



# ROLEPLAY EXERCISE ON BOUNDARY OBJECTS MANUAL

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# 1.

# INTRODUCTION

## Introduction

This game introduces the concept of **Boundary Object** as a tactic to foster inclusive collaboration and co-ownership within urban (energy) transition processes.

As the energy transition requires far-reaching transformations of cities, this has major implications on local communities. Public authorities are not able to succeed in the transition by themselves, but they need to work together with a wide variety of stakeholders and inhabitants in order to succeed.

However, some strategies or planning concepts used by decision makers to involve citizens are not always necessarily tangible or engaging for citizens. Some of them do not feel concerned or even feel suspicious of what these concepts will bring upon. They feel like they lack competences, resources or power to take part in these projects. This often results in demotivation to participate or even resistance to the authorities' projects.

This roleplay game therefore introduces Boundary Objects as one tactic which can help to overcome these different identified barriers.

## Requirements

Number of Players :	9-40 players
Playing Time :	Approximately 2,5-3 hours
Target group;	Public authorities, administrations, urban practitioners, planners, developers...

## Objectives

The objective of the role-play game is to :

- Make participants realise the importance of collaborative work and inclusivity within urban transformation processes (to work together with a variety of stakeholders, and especially citizens, who all have different views, personalities, ideologies, etc.)
- Show how inclusiveness within urban participatory projects is complex and challenging, but doable
- Allow different stakeholders to adopt a new role and get in someone else's shoes
- Explore together the potential of boundary objects as a lever to overcome barriers towards inclusivity
- Highlight certain power dynamics at stake within urban transformation processes

**2.**

**COMPONENTS,  
TOOLS,  
SET UP**

## Components, tools & materials

- 2 computers will be needed (1 per facilitator)
- Miro: Miro is an online collaboration platform used by the facilitators to guide the participants through the game. [Click here](#) for the Miro template.
- [Menti meter](#) (to organise polls)
- Projector/screen to display the Miro live
- 10 character sheets. They contain both ideological elements, as well as a biography, different viewpoints, and personality traits. (Print 1/participant)
- 1 neighbourhood description (print 1/person) which frames the setting the different characters are living in.
- Pens & post-its
- Chronometer / phone
- Prices: candy + bottle of beer (or something else)



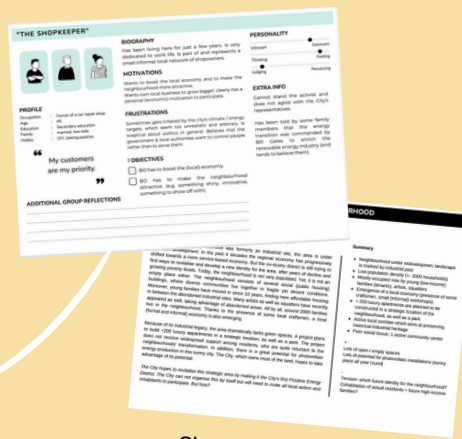
# Set up

To set up the role play game:

- 2 facilitators (or +) are needed to guide the participants
- The game should be played in one big room. Annexe rooms can be used during break out sessions to allow participants to roam more freely.
- All participants start the game on their own seat.
- Under each seat are collocated in advance 1 character sheet + the district sheet (on the back). The participants don't know this until it is announced.



Main room (start of the roleplay))



Sheets under seat



During roleplay participants are allowed to roam freely across the room.



• Sometimes participants will need to meet per group.



• Sometimes they will need to play by themselves.



• The facilitators are in front of the room at the start of the roleplay.





# How to Play

## 1. Introduction

15'



see slides 1, 2, 3, 4

The role-play starts with an Introduction which consists of a very brief theory part / problem statement and some guidelines, by the facilitator.



- A short presentation on the importance of co-ownership and inclusiveness within urban transformation processes.

See also more information in the this Cities4PEDs guide on co-ownership in PED-development.

### 2 definitions

**Inclusiveness** is about having choice, equal access and opportunities for all to participate. It is an invitation to involve/include a diversity of citizens, as it strives to make public policies equal and just. Inclusivity is enhanced by encouraging public participation from the start, making public services affordable, making urban areas accessible, minimising the digital gap, ...

