

CONDOMINIUM ASSOCIATIONS IN THE ENERGY TRANSITION

Research into how municipalities can stimulate condominium associations to renovate their dwellings.



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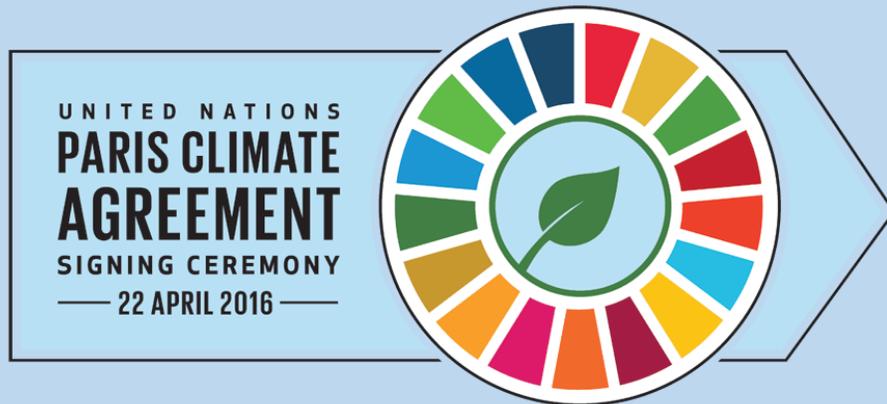
Else Veldman & Richard Ruijtenbeek

'I can think logically but I do not have any knowledge about buildings.'

Board member of a
condominium association

Introduction.

- Paris Agreement & Dutch Climate Agreement
- Municipalities in the lead in the Netherlands
- Condominium associations struggles



Municipality	Addresses	CA addresses	Energy Label A	Energy Label B/C	Energy Label D/E	Energy Label F/G	Energy Label Unkown
Amsterdam	471.535	191.715	4.580	35.210	17.710	5.255	128.960
Rotterdam	316.727	121.060	1.880	26.365	18.810	5.370	68.635
Utrecht	162.923	41.900	1.805	7.050	5.110	1.340	26.595
Netherlands	7.795.595	1.173.890	38.350	191.540	137.945	42.800	763.255

Addresses belonging to condominium associations and their energy label

Main research question (RQ).

How can municipalities enhance their approach to stimulate condominium associations to renovate their dwelling for the energy transition?

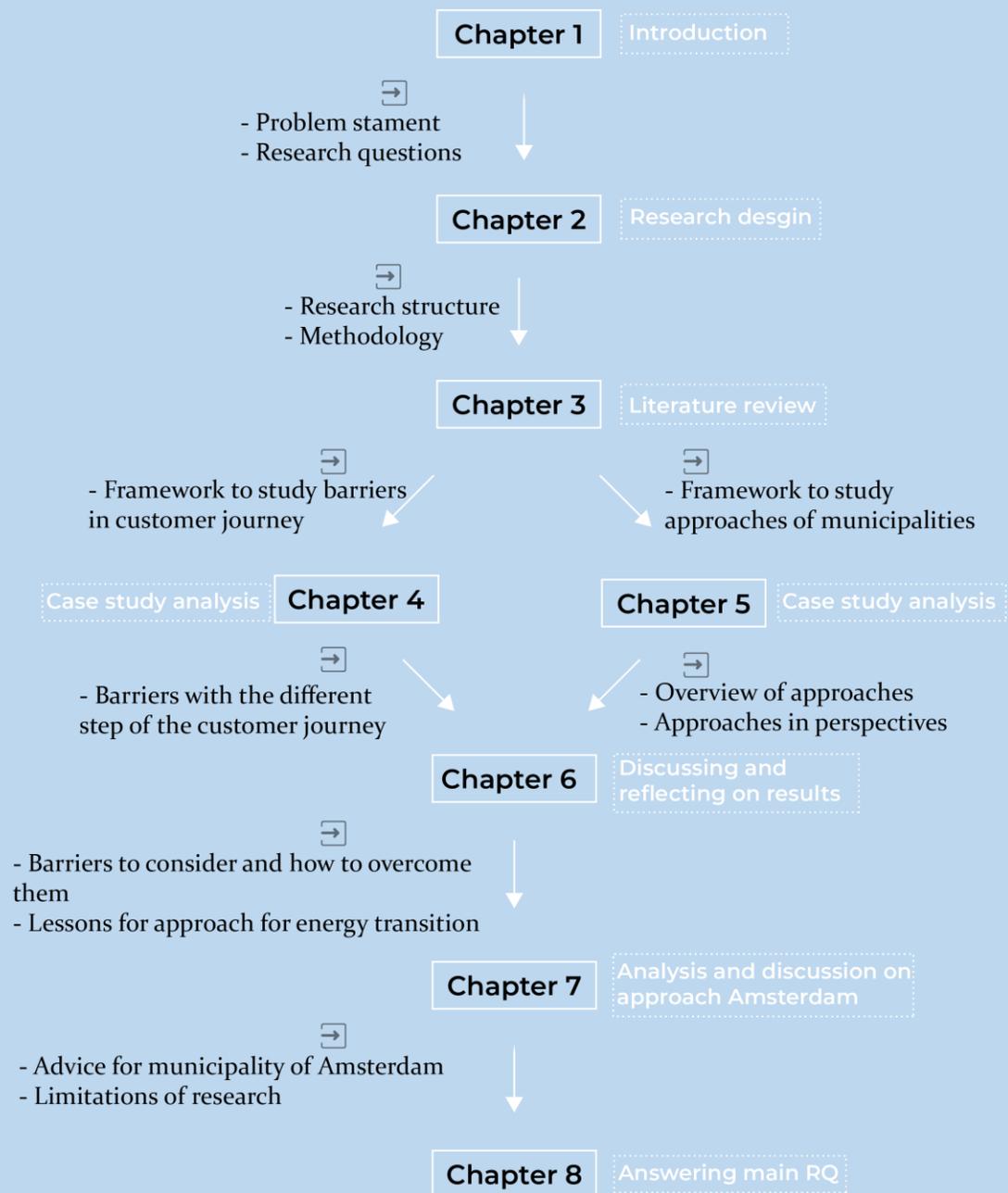
Content.

