and mainly responsible for energy training for staff within different organisations and levels. Good experience of heating systems in large and small buildings, ventilation etc. Good experience of renewable energy sources. Responsible of the energy advising service in the municipality of Markaryd. 35 years of experience.
- Bernth Norén, University of Kalmar and in charge for the science center in Kalmar. Teacher at the institute of education in Kalmar.

Session 1

Topic – Energy, environment and economy

Location – Högsby

Date and time – 16/11/15 6 pm to 9 pm

Tutor – Lena Eckerberg and Bernth Norén

Attendance – 19 (tenants and other citizens of Högsby)

Results

Did participants find the training useful? Very useful 5, useful 13 No 1

Has training met participant's needs? (relevant for their job)? Yes 18 No 1

Comments

The evolution forms indicates that the participants were very satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 3,6

Content: 3,9

Presentation: 4,1

Handouts: 4,1

The concept to use the science centre XperimentLabbet from Kalmar turned out very well and were very appreciated.

Session 2

Topic – Energy, environment and economy

Location – Oskarshamn

Date and time – 22/11/15 6 pm to 9 pm

Tutor – Lena Eckerberg and Bernth Norén

Attendance – 21 tenants

Results

Did participants find the training useful? Yes 15

Has training met participant's needs? (relevant for their job)? Yes 15 No 0

Comments

Only 15 evaluation forms were handed in. The location was poor due to a misunderstanding when the reservation was made. Despite this, the rates for the location were surprisingly good.

The evolution forms indicates that the participants were very satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 2,5

Content: 4,0

Presentation: 4,8

Handouts: 4,7

The concept to use the science centre XperimentLabbet from Kalmar turned out very well and were very appreciated.

Session 3

Topic – Energy, environment and economy

Location – Mönsterås

Date and time – 27/11/15 6 pm to 9 pm

Tutor – Lena Eckerberg and Bernth Norén

Attendance – 15 tenants

Results

Did participants find the training useful? Yes 15

Has training met participant's needs? (relevant for their job)? Yes 15 No 0

Comments

One of the participants called ESS some days later and asked us to arrange another training session in April 2007, because he found the training session very valuable and interesting. This training session is planned to April 19, 2007.

The evolution forms indicates that the participants were very satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 4,3

Content: 4,6

Presentation: 4,7

Handouts: 4,4

The concept to use the science centre XperimentLabbet from Kalmar turned out very well and were very appreciated.

Session 4

Topic – Stop the energy leakage

Location – Oskarshamn

Date and time – 30/11/15 9.30 pm to 12 pm

Tutor – Lena Eckerberg and Per Skogslund

Attendance – 13 staff

Results – see below

Session 5

Topic – Stop the energy leakage

Location – Oskarshamn

Date and time – 30/11/15 13 pm to 15.30 pm

Tutor – Lena Eckerberg and Per Skogslund

Attendance – 13 staff

Results

Did participants find the training useful? Yes 14

Has training met participant's needs? (relevant for their job)? Yes 14 No 0

Comments

When finishing the training session before noon just a few evaluation forms were handed in. During the after noon session with an another group of staff most of the evaluation forms were handed in. Based on the discussion and interaction from the participants we estimate that the evaluation forms received do represent an average from all participants.

The evolution forms indicates that the participants were very satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 3,8

Content: 3,7

Presentation: 3,6

Handouts: 3,7

The combination of explaining the global warning problem connected to the economy issues by energy saving were clarifying to many of the participants who had not seen the clear connection between electricity use and climate changing.

Partner 4: Bulgaria – Sofia Energy Centre SEC

Course Structure

The structure of the courses was discussed at the forums.

Currently in Bulgaria training courses for improving energy performance of buildings are organised regularly only for professionals from the building sector – designers, suppliers of materials and equipment, energy auditors, etc. Training courses and awareness campaigns for tenants and owners of flats in multi-family residential buildings are organised occasionally in the frame of different projects.