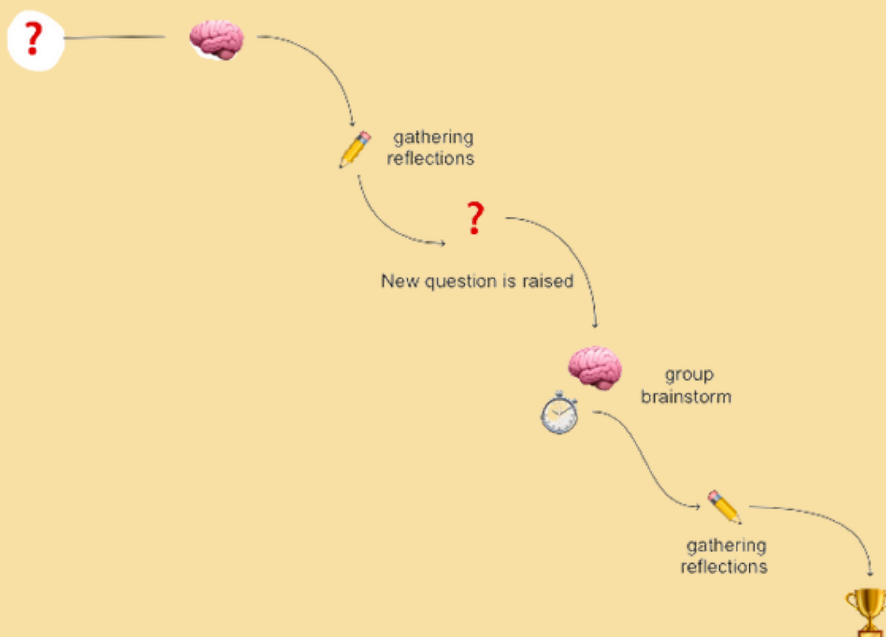
Inclusiveness should be seen as a process that also aims at fostering the involvement and active consideration of minorities, the ones generally not included e.g. because of socialisation, gender, disabilities, medical needs, language, age, class, etc...

**Co-ownership** stands for greater inclusion, participation and democratic control of diverse publics and communities in the energy system. Central to a co-ownership agenda is a shift of power and control: we move from a centralised system, in which energy-related activities are controlled by a few, to a decentralised system, controlled by many.

In order to favour greater community ownership and control, mechanisms for widespread, meaningful, inclusive democratic participation need to be ensured and receive the necessary (public) support.



- An introduction to the role-play: What to expect?




- The exercise is presented as an **experiment**: 

- Everyone will be put in a fictional situation (non-existing neighbourhood) and will embody a role (character) that is not usually theirs.
- The presented neighbourhood & characters do NOT reflect real life (although they've been drawn from real life or can be inspired by field knowledge)
- The experiment presents a simplified reality (less variables are considered than in real life)

- Explanation of **game objectives**:

- Every character will have to work both towards individual and collective objectives. These are indicated in the character sheets.
- As a character, you need to **try to tick the boxes in your character sheet** in order to win something at the end of the game!
- 

- "Teams" 

- **1 to 4 persons** in the room can play the same character: they form a team. Your mission is to **play together** and reinforce each other.
- Different teams often have opposing interests and characters. They have to defend these interests all along the game.

## 2. Discovering roles and neighbourhood

15'



see slides 5, 6, 7, 8



Facilitators invite everyone to discover their character & their neighbourhood.

> sheets are located under their seats.

shopkeeper

Everyone is given post-its with their role on so they can identify themselves.



Everyone is allowed to meet their team first (for a few minutes).

That way they can start to step into their role and start to integrate their personality traits (embodying their role).



Then they can start talking with their neighbours (free roaming between the room(s)). They present themselves and discuss their reflections and preoccupations for their neighbourhood, inspired by what is written on their sheet.

## 3. Announcement: PED!

20'



see slides 9, 10



The facilitator interrupts discussions and surprises participants by an announcement:

**“This neighbourhood is becoming a "PED"!”**

(The “PED” definition is displayed on the screen.)

Everyone looks at the screen and can start to wonder: "how does my character react to this?"



Participants are invited to go on with discussions and exchange on their views of the PED, first in group, then with other neighbours.



After 10' of discussion, the facilitator invites everyone to take back their seats.

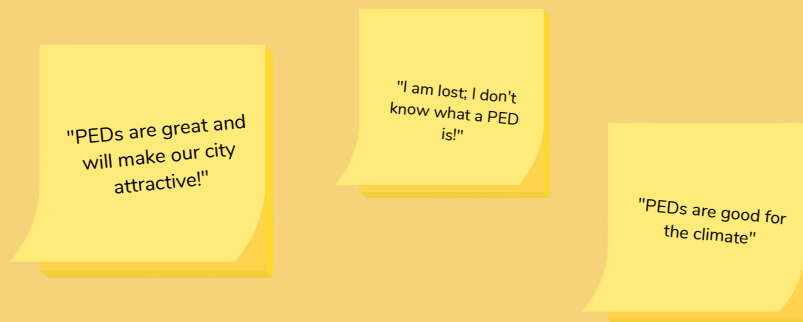


While participants are joining their seats, the facilitators display a question on Mentimeter (see slide 10):

"What do you think about your neighbourhood becoming a PED?  
What are your interests and preoccupations?"

! Facilitator have to display the code to access the Mentimeter to participants.

This way participants can send in their answers by themselves. which start appearing on the screen.



