

#PARTNERSHIPINACTION

WEDNESDAY 10 MARCH 11:00 CET | 17:00 ICT

Mitigation Heavyweights:

Effective NDCs for the Building Sector







EVENT AGENDA

Welcome by NDC Partnership

Romeo Bertolini, NDC Partnership

Introduction

Bernd Markus Liss, GIZ

Building Energy Efficiency within the NDC Partnership

Thibaud Voïta & Ploypailin Sundarajumpaka, NDC Partnership

Buildings and the Climate

Nora Steurer, GlobalABC

Effective NDCs for the Building Sector

Andreas Gruner, PEEB & Peter Graham, Pan Solutions

Building sector transformation in practice: Vietnam

Ha Quang Hung, Ministry of Construction

Q&A Panel Discussion

Summary

Anna Zinecker, GIZ







BUILDING ENERGY EFFICIENCY WITHIN THE NDC PARTNERSHIP

THIBAUD VOÏTA, HEAD OF KNOWLEDGE PRODUCTS

PLOYPAILIN SUNDARAJUMPAKA, COUNTRY ENGAGEMENT SPECIALIST



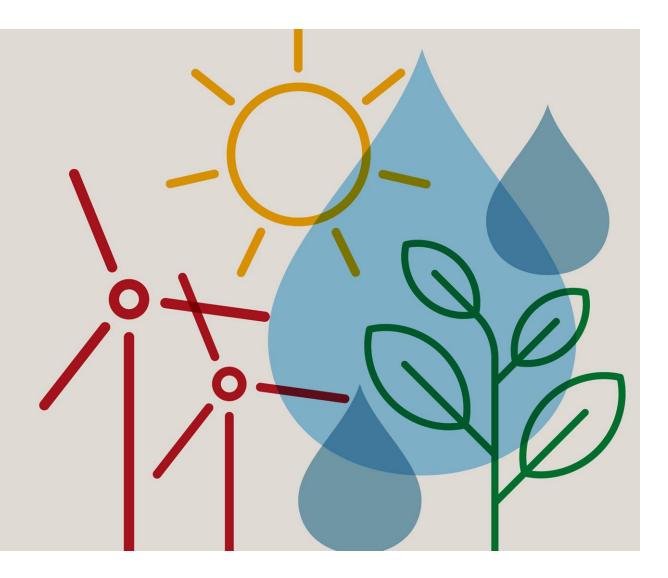




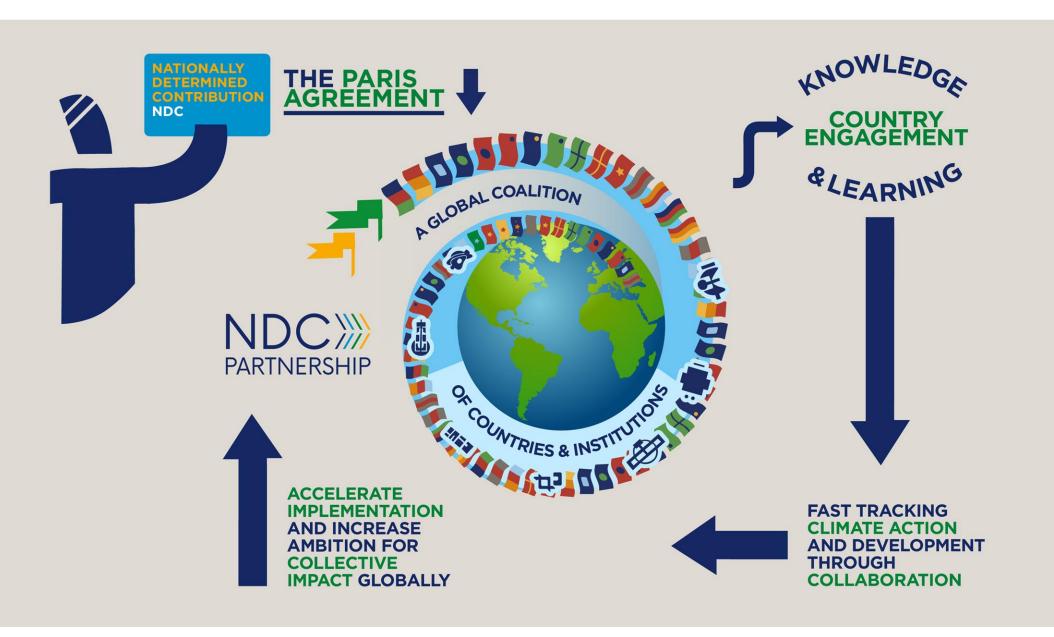




BUILDING EFFICIENCY WITHIN THE NDC PARTNERSHIP



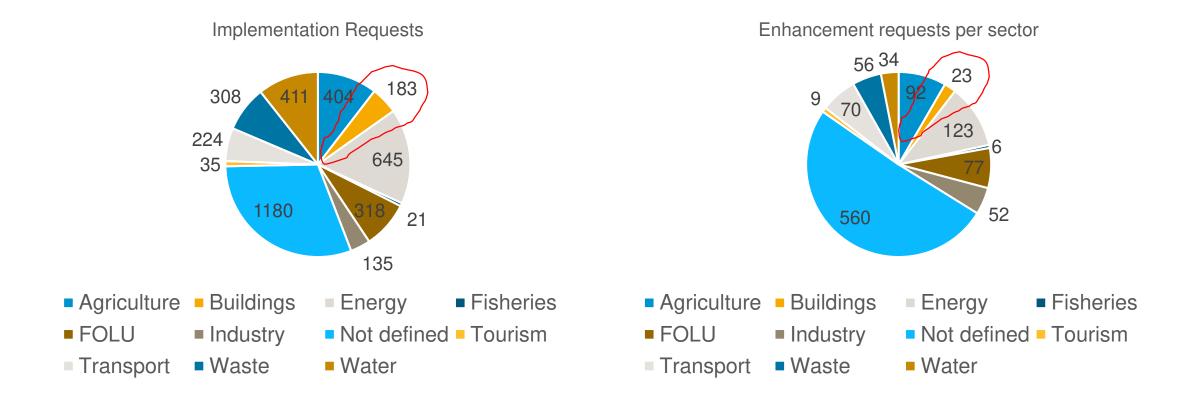
March 10, 2021





NUMBER OF BUILDING REQUESTS RECEIVED BY THE PARTNERSHIP

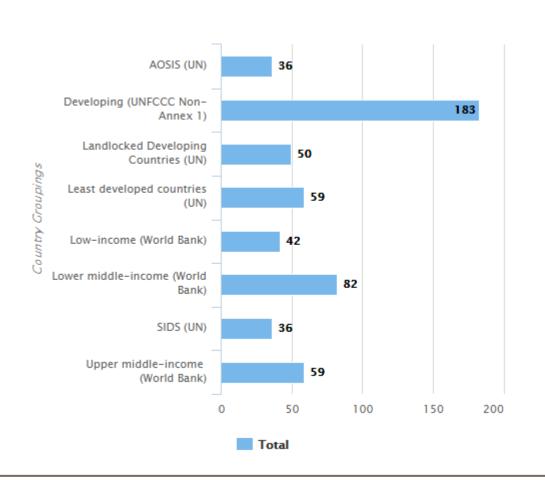
Requests are more focused on implementation than enhancement

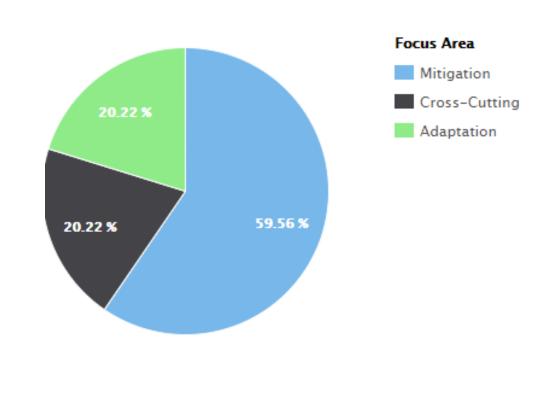




BUILDING SECTOR REQUESTS ARE DIVERSE

They come from different types of economies, cover both adaptation and mitigation

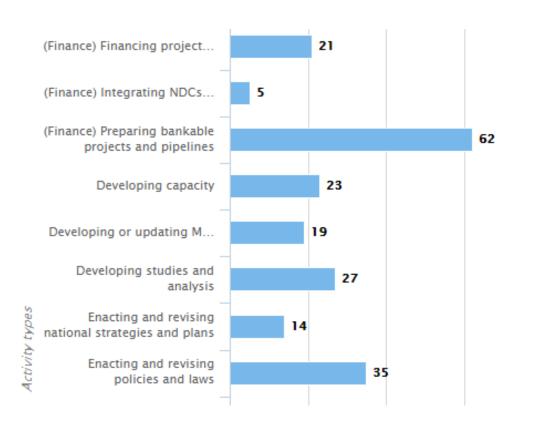






TYPE OF PROJECTS INVOLVING BUILDING EFFICIENCY

Building efficiency policy implementation requires international support



- Work with international partners has allowed to identify an important number of building activities (number of initial requests x 7)
- Countries are expressing the need for more support in terms of:
 - Finance,
 - Policies, and laws, and
 - Studies and capacity building.



UNADDRESSED REQUESTS IN THE BUILDING SECTOR

An important potential that remains untapped

- Altogether, 33% of the building sector requests remain unaddressed, making it one of the most overlooked sectors
