

# AMELIO

JE RÉNOVE MON LOGEMENT AVEC LA MEL

23/05/2024



# AMELIO Goals

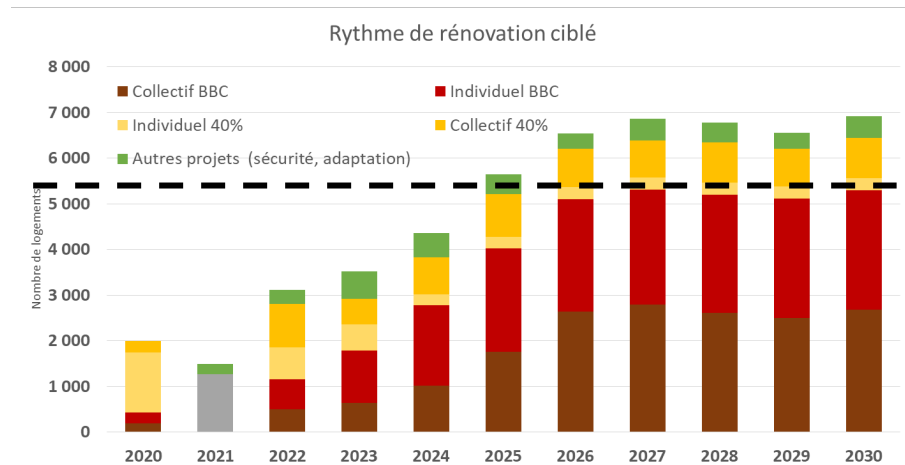
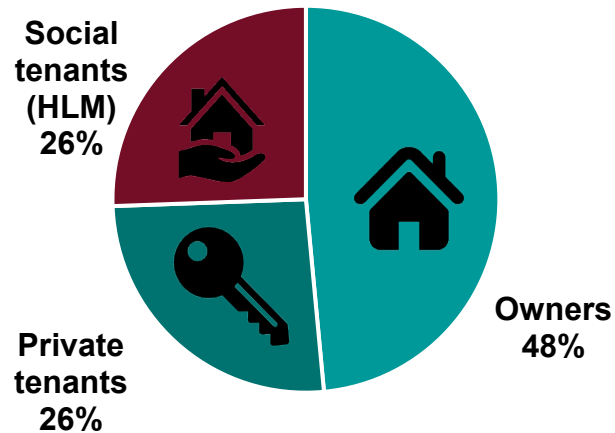
90% of the accommodations need a thermal improvement.

100 000 accommodations date back before the 1974 thermal regulations and are occupied by low-income households

Climate Plan and Local Housing Plan targets: 8200 efficient housing renovations/year of which 5200 in the private housing sector

Measurement through the national grants on the global renovation

485 000 housing units  
365 000 private housing units (75%)



# AMELIO Networking



One-stop shop

# AMELIO

## 20 CO FINANCEMENTS

**SLIME** Un premier pas  
contre la précarité  
énergétique

### French association for the energetic transition (CLER)

1 SLIME convention (identification and positioning, small energy-saving equipment) / 1 co-funding



### REGION

1 SARE convention/ 1 co-funding  
1 equity capital convention/ 1 co-funding  
**Counsel, animation and one-stop shop**



### National Agency for Housing Grants/Aids (ANAH)

1 PIG Convention / 5 co-funding  
1 MOUS Convention / 5 co-funding  
2 POPAC Conventions / 2 co-funding  
3 OPAHRU Conventions / 3 co-funding  
**Project owner works support**



