One-Stop Shops: from plans to practice

Christophe MILIN,
Project Adviser
LIFE Clean Energy Transition, CINEA

European Climate, Infrastructure and Environment Executive Agency

Main objectives pursued by *One-Stop Shops*

- **Simplify** building renovation

  ➢ Disseminate information, encourage cultural shift

  ➢ Rationalise access to financial support

  ➢ Clarify liabilities and secure trust

  ➢ Pool skills

  ➢ Aggregate small-scale investments (in view of financial engineering)

No *one-size-fits-all* solution

- Context matters
  - ➤ Many interventions/schemes pre-exist
  - ➤ Unsatisfied needs may differ
  - ➤ Trust-building requires an understanding of cultural nuances

- No lack of market participants, but
  - ➤ Absence of coordination
  - ➤ Diverging interests
  - ➤ Preventing a holistic answer

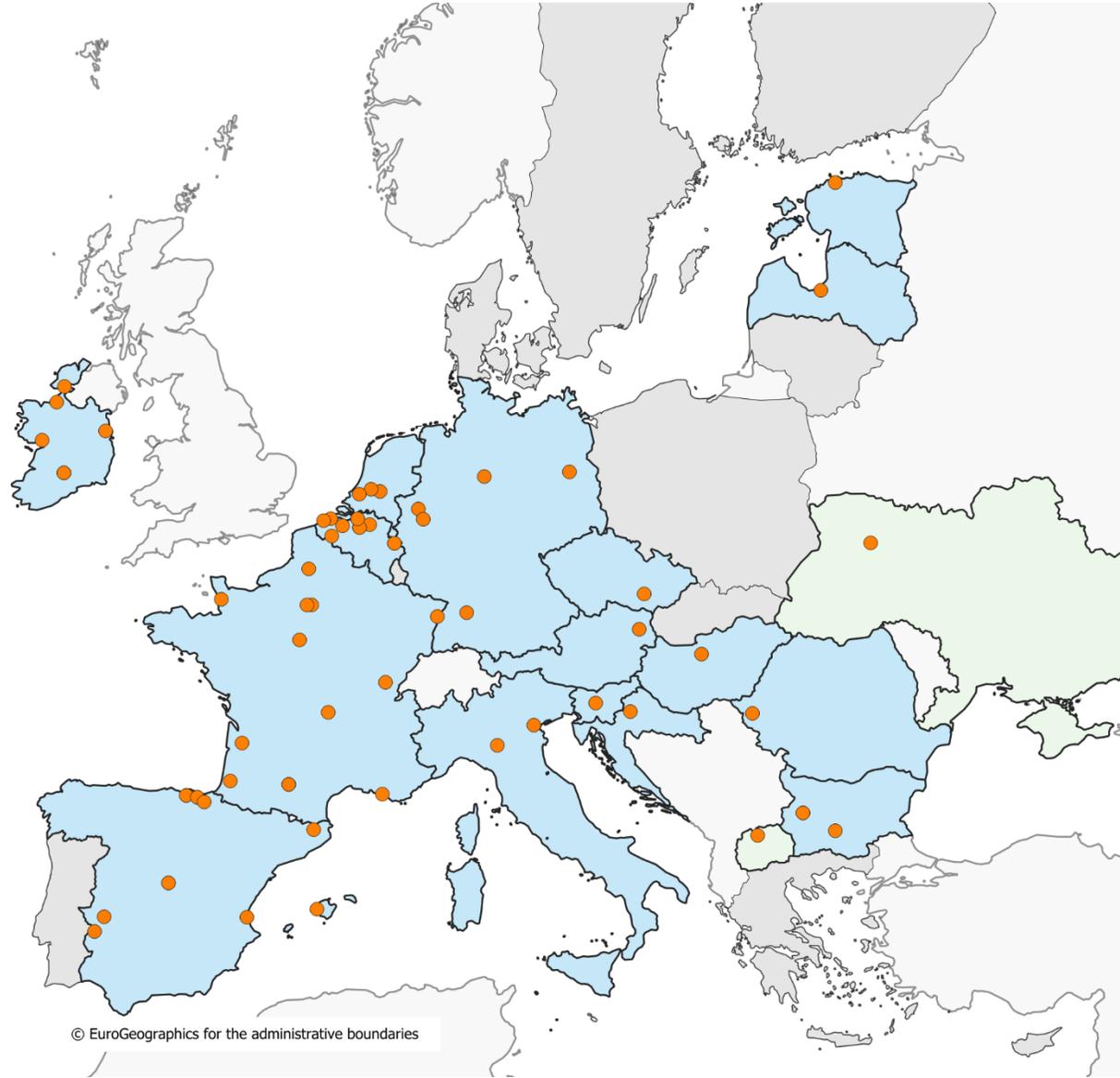Seek an **ecosystem** of **coherent** and **complementary** structures
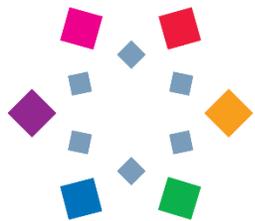
Longstanding LIFE-CET support in private housing