Facilitators read through and summarise the answers.

If needed, facilitators can ask to certain participants to explain their answers.

Generally, no consensus can be found on what people think about the PED.

The facilitators summarise the problem we face:

- Views differ even among population ;
- Many inhabitants generally feel PEDs can be quite abstract ;
- They don't know what's in it for them ;
- They find it boring, demotivating, etc...
- While professionals see a lot of potential in this concept (lever for attractiveness, carbon neutrality, economic growth, etc.)
- So: we'll need to work together to find a common road towards a PED

## 4. Introduction to Boundary Objects (BO's)

15'



see slides 11, 12



The game is put on hold for a theoretical intermezzo on **Boundary Objects**, which are introduced by the facilitators, as a tactic to overcome the challenges posed by PEDs.

The facilitator gives a definition as well as criteria for what BOs entail.

Boundary objects are solutions, tools, artefacts, which:

- Generate discussions on abstract topics while working on/building very concrete things ('building to think')
- Bring together different and often opposing actors by involving them in a shared initiative that does not involve their core activity.
- Invite people from different backgrounds and with different resources to join the initiative.
- Create new collaborations, relationships and networks.
- Give a diversity of actors and citizens the confidence and legitimacy to participate, by building upon diverse expertise (social as well as technical).

These criteria have to be illustrated with some examples of Boundary Objects.



Example: La Pile Mécanique (See Miro)

## 5. Defining criteria for Boundary Objects

15'



see slide 13



For the next exercise, every character (as a team if there are several same characters) has 15' to **define (on a post-it) 1 criterion** they find important to take into account when defining the boundary object. This criterion can be rather specific and related to the character's personal objectives, but always taking into account the BO's definition as well.

Examples:

"The BO has to be made out of recycled material"

"The BO should be made by local artists"

"The BO should be for children to play with"



! The facilitator has to underline that choosing the right criteria is important as it should help the characters in accomplishing their personal, as well as collective objectives.

The facilitators also introduce a surprise element:

**'Parents! Your child has chickenpox. You get only 7 for the exercise'**

(The other players got 15 minutes).

When time is over, the facilitators collect the criteria and put them on the Miro (1 post-it / role groups)



transcription to the Miro board

## 6. Introducing power dynamics

15'



see slide 14

As the facilitators collect the criteria, they display them on the Miro, allowing the audience to see the diversity of views.



Then, when they're all showed, a facilitator takes estate + city outside for a private meeting

The remaining participants are not told what is going to happen. They are simply invited to look at the screen / projection.

On their side, city representatives and developers have the choice to delete **1 criterion each from the displayed list of criteria.**

! This choice has to be made very rapidly.

The facilitator with them deletes the corresponding post-its from the Miro. The remaining participants see the post-its disappear from the screen!



When everyone gets back to the main room, a discussion will arise:

- "Why did the city representatives and developers delete "these" criteria?"
- And whose criteria ?"

Without being an exact reflection of what happens in real life, this moment enables a discussion on power dynamics at play in participatory processes.

The city authorities and developers have the opportunity to speak, explain, justify their choices.

Facilitator lead the discussion by asking questions:

- how does this happen in real life? (or not)
- how do the needs of the city authorities coincide or not with the citizen needs?
- etc.

## 7. Final round: imagining a BO collectively

15'



see slide 15



With the remaining post-its, the facilitators bring the characters (per group) together for a last time (10')

They now need to brainstorm on a BO, but by taking into account the different criteria which were gathered. So the BO should:

- Be representative of collective interests and therefore take into account as many of the displayed criteria as possible!
- Help them to accomplish their individual objectives as well (the ones on their character sheet)

Every team will need to pitch their idea in 1 minute exactly! (also including a title and some drawings if necessary)



During the whole brainstorming, the facilitator checks if the guidelines are well taken into account.

The last 5', the facilitator comes and tells everyone to start working on a pitch.



## 8. And the winner is...

30'

One by one, every group gets one minute to pitch their idea.



The pitch is followed by a **collective assessment**:

Which criteria were taken into account and which were not?

The facilitator asks the question for each criterion and participants vote:



“yes” (by raising their hands)  
or “no” (not raising hands)



For example: "Is this BO made by local artists?" (criteria #1): yes/no?

"Is it affordable?" (criteria #2): yes/no?

Etc.

(See example of scores in the Miro)

Tip: this scoring part should go quite fast!



	1	2	3	4	5	6	7	8	9	10
1. Local artists	X								X	
2. Affordable		X	X	X	X	X			X	X
3. Produced in-house		X		X	X	X			X	X
4. Produced in-house	X	X		X	X	X			X	X
5. Suitable for all										
6. Made in-house			X	X					X	
7. Made in-house	X	X		X					X	
8. Made in-house	X				X	X			X	X
9. Made in-house										
10. Made in-house										
	4	4	2	3	4	3	3	4	4	4

Every group sums up points for each collected criterion.