- Research structure
- Literature study & theoretical frameworks
- Results
- Discussion
- Conclusion

Research structure.

Research structure.

- Literature study to create frameworks
- Results from case studies
- Discussion to reflect on results
- Use lessons on case of Amsterdam
- Generalizing results for main RQ



Literature study: Condominium associations.

- Case studies municipalities
 - Amsterdam, Rotterdam & Utrecht
- Case studies condominium associations

<i>Factor</i>	Reigersbos	Venserpolder	Lucellestraat
<i>Number of associations</i>	10	19	1
<i>Amount of dwellings</i>	280 (average 28)	5070 (average 265)	62
<i>Building year</i>	Early 1980's	1980-1990	1942
<i>Average WOZ-value (neighbourhood)</i>	€200.000,-	€186.000,-	€283.000,-
<i>Income level (neighbourhood)</i>	€22.300,-	€20.000,-	€22.700,-
<i>Ownership situation</i>	Social housing and private investors	All around 50% of social housing	Around 50% of social housing
<i>Stakeholders involved</i>	Municipality & Klimmaatmissie	Municipality	WNR
<i>Energy Label</i>	C/D	C/D	D/E

Comparison of different case studies



Reigersbos



Venserpolder



Lucellestraat

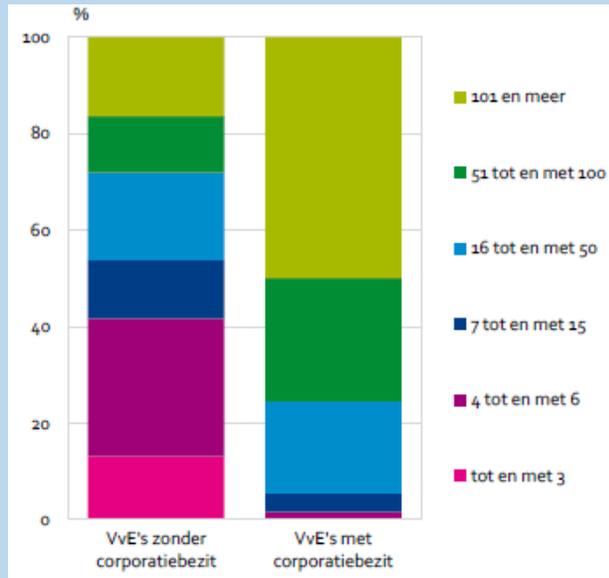
Literature study and theoretical frameworks.

How can relevant literature give more background to the research question and create a theoretical framework to answer the main research question?

SQ1

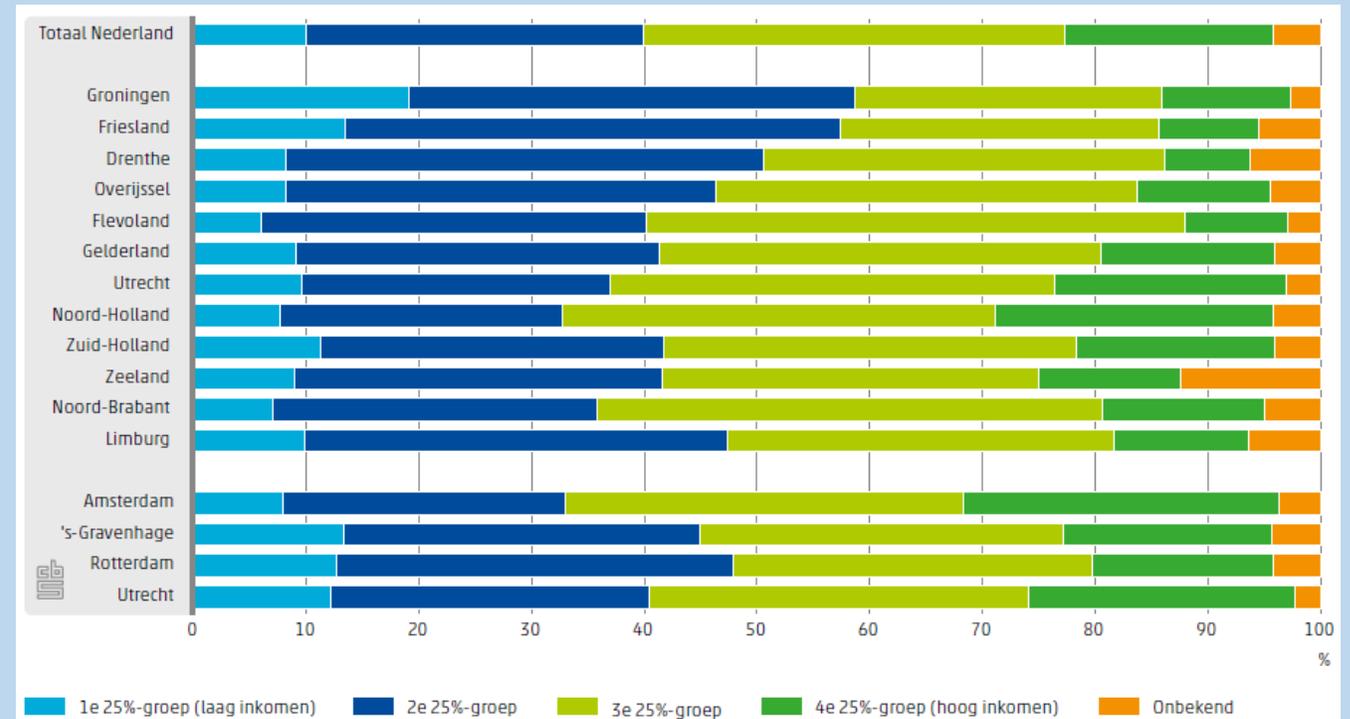
Literature study: Condominium associations.