At the forum it was decided to organise two different courses depending on the target groups and the need of training:

Training course for tenants and owners of flats. This course will focus on:

- Heating and energy consumption
- Energy efficient appliances
- Energy efficient lighting
- Efficient use of water
- Possibilities for improvement of building envelope through additional insulation.

Training course for staff from municipalities. This course will focus on:

- Giving energy advice to tenants and owners of flats in big multi-family dwelling buildings
- Possibilities for implementation of measures for improvement of energy efficiency in social housings
- Rational use of energy: heating control, energy efficient lighting, energy labeling of appliances.

Trainers

- Evelina Stoykova – project manager, architect expert in energy efficiency in buildings and mainly responsible for the projects related to RUE and RES in buildings. 20 years of experience as designer and 8 years of experience with projects for promotion and implementation of energy saving measures in buildings.
- Rosen Savov – architect expert in energy efficiency in buildings. Vice-major of district “Izgreve”, municipality of Sofia, lecturer at the University of Architecture, Civil Engineering and Geodesy of Sofia. More than 20 years of experience in the field of energy efficiency in buildings.

Delivery of training

Training courses will take place in:

- The premises of Sofia Energy Centre
- Municipalities
- Clubs
- At events

Tenants and owners will be reached through phone calls and through the municipalities.

Experts from municipalities will be reached through phone calls and internet.

Session 1

Topic – Rational Use of Energy

Location – Sofia Energy Centre

Date and time – 28/05/07 9 pm to 12 pm

Tutor – Evelina Stoykova

Attendance – 8 (tenants owners of flats)

Results

Did participants find the training useful? Very useful 7, useful 1

Has training met participant's needs? Yes 7 No 1

Comments

The evolution forms indicated that the participants were very satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 4

Content: 4

Presentation: 5

Handouts: 5

The tenants liked the distributed materials – leaflets, thermometer cards and brochures.

Partner 5: Germany – Beratungs- und Service-Gesellschaft Umwelt mbH B&SU

Training Concept for Remscheid Hasenberg, Germany

The SHARE forum identified that direct and practical training for tenants is needed and will be focused on in Remscheid Hasenberg. This will be carried out via

- 1) In home training**
- 2) Trainings in Demonstration Flat**
- 3) Training in specialised clubs/ at events**

Training Topics:

In direct interviews and surveys at different events the following training topics were identified

to have highest priority:

- Condensation / Mould
- Heating and ventilation
- Thermostat Controls
- Energy efficient household appliances
- Energy saving in cooking and refrigerating
- Energy saving in lighting

Delivery of training:

1) In home training

Topic: Condensation/Mould

To deal with Condensation, Mould and connected Heating and Ventilation problems tenants preferred in house training to lecture-style trainings. That way they can also talk about and show their individual and specific problems and find solutions.

Trainers:

- city's health department certified mould officer
- independent architect,
- a building officer of the relevant housing association
- B.&S.U

Course:

Consultations take approx. one hour per visit and are carried out as follows:

- a) Tenants explain their main concerns and interest
- b) Flat is inspected for condensation problems that are visible and/or can be detected by smell
- c) With the help of wall condensation hygrometers the flat is examined for condensation problems that are invisible.
- d) Results are analysed for potential construction problems in the building cover and/or for user behaviour origin.
- e) Tenants are advised by the health dep. representative and the architect accordingly. When applicable, the building officer from the housing association notes down construction problems to be mended.
- f) Tenants are asked if they have further questions, suggestions and whether they found the advice useful.

Extra Materials:

Apart from existing materials on heating and ventilation, a leaflet concentrating especially on the health aspects related to mould growth has been developed in November 2006.

Evaluation:

The first 9 in home training sessions have been completed in June 2006. Since improved measurements for temperature and condensation were expected for autumn and winter home visits were re-launched for the next heating period. Two follow-up visits have taken place, and 5 more visits will be completed by 20th December 2006. The evaluation showed that 100 % of the consulted tenants found the advice useful. They especially appreciated the objectivity of the training and the combination of having a health expert and certified mould specialist there together with an architect identifying the structural problems of the building.