The group gets candy if they managed to succeed in integrating their personal objectives in their proposal. -> They read out loud their objectives and then the facilitators give them the candy.

By the end of the pitches, the group which managed to collect most points is rewarded with a bottle of beer (or any other prize)!



In case of even scores, the assembly votes for the idea they find best.

The last 10 minutes, it's important to come back at the BO definition, purpose, and usefulness, allowing to frame a good take-home message.

## 'How to Play' : SUMMARY

1. Introduction 15'
2. Discovering roles and neighbourhood 15'
3. Announcement: PED! 20'
4. Introduction to Boundary Objects (BO's) 15'
5. Defining criteria for Boundary Objects 15'
6. Introducing power dynamics 15'
7. Final round: imagining a BO collectively 15'
8. And the winner is... 30'

**Total = 2h20**

**2.**

# **TIPS & VARIANTS**

## Tips & variants

### Situate the learning

This exercise and its information sheets were designed in order to fit the context of use at best. (In this case the neighbourhood sheet for instance was built based on elements of neighbourhoods in Stockholm, Vienna & Brussels). But the game offers the possibility of being reused in different contexts by adapting the different sheets.

### Engaging participants experientially

The session can be 3+ hours long. However, participants' engagement has to be triggered and kept high during the game session. Try to avoid incorporating breaks whereby people leave their role. Rather think of ways to restimulate the game. Allowing participants to regularly stand up and move around space enhances engagement. Triggers can also consist in incorporating more surprise elements throughout the exercise.

### Playable vs learnful

Gamification elements in this exercise allow to remove some cognitive load generally associated with learning/presentations. It allows learning by experience and contributes to keep high levels of engagement and attention. However, it's important to pay attention to keeping the right balance between taking the time to present the theory / frameworks (allowing to go in depth), while at the same time incorporating sufficient playing time.

### Taking time for reflection

While the roleplay is the focus of the exercise, sufficient time for briefing and debriefing should be included.

The briefing (intro) phase has the goal to raise the attention of the learners by exposing them to their learning objectives, game rules and recall of prior knowledge; The debriefing phase is designed to consolidate the learning. There is not a single way to organise a debriefing, but it can consist of: facilitated debating after the session, collective assessment of the game learnings, collective discussions on how this new knowledge can be transferred to everyday work & reality, informal debriefings, etc...

### After the game

A post-game questionnaire can be a good way to capture newly acquired knowledge, on the one hand, and general appreciation of session on the other hand.

However, since learning is a process and its experience may be actually revealed only into practice, direct observation has a key role in the evaluation. How do the participants implement learnings in their projects after the session? How have their views changed in collective discussions? etc.

For complementary information on the roleplay exercise, please contact:  
[elec@citymined.org](mailto:elec@citymined.org)

# THE EX-DUSTRY NEIGHBOURHOOD

## Imagine yourself in a post-industrial setting, in a sunny country....

As the "ex-dustry" neighbourhood was formerly an industrial site, the area is under important development. In the past 4 decades the regional economy has progressively shifted towards a more service-based economy. But the ex-dustry district is still trying to find ways to revitalise and develop a new identity for the area, after years of decline and growing poverty levels. Today, the neighbourhood is not very populated. Yet, it is not an empty place either. The neighbourhood consists of several social (public housing) buildings, where diverse communities live together in fragile yet decent conditions. Moreover, young families have moved in since 10 years, finding here affordable housing in between the abandoned industrial sites. Many artists as well as squatters have recently appeared as well, taking advantage of abandoned areas. All by all, around 2000 families live in the neighbourhood. Thanks to the presence of some local craftsmen, a local (formal and informal) economy is also emerging.

Because of its industrial legacy, the area dramatically lacks green spaces. A project plans to build +200 luxury apartments in a strategic location, as well as a park. The project does not receive widespread support among residents, who are quite reluctant to the neighbourhood transformation. In addition, there is a great potential for photovoltaic energy production in this sunny city. The City, which owns most of the land, hopes to take advantage of its potential.

*The City hopes to revitalise this strategic area by making it its first Positive Energy District. The City can not organise this by itself but will need to invite all local actors and inhabitants to participate. But how?*

## Summary

- Neighbourhood under redevelopment; landscape is marked by industrial past
- Low population density (+- 2000 households)
- Mostly occupied now by young (low-income) families (tenants), artists, squatters
- Emergence of a local economy (presence of some craftsmen, small (informal) workshops)
- + 200 luxury apartments are planned to be constructed in a strategic location of the neighbourhood, as well as a park
- Active local committee which aims at preserving historical industrial heritage
- Poor social tissue; 1 active community center

+

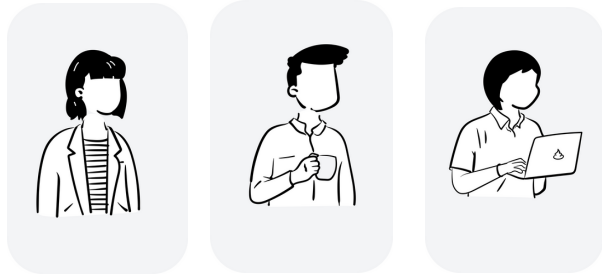
Lots of open / empty spaces

Lots of potential for photovoltaic installations (sunny place all year round)

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Tension: which future identity for the neighbourhood?  
Cohabitation of actual residents + future high-income families?