- The partners the most involved in the sector are: GIZ, GGGI, the AfDB, UNDP and KfW
- Countries that need further support include: Burkina Faso, the Dominican Republic, Grenada, Jordan, Mongolia, Mozambique, Niger, Nigeria, Rwanda, Saint Lucia, São Tomé and Príncipe, Thailand, Uganda and Zimbabwe





COUNTRY REQUEST FOR SUPPORT

Albania

Request areas:

Energy Efficiency in the public buildings and public facilities

- Develop a National Building Code that incorporate energy efficiency
- Establishing the Financing mechanism for energy efficiency in buildings

Energy Efficiency in the industry sector

Improving EE in SME through the energy audits



COUNTRY PRIORITY ACTION IN PARTNERSHIP PLAN

Armenia

Optimized policy conditions enabling implementation of the NDC in line with the attainment of national development goals

 Legislation strengthening the management and improvement of residential buildings

Capacity building in the form of education, training, communication, and growth support for local experts and champions, and a system of incentives to catalyse social behaviour changes towards responsible consumption and environment-minded living

- Incentives / subsidy to credit interest on mortgage loans for energy efficient housing
- Yerevan Energy Efficiency Project
- Support for inclusive, affordable and environmentally sound social housing.







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@ndcpartnership



Thank You

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Thibaud Voïta

Thibaud.Voita@ndcpartnership

BUILDINGS AND THE CLIMATE: EMISSIONS, TRENDS AND BENEFITS OF LOW-CARBON AND RESILIENT BUILDINGS

NORA STEURER, GLOBALABC













Mitigation Heavyweights: Effective NDCs for the Building Sector

>>>

Buildings and the climate: Emissions, trends and benefits of low-carbon and resilient buildings

GlobalABC / UNEP - 10 March 2021

Why buildings?

The equivalent of Paris is added in floor space every 5 days!

Half of the buildings standing in 2060 have not yet been built!