2) Training in Demonstration Flat

While information brochures and leaflets will be a valuable asset in the awareness campaign, the Forum identified a hands-on practical approach as most effective. The Forum agreed that bringing the information into the tenants' living rooms is the best method to achieve energy awareness and reduction of energy consumption, however not everybody is open for people entering their flat.

Course:

The GEWAG housing association now provided for a demonstration flat for hands-on small group trainings. The training in the flat is based on 5 main stations:

1) Demonstration of Stand-by losses for TV, PC and Stereo etc.

Saving calculations, use of switchable multiplugs

2) Energy Efficient lighting including lifetimes and payback periods

3) Energy Saving in the kitchen: EU-Labels for Energy efficient appliances, energy efficient cooking and cooling

4) Energy Saving in Heating: Proper use of Thermostats, Avoiding of covering radiators and calculation of possible savings

5) Ventilation: Demonstration of proper shock-ventilation with the means of a fog machine.

Extra Materials:

Every person attending the small group trainings will receive an energy saving and mould avoidance information pack (10 different brochures) presented in a SHARE folder carrying the following Sticker:

Additionally every attendee will also receive a digital combined thermometer and hygrometer at the training session.

Trainers:

Central heating and ventilation specialist (Gewag)

Energy Adviser (ESCO)

Evaluation:

The training concept in the demonstration flat has been tested at the last Forum Meeting on 4th December. 100 % of the Forum members found the approach practical and useful. Group Training Sessions will be scheduled in January 2007.

3) Training in specialised clubs/ at events

The Steering Group discussed the participation of tenants with migrant background. Representatives of the international association of Remscheid and the migrant office in Remscheid were invited to discuss the most appropriate approach to target these groups. Plans to address tenants with Turkish and Russian migrant background were made e.g. approaching this target group via Turkish and Russian clubs, small group consultations in their native language, energy advice in demonstration flat. So far different Turkish clubs have been contacted and first training sessions will be scheduled in January 2007.

**Partner 6: Slovenia – Building and Civil Engineering Institute, BCEI
ZRMK**



Course Structure

Background for content development and selection of target groups:

One of the problems most often exposed by representatives of municipal housing funds is linked to a lack of control over monthly and annual running costs for individual apartments. The majority of apartments from the social (or, non-profit – a term used in Slovenia) housing sector are still located in multi-apartment buildings with mixed ownership (private versus municipal).

A building manager (usually a specialized ltd company) receives monthly bills (e.g. for consumption of electricity, gas, heating, water, ...) from suppliers, and distributes the costs among apartments according to a contractual agreement. Running costs for non-profit apartments are by the rule paid by tenants, not by owners (i.e. funds or similar).

In this way, owners of non-profit apartments do not have a regular insight in energy-related matters unless they make an extra arrangement with the building manager or directly with the supply company to receive these data. Usually they are notified by the building manager for example only when a tenant stops paying the bills. Even in case of new non-profit multi-apartment buildings, designed in an energy- and environment-conscious way, their operational costs remain more or less unknown to the owner, and the intended advantages of the design scheme are not verified.

Known consumption data would allow for at least a quick check of actual figures against predicted ones, help to identify “weak spots”, and to plan measures for improvements. But, as described below, this is not possible anyhow unless there are individual meters installed for each apartment. The question is of course, whether a particular owner really is interested and motivated for such activity or not.

There is another problem, which descends from the above described state: the system of cost distribution in a particular building, and tenants' behavioural patterns influence maintenance costs and indoor thermal comfort.

If the distribution of costs is more or less proportional ("centralised" bills with distribution according to apartment floor area or number of users), the impact of energy wasted in a particular apartment is "hidden" in the overall balance and distributed among all users. In this way the tenants in question do not feel the consequences of their inappropriate behaviour. They may even not be aware of it.