# AMELIO

**MÉTROPOLÉ**  
EUROPÉENNE DE LILLE



### French Allowance Funds (CAF)

1 decency control convention/  
1 co-funding



### Local Department Authority (CD59)

1 NEHS J'Aménage59 convention /  
1 co-funding  
**Household support < 2 ASR**

## AMELIO : Le guichet unique du conseil et de l'accompagnement à l'amélioration de l'habitat

### Contact AMELIO :

✉ 03 20 21 27 77 - ameliohabitat.fr

### Vos contacts AMELIO par territoire :

Formulaire de contact sur ameliohabitat.fr

#### Territoires Lillois et Couronne Nord

SOLIHA - Compagnons bâtisseurs Hauts-de-France

#### Territoires Sud et Weppes

INHARI - MRES, CLCV, Habitat & Humanisme

#### Territoires Lys et Tourquennois

SOLIHA - Compagnons bâtisseurs Hauts-de-France

#### Territoires Est et Roubais

URBANIS - SOLIHA

#### Copropriétés (Métropole)

URBANIS - SOLIHA, ARC



-  **Maison de l'Habitat Durable**  
03 59 00 03 59  
maisonhabitatdurable@lillemetropole.fr
-  **Permanence conseil**
-  **Permanence conseil copropriété**

# AMELIO The tool box



## Mode of action

**Eco gestures** and recommendations for the energetic comfort

Supplies of **energy saving small devices**

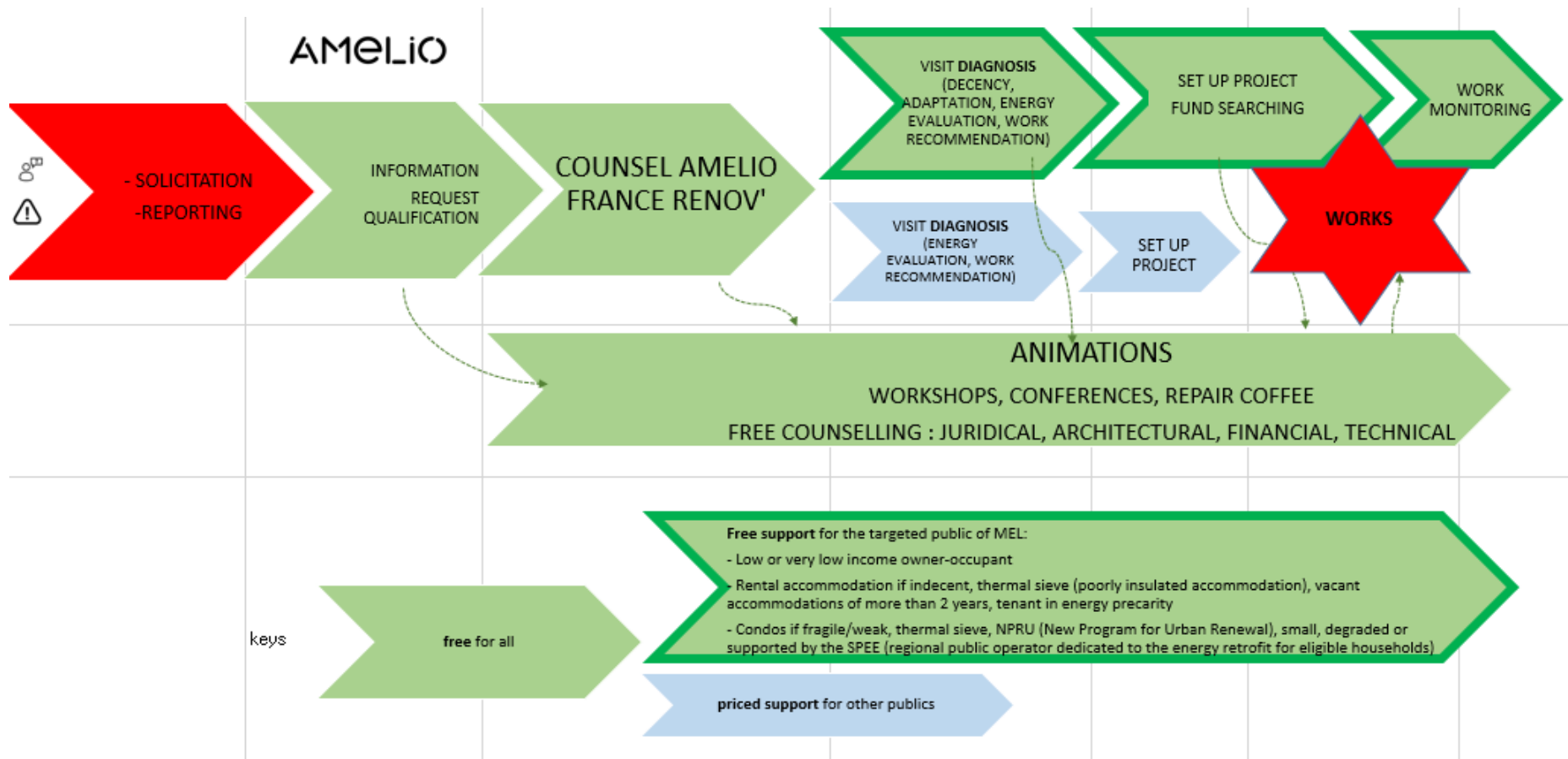
Social, technical, legal and administrative **support**