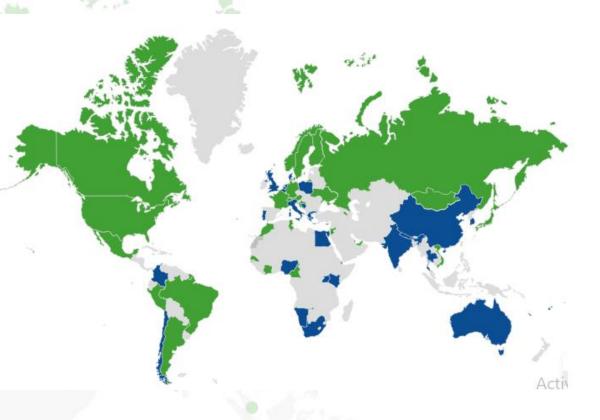




About the GlobalABC

Founded at COP21, hosted by UNEP and with over 160 members, including 30 countries, the GlobalABC is the leading global platform for governments, private sector, civil society, research, and intergovernmental organizations committed to a common vision: A zero-emission, efficient and resilient buildings and construction sector.





Our objectives



Be a global advocate, a catalyst



Be a trusted platform to set targets & track progress.



Support countries in setting priorities & measures based on their situation.







Key activities



SET TAGETS AND SUPPORT COUNTRIES

towards zero-emission, efficient and resilient buildings and construction



BE A CATALYST

Matchmaking and radical collaboration



TRACK PROGRESS

Through the Global Status Report for Buildings and Construction



BE A GLOBAL ADVOCATE

A tool to decarbonize buildings: The regional roadmaps

Current status (2020)

Recommended actions

Urban planning

New buildings

Urban planning decisions and strategies not integrated across themes

Most construction occurring in places with no codes for mandatory minimum energy performance

Performance of existing

buildings generally

unknown, few energy-

Existing buildings

driven retrofits Minimal use of tools for energy performance,

Building operations disclosure and management

Prioritise integration in rapidly expanding cities

Integrate energy efficiency in urban planing policies, develop national and local urban plans and ensure collaboration among national and subnational levels and across themes

Prioritise high efficiency standards

Develop decarbonisation strategies, implement mandatory building energy codes, incentivise high performance

Accelerate action on building retrofits

Develop and implement decarbonisation strategies for refurbishment and retrofit, increase renovation rates and depth, encourage investment

Facilitate maintenance and building management

Sustained adoption of energy performance tools, systems and standards enabling evaluation, monitoring, energy management and improved operations



A tool to decarbonize buildings: the regional roadmaps

Appliances and systems

Average efficiency of appliance and systems much lower than best available technology Stimulate demand for energy efficient appliances

Further develop, enforce and strengthen minimum energy performance requirements, prioritise energy efficiency in public procurement

Materials

High embodied carbon of materials, low awareness of impact and options, little data and information Promote the use of low carbon materials

Develop embodied carbon databases, raise awareness and promote material efficiency, accelerate efficiency in manufacturing to reduce embodied carbon over whole life cycle

Resilience

Some planning strategies for natural disasters, but not widespread Build-in resilience for buildings and communities

Develop integrated risk assessment and resilience strategies to ensure adaptation of existing buildings and integrate resilience into new construction

Clean energy

Significant use of fossil fuels; 39% population no access to clean cooking, 11% no access to electricity

Accelerate the decarbonisation of electricity and heat

Develop clear regulatory frameworks, provide adequate financial incentives, encourage on-site renewable energy or green power procurement, accelerate access to electricity and clean cooking



Key activities



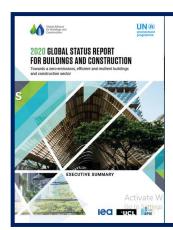
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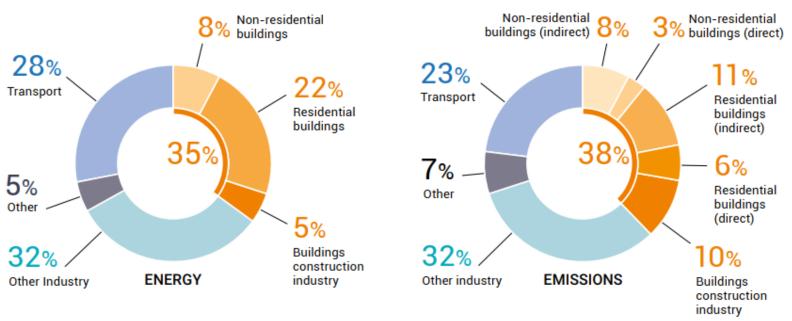
BE A GLOBAL ADVOCATE





Key Messages: CO₂ emissions from the building sector are the highest ever recorded **《**

Global share of buildings and construction final energy demand and emissions, 2019



CO₂ emissions from the operation of buildings have increased to their highest level yet at around 10 GtCO₂, or 28% of total global energy-related CO₂ emissions.

Buildings construction adds a further 3.5 CtCO₂. Combined, the sector is responsible for 38% of global energy-related CO₂ emissions.

Notes: Buildings construction industry is the portion (estimated) of overall industry devoted to manufacturing building construction materials such as steel, cement and glass. Indirect emissions are emissions from power generation for electricity and commercial heat.

Sources: (IEA 2020d; IEA 2020b). All rights reserved. Adapted from "IEA World Energy Statistics and Balances" and "Energy Technology Perspectives".



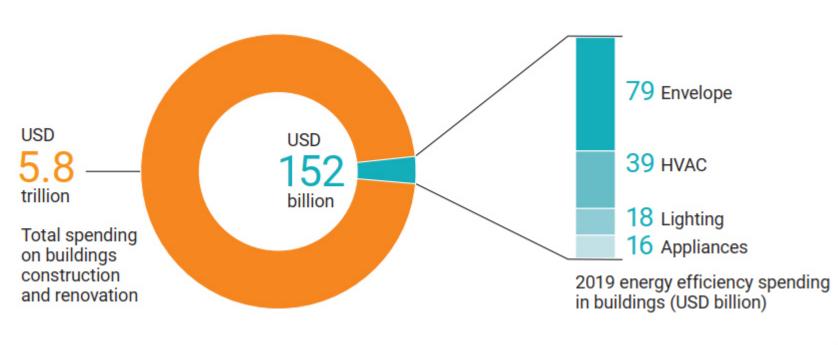




Key Message: Incremental investment in building energy efficiency increased in 2019 by 3% from 2018



Building construction and energy efficiency investment and breakdown



Spending for energy efficient buildings remains a small proportion of the USD \$5.8 trillion spent in the building and construction sector: For every \$1 spent on improving energy efficiency, \$37 is spent on conventional construction approaches.



