



opengela

OFICINAS REGENERACIÓN URBANA

X.X

NEIGHBOURHOOD | MUNICIPALITY

CHARACTERISATION SHEET X.X

OPENGELA NEIGHBOURHOOD | MUNICIPALITY

DATE	PLACE	PERSON INTERVIEWED
		NAME ORGANISATION POSITION

01 | GENERAL INFORMATION

NAME	<i>Opengela / Neighbourhood Office / Rehabilitation Office</i>
PROGRAMME	
COORDINATING ENTITY	<i>Local Council / URA/ OAL / Others...</i>
IMPLEMENTATION DATE	<i>Implementation date of the office</i>
AGREEMENT DURATION	

02 | OFFICE

LOCATION

PROVINCE	
MUNICIPALITY	
NEIGHBOURHOOD	
POSTAL ADDRESS	

Location map indicating the ERRP boundaries (area of intervention)

CONTACT

OPENING HOURS	
TELEPHONE	
EMAIL	
SOCIAL MEDIA	
WEBSITE	<i>Opengela website link</i>

CHARACTERISTICS OF THE PREMISES

OWNERSHIP

OWNERSHIP	<i>Public / Private / Mixed</i>
OWNING ENTITY	<i>Local Council / Association XXX / Owners' Association / Private individual</i>
REGIME	<i>Transfer of use / Rental / Ownership</i>

*Renovation project
Accessibility plan (file)*

CONSTRUCTION FEATURES

TYPE	<i>Ground floor premises / Detached / ...</i>
No. of floors	
TYPE OF INTERVENTION	<i>Comprehensive refurbishment / Partial refurbishment / Refurbishment / Equipment</i>

*Floor plan
Uses and surface areas (m²)*

SPACES AND USES

WORKSPACES	<i>Open-plan workspace / Private office X</i>
INTERACTION SPACES	<i>Waiting area / Reception / Common area or lobby Room: Space for meetings (by building/individual, group, etc.) Multipurpose room (training, neighbourhood, internal, others...)</i>
AUXILIARY SPACES	<i>Storage room / Office / Toilet</i>

Functional diagram + Photo of interior space

RELATIONSHIP WITH PUBLIC SPACE

PROXIMITY	<i>Centre of the area / Periphery of the area / Outside the area</i>
ACCESSIBILITY	<i>At street level / Ramp / Lift</i>
VISIBILITY	<i>Pedestrian street / Secondary street / Main street</i>
IDENTIFIABILITY	<i>Opengela signage</i>

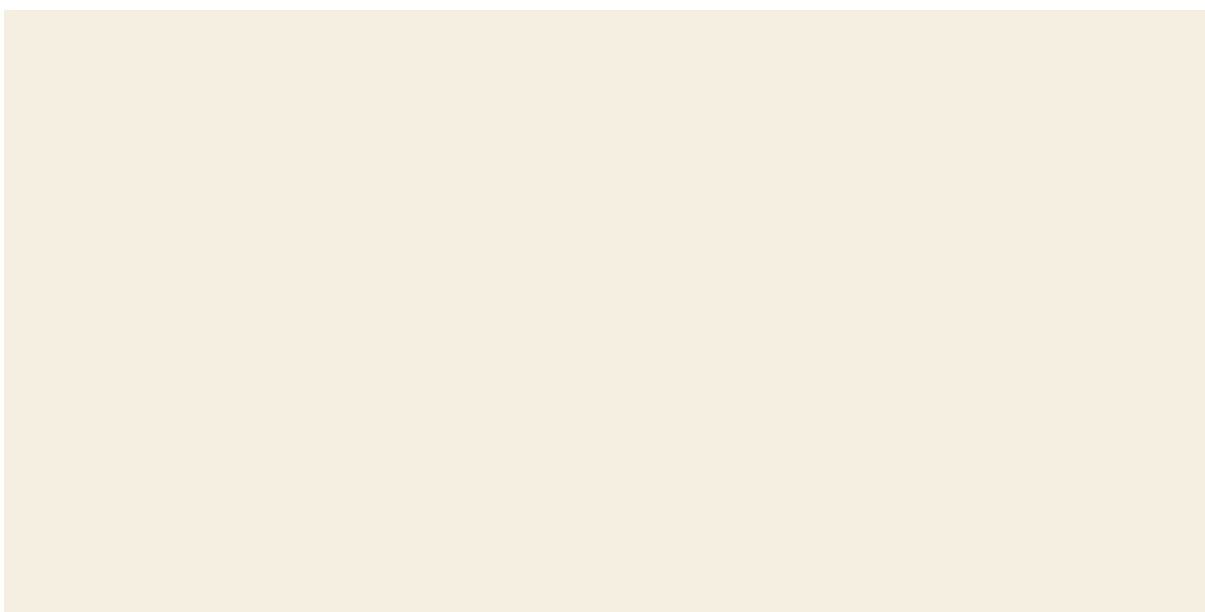
Diagram showing public space + Exterior photo + Main façade photo