40+ ongoing
or completed projects

16 Member States
covered (+2)

See also:

EU PEERS
Community for Integrated
Home Renovation Services

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See in particular:

EU PEERS
Community for Integrated
Home Renovation Services

EC recommendation
on *EED art.22* and *EPBD art.18*

European Commission

EC Recommendation on one-stop shops services

- Beyond 'minimum legal requirements only' approach

- Drawing from experience from LIFE-CET projects

- Details 'customer journey' and different OSS models

- Recommendations:

  - OSS services: go beyond generic advice only, invest in interpersonal skills and staff management, pay attention to financial sustainability, ensure on-site presence (office, home visits) and rely on quality/monitoring standards

  - Systemic thinking and national approaches: encourage a strategic national reflection on role of OSS in delivering on energy efficiency objectives, no one-size fits all solutions, anchor OSS in national strategies, NECPs and NBRPs

European Commission

Key attention points

Human resources and skills…

- … for developing OSS

  ➢ build capacity of local actors to develop such schemes? On a large scale?

- … for operating OSS (profession on its own)

  ➢ Need for highly skilled people (combine technical, financial, legal and social expertise)

  ➢ Where can these profiles be found? What are the needs for vocational training?

  ➢ How to ensure attractive career opportunities?

- … for working with the OSS

  ➢ Connect with general initiatives to train the workforce in the construction sector

 ➢ Develop contractual relationships and quality assurance schemes

Project examples in the residential sector

BUILD-OSS (ES)

- Develop a nationwide approach to OSS staff training

- Focused on existing professions
(e.g. EPC assessors, social workers, etc.)

- Integrate soft skills for building professions: social, communication, management, financing, etc.

- Builds on OSS experience in the Basque country, training and certification schemes by industry associations and by energy agencies

BUSHROSSs (IE, EL, BG, SI, PL, UK)

- Develop municipalities (and local energy agencies) capacity to set up OSS for homeowners

