



# Case Study - Soliha

## WP 2

### Activity 1 (Cases)

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## Case Card

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| <b>Name/ title of case study<br/>Organization/institution name:</b> | Inclusive Support for Housing Renovation of Vulnerable Populations in Haute-Corse   |
| <b>Location:</b>  | Haute-Corse (Corsica, France)   |
| <b>Size and scale of organization:</b>                              | Small structure – 4 staff members including the director  |
| <b>Industry/Sector:</b>   | Renovation / Housing  |
| <b>Contact info (for follow up, if available):</b>                  | Cité Agliani Bât E2, 20600 Bastia<br>☎(+33) 04 95 32 25 76<br>soliha2b@orange.fr  |
| <b>Additional details:</b>  | This case study is part of SOLIHA's mission to support vulnerable households in renovating and adapting their homes, integrating both social and environmental objectives.  |
| <b>Sources of information/References:</b>                           | Interviews with the local team<br>There are no additional resources available besides the interview with the director, due to data confidentiality. The before/after photos belong exclusively to SOLIHA and cannot be shared publicly. |

## Case Data/Content

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| <p><b>The bias illustrated in this case:</b></p>                             | <p>Structural and social bias in access to decent housing and renovation aid, particularly affecting vulnerable populations (older adults, low-income households, rural areas).</p>  |
| <p><b>Context and specifics of the bias present:</b></p>                     | <p>Vulnerable households have trouble understanding and getting financial aid. Isolation, especially for older or less independent people, makes it harder. Complex paperwork and low digital skills add more barriers.</p>  |
| <p><b>Why this case matters:</b></p>   | <p>This case demonstrates how a small local organization, with limited resources, can adopt an inclusive and systemic approach to reducing structural inequalities in the housing sector. This initiative reduces inequalities by facilitating access to safe and adapted housing for elderly and vulnerable people. By covering renovation costs and providing personalised support, it helps overcome the financial, geographic, and administrative barriers these groups face.</p>  |
| <p><b>Action Plan - methods and strategies used to address the bias:</b></p> | <ul style="list-style-type: none"> <li>● Personalised support to overcome administrative barriers</li> <li>● Active listening and adaptation to beneficiaries' pace</li> <li>● Mediation with local stakeholders (In addition to craftsmen and local authorities, the support network also involves social workers, healthcare professionals and housing assistance services. Together, they coordinate their efforts to identify needs, support beneficiaries, and ensure comprehensive care.) to facilitate interventions</li> <li>● Integration of ecological considerations in all projects (energy efficiency, home adaptation for aging in place)</li> </ul>   |
| <p><b>Measurable outcomes and impact:</b></p>                                | <ul style="list-style-type: none"> <li>● Increasing number of vulnerable households benefiting from adapted renovations</li> <li>● There is an indicator based on the ratio between the number of files processed, the number of requests submitted, and the number of requests actually completed. According to information provided directly by the director of SOLIHA, this ratio is approximately 70%, which provides a concrete measure of the number of vulnerable households that have benefited from the adapted renovations.</li> <li>● Safe aging-in-place for isolated older adults</li> <li>● Reduction in energy poverty situations</li> <li>● Improved trust of beneficiaries in public support systems</li> </ul> |



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| <b>Key lessons learned:</b> | <ul style="list-style-type: none"><li>• A small team can have a big impact through a human and collaborative approach</li><li>• Administrative complexity remains a major obstacle: procedures need to be simplified and made more accessible</li><li>• The importance of an integrated approach that combines social inclusion and ecological transition</li></ul> |
| <b>Other info/notes:</b>    | This practice can be replicated in other territories, especially rural areas facing similar challenges.   |



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