If the costs are distributed according to readings of individual meters - actual individual consumption - tenants often tend to reduce these bills by heating and ventilating the apartments less. A very common remark is that "the rent is already high enough, so why pay a lot of money additionally for running costs".

An obvious and frequent outcome is lower thermal comfort in such apartments accompanied by problems with surface condensation and mould growth, for which then the owner (or, indirectly, even the architect or the constructing company) is blamed. This kind of behaviour can affect the maintenance and repair intervals, too. These tasks represent an expense paid by owners.

On the other hand, non-profit housing owners and managers (funds and similar entities, building managers, maintenance staff) often lack specific knowledge concerning opportunities for upgrading energy efficiency in existing buildings, measures for efficient use of energy when refurbishing the existent building stock, and energy efficient design of new buildings. They also lack experience and knowledge for dealing with different acute or long-term problems of their tenants: inappropriate microclimatic conditions, condensation, poor indoor air quality, mould growth, and similar.

Shaping of training:

Considering the above described situation, and after consultation with the core forum members, it was decided that it would be useful to have a set of trainings focused on the "supply" side (non-profit housing funds and organisations, building management personnel, maintenance staff), and a set of trainings focused on the "demand" side (tenants, and also low-income individual home owners). The content of the sessions is adapted to a particular target audience.

In the first phase training for the first group were held (see below). To identify the problems and needs of the second group (based on practical experience) a letter of invitation for co-operation was distributed to the national and to municipal housing funds and organisations, where we also suggested to organize and perform training sessions for tenants and tenants' organisations or groups as the second phase of the training work package. So, future training sessions will focus strongly the tenants and their practical problems and questions (supported by SHARE awareness material).

The already performed training sessions were promoted to the target group with invitations using e-mail and regular mail.

As the overall number of targeted actors is relatively small in Slovenia, and as there is a limit to the number of activities this (professional) audience is able and willing to take part in, the SHARE trainings were usually integrated into existent/regular programmes.

Trainers (not all involved at each session, see details below; additional trainers possible for future programmes):

- Miha Tomsic – R&D Manager for Building Physics at BCEI ZRMK, teacher in courses for energy advisors, 16 years of professional experience (building physics, energy in buildings, microclimate analysis, best practice in building, behavioural aspects of building use ...).
- Marjana Sijanec Zavrl - R&D Manager for Sustainable Building at BCEI ZRMK, teacher in courses for energy advisors, 22 years of professional experience (sustainable building, legislative issues, energy in buildings, microclimate analysis, best practice in building, ...)
- Matjaz Malovrh – Head of Centre for Building Physics, Indoor Environment and Energy at BCEI ZRMK, Head of Energy Advisory Network, 33 years of professional experience (mechanical systems – heating, ventilation, RES and RUE in buildings, measuring and control of energy consumption and distribution of costs, ...).
- Miha Praznik – project manager at BCEI ZRMK, Executive Manager of Energy Advisory Network, 10 years of professional experience (mechanical systems – heating, ventilation, RES and RUE in buildings, low-energy and passive buildings, ...).
- Silviya Kovic - project manager at BCEI ZRMK, teacher in courses for energy advisors, 18 years of professional experience (architectural design; energy efficient refurbishment and design of new buildings; low-energy and passive buildings, ...)

Session 1

(Performed in the framework of the “Best practice – contemporary approaches to construction and refurbishment; common mistakes and relevant solutions” workshop; in co-operation with the National Housing Fund of Slovenia.)

Topics – Thermal insulation and efficient use of energy; Avoiding condensation; Energy certificate for buildings

Location – Ljubljana

Date and time – 26/01/06, 9:30 – 15:00

Tutors – Miha Tomsic, Marjana Sijanec Zavrl

Attendance – 47 (relevant audience from: National Housing Fund, 4 municipal housing funds and organisations, building management companies, maintenance staff, and contractors)

Results

Participants were asked to fill in a specific questionnaire, which included questions about the relevance of the topics, usefulness for future practical work, overall quality of the presentations etc. On the scale from 1-10 the average rating was 8,9.