# "THE REPRESENTATIVE OF THE CITY'S ENERGY DEPARTMENT"



## PROFILE

Occupation : City Energy Administration  
Age : 37  
Education : University degree  
Family : married and 1 kid  
Hobby : travelling, hiking

“

PEDs are *the* response to the energy crisis we face.

”

## ADDITIONAL GROUP REFLECTIONS

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## BIOGRAPHY

Lives outside the neighbourhood. Has been working in the energy department for several years. Is not used to work directly with citizens in his/her day to day work but is curious about it.

## MOTIVATIONS

Is really passionate about the energy transition. Feels confident in bringing together different stakeholders. Likes the challenge of trying to reach high ambitions.

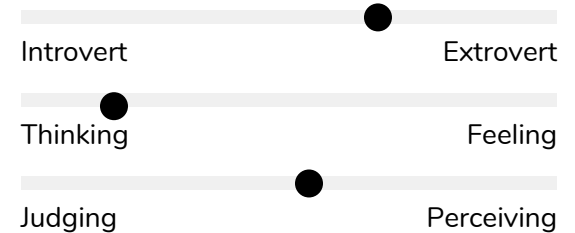
## FRUSTRATIONS

It's not easy to work in a multi-stakeholder environment. It's hard to find compromises. Wants to please all demands but at the same time the City's targets of becoming a PED as fast as possible is non negotiable.

## ! OBJECTIVES

- Has to keep the BO low budget.
- BO has to respond to a significant cut in CO2 emissions.

## PERSONALITY



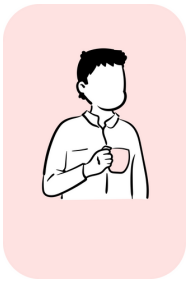
## EXTRA INFO

Likes to try to find the right arguments to convince other participants about the necessity of the transition.

Is a strong advocate for the City's choices.

Feels pressure from the shopkeepers.

# "THE REAL ESTATE DEVELOPER"



## PROFILE

Occupation : Real estate developer  
Age : 55  
Education : Masters degree  
Family : married, two kids  
Hobby : Tennis & other sports

“

The city of tomorrow will be hyperconnected and efficient, whether we like it or not. Our BO must take the lead in that direction

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## ADDITIONAL GROUP REFLECTIONS

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## BIOGRAPHY

Lives right at the border of the neighbourhood perimeter. Thinks the neighbourhood has a lot of potential for many reasons. His/her company is investing in the redevelopment of some areas.

## MOTIVATIONS

Would like to work on the neighbourhoods' identity and make it more attractive and prestigious. Sees the PED as an opportunity for city marketing.

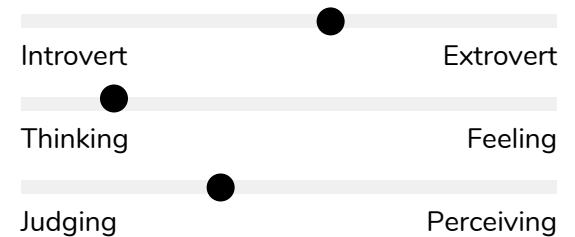
## FRUSTRATIONS

Sees participation as a hindrance of efficient decision making. Participation is a good idea in theory, but in reality, only decision makers and people who invest in the neighbourhood should be entitled to make decisions. Thinks that taking into account social dimensions of the energy transition is interesting, but not part of his/her job.

## ! OBJECTIVES

- If BO is something to be built, it should have a "clean", attractive aesthetic. It should not involve the local artists, which seem not professional enough.
- The BO should attract more well off publics to the area and boost the neighbourhood's image.

## PERSONALITY



## EXTRA INFO

His/her company is willing to invest in the boundary object, but some inhabitants might be opposed to the idea?

Thinks of the BO as a pioneer project to be replicated in other cities.



# "THE SOCIAL WORKER"



## PROFILE

Occupation : Social worker for a local organisation  
Age : 45  
Education : Higher education  
Family : 2 kids, divorced  
Hobby : knitting, riding his/her bike

“

If the energy transition is not being preceded by meeting everyone's social and basic needs, then it makes no sense at all.