- Sleeping condominium associations
- Types of condominium associations
 - Sizes
 - Income level
 - Ownership situation



	Small (1-5)	Medium (6-50)	Large (50+)
Condominium associations	15.811	4.400	1069
Percentage of condominium associations	75%	20%	5%
Accommodation objects	55.403	69.943	120.740
Percentage of accommodation objects	23%	28%	49%

Condominium associations in Amsterdam.



Income of members of condominium associations in the Netherlands

Condominium associations with social housing corporations in Amsterdam.

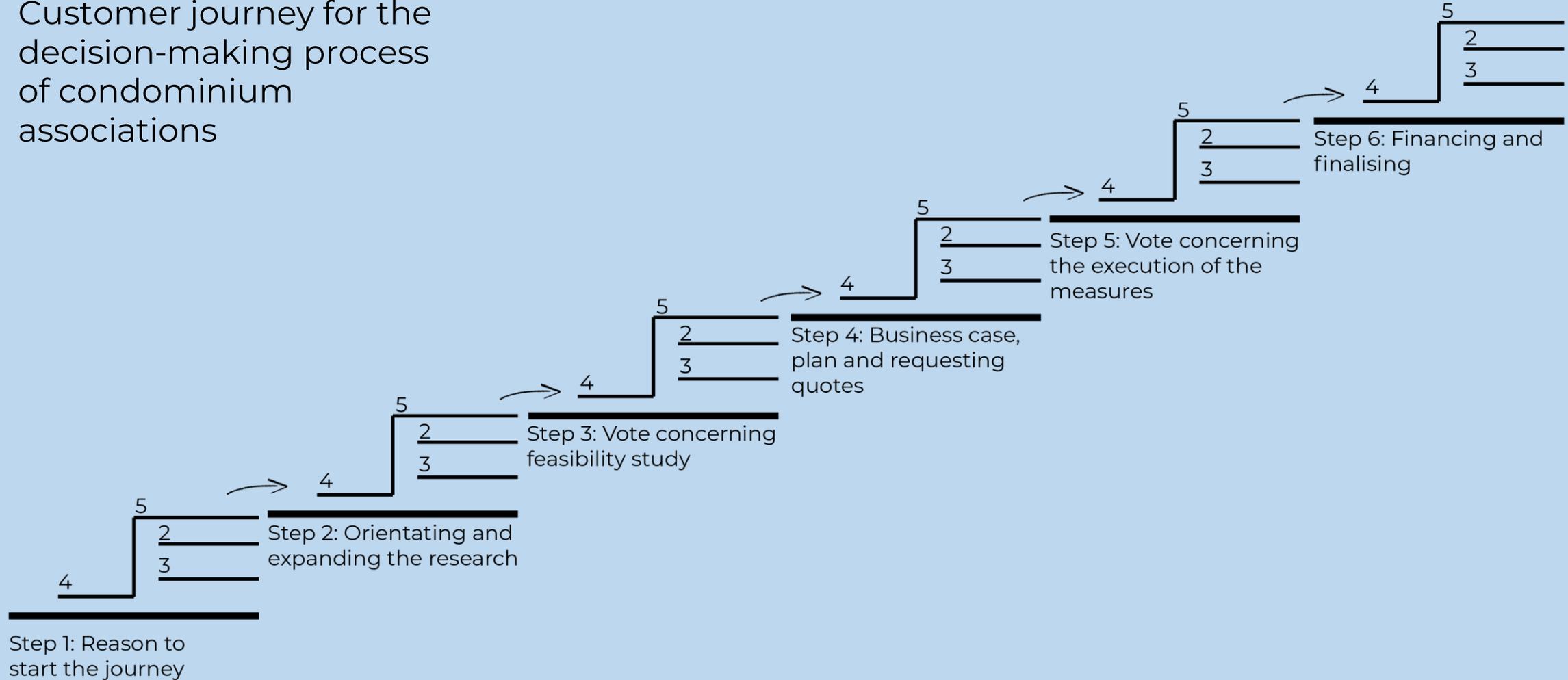
Literature study: Public policy and energy efficiency governance.