Comments

Participants received 99 pages of training materials. Some of them stated that such sessions are very useful for their work, as they offer also an opportunity for an open discussion about particular problems.

Session 2

(Performed in the framework of the “Sustainable energy in municipalities and local authorities” workshop;
invitation by “Slovenija reduces CO₂ emissions”, British Council, and Ministry of Environment and Spatial Planning)

Topics – energy management and energy book-keeping; targets and tools; energy use in social housing and public buildings

Location – Bistra

Date and time – 31/05/06, 12:00 – 15:00

Tutors – Miha Tomsic, Miha Praznik

Attendance – 52; relevant audience from: housing funds, local government representatives, professionals

Results

Good opportunity to share experience and plans among participants from different Slovenian municipalities and to get an overview of diverse local situations.

Comments

Contents published on the web (<http://www.slovenija-co2.si/>)

Session 3

(Performed in the framework of the “Efficient use of energy – how to successfully and economically viably reduce energy consumption in buildings” seminar;
in co-operation with the Cluster for RES and RUE.)

Topics – Energy efficiency and economy of buildings; Reducing energy consumption in existing buildings – opportunities from energy audits; Low-energy and passive solutions for refurbishment and construction of buildings – non-profit and public sector

Location – Vransko

Date and time – 18/10/06, 9:00 – 14:00

Tutors – Matjaz Malovrh, Miha Praznik, Silviya Kovic

Attendance – 15; relevant audience from: municipalities, municipal housing funds and organisations, building management companies, maintenance staff, and contractors)

Results

Topics like energy management and energy audits raised substantial interest as the basis for planning of successful refurbishment measures. Good and active feedback from the audience.

Comments

Participants received proceedings of the session.

Session 4

(Performed in the framework of the “Efficient use of energy in municipal multi-apartment and public buildings” conference;
in co-operation with the CIPRA Slovenia association.)

Topics – Starting-points for energy-efficient and user-friendly refurbishment and construction of municipal multi-apartment buildings; Proposals for refurbishment resulting from energy audits; low-energy and passive multi-apartment housing; Best practice examples including non-profit housing sector; Energy advice service for tenants and home owners

Location – Ljubljana

Date and time – 26/10/06, 12:00 – 15:30

Tutors – Matjaz Malovrh, Miha Praznik, Silvija Kovic

Attendance – 42; relevant audience from: municipalities, municipal housing funds and organisations, building management companies, maintenance staff, and contractors; students of architecture

Results

Presented best practice examples showed that careful and detailed planning is necessary to achieve desired energy levels, but at the same time desired indoor comfort conditions. It was shown that the additional costs for low-energy standard is quickly covered by savings evolving from lower operational and maintenance costs.

Comments

Attendance of students from the Faculty of Architecture (Ljubljana) proved to be a refreshing moment – they became acquainted with a new field, which is important for their studies, and they added comments and asked questions about the presented topics from the point of view of possible future designers of (also) non-profit housing stock.

Session 5

(Performed in the framework of the “Novelties and trends in the field of energy efficient housing design and refurbishment” workshop;
in co-operation with the Ministry of Environment and Physical Planning.)

Topics – Energy certification of buildings; Effects of energy refurbishment; Refurbishment of municipal and public housing with low-energy and passive standards; Thermal insulation; Avoiding condensation; Protection against moisture

Location – Ljubljana

Date and time – 8/11/06, 9:30 – 14:45

Tutors – Marjana Sijanec Zavrl, Miha Praznik, Silvija Kovic, Miha Tomsic

Attendance – 37 (relevant audience from: National Housing Fund, municipal housing funds and organisations, building management companies, maintenance staff, energy advisors from the ENSVET network, and contractors)

Results

Participants were asked to fill in a specific questionnaire, which included questions about the relevance of the topics, usefulness for future practical work, overall quality of the presentations etc. 28 of the participants returned the questionnaire: on the scale 1-10, 5 of them rated the training with a 10, 8 of them with a 9, 11 of them with an 8, and 4 of them with a 7.