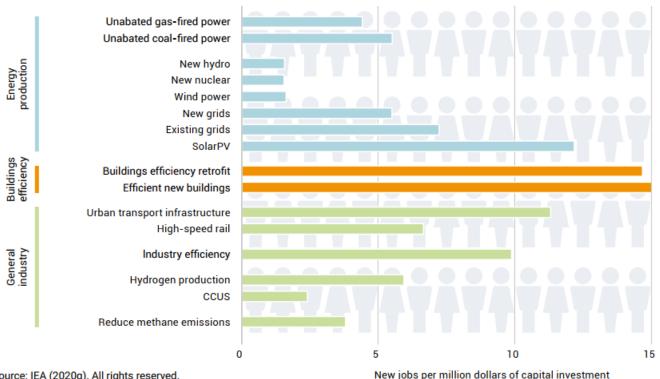
Source: <u>IEA (2019b)</u>. All rights reserved. Adapted from "<u>Energy efficiency policies: Buildings</u>"





Key Message: COVID-19 has severely impacted global buildings industry with construction activities have dropped by 10–25% compared to 2019

Jobs created per million dollars of capital investment and spending by measure



Stimulus programmes for the construction sector are proven tools for economic recovery. Estimates point to between 9-30 jobs in manufacturing and construction that would be created for every million dollars invested in retrofits or efficiency measures in new buildings.



136 countries mention

buildings, 53 countries

building energy codes,

our climate future.

emissions buildings.

indicating the importance of building energy efficiency to

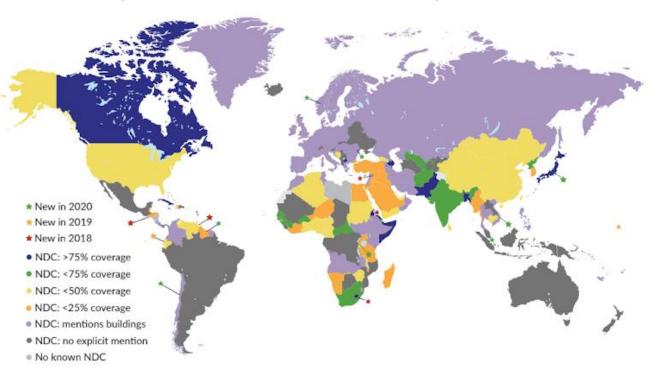
mention building energy efficiency, and 38 call out



Key Message: Significant opportunity for countries to integrate buildings mitigation in their second Nationally Determined Contributions (NDCs)



Buildings sector emissions coverage in NDCs, 2018-20



National governments must step up commitments in NDCs, longer-term climate strategies and support for regulation to spur uptake of net-zero

This map is without prejudice to the status of or sovereignty over any territory, to the delimitation of international frontiers and boundaries, and to the name of any territory, city or area.



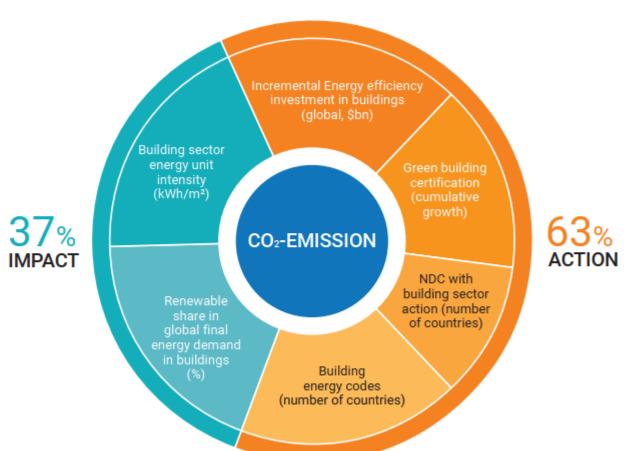
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Introducing the GlobalABC Buildings Climate Tracker (BCT): A Decarbonisation index trend for buildings and construction





The Buildings Climate Tracker (BCT) is comprised of seven indicators:

- 1. Incremental energy efficiency investment in buildings
- 2. Building Energy Codes
- 3. Green Building Certifications
- 4. NDCs with building sector action
- Renewable energy share in final energy in buildings
- 6. Building Sector Energy unit Intensity
- 7. CO2 emissions





Key Message: The time for action to decarbonise the existing and future global building stock is now. Everyone needs to get on the road to zero



COVID-19 recovery packages and the resubmission of National Determined Contributions provide unique opportunities to build back better and greener.

>>> National governments must step up commitments in NDCs, longer-term climate strategies and support for regulation to spur uptake of net-zero emissions buildings.





THANK YOU



Contact us at global.abc@un.org
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EFFECTIVE NDCS FOR THE BUILDING SECTOR: LAUNCH OF THE NDC TOOLKIT

ANDREAS GRUNER, PEEB
PETER GRAHAM, PAN SOLUTIONS











Effective NDC Commitments for the Buildings Sector and How to Implement them

A Guide and Tool-Kit for Effective NDC Buildings Sector Actions

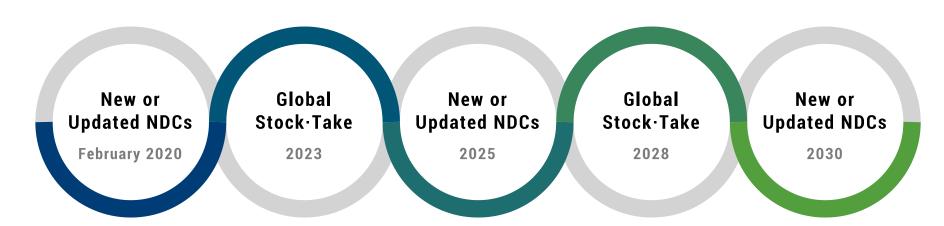
Dr. Peter Graham – Executive Director, Global Buildings Performance Network