”

## ADDITIONAL GROUP REFLECTIONS

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## BIOGRAPHY

Has been working in the neighbourhood for a few years and is present at most social gatherings and events. Acts as a mediator and is appreciated by most local people. Is quite interested in making different communities meet each other and creating social cohesion.

## MOTIVATIONS

Is always happy to see a new social project coming up. Is very sensitive to social justice: wants to be a voice to those not present in participation processes!

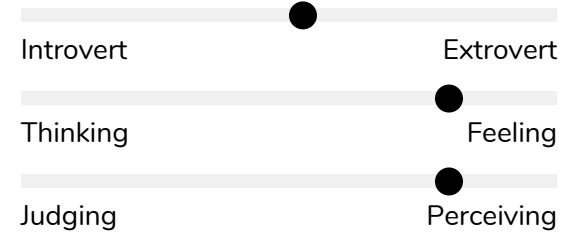
## FRUSTRATIONS

Feels preoccupied by the high poverty levels in the area and by possible gentrification after revitalisation.

## ! OBJECTIVES

- BO has to be empowering for citizens and a lever to increase local resources and knowledge.
- BO has to benefit and include especially lower income groups.

## PERSONALITY



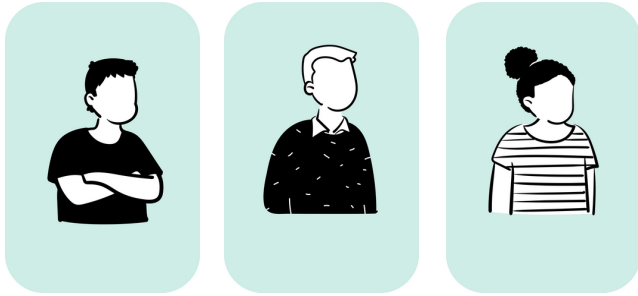
## EXTRA INFO

Loves listening to people's stories and is always excited to see people taking initiatives.

Rides her/his bike everywhere. Thinks using softer mobility is a good idea.

Strives to make all people feel home in their neighbourhood.

# "THE SHOPKEEPER"



## PROFILE

Occupation : Owner of a car repair shop  
Age : 45  
Education : Secondary education  
Family : married, two kids  
Hobby : DIY, baking pastries

“ My customers are my priority.

”

## ADDITIONAL GROUP REFLECTIONS

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## BIOGRAPHY

Has been living here for just a few years. Is very dedicated to work life. Is part of and represents a small informal local network of shopowners.

## MOTIVATIONS

Wants to boost the local economy and to make the neighbourhood more attractive.  
Wants own local business to grow bigger; clearly has a personal (economic) motivation to participate.

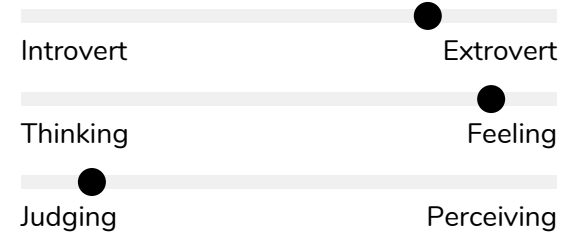
## FRUSTRATIONS

Sometimes gets irritated by the city's climate / energy targets, which seem too unrealistic and arbitrary. Is sceptical about politics in general. Believes that the government & local authorities want to control people rather than to serve them.

## ! OBJECTIVES

- BO has to boost the (local) economy.
- BO has to make the neighbourhood attractive. (e.g. something shiny, innovative, something to show off with)

## PERSONALITY

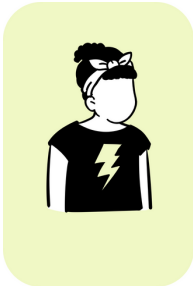
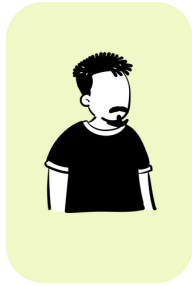


## EXTRA INFO

Cannot stand the activist and does not agree with the City's representatives.

Has been told by some family members that the energy transition was commanded by Bill Gates to enrich the renewable energy industry (and tends to believe them).

# "THE ENVIRONMENTAL ACTIVIST"



## PROFILE

Occupation : works for an NGO  
Age : 28  
Education : University degree  
Family : Single  
Hobby : photography

“  
Climate action,  
NOW  
”

## ADDITIONAL GROUP REFLECTIONS

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## BIOGRAPHY

Arrived in the neighbourhood quite recently (is renting an apartment). Is part of a large network outside the neighbourhood but less anchored within the neighbourhood.

## MOTIVATIONS

Believes everyone has something to contribute to fight the ecological crisis and climate emergency. Is dedicated to make things change.