Comments

Participants received 107 pages of proceedings. In an open discussion after the “official” presentations, a debate was raised also about the relations among housing providers and their tenants, and about the competences and responsibilities of owners versus tenants

Session 6

(Performed as a series of sessions in the framework of the “DOM” annual fair)

Topics – building envelope; windows and light; avoiding condensation; protection against moisture; modern heating systems; efficient use of electricity; energy certification; energy audits; infrared thermography; RES and RUE in buildings

Location – Ljubljana

Date and time – 7-11/3/07

Tutors – Marjana Sijanec Zavrl, Miha Praznik, Silvija Kovic, Miha Tomsic, some other ZRMK staff, and members of energy advisory network

Attendance – 66; energy experts, tenants, homeowners, professionals

Results

Participants attended different sessions according to their individual points of interest. Good dialogue established between tutors and audience, with lots of specific additional questions. Very encouraging feedback received also through filled-in questionnaires.

Comments

Sessions were announced publicly, in newspapers, in the Gradbenik magazine, and the schedule displayed visibly at the fair grounds.

Session 7

(Performed as a series of sessions in the framework of the “MEGRA” annual fair)

Topics – building envelope; windows and light; avoiding condensation; protection against moisture; modern heating systems; efficient use of electricity; energy certification; energy audits; infrared thermography; RES and RUE in buildings

Location – Gornja Radgona

Date and time – 27-31/3/07

Tutors – Miha Praznik, Silvija Kovic, Miha Tomsic, some other ZRMK staff, and members of energy advisory network

Attendance – 46; energy experts, tenants, homeowners, professionals

Results

Participants attended different sessions according to their individual points of interest. Good dialogue established between tutors and audience, with lots of specific additional questions. Very encouraging feedback received also through filled-in questionnaires.

Comments

Sessions were announced publicly, in local newspapers, in the fair bulletin, in the Gradbenik magazine, and the schedule displayed visibly at the fair grounds.

Session 8

(Performed in the framework of the “Thermal insulation of buildings – is there anything new?“ workshop;
organised by BCEI ZRMK)

Topics – Energy efficiency in housing, mould growth and algae, EPBD and new regulations, insulation materials, protection against dampness.

Location – Ljubljana

Date and time – 25/4/07, 9:00 – 15:00

Tutors – Marjana Sijanec Zavrl, Miha Praznik, Silvija Kovic, Miha Tomsic

Attendance – 46; energy experts, building managers, housing funds, professionals, homeowners

Results

Lively discussion between presentations, good interest from the audience, free debate about influence of new materials and air-tightness demands upon indoor conditions.

Comments

Participants received comprehensive proceedings plus technical and information materials provided by invited manufacturers.

Session 9

(Performed in the framework of the seminar for energy advisors;
organised by Ministry of Environment and Spatial Planning and BCEI ZRMK)

Topics – Incentives and loans for EE measures, eco-building and refurbishment, energy certificates, best practice in multi apartment and public buildings

Location – Ljubljana

Date and time – 25/5/07, 9:00 – 18:00

Tutors – Matjaz Malovrh, Marjana Sijanec Zavrl, Miha Praznik, Silvija Kovic, Miha Tomsic

Attendance – 44; members of national energy advisory network; energy experts

Results

Combination of ex-cathedra presentations and common debates, lots of interest from the audience, many questions asked, also provocative, but with good intentions. Overall very good feedback and high level of satisfaction with the seminar.

Comments

Participants received comprehensive proceedings. A similar seminar with up-to-date information about energy certification scheme may be held end of 2007/ early 2008.

Partner 7: France – Prioriterre, PRI

Course Structure

With consultation with the social housing forums, EE74 set up a training programme of three different training courses. The sessions would be focused at social workers, future social workers (students) and tenants.