- Summarized research variables to study the approaches of the municipalities

Governance dimension	Research variable
<i>Levels and scales</i>	Levels and scales of government;
	Dependency of levels;
	Reflecting countries and municipal issues.
<i>Actors and networks</i>	Involved actors, their roles;
	Network relations and relationships between actors.
<i>Problem perspective and goal ambitions</i>	Goals and ambitions;
	Problem description;
	Targets and evaluation.
<i>Strategies and policy instruments</i>	Financial stimulating instruments;
	Capacity-building instruments;
	Stakeholder engagement and awareness creating;
<i>Responsibilities and resources</i>	Responsibility for the ambitions and accountability;
	Development and distribution of new knowledge.

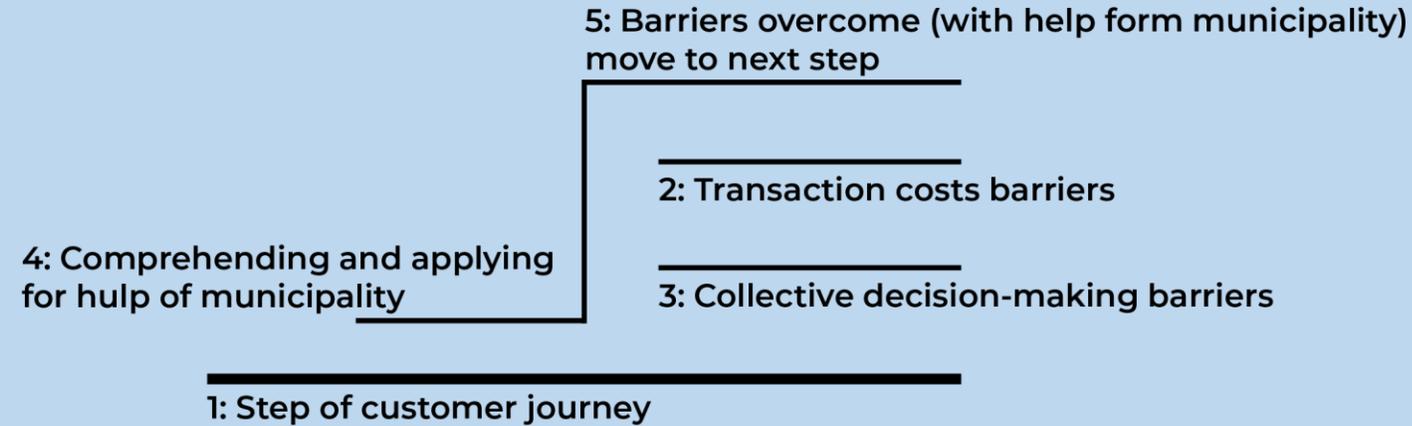
Literature study: Customer journey and barriers.

- Customer journey for the decision-making process of condominium associations



Customer journey of the collective decision-making process of a condominium association

Literature study: Customer journey and barriers.



Barriers that must be overcome during one step of the customer journey

- **Transaction cost barriers**
 - Lack of knowledge
 - Fear of process
 - Not familiar with the process of the market
- **Collective decision making barriers**
 - Voting procedure
 - Communication
 - Involvement
 - Leadership
 - Position in decision-making process
- **Comprehending and applying for help barriers**
 - Comprehending what type of help is being offered
 - Applying for the help of municipality

Results part 1.

What barriers are encountered by condominium associations in Amsterdam during their collective decision-making process?

SQ2

Results 1: Barriers in the customer journey.

- Barriers encountered with the case studies

Step of the journey	Transaction costs barriers	Collective decision-making case	Comprehending and applying for help barrier	Outside help required
<i>Step 1</i>				
<i>Step 2</i>				
<i>Step 3</i>				
<i>Step 4</i>				
<i>Step 5</i>				
<i>Step 6</i>				

Barriers encountered by the condominium associations from the case studies

'I can think logically but I do not have any knowledge about buildings.'

Board member of condominium association

'If you want a different answer, you must also ask a different question.'

Spatial and strategic advisor from Klimaatmissie

Results 1: Barriers in the customer journey.

- Barriers encountered with the case studies

Step of the journey	Transaction costs barriers	Collective decision-making case	Comprehending and applying for help barrier	Outside help required
<i>Step 1</i>	N/A			
<i>Step 2</i>	++			
<i>Step 3</i>	+/-			
<i>Step 4</i>	++			
<i>Step 5</i>	+			
<i>Step 6</i>	-			

Barriers encountered by the condominium associations from the case studies

'And then there are different types of people who find that difficult (to get on board with the renovation). '

Spatial and strategic advisor from Klimaatmissie

'How do you convince these people?'

Board member of condominium association

Results 1: Barriers in the customer journey.

- Barriers encountered with the case studies

Step of the journey	Transaction costs barriers	Collective decision-making case	Comprehending and applying for help barrier	Outside help required
<i>Step 1</i>	N/A	N/A		
<i>Step 2</i>	++	-		
<i>Step 3</i>	+/-	+		
<i>Step 4</i>	++	-		
<i>Step 5</i>	+	++		
<i>Step 6</i>	-	-		

Barriers encountered by the condominium associations from the case studies

*'It is a big barrier you must overcome.
What type of barriers are there?
How big is the chance of getting it?
How does it work precisely?
Who should apply for it?
It is a complex story.'*

Board member of condominium association

Results 1: Barriers in the customer journey.