- training courses for upskilling OSS staff

- 4 training courses per country, including training of trainers

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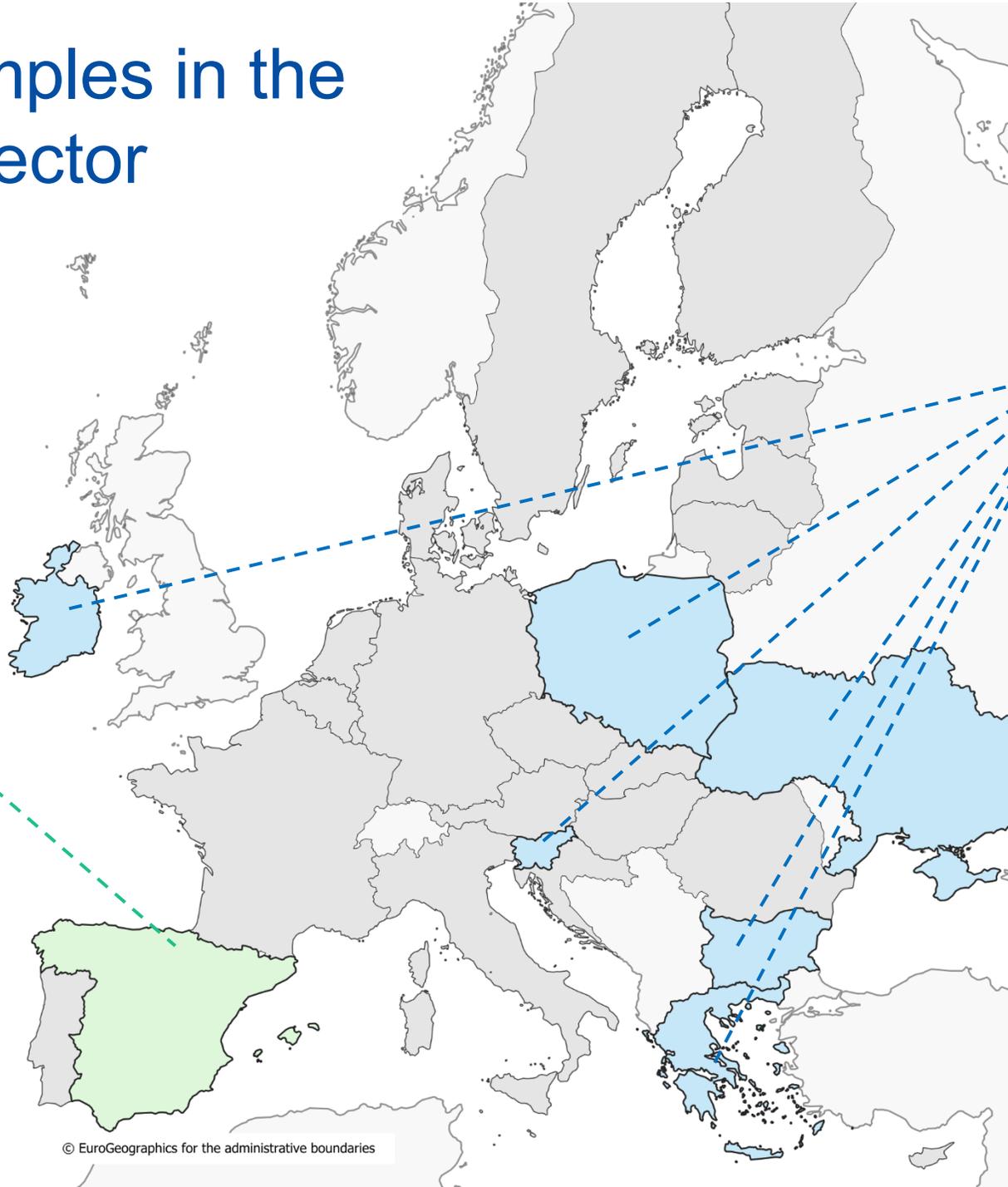
Possible revenue streams / business cases?

- Possible sources of revenues?

  - ➢ OSS services are not required to be provided for free

  - ➢ Charge homeowners for services ? Willingness to pay? Which services? Within LT financial offer?

  - ➢ Alt. construction companies, financial institutions, etc. (i.e. brokerage services)? Trust issues?

- Should OSS be economically viable?

  - ➢ 4 to 6 years to reach maturity? None of the initiatives identified has reached self-sustainability

  - ➢ High leverage factor and demonstrated effective use of public funds

Project examples in the residential sector

Wilhareno (NL)

- White label home renovation services for municipalities & companies

- Alleviate administrative burden, taking care some of support tasks

- Test joint material purchase and invoicing

CondoReno (BE & NL)