The training sessions were promoted to the social workers using intranet, internal email systems, postmail, and with leaflets to tenants. For each kind of public, a specific training is provided:

Social workers: training on the ant's guide

The ant's guide is a document specifically made for the social workers. It gives the ways to identify an energy problem and gives solutions to help people having a face-to-face appointment with the social worker. The aim is to train the social workers on how to use this guide and the energy issues to call the energy adviser just in case of they do not find any solutions by themselves. The guide has 4 problematic entries and 9 technical issues.

The 4 problematic entries are:

1. high bill
2. technical problem
3. comfort problem
4. water & energy dispute between the tenants and the owner

An excel table is also used to compare the energy consumption of the different kind of electrical appliances, according to the energy class (A, B, C...).

Future social workers

This session is focused on all water & energy issues: room temperatures, regulation heating system, fuel, gas & electrical heating systems, electrical appliances, standby, lights, cooking, ventilation, moisture, damping, petrol stoves...

All these issues are focused on social collective buildings. The aim is to train the future social workers to handle all kind of water & energy problems that could occur in their future activity.

Tenants

This session is targeted to the tenants of a social building. The training is generally done in the common room of the social building. The aim of the training is to teach the good habits to save money and energy in the everyday life. A contact is also made with the building manager and the owner to talk about the technical energy issues: insulation, regulation system, energy choice...

Trainers

- Guenaelle CARTON – An energy adviser with one year of experience in social housing issues at Energies Environnement 74 – EE74 – prioriterre

Session 1

Public: social workers
 Topic: the ant's guide
 Location – Bonneville
 Date and time – 24/10/06 9 to 12
 Tutor – Guenaelle CARTON
 Attendance – 5 social workers

Results

Did participants find the training useful? Yes 5 No 0 Unsure 0
 Has training met participant's needs? (relevant for their job)? Yes 5 No 0 Unsure 0

Comments

Very good results in general. The guide is very useful and practical and can be used by the tenants (residents) too. The other good tool is the Exel table to compare energy consumption of electrical appliances

Session 2

Topic – Tenants
 Location – Alery
 Date and time – 15/11/06 2 to 4
 Tutor – Guenaelle CARTON
 Attendance – 4 residents

Results

Did participants find the training useful? Yes 4 No 0 Unsure 0
 Has training met participant's needs? (relevant for their job)? Yes 4 No 0 Unsure 0

Comments

The tricks to save money and energy were appreciated. Good satisfaction.

Session 3

Topic – Future social workers
 Location – La Balme de Sillingy
 Date and time – 16/11/06 9 to 11
 Tutor – Guenaelle CARTON
 Attendance 25 future social workers

Results

Did participants find the training useful? Yes 16 No 0 Unsure 9
 Has training met participant's needs? (relevant for their job)? Yes 21 No 3 Unsure 1

Comments

One student asked for a break between the 2 hours. The training was appreciated in general.

Partner 8: Estonia – Regional Energy Centres, Estonia, REC-E

Course Structure

In the forums with the Union of Flat Owners Associations, Kredex, Ministry of Economic Affairs and Communication and energy advisers has been set up training session for flat owners who are at the same time also energy end users.

The trainings were promoted by leaflets and by advertisement in the local newspaper. Some of the trainings were promoted on the meeting with flat owners associations leaders meeting.

Flat owners, end-users.

The training was focused to efficient use of energy and environmental issues and concerned economy aspects. The lessons about energy and energy saving methods were combined with discussions about energy saving tips. The training was based on the content of printed brochure produced for the SHARE-project “Energiasääst kortermajas” (Energy saving in multiflat houses), “Hoonete renoveerimise lühijuhend (Quick renovation guide) and “Plaanis on akende ja rõduuste remont” (If you are planning renovate balcony doors and windows).

Flat owners should make decisions about renovation or energy efficient use inside the house (association) by majority principles and this is important that all flat owners understand topics equally.

