



ELENA Project Factsheet
Speed UP Renovation through Accompaniment
(SUPRA)

Location of planned investments	24 cities and municipalities, situated in the Flanders area (province of Antwerp, province of East Flanders, city of Ghent, south of the province of West Flanders).
Final Beneficiary	Leiedal
Final Beneficiary's address	President Kennedypark 10 8500 Kortrijk Belgium
Sector(s) of investment	EE in private buildings
Total Project Development Services (PDS) cost	EUR 3 607 000
ELENA co-financing	EUR 3 246 300 (90%)
Project Development Services (PDS) financed by ELENA	<p>Leiedal will work in close collaboration with IGEMO, another inter-municipal association consisting of ten cities and municipalities in the centre of Flanders, and with the City of Ghent, capital and largest city of the province of East Flanders. The ELENA support will help develop 3 one-stop-shops (one for each partner) offering homeowners an integrated approach; the objective is to accompany the homeowners through the renovation process from initial information, to the energy audit until implementation and monitoring, guided by "Renovation Coaches". Each partner will hire 4 'Renovation Coaches'.</p> <p>In total, ELENA will support the recruitment of 15.3 FTE for a three-year period. The PDS will also include communication services for targeted marketing campaigns.</p>
PDS Timeframe	April 2021 - March 2024
Investment programme description	<p>The investments consist in the energy retrofit of ~3 228 individual dwellings or 542 304 sqm over a 3-year-period, with 1 to 3 interventions including roof insulation, wall insulation, floor insulation or replacement of HVAC components with more efficient ones. The aim is to obtain 30% of energy savings in average and the improvement of at least one letter of the energy performance certificate.</p> <p>The focus of the SUPRA ELENA project is on the pool of ~300 000 private dwellings and single family houses (75% of all houses in Flanders) requiring a deep energy renovation by 2050. The market segment the SUPRA ELENA assistance programme intends to reach is the group of households that renovate in different phases/stages, according to life stage and available financial resources.</p>

Investment amount to be mobilized	EUR 48m
Description of the approach to implement the Investment Programme	The SUPRA partners will adopt the Horizon 2020 Refurb methodology, where the process was established as a “customer journey”. A “customer journey” is defined as a process consisting of different stages or steps, which a house owner goes through (the ‘journey’) and which ideally ends at the point where an energy-performant renovation is realised (construction works completed and energy savings realised). The main purpose of the renovation accompanying set up in SUPRA is to systematically tackle the key moments when an owner might drop out of the renovation process.
Expected results of investments planned	The total estimated contributions are: <ul style="list-style-type: none"> • Energy Efficiency – Annual total energy saved 39 GWh, representing a reduction of 30% compared to the baseline. • CO2 reductions – Annual total reductions of 7 811 CO2 eq t., representing a reduction of 30% compared to the baseline. • Jobs retained or created - in 156 equivalent FTE
Leverage factor (Minimum 10)	15
Status	Contract signed on 05/03/2021
Contact person at ELENA beneficiary	Nele Vandaele, Leiedal nele.vandaele@leiedal.be