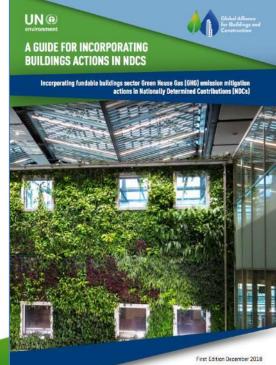
Ar. Andreas Gruner – Advisor, Program for Energy Efficiency in Buildings (PEEB) - GIZ



Nationally Determined Contributions – The Guide

Progressive opportunities for incorporating or updating **ambitious** and **effective** building sector actions in **Nationally Determined Contributions.**

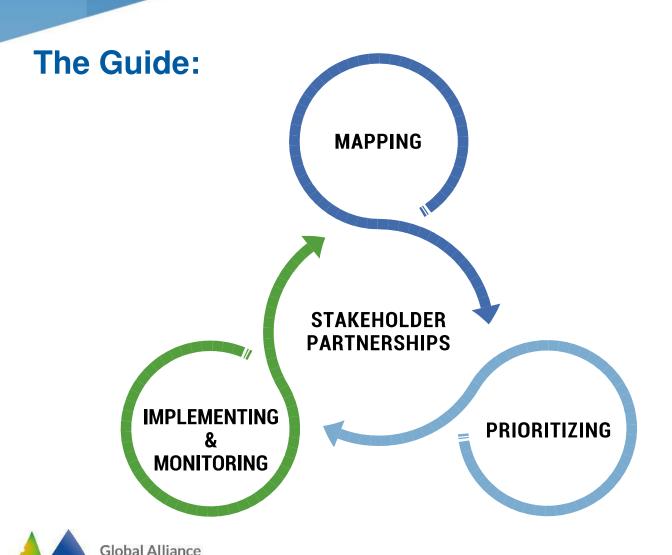






Source: ECBI, 2018







How to determine the scope of actions and building industry sectors that should be included in order to achieve mitigation and adaptation goals

How to how to prioritise mitigation goals and actions based on general funding criteria used by multi-lateral donors and investors.

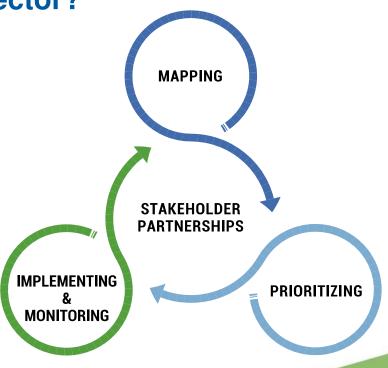
How to implement actions including governance, accessing finance, capacity building, finding technical assistance, and monitoring implementation.

for Buildings and Construction



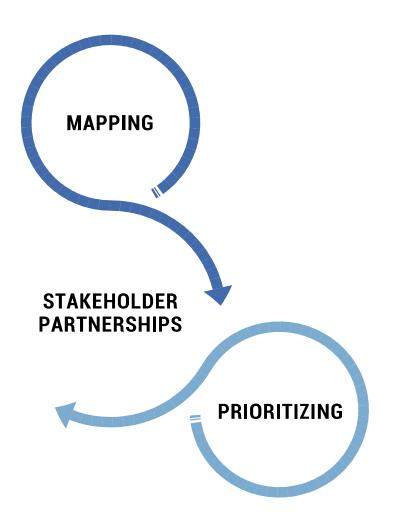
What Makes Good NDC Commitments for the Buildings Sector?

- Ambitious Sector Specific Targets
- Confidence and Commitment to Regulatory Reform
- Alignment with Adaptation and Non-Climate Drivers
- A fundable Implementation Plan



1. Ambitious Sector Specific Targets





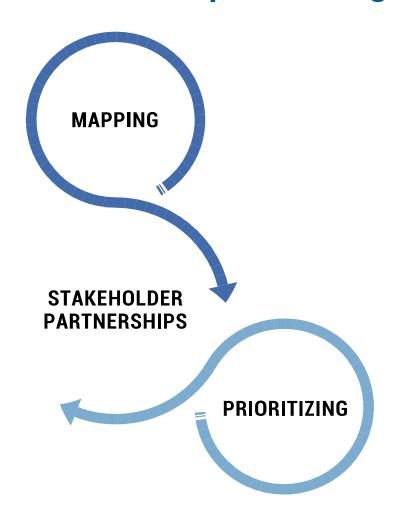
How to determine the scope of actions and building industry sectors that should be included in order to achieve mitigation and adaptation goals

Mapping:

- Map Existing Policies & Capabilities
- Establish Mitigation MRV Baselines
- Develop Local Market Action Plans



1. Ambitious Sector Specific Targets



How to how to prioritise mitigation goals and actions based on general funding criteria used by multi-lateral donors and investors.