**Work financing**: security and healthiness, energetic renovation, ageing and disability adaptation, small works

**Temporary accommodations** and **help with clearing and moving out** to ease the leaving of unfit housing

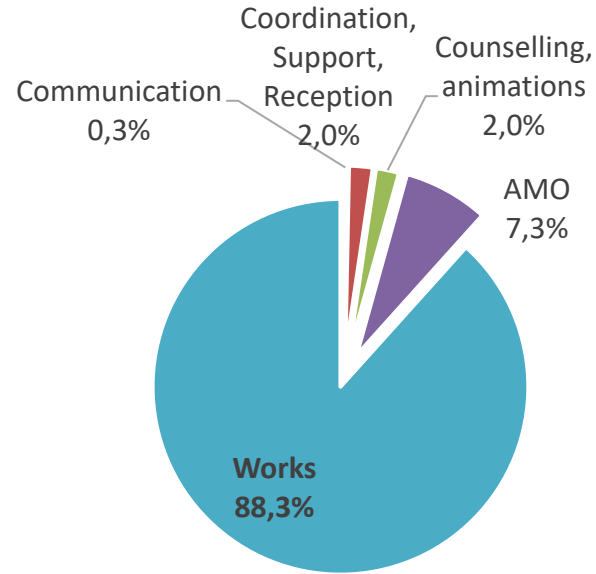
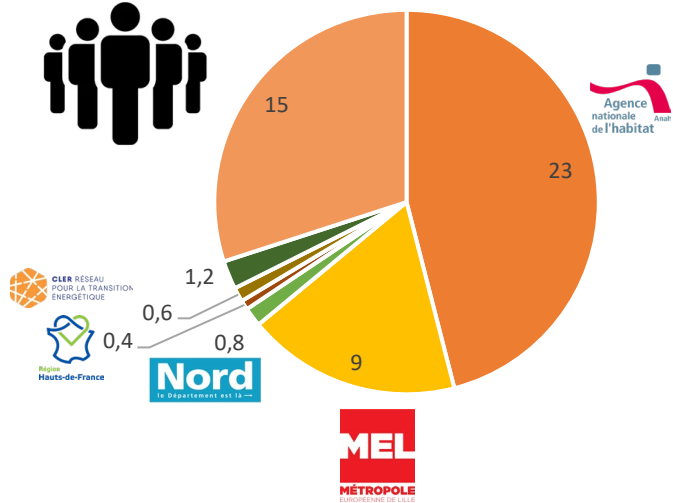
**Advance payment** to pre-finance the subsidies to be received at the completion of the work