The topics were discussed –

- Heat - use and saving
- Electricity - use and saving
- Water - use and saving, leakages
- Fresh air and ventilation, energy used for fresh air heating, condensing damp
- Energy auditing
- Buildings envelope additional insulation
- Heating system renovation and regulation
- Energy labelling

Trainers

- Aare Vabamägi – Energy adviser from 1996, auditor from 2001. Good experience of energy planning issues and trainings, education and energy saving.
- Elmu Potter – Good experience of heating systems in large and small buildings, ventilation etc. Good experience of renewable energy sources, energy planning and saving. Energy adviser from 1996, energy auditor from 2002, before scientific worker on building envelope constructions.

Session 1

Topic – Energy saving in buildings, environmental impact and cost of used energy.

Location – Rõngu
Date and time – 15/09/06 1 pm to 4 pm
Tutor – Aare Vabamägi and Elmu Potter
Attendance – 7 (mainly citizens of Rõngu)

Results

Did participants find the training useful? Very useful 6, useful 1
Has training met participant's needs? (relevant for their interest)? Yes 7

Comments

The evaluation forms indicate that the participants were satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 4,4
Content: 4,8
Presentation: 4,5
Handouts: 5

The place was Rõngu schoolhouse.

Session 2

Topic – Energy saving in buildings, environmental impact and cost of used energy.
Location – Rakvere, cooperation with Kredex
Date and time – 12/10/06 1 pm to 4 pm
Tutor – Aare Vabamägi and Robert Reinpuu
Attendance – 47 flat owners from different associations, feedback questionnaire from 10 participants sitting close to the table.

Results

Did participants find the training useful? Very useful – 5, useful 5
Has training met participant's needs? (relevant for their interest)? Yes 10

Comments

Only 10 evaluation forms were handed back. The location was good, seminar room in middle of Rakvere. Room was under ventilated.

The evaluation forms indicate that the participants were mostly satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 4,7
Content: 4,5
Presentation: 4,6
Handouts: 4,4

The place was Hotell Wesenbergh seminar room.

Session 3

Topic – Energy saving in buildings, environmental impact and cost of used energy.
Location – Haljala
Date and time – 07/11/06 6 pm to 9 pm
Tutor – Aare Vabamägi
Attendance – 5 flat owners

Results

Did participants find the training useful? Very useful 2, useful 2

Has training met participant's needs? (relevant for their interest)? Yes 4

Comments

Only 4 evaluation forms were handed back

The evaluation forms indicate that the participants were satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 5

Content: 4,7

Presentation: 5

Handouts: 5

The place was Haljala Municipality seminar room.

Session 4

Topic – Energy saving in apartment buildings and cost of used energy.

Location – Võru,

Date and time – 12/11/06; 6 pm to 8 pm

Tutor – Elmu Potter

Attendance – 8 flat owners of HOA Vilja 18A

Results

Did participants find the training useful? Useful 4

Has training met participant's needs? (relevant for their interest)? Yes 4

Comments

Only 4 evaluation forms were handed back

The evaluation forms indicate that the participants were satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 3,5

Content: 4

Presentation: 4

Handouts: 4,5

The priority of HOA building renovation and implementation of energy saving measures has been discussed.

The training room was HOA Vilja 18A meeting room.

Session 5

Topic – Energy saving in buildings, environmental impact and cost of used energy.

Location – Sõmeru,

Date and time – 27/11/06 6 pm to 9 pm

Tutor – Aare Vabamägi

Attendance – 15

Results

Did participants find the training useful? Very useful 9, useful 1

Has training met participant's needs? (relevant for their interest)? Yes 10

Comments

Only 10 evaluation forms were handed back

The evaluation forms indicate that the participants were satisfied with the training session. The average rate of a scale of 1-5 (5 = excellent. 1= poor) was:

Location: 4,9

Content: 4,9

Presentation: 4,9

Handouts: 4,9

Room was Sõmeru Culture house seminar room.