- Barriers encountered with the case studies
- Overarching barriers
- Role of municipality

Step of the journey	Transaction costs barriers	Collective decision-making case	Comprehending and applying for help barrier	Outside help required
<i>Step 1</i>	N/A	N/A	N/A	+
<i>Step 2</i>	++	-	+	+/-
<i>Step 3</i>	+/-	+	-	+/-
<i>Step 4</i>	++	-	+	+
<i>Step 5</i>	+	++	-	+/-
<i>Step 6</i>	-	-	++	+/-

Barriers encountered by the condominium associations from the case studies

Results part 2.

What lessons can be drawn from the differences and similarities from the approaches of the municipalities to stimulate condominium associations to renovate their dwelling?

SQ3

Results 2: Lessons from approaches of the municipalities.

Governance Dimension	Municipality of Amsterdam	Municipality of Rotterdam	Municipality of Utrecht
<i>Levels and scales</i>			
<i>Actors and networks</i>			
<i>Problem perspectives and goal ambitions</i>			
<i>Policy instruments and strategies</i>			
<i>Resources and responsibilities</i>			

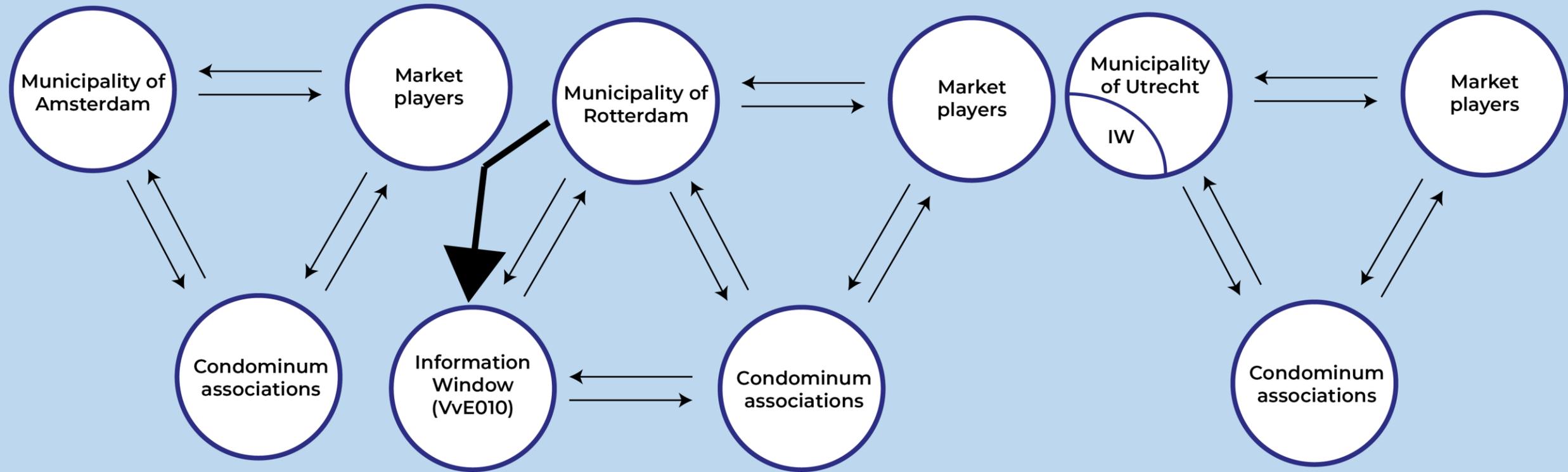
'It is even the opposite with things coming from the national government as they do consider condominium associations less.'

Project leader climate and innovation Rotterdam

Results 2: Lessons from approaches of the municipalities.

Governance Dimension	Municipality of Amsterdam	Municipality of Rotterdam	Municipality of Utrecht
<i>Levels and scales</i>	Condominium associations fall by the wayside. Municipalities are partnering up.		
<i>Actors and networks</i>			
<i>Problem perspectives and goal ambitions</i>			
<i>Policy instruments and strategies</i>			
<i>Resources and responsibilities</i>			

Results 2: Lessons from approaches of the municipalities.



Organisation of municipalities with information window

'I notice that in Rotterdam many residents are very critical of the municipality. Because we are not the actual municipality, people complain to us about a lot of things that are wrong with the municipality.'

Director VvE010

Results 2: Lessons from approaches of the municipalities.

Governance Dimension	Municipality of Amsterdam	Municipality of Rotterdam	Municipality of Utrecht
<i>Levels and scales</i>	Condominium associations fall by the wayside. Municipalities are partnering up.		
<i>Actors and networks</i>	Market players are needed in the process, look for ways to incorporate this. Information window different for municipalities.		
	Stichting !Woon	VvE010	Municipality as information window
<i>Problem perspectives and goal ambitions</i>			
<i>Policy instruments and strategies</i>			
<i>Resources and responsibilities</i>			

'Condominium associations are no professional clients.'

Project Leader Amsterdam Condominium
associations

'Condominium associations must be comfortable with the role as a client which comes with the necessary required knowledge, motive and financial possibilities.'

Project Leader Amsterdam Condominium
associations

Results 2: Lessons from approaches of the municipalities.