# AMELIO Renovation circuit





50 millions of €/year





# AMELIO 2018-2022 : Low income and very low income households support results



AMELIO  
L'HABITAT DURABLE DANS LA MEL

Goals

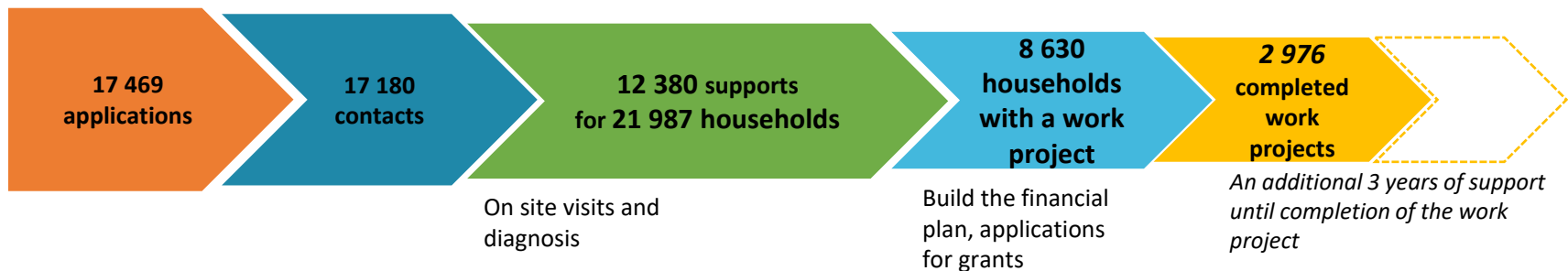


Between 2018 and 2022:

- 10 500 households and condos supported
- 6 000 durably renovated accommodations



- ✓ 12 380 supports, amendment to the increase of the markets goals in order to cope with the momentum
- ✓ 8 630 accommodations with a work project