03 | OPERATION

GOVERNANCE MODEL

LEADERSHIP	<i>Entity leading the Opengela Programme/Entity signing the agreement and receiving the grant</i>
COORDINATING ENTITY	<i>Coordinating Entity (Direction and Management), entity in charge of the implementation and management of Opengela</i>
OFFICE SERVICE	<i>Type of organisation that provides the office service: Customer Service, Information and Management Service</i>
STAFF	<i>Entities to which all personnel involved in the office process belong (office work team and other personnel)</i>
BUSINESS MODEL	<i>Type of contractual relationship between the entities (Leader/Coordinator/Office Service): collaborating entity, direct commission, public tender, etc.</i>
OPENGELA MODEL	<i>Indicate the governance model to which it belongs from the 7 models identified</i>

GOVERNANCE STRUCTURE



STAFF AND WORK TEAM

COMPOSITION OF THE WORK TEAM

All personnel involved in the tasks of the process (office staff and personnel from the URA, of the Local Council, etc.) and their evolution (changes in dedication, personnel modifications, etc.).

No.	ROLE	DISCIPLINE Technical/Administrative/Accounting/Legal/Social	DATE	DEDICATION Full-time/Part-time/%	ENTITY Local Council/URA/Company

CONTRACTED SERVICES | OUTSOURCING

Number of services contracted during the same period (property managers, monitoring companies, legal advice, etc.)

YEAR	FUNCTION	ENTITY

FUNCTIONS AND SERVICES OFFERED

	TECHNICAL PROFILES	TECHNICAL	ADMINISTRATIVE	ACCOUNTING	SOCIAL	LEGAL	COORDINATING BODY	OTHER	NOT OFFERED
OFFICE SERVICES									
COORDINATION OFFICE MANAGER									
ADVISORY SERVICES AND TECHNICAL GUIDANCE									
TECHNICAL MONITORING OF THE PROJECT									
LEGAL ADVICE AND GUIDANCE									
SUPPORT IN THE SEARCH FOR GRANTS AND FUNDING									
ASSISTANCE IN PROCESSING AND MANAGING GRANTS AND ADMINISTRATIVE DOCUMENTATION									
NEIGHBOURHOOD DATA MANAGEMENT									
FINANCIAL/ECONOMIC MONITORING OF THE PROCESS									
DIAGNOSIS, MONITORING AND SOCIAL INTERVENTION									
COORDINATION OF NEIGHBOURHOOD ORGANISATIONS									
SUPPORT AND MEDIATION BETWEEN DIFFERENT AGENTS: CONFLICT RESOLUTION									
ACTIVE COMMUNICATION									
SOCIAL PARTICIPATION PROCESSES									
TRAINING PLAN WORKSHOPS AND TRAINING ACTIVITIES									
EMPLOYMENT PLAN ECONOMIC PROMOTION									

WORK METHODOLOGY AND PROCEDURES

PROTOCOLS

DOCUMENTS OR TEMPLATES	<i>Provided by BG / Adapted / Own</i>
INTERNAL OPERATIONS	<i>Related to office operations (regular meetings between offices, etc.)</i>
EVALUATION AND MONITORING SYSTEM	<i>Related to monitoring the service provided and the office's work process: record of number of enquiries handled, neighbourhood satisfaction surveys, number of meetings with the ccpp, etc.</i>
TECHNICAL PROCEDURES	<i>Protocols adopted in the different phases of the process (on-site visits to each building prior to the project, creation of associations, joint management committee, etc.)</i>
ADMINISTRATIVE PROCEDURES	<i>Protocols adopted when managing grants, licence applications, administrative documentation management, etc.</i>
RELATIONSHIPS WITH OTHER AGENTS	<i>Other administrations (Basque Government, Provincial Council) Local Council (other departments) Technical team / Construction companies Property managers Contracted services, financing entities, etc.</i>

CHANNELS OF COMMUNICATION WITH THE NEIGHBOURHOOD

Various types of information channels are established, both in person and remotely.