Governance Dimension	Municipality of Amsterdam	Municipality of Rotterdam	Municipality of Utrecht
<i>Levels and scales</i>	Condominium associations fall by the wayside. Municipalities are partnering up.		
<i>Actors and networks</i>	Market players are needed in the process, look for ways to incorporate this. Information window different for municipalities.		
	Stichting Woon	VvEo10	Municipality as information window
<i>Problem perspectives and goal ambitions</i>	2050 goals and neighbourhood view. Condominium associations not being professional clients .		
<i>Policy instruments and strategies</i>			
<i>Resources and responsibilities</i>			

Results 2: Lessons from approaches of the municipalities.

Governance Dimension	Municipality of Amsterdam	Municipality of Rotterdam	Municipality of Utrecht
<i>Levels and scales</i>	Condominium associations fall by the wayside. Municipalities are partnering up.		
<i>Actors and networks</i>	Market players are needed in the process, look for ways to incorporate this. Information window different for municipalities.		
	Stichting !Woon	VvEo10	Municipality as information window
<i>Problem perspectives and goal ambitions</i>	2050 goals and neighbourhood view. Condominium associations not being professional clients .		
<i>Policy instruments and strategies</i>	Revolving loans helpful in the long term. Variety of capacity building instruments, stakeholders engagement and awareness-raising		
			Information night for different neighbourhoods.
<i>Resources and responsibilities</i>			

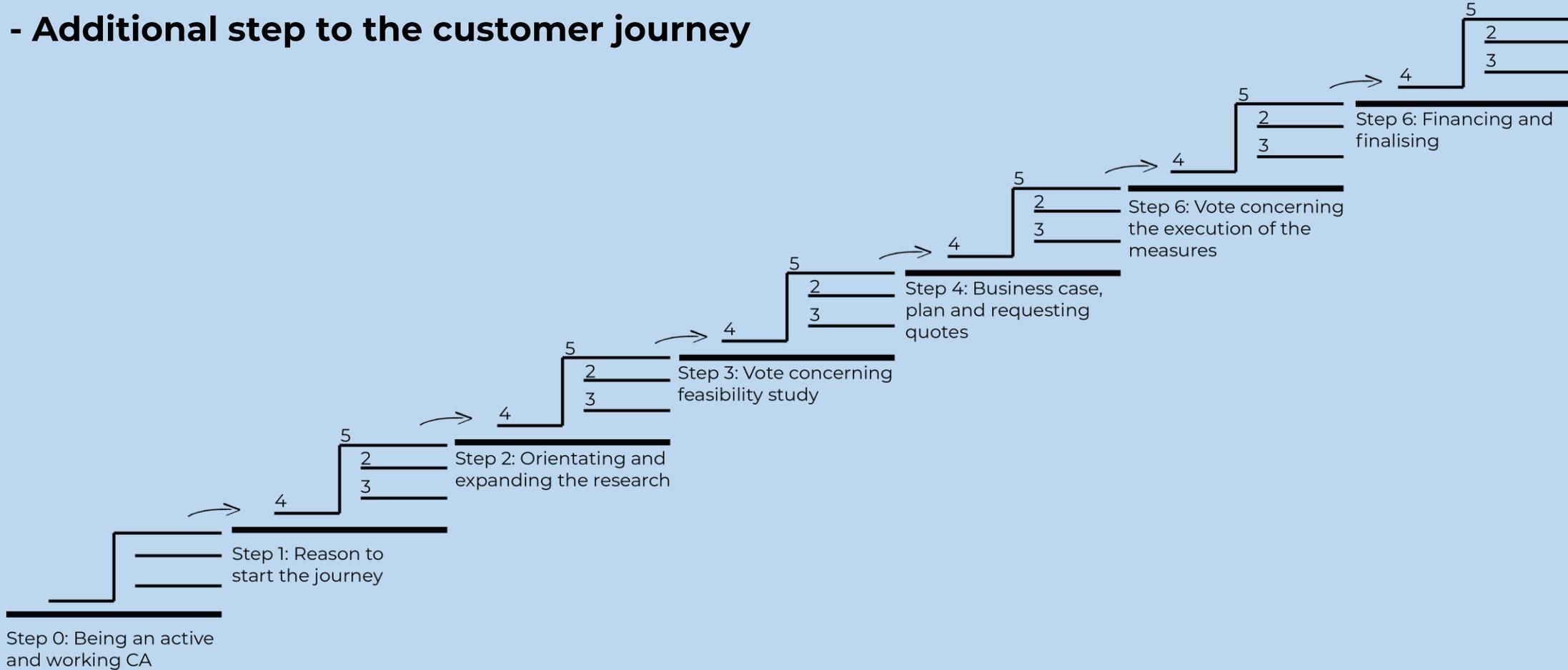
Results 2: Lessons from approaches of the municipalities.

Governance Dimension	Municipality of Amsterdam	Municipality of Rotterdam	Municipality of Utrecht
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<i>Policy instruments and strategies</i>	Revolving loans helpful in the long term. Variety of capacity building instruments, stakeholders engagement and awareness-raising		
			Information night for different neighbourhoods.
<i>Resources and responsibilities</i>	No legal power for municipalities to force things. New way of thinking which can be difficult for departments.		
	Energy Lab Zuid Oost		

Discussion 1.

Discussion 1: Comparison results and literature.

- Additional step to the customer journey



Modified customer journey for condominium associations

Discussion 1: Comparison results and literature.