## 40 % of energy gain or saving on average



**58,289** Gwh ep/year  
(=electricity needs of 5 828 households)

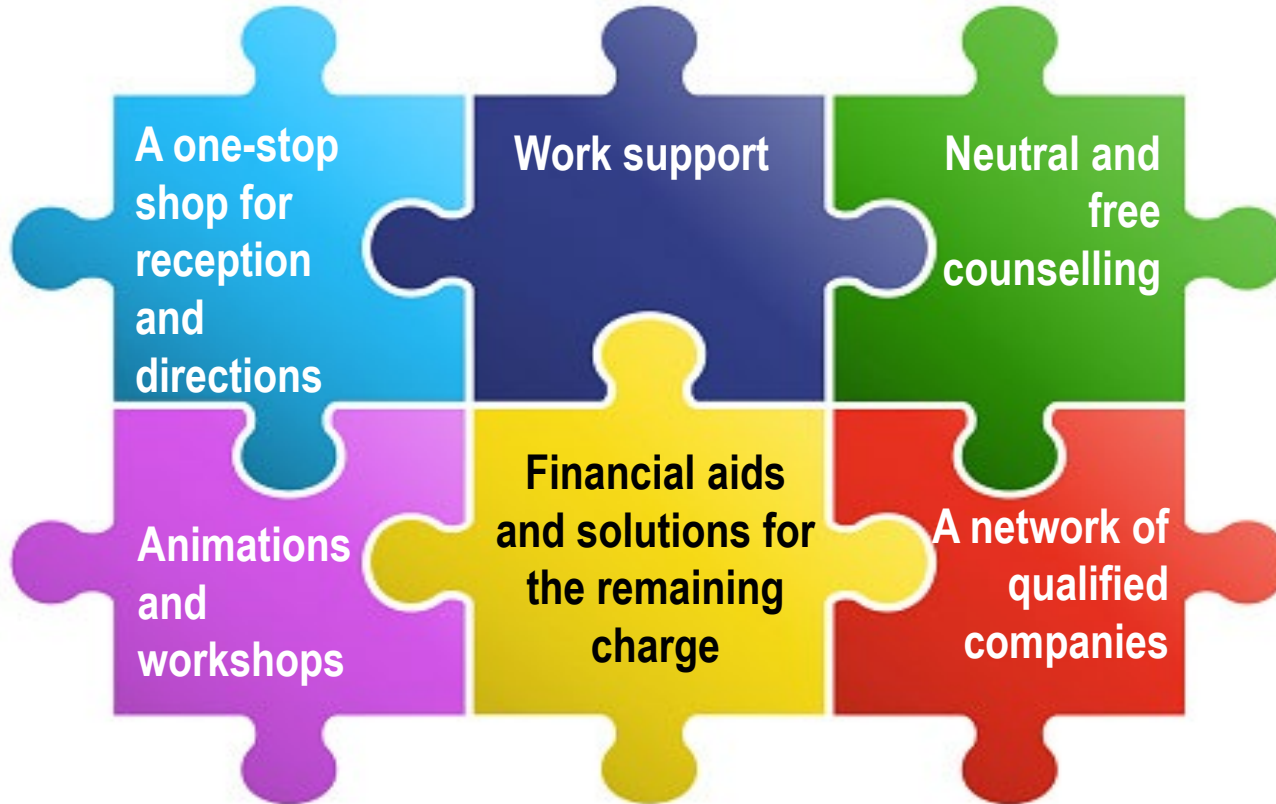


**165 millions €** of generated works  
(=3308 ETP in the building industry)



## Results and directions for the renewal of the AMELIO service offer

- Increase the fame/notoriety and the legibility of the service offer
- Improve the network functioning and develop a shared information system to follow and keep track of the support provided to the eligible households.
- Increase the rhythm and the efficiency of the renovation works: offering a tailored support to the condos
- Need to smoothen the circuits: improve the linkage between counselling and supporting
- Ensure the linkage between the public service for the priority situations and the private offer for massification
- Mobilise a local offer of top quality companies to realise global renovation.
- Experiment the joined renovation projects

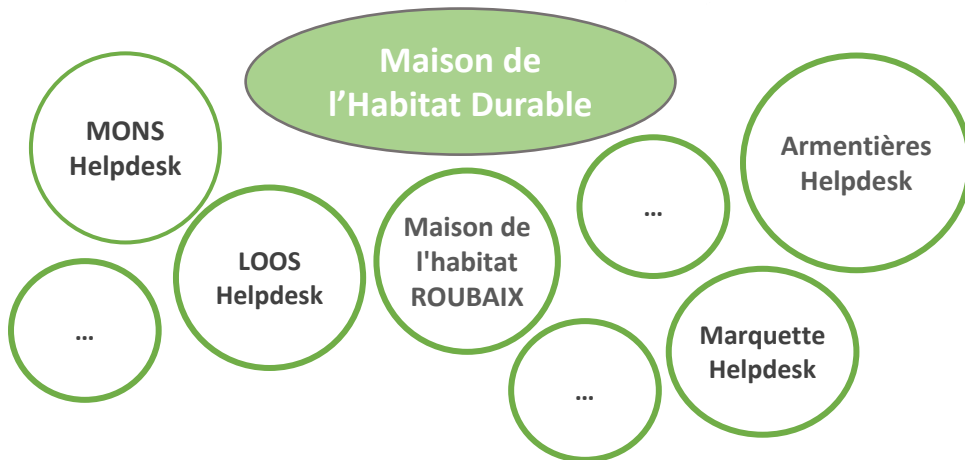




### Metropolitan single desk

Unique number

website



### 1 single brand

- Harmonised communication
- **Shared graphic sheet**
- Social networks presence & **webmarketing**
- **mobilisation and tooling of the helpdesk**

### 2 A dematerialised welcoming and orientation platform

- **A team of welcoming agents or tele-advisors**
- **An automatic router**
- **A web application form**
- **A shared agenda**
- **Tool to manage the customer relationship (or CRM)**
- **Household interface for application tracking**

### 3 A local network for animation and counselling

- Helpdesk (counselling, support...)
- Places of animation, demonstration and exposition
- Local metropolitan network
- Municipal equipment

- Public service neutrality
- Organised means to put public in touch (unique phone number and router, contact application...)
- Shared strategy of communication



**MÉTROPOLE**  
**EUROPÉENNE DE LILLE**