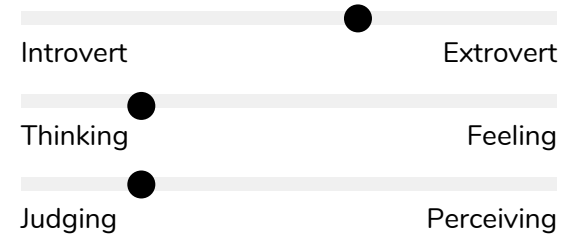
## FRUSTRATIONS

Thinks the government should act faster and more radically. It should not always take everyone's opinion into account, which undermines efficient problem solving. The science is clear.

## ! OBJECTIVES

- BO has to preserve even create more green space (e.g. if something has to be built in public space).
- BO should (tend to the objective of) be zero waste & zero emissions

## PERSONALITY



## EXTRA INFO

Doesn't like the (selfish) views of the shopkeeper.

Supports the City and thinks it should take a leading role.

Is very result-oriented: we should make sure our objective is to cut as much GHG emissions as possible.

Is not very sensitive to social / cultural / identity questions.

# "THE SINGLE PARENT"



## PROFILE

Occupation : Hairdresser  
Age : 31  
Education : Secondary school  
Family : 1 child, not married  
Hobby : Going to the cinema, taking care of cat

“

The authorities should spend time here to understand our needs.

”

## ADDITIONAL GROUP REFLECTIONS

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## BIOGRAPHY

Has lived in the neighbourhood forever. Grew up in a low income household and is now raising a young child as a single parent. Does all the best to offer the child a decent life but struggles to pay the bills.

## MOTIVATIONS

Feels dissatisfied by the government: do something for us!

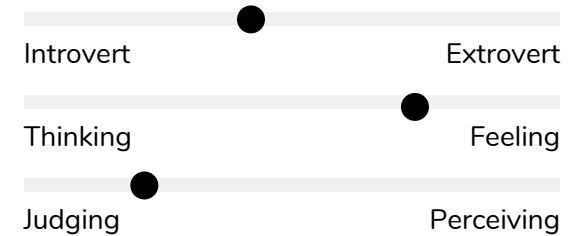
## FRUSTRATIONS

Has very little time to invest in the participatory process, but worries about public money being spent for things considered by him/her as trivial (like art, culture, high tech), while the basic needs of some people are not responded to (for instance there aren't any playgrounds for children within the perimeter).

## ! OBJECTIVES

- BO has to respond to social needs, and should not be something too exuberant / superfluous.
- BO should have concrete benefits our kids.

## PERSONALITY



## EXTRA INFO

Knows everyone and all the gossips in the area. Key informant about the local culture and networks.

Is annoyed by the committee representative, who thinks to represent everyone while it's not the case.

# "THE ARTIST"



## PROFILE

Occupation : tattoo artist  
Age : 34  
Education : higher education  
Family : no children  
Hobby : DIY, playing music, thrift shopping

“

The sky is the limit!

”

## ADDITIONAL GROUP REFLECTIONS

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## BIOGRAPHY

Has been living in the neighbourhood for years and is passionate about neighbourhood life. Is not a native speaker, but loves to meet new neighbours and take part in collective projects.

## MOTIVATIONS

Loves the idea of creating a better place to live. His/her ideal is creating harmony, peace and wellbeing among the whole community.

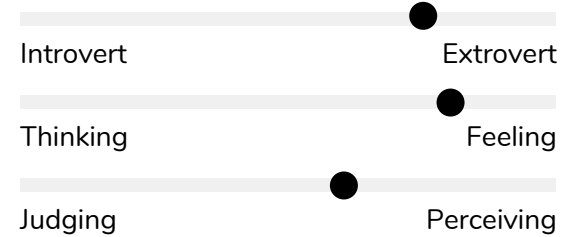
## FRUSTRATIONS

"Why is everyone thinking so rationally?"

## ! OBJECTIVES

- BO should be initiated by local artists.
- BO should be something which has never been done before.

## PERSONALITY

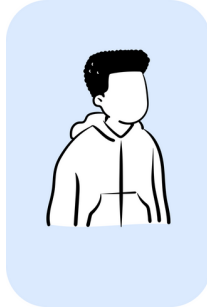
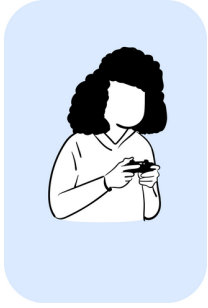


## EXTRA INFO

The artists' imagination is infinite. Loves to invent things and think out of the box!

Most other participants' consider his/her ideas as irrational or non realistic.

# "THE YOUNG ADULT"



## PROFILE

Occupation : student  
 Age : 18  
 Education : Secondary school  
 Family : Lives with parents  
 Hobby : skateboarding, sports

“

Don't take things too seriously!

”

## ADDITIONAL GROUP REFLECTIONS

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## BIOGRAPHY

Lives with parents in a small apartment. Spends a lot of time outside, in public space. Loves football, skateboarding and playing music with friends.