- Focus on multiple private homeowners, targeting Condominium Associations

- 4 OSS implemented, operational and tested

- 2 models: local authority-supported and market-supported
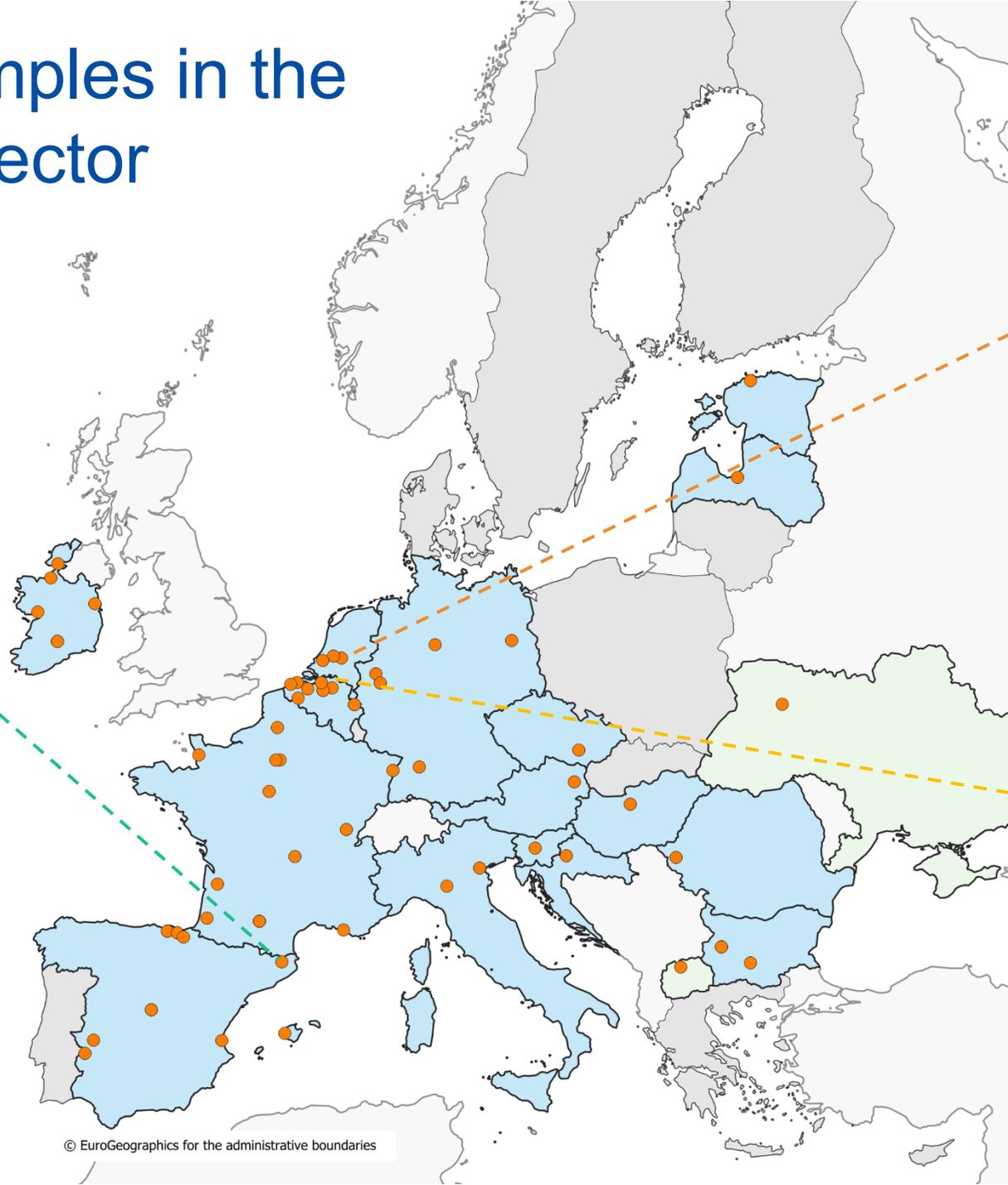
GiDomus (ES)

- 7 new Front Offices in the Girona province (220 employees)

- Blueprint for replication in Catalonia and Spain

- Strong marketing strategy

- Strong focus on establishing an economically viable business model

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Possible legal settings

- Many ways to organise the required services:

  ➢ Some fall within the scope of public action

  ➢ Others are firmly rooted in the private market

- The Directives do not specify who should provide the services

  ➢ not required that a single structure provides all services

  ➢ not required that services are provided free of charge

- One-stop shops and State Aid Rules

  ➢ The nature of the operator does not matter with regard to State-Aid rules, only the services delivered, and under which conditions

 ➢ Towards Services of General Economic Interest (SGEI)?

Project examples in the residential sector

OSR-Coop (BE, FR, IE)

- Focus on citizen energy cooperatives and communities

- Create easy-to-replicate "building blocks"

- Focus on 'deep refurbishment'

ORFEE (FR)

- Definition of a benchmark for the quality of renovation work.

- Laying the foundations for an Energy Renovation Bank (see FIDEO-BRE project) to support third-party financing companies.

- Triggering significant investment in home renovation, generating substantial energy savings.