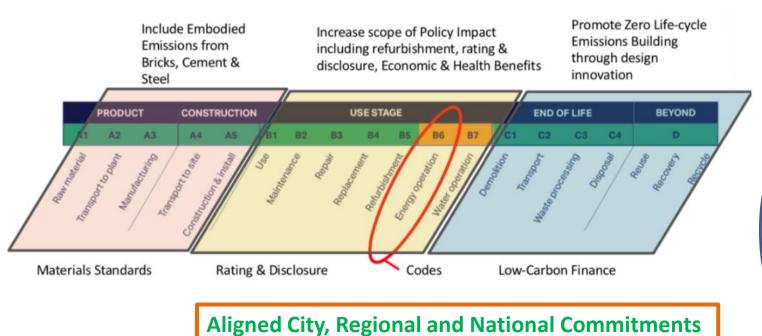
Prioritise actions that:

- Have high mitigation and/or adaptation impact
- Are transformative & scalable (not a one-off project or program)
- Demonstrate a high level of stakeholder engagement and often commitment, with co-funding, leveraged private sector investment, behavioural & management actions..
- Lead to measurable, reportable and verifiable outcomes

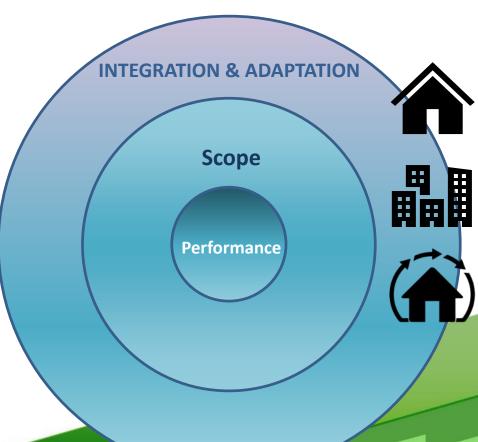


1. Ambitious Sector Specific Targets

The current ambition of buildings sector commitments are **insufficient** to meet the Paris Agreement goals.



Successfully receiving funding through international finance... *requires* ambition in proposed NDC programs and actions.

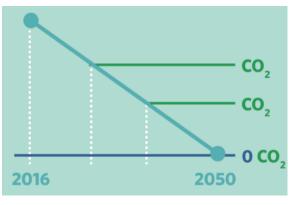












Ambitious Building Codes Rating & Disclosure+ Appliance Standards & EEOS erformance & Ren. targets

Integrated Policy Packages







3. Alignment with Adaptation and Non-Climate Drivers

Building & Construction in National Adaptation Plans



Urbanization



Climate Vulnerability



Economic Recovery



4. A fundable Implementation Plan



How to implement actions including governance, accessing finance, capacity building, finding technical assistance, and monitoring implementation.

Develop an **Implementation** plan with:

- Key Strategies for Good Governance
- Clear lines of Responsibility and Accountability
- Key strategies for Financing Implementation.

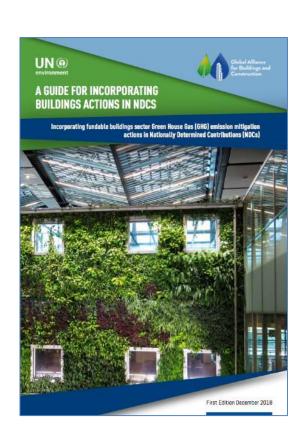


Country	Governance					Implementation						
	Political Commitment	Common Goals	Ambitious Goals	Comprehensive Actions	Coordinating Body	MRV	Budget & Staff	Defined Roles/Roadmap	Data & Knowledge Sharing	Quality Assurance	Stakeholder Engagement	Legal Framework
Argentina												
Bangladesh												
Brunei Darussalam												
Canada												
China												
Korea, DPR												
Lesthoto												
Morocco												
Turkey												









Based on the NDC Guide

Web-based **Tool Kit** being developed



Practical application support to countries



PEEB – Bringing in country experiences







SENEGAL

TUNISIA

INDIA



CHINA

VIETNAM



www.peeb.build

Twitter: @peeb_build



MEXICO

COLOMBIA

- PEEB Secretariat
- PEEB network of partner countries

44

- Structures the entire process and makes effective action easier
- Supports to prepare fundable 'work packages' for international climate / development finance
- Connects international agenda with concrete implementation challenges and effective approaches of countries and regions
- Comes at the right time for 'Building back better'

Countries are invited to participate!

Practical, innovative and up-to-date implementation experiences are crucial for gaining momentum in NDC ambition-raising and actions!

Step 1: Mapping

Where do we stand?

What is the problem and how can we address it?



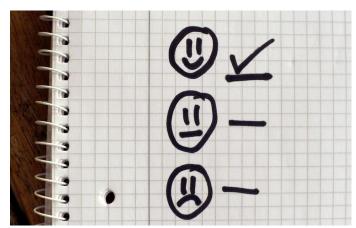
- Sector status and growth projections
- Baseline and business as usual emissions (BAU)
- Policies & legal framework
- Key barriers
- Existing climate commitments
- Capabilities and gaps

Step 2: Prioritizing

Where should we start?

Which actions have the highest impacts?

- GHG abatement potential
- market impacts
- Co-benefits



- Key national and sub-national strategies and commitments (based on barriers, key strategies, 'theory of change' for sector)
- **NDC Building Roadmaps** to 2050
 - Common goals
 - Ambitious Targets
 - Comprehensive Actions

Sets a solid basis for funding by multi-lateral donors and investors.

Step 3: Implementing & monitoring

How do we start implementation: who does what?

How do we monitor it?



- Governance (alignment of policies, coordinating agency, stakeholders, roles & engagement, vertical integration)
- Policies & legal framework
- Financing (national, international)
- MRV & ambition raising (addressing data gaps, knowledge & learning)



For each of the 3 steps:

Practical advice

Hands-on tools

Country examples

- Building sector analysis and growth projections
- EE Building Codes & enforcement
- Building Sector NAMAs from different countries
- NDC Building Roadmaps
- Baseline and GHG calculation methods (UNFCCC Compendium on GHG baselines and monitoring)
- Financial incentive instruments, non-monetary incentives
- NDC targets and actions for the building sector
- NDC Building Roadmaps (Vietnam, Cambodia, Indonesia ...)
- Countries can enter the process at any point, no matter what stage they are currently at

Join us to contribute!