## MOTIVATIONS

Wants a place to have fun and relax with friends. Would love to get a space to make a mural with some friends.

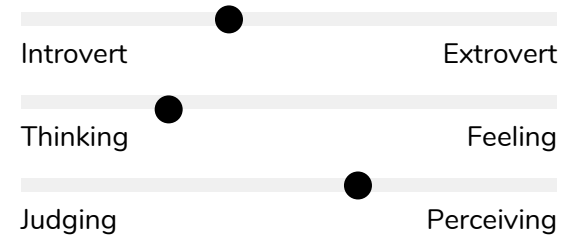
## FRUSTRATIONS

Finds that the neighbourhood is not attractive and lacks some vibrancy.  
 Finds that young people tend to be forgotten and not listened to in decision making.

## ! OBJECTIVES

- B0 should involve moments to celebrate and have fun, because that's how we bring people together!
- The energy transition should create jobs or opportunities for young people.

## PERSONALITY



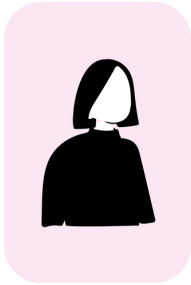
## EXTRA INFO

Makes fun of people who take things too seriously.

At the same time, is intrigued by the opportunities of the energy transition: will it create jobs?

Likes to challenge the way older people are thinking and come up with creative BO ideas.

# "THE NEIGHBOURHOOD COMITEE REPRESENTATIVE"



## PROFILE

Occupation : lawyer  
 Age : 48  
 Education : Masters degree  
 Family : Married, 1 kid  
 Hobby : arts, culture, theater

“

Listen to real people.

”

## ADDITIONAL GROUP REFLECTIONS

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## BIOGRAPHY

Has lived here for ten years and feels like having a lot of legitimacy to be the voice of the neighbourhood.

## MOTIVATIONS

Defending the interests of the local groups.  
 Maintaining a coherent neighbourhood identity.  
 Setting up democratic processes. Public accountability!

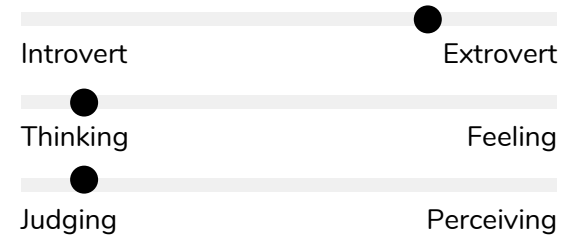
## FRUSTRATIONS

Considers the comitee as a major actor of the neighbourhood which yet quite often is not being listened to. In the past, some projects have been carried out without really listening to the comitee's recommendations.

## ! OBJECTIVES

- The BO should reflect / valorise our collective culture and history. Renovation rather than renewal!
- Wants to counter all proposals from the real estate developer.

## PERSONALITY



## EXTRA INFO

Believes to be very rational and to be the voice of all inhabitants.

Lives right next to the new planned luxury development and is afraid of renting prices going up and gentrification.

# "THE GRANDPARENT"



## PROFILE

Occupation : Retired industry worker  
Age : 76  
Education : Secondary school  
Family : Married, 2 children, 1 grandchild  
Hobby : beer tasting, walking the dog, going to the local community center

“

I feel back in the days we were focused on the community, I'm not sure all these technologies are solutions to nowadays problems.

”

## ADDITIONAL GROUP REFLECTIONS

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## BIOGRAPHY

Is a proud inhabitant of the neighbourhood. Lives in a small apartment together with partner. Is very interested about the neighbourhood's past and history. Goes often to the community center to get coffee and sometimes participate in activities.

## MOTIVATIONS

Has a lot of time to dedicate to the project, if his/her contribution is meaningful. Finds it interesting to learn new things.

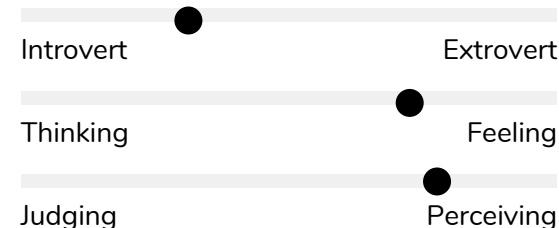
## FRUSTRATIONS

Does not always understand much about the topic of discussion. Does not understand what is a "PED" or how renewable energy works... Kind of mistrusts new technologies.

## ! OBJECTIVES

- BO should not interfere with his/her habits or impact his/her lifestyle too much.
- BO should not be a technology.

## PERSONALITY



## EXTRA INFO

Quiet but anxious about the future and annoyed by the social tensions in the neighbourhood.

From time to time, questions concepts which he/she doesn't understand.

Has many questions about solar panels: Can they burn? Do they cause cancer? Can they fall off the roof easily?