Indicate the channels and protocols used in relation to the neighbourhood: at what stage of the process they are used and for what purpose, and identify the main channels

IN-PERSON SERVICE AT THE OFFICE	
APPOINTMENT AT THE OFFICE	
ORAL PRESENTATIONS	
COMMUNITY MEETINGS	<i>Indicate the location of the meetings (at the Opengela, at the building entrance hall, outside, another space, etc.)</i>
HOME VISIT (REQUEST)	
TELEPHONE	
WHATSAPP	<i>Type of communication (personal, group, notifications only, etc.)</i>
DIRECT CONTACT WITH THE RELATIVES OF THE OWNERS	
MAILING	
POSTAL MAILING	
POSTER IN THE ENTRANCE HALL	
WRITTEN COMMUNICATION	

COOPERATION WITH OTHER AGENTS

Indicate whether there is cooperation (YES/NO) and the type of collaboration (scope, entities, processes, phase of the process)

COLLABORATIVE PROCESSES | PARTICIPATION IN OTHER GROUPS

OPENGELA NETWORK	<i>Relationship with other opengelas, meetings, etc.</i>
NEIGHBOURHOOD ASSOCIATION	<i>Existence of neighbourhood associations or other types of neighbourhood associations</i>
SOCIAL AGENTS	<i>Agents involved in social protection systems (social services, Lanbide, etc.)</i>
PUBLIC ADMINISTRATIONS	<i>Relationship with Local Council departments (urban planning, legal, etc.), Regional Development Agencies, etc.</i>
OTHERS	

STAKEHOLDERS | AGENTS AND COMPANIES THAT PROVIDE SERVICES AND PARTICIPATE IN THE URR

CONSTRUCTION COMPANIES	
ARCHITECTURAL FIRMS	
RENOVATION AGENTS	
ENGINEERING	
HEALTH AND SAFETY COMPANIES	
MANUFACTURERS OF CONSTRUCTION SOLUTIONS	
ENERGY SERVICE COMPANIES	
MONITORING COMPANIES	
FINANCING ENTITIES	
PROPERTY MANAGERS	
OTHERS	

FUNDAMENTAL ASPECTS FOR THE PROPER OPERATION OF OPENGELA

OBSERVATIONS

04 | INTERVENTIONS

RESIDENTIAL INTERVENTIONS

Indicate for each building the phase and type of work being carried out. (Select from the legend of phases and types of work on the following page).

No. of inhab.	No. of Buildings	No. of Dwellings	Building (address)	PHASE	EE	OI	CRES	HABIT.	ACC.	MON.
XXX	X	X	XXXXXX							
			XXXXXX							
			XXXXXX							
			XXXXXX							

TYPE OF ACTIONS

THERMAL COMFORT AND ENERGY EFFICIENCY (EE)

C1_ Insulation in the building envelope (facade, roof, party walls, interior floor slabs, floor slabs, etc.)

C2_ Carpentry

C3_ Terrace and balcony cladding.

C4_ Individual installations, including the general energy network and renewable energy sources (not collective installations).

ACCESSIBILITY (ACC.)

A1_ Installation of a lift

A2_ External accessibility

A3_ Interior accessibility

A4_ Layout of stairs and doorways

HABITABILITY (HABT.)

H1_ Installation of terraces and balconies

H2_ Extension or prolongation of balconies

H3_ Sound insulation

H4_ Lighting

H5_ Hybrid or mechanical ventilation

H6_ Sun protection

COLLECTIVE RENEWABLE ENERGY SYSTEMS (CRES)

S1_ Implementation of collective renewable energy systems through the creation of shared self-consumption or local energy communities.

OTHER INTERVENTIONS (OI)

O1_ Complementary works

O2_ Asbestos removal

O3_ Structural stability

MONITORING (M)

M1_ Monitoring

PUBLIC SPACE INTERVENTIONS

NAME / DESCRIPTION / ENTITY / M2 / FUNDING / PROJECT DURATION

- Project 01
- ...
-

OTHER INTERVENTIONS

Social participation, training, economic promotion and development, employment projects, etc.

NAME / DESCRIPTION / ENTITY / SQUARE METRES / FUNDING / PROJECT DURATION

- Project 01
- ...
- ...



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OFICINAS REGENERACIÓN URBANA

LIFE22-CET-BIRTUOSS

Basque Integrated Renovation Model (Opengela): enabling a fair, clean energy transition through a unique network of one-stop shops



Co-funded by the European Union. The views and opinions expressed are solely those of the authors and do not necessarily reflect those of the EU or CINEA. Neither the European Union nor the funding authority can be held responsible for them.