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Website

https://globalabc.org/

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Building Policies for a Better World





THANK YOU





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BUILDING SECTOR TRANSFORMATION IN PRACTICE: VIETNAM: DEVELOPMENT NDC BUILDING ROADMAP

HA QUANG HUNG, VIETNAM MINISTRY OF CONSTRUCTION







Q&A PANEL DISCUSSION















Federal Ministry
for the Environment, Nature Conservation

1

of the Federal Republic of Germany









On behalf of:



of the Federal Republic of Germany

NDC ROADMAP for Low-Carbon and Climate-Resilient Buildings and Construction Sector in Vietnam



Building and Construction Sector Vietnam



Status:

- Buildings, construction and operations accounts for 43% of total annual electricity
 consumption, contributes about 30-40% of energy-related CO₂ emissions in Vietnam
- 95% of the commercial and high-rise buildings in Vietnam are not yet taken into consideration
 of energy efficiency measures during project design and operation

Growth:

- Population growth: Predicted to grow from 95.8 Mio. (2019) to 108.7 Mio. by 2049
- Urbanization rate: Predicted to increase from 36.6% (2019) to 58.8% by 2049 (65 Mio. people)
- Middle class as driver: around 250,000 new housing units per year only in Hanoi and HCMC



Relevance of building sector for NDC targets -



Vietnam submitted its **updated NDC** in Sept 2020 with increased ambition:

Energy-saving crucial for reaching the unconditional targets.



Implementation of Paris Agreement in the building and construction sector



Ministry of Environment and Natural Resources (MONRE)

Prime Minister Decision No. 2053/QD-TTg (2016):

Plan to implement the Paris Agreement **Ministry of Construction (MOC)**

Minister of Construction Decision No.967/QD-BXD (2020):

Action plan to implementParis Agreement 2020-2030



Development of NDC Buildings Roadmap









Definition of Roadmap methodology

Technical stakeholder consultation with GlobalABC

Sep 2019

Mar 2020

Jul 2020

Nov 2020

2021

MOC joined GlobalABC Regional Roundtable Asia Pacific Surveys with national experts

Roadmap consolidation;

> Serves as basis for policy improvements and adoption



Approach NDC Buildings Roadmap

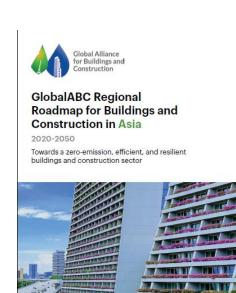


Basis:

GlobalABC Regional Roadmap for buildings and Construction Asia

Objectives & structure:

- NDC Roadmap identifies common goals, targets and timelines for key actions in Vietnam
- Government provides orientation and guidance to key stakeholders based on the Roadmap
- NDC Roadmap will be revised and updated.



- 1. Urban planning
- 2. New buildings
- 3. Building retrofits
- 4. Building operations
- 5. Building Systems
- 6. Materials
- 7. Resilience
- 8. Clean energy



Key challenges in Vietnam



- Legal and institutional:
 - Insufficient ambition, scope and enforcement of Building Energy Efficiency Code
 - Policy-making process not keeping pace with Vietnam's rapid urbanization
- Technologies: Lack of building energy data, insufficient local markets
- Finance: Lack of financial incentives to promote energy efficient buildings.

... selected key findings of NDC Buildings Roadmap:





2. New buildings

Key actions for decarbonization

- Encourage passive design and natural ventilation strategies for building regulations
- Ensure passive design requirements apply to residential & mixed use buildings
- Applying life-cycle approach to decarbonising the building value chain
- Develop energy efficiency standards for compliance of Vietnam EE Building Code (VEEBC)
- Regular update of National Technical Regulation on Energy Efficient Buildings (2021-22) by MOC
- Encourage investment in energy efficient / green buildings





3. Building retrofits

Key actions for decarbonization

- Bioclimatic and passive building design measures such as:
 - External shading to windows and facades
 - Thermal insulation on ceilings, floors and walls
 - Re-zoning floor plans to minimise AC demand and to promote natural ventilation
- Promoting energy conserving behaviour and social practices
- Upgrading to solar hot water heaters in homes and heat-pumps in larger buildings
- Expand solar-roof tops (PV) from industrial buildings to all suitable building types





Key elements for Roadmap implementation

- Institutional: Create NDC building/ housing sector platform for coordination of policies and actions
- Stakeholder engagement: Coordinating national policy makers with local, state, municipal actors
- Green financing: Development of climate finance strategy for Roadmap implementation
- Capacity building:
 - Build up expertise on building code design, implementation & enforcement
 - Closing data-gaps and integrating monitoring and reporting into policy improvement plans



Next steps



- NDC Buildings Roadmap findings and key recommendations form the base for specific policy decisions and adoptions by the Ministry of Construction
- In depth Consultation for formulation of National Green Housing Programme:
 - With Local Commercial Banks for Synergizing current Housing Mortgage Programs by banks
 - With State Bank of Vietnam, Department of Credit to Economic Sector for Green Financing to Green Housing Projects
 - With State Bank of Vietnam and Ministry of Finance Policy Formulation on Banks' Green Bonds Issuance to Housing Sector
 - With MOC's Project Proposal for Green Buildings Promotion
 - With MOC and National University of Civil Engineering (NUCE) for development of Webbased Interface for Energy Efficient/Low Carbon Green Housing MRV system.

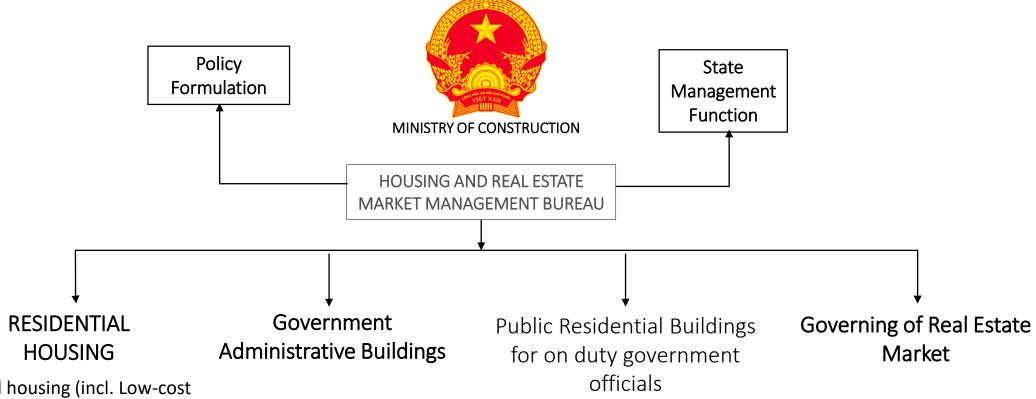






Development of National Green Housing Programme

POSITIONING of the HOUSING AND REAL ESTATE MARKET MANAGEMENT BUREAU UNDER the MINISTRY OF CONSTRUTCION VIETNAM



- Commercial housing (incl. Low-cost commercial housing)
- Social housing with GoV subsidy
- Some government special housing development programs
- National Housing Development Strategy
- GoV 30 trillion VND Package supporting Low Income and Social Housing 2013-2016



