

Situation of One-Stop Shops in Europe

CA EED 4th Plenary Meeting
22 March 2024
Budapest

Jenny-Claire Keilmann
Climate Alliance

j-c.keilmann@climatealliance.org

Climate Alliance is dedicated to fair and comprehensive climate action



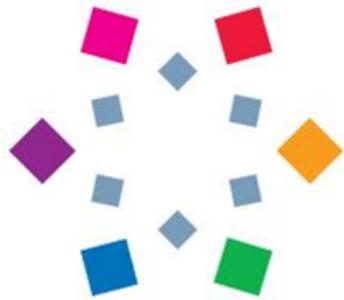
Through local action with cities and towns across Europe.

In the spirit of global responsibility in partnership with the indigenous peoples of the Amazon basin.

A strong alliance

Facts & figures

- Almost 2,000 members
- From more than 25 European countries
- Corresponding to almost 90 million people and thus about 22% of the EU population!



EU PEERS

Community for Integrated
Home Renovation Services

EU Peers

European Practitioners for Integrated
Home Renovation Services (IHRS)

eu-peers.eu



Co-funded by
the European Union

Agenda

- *Integrated Home Renovation Services* - conceptual approach
- One-Stop Shops in Europe - spotlights
- Opportunities of EU Peers - the Community of practice for *Integrated Home Renovation Services*

