

**IC - (20998) - SOCIAL HOUSING UPGRADING THROUGH LIVING LABS: A BRAZILIAN EXAMPLE**

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**Background and objectives**

Contextual aspects play key roles in Social Housing (SH) upgrading. Energy efficiency governs European programmes. Brazilian official upgradings are concerned with maintenance without a mandate for interventions, thus educational gains through multi-agent discussions become critical. Our study is part of the uVITAL project, focused on user values as a driving force to improve SH upgrading programmes.

**Process and methods (for empirical research)**

Our research approach is based on Living Lab (LL) experiments. This paper refers to the second phase of the Brazilian LL of uVITAL: a neighbourhood in the city of Campinas. Transformations occurred here, signaling desires for upgrading. The diagnosis LL phase prioritized upgrading interventions. The co-design LL phase addresses priorities with appropriate tools. A guidance/implementation phase will consolidate the actions and recommendations for implementation. The specific LL design should develop a lasting network with housing users, public administration (housing and social assistance departments), private construction companies, NGOs, and the university. This network is envisioned as a platform to make dwellers' needs visible and engage interested parties in finding creative solutions for all stakeholders. The case study peculiarities should be generalizable to similar contexts.

**Main results (or main arguments in the case of critical reviews)**

The first LL phase is concluded. Co-designed solutions will range from public area urban design, with attention to waste management, sustainability, and environmental comfort of homes. A range of methods to foster stakeholder engagement is being tested to identify and handle the different needs of all participants. Social engagement needs stimulus and applied social science methods need creative applications, with technological developments as key interest stimulators in LL activities. The pandemic increased research challenges, being solved however through step-by-step innovative implementations. Lessons learned are that participatory research needs careful planning, positive first engagement, establishing trust, and real results for all.

**Implications for research and practice/policy | Importance and originality of the contribution**

Viable solutions based on scientific knowledge, reflexive, transparent bottom-up methods, and open network platforms for SH upgrading are innovative contributions.

**Palavras-chave : Social Housing upgrading, Living Lab, participatory processes**