Housing development policy frame Vietnam



NATIONAL HOUSING DEVELOPMENT STRATEGY TO 2020, WITH A VISION TO 2030

(approved by Prime Minister's Decision No. 2127/QD-TTg dated 30th November 2011)

"Housing development must ensure its safety and meet requirements on construction quality, architecture capable to respond to climate change, natural disasters, landscape, comfortability and environment; energy efficient use in compliance with standards and regulations issued by competent authorities".



NATIONAL TECHNICAL REGULATION ON "ENERGY EFFICIENT BUILDINGS "QCVN 09:2005/BXD; QCVN 09:2013/BXD; QCVN 09: 2017/BXD (Vietnam Energy Efficiency Building Code (VEEBC)

Actualization of the NATIONAL TECHNICAL REGULATION ON APARTMENT BUILDINGS QCVN04: 2019 / BXD

Incorporating Energy efficiency performance in housing development

Transition in Housing Policy 2011-2021



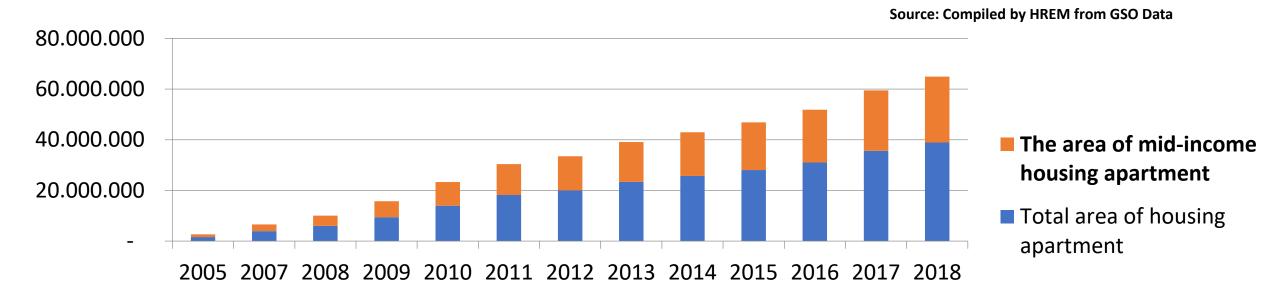
By 2021:

- Amendment to Vietnam national Housing strategy with additional targets set according to new context
- Amendment legal frame for housing development at provincial and municipal levels, including Stipulations on content stipulations in Provincial and Municipal Housing Development Programmes and Planning
- Encouraging the inclusion of energy efficient housing and housing programmes with high market demand into Government Orientation for Housing Development: e.g. The Low-cost commercial Housing segment



Multi-family apartment growth 2005-2018





Period 2010 – 2018: Average annual increase of 3.2 Mio m² of apartments

Middle class apartments as driver:

- About 2/3 of the market but yet without EE measures
- Around 250,000 new housing units per year only in Hanoi and HCMC





Energy-saving potential of housing segment

According to the calculation of the Department of Science and Technology, Ministry of Construction, housing projects which uniformly apply EE architectural design solutions, use energy-saving materials, install and operate EE devices, have qualified energy management officers, take advantage of space, natural light, etc. can save 30-40% of energy consumed.

Estimated annual energy savings for the Housing Apartment segment $105 \text{ kWh/m}^2/\text{year} \times 40\% \times 3.2 \text{ million m2} = 134.400.000 \text{ kWh/year}$



3/15/2021

Towards increased energy-efficiency in the mid-income housing sector in Vietnam



Policy approaches by Ministry of Construction





Dissemination of benefits of energy efficient housing to end-users (people wanting to buy, rent, or lease-purchase apartments)



Stimulate demand for the housing market to energy efficiency through specific projects and schemes



Development of incentive mechanisms to encourage investors and customers to promote energy efficient housing markets.



efficient housing
development strategies
as a basis for programs
and plans to build
energy-efficient houses
so that the locality can
base on and implement

KEY RECOMMENDATIONS AND PROPOSALS



Energy Efficient Measures take its effects once the building is **occupied**.

It is necessary to set energy efficient housing target in association with targets for the housing market segments where it is in highest demand for actual use and actual occupation, in particular the market segment for low cost commercial housing

Thank to the wide and deep penetration of low cost commercial housing segment into the entire Vietnamese housing market hence once energy efficient housing is targeted in the particular segment, its impacts on housing energy performance in the entire housing market could be enormous.



Development of Green Housing Programme



Objective:

 Promotion of low-emission transformation of the mid-income housing sector in Viet Nam, with a focus on new construction.

Target group:

• **Urban mid-income households**, focusing in particular on young families with urgent need for affordable, healthy and climate friendly housing.

Because:

- Strong growth, increasing incomes and energy demand (> cooling)
- This target group can be addressed through commercial financing



Approach of Green Housing Programme







Energy performance labelling system



National Housing Registry

- Creation of database and systematic extension, also to other housing segments
- Independent verification
- Greening of apartment code and compliance



Financial incentives to housing developers and building up of capacities

Financial incentives to apartment buyers/ end-users and awareness on benefits





Thank you for your attention!

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