- Matching barriers from literature and case studies
- Intensity of encountered barriers
- Help required to overcome the barriers

Step of the journey	TC barriers literature	TC barriers case studies	CDM barriers literature	CDM barriers case studies	CAPFH barrier literature	CAPFH barriers case study	Outside help required
<i>Step 1</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>+</i>
<i>Step 2</i>	<i>+</i>	<i>++</i>	<i>-</i>	<i>-</i>	<i>+/-</i>	<i>+</i>	<i>+/-</i>
<i>Step 3</i>	<i>+/-</i>	<i>+/-</i>	<i>+</i>	<i>+</i>	<i>+/-</i>	<i>-</i>	<i>+/-</i>
<i>Step 4</i>	<i>+</i>	<i>++</i>	<i>-</i>	<i>-</i>	<i>+/-</i>	<i>+</i>	<i>+</i>
<i>Step 5</i>	<i>+</i>	<i>+</i>	<i>+</i>	<i>++</i>	<i>+/-</i>	<i>-</i>	<i>+/-</i>
<i>Step 6</i>	<i>+/-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>+</i>	<i>++</i>	<i>+/-</i>

Comparison of barriers from literature and case studies per category

TC= Transaction costs, CDM= collective decision-making, CAPFH = comprehending and applying for help.

Discussion 1: Comparison results and literature.

- Approaches versus the literature

Governance dimension	Research variable
<i>Levels and scales</i>	Levels and scales of government;
	Dependency of levels;
	Reflecting countries and municipal issues.
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	Network relations and relationships between actors.
<i>Problem perspective and goal ambitions</i>	Goals and ambitions;
	Problem description;
	Targets and evaluation.
<i>Strategies and policy instruments</i>	Financial stimulating instruments;
	Capacity-building instruments;
	Stakeholder engagement and awareness creating;
	Responding to problems;
<i>Responsibilities and resources</i>	Responsibility for the ambitions and accountability;
	Development and distribution of new knowledge.

Discussion 2.

Is the approach of the municipality of Amsterdam in line with the barriers encountered by the condominium associations?

SQ4

How can the municipality of Amsterdam enhance their current policy instruments or strategy to stimulate condominium associations to renovate their dwellings for the energy transition?

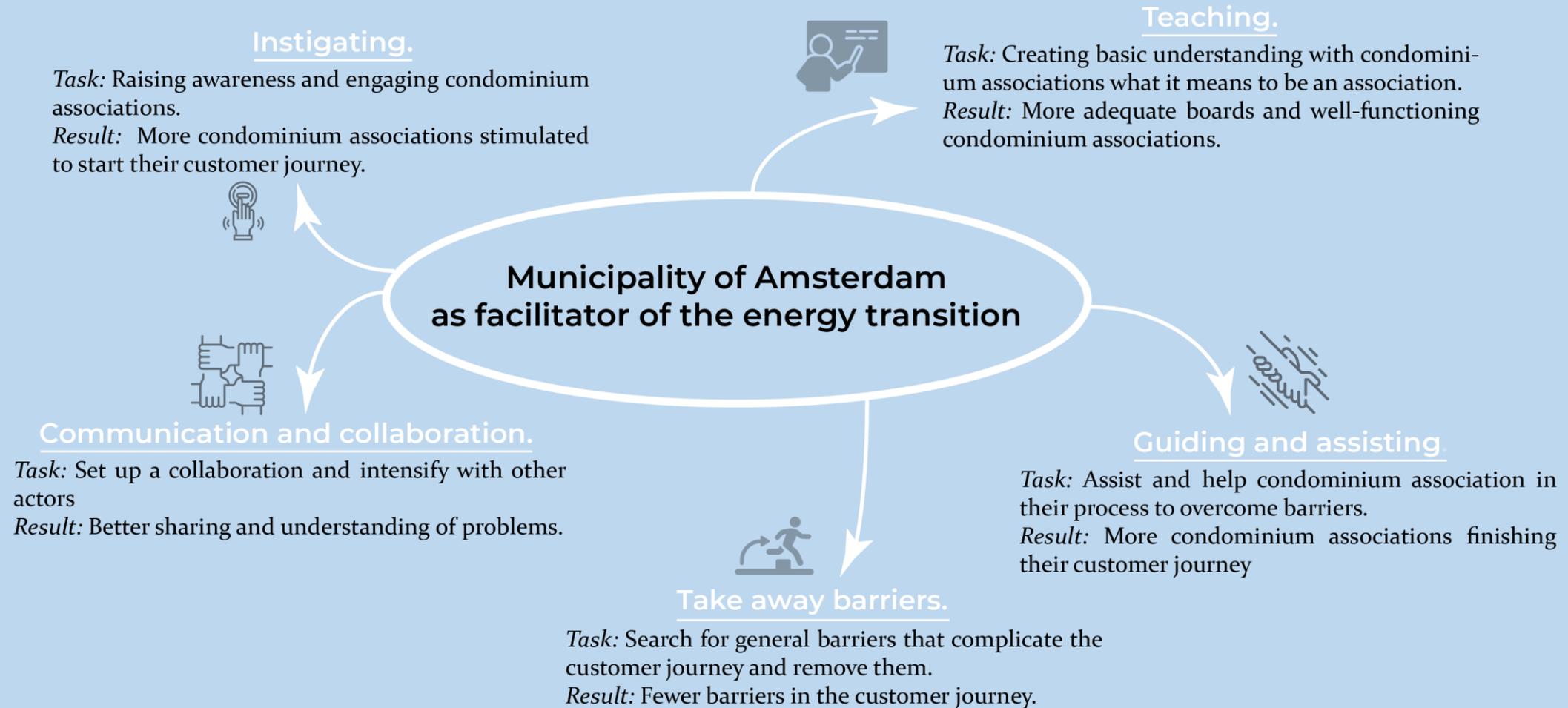
SQ5

Discussion 2: Situation for the municipality of Amsterdam.