- Showcase project, intended for dissemination across Europe.

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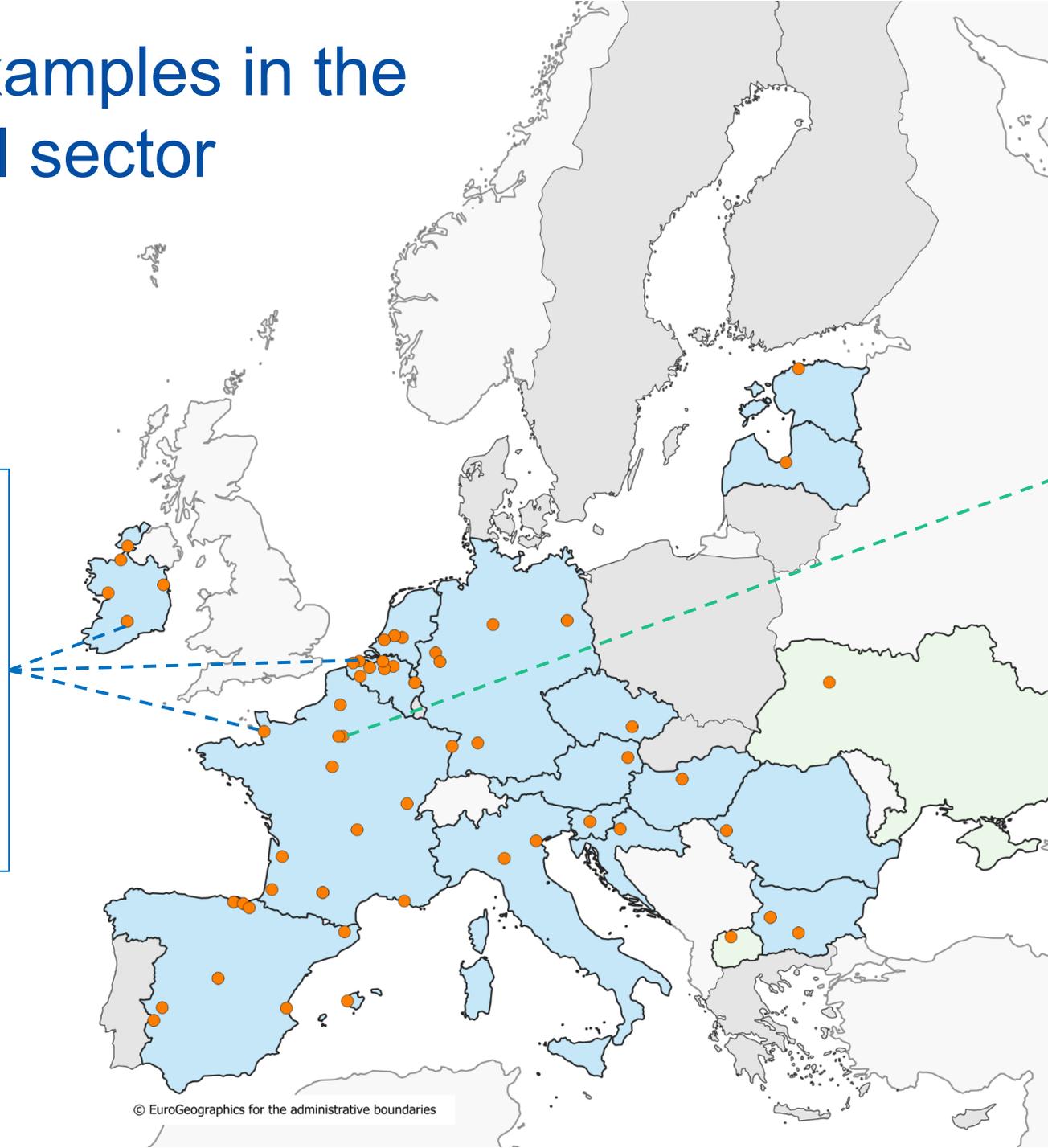
Keep an eye open for funding opportunities in 2026!

**Call scheduled for publication
21 April 2026**

Life clean energy transition sub-programme

Supporting the delivery of the European Green Deal and sustainable energy policies

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INFO DAYS
28-30 April 2026

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