- SWOT analysis

	HELPFUL	HARMFUL
INTERNAL	<p><u>Strengths</u></p> <ul style="list-style-type: none">- Current ambitions to set things in motion for the energy transition- Variety of research projects which can be used to learn from- Variety of interested actors involved and relation with Stichting !Woon	<p><u>Weaknesses</u></p> <ul style="list-style-type: none">- No clear point of information distribution for condominium associations- Currently not able to facilitate the process of condominium association and answer their questions
EXTERNAL	<p><u>Opportunities</u></p> <ul style="list-style-type: none">- Guiding CA through the whole process- Network with other cities (G4)	<p><u>Threats</u></p> <ul style="list-style-type: none">- Not covering all condominium associations- Not knowing what happens in neighbourhoods- The complexity of the problem for condominium associations

Discussion 2: Advice for the municipality of Amsterdam.



Conclusion.

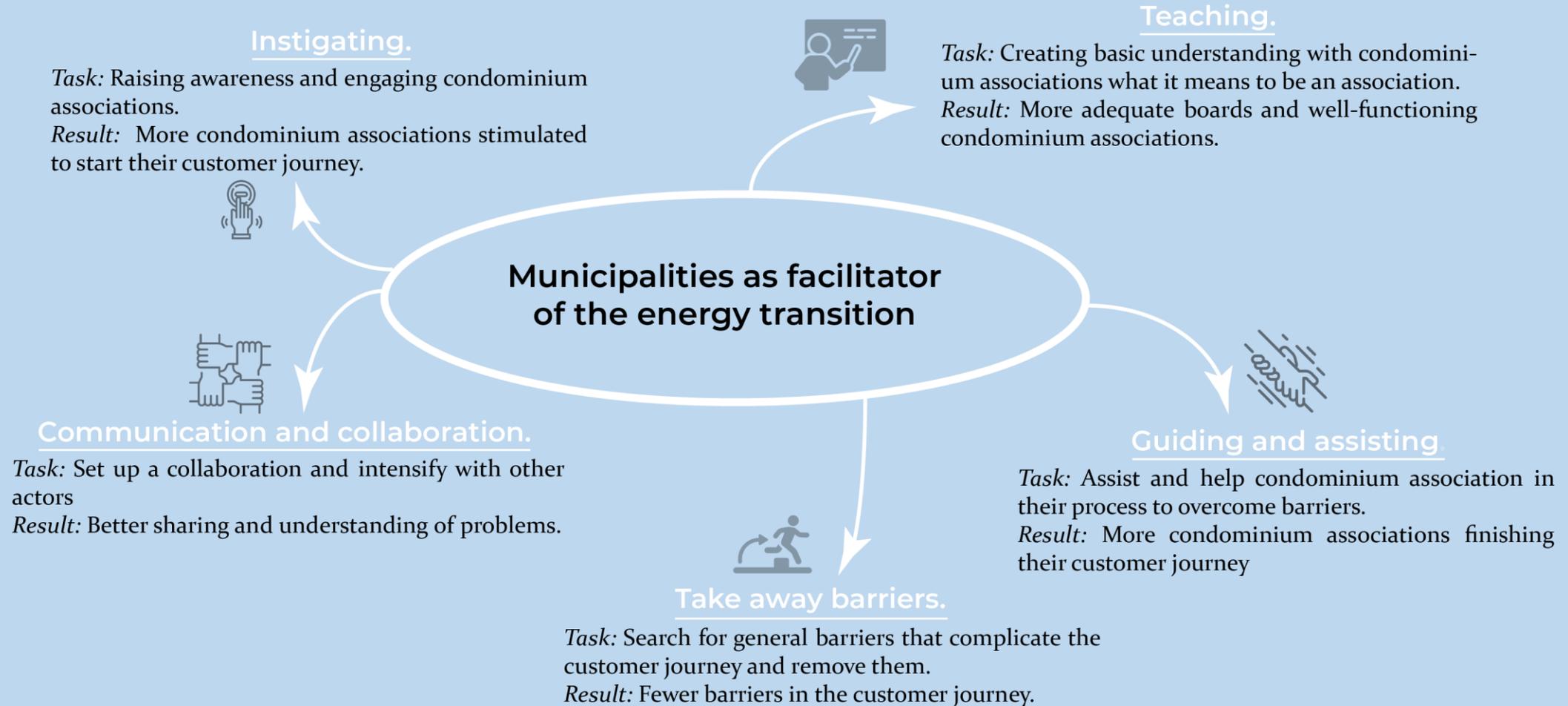
How can municipalities enhance their approach to stimulate condominium associations to renovate their dwelling for the energy transition?

'I can think logically but I do not have any knowledge about buildings.'

Board member of condominium association

Conclusion – answer to RQ.

- Generalizing advice municipality of Amsterdam



Conclusion – Future research.

- **Future research**
 - Stakeholder involvement and collaborations
 - The organisation of the municipality
 - Other forms of policy instruments
 - Other condominium associations

The End.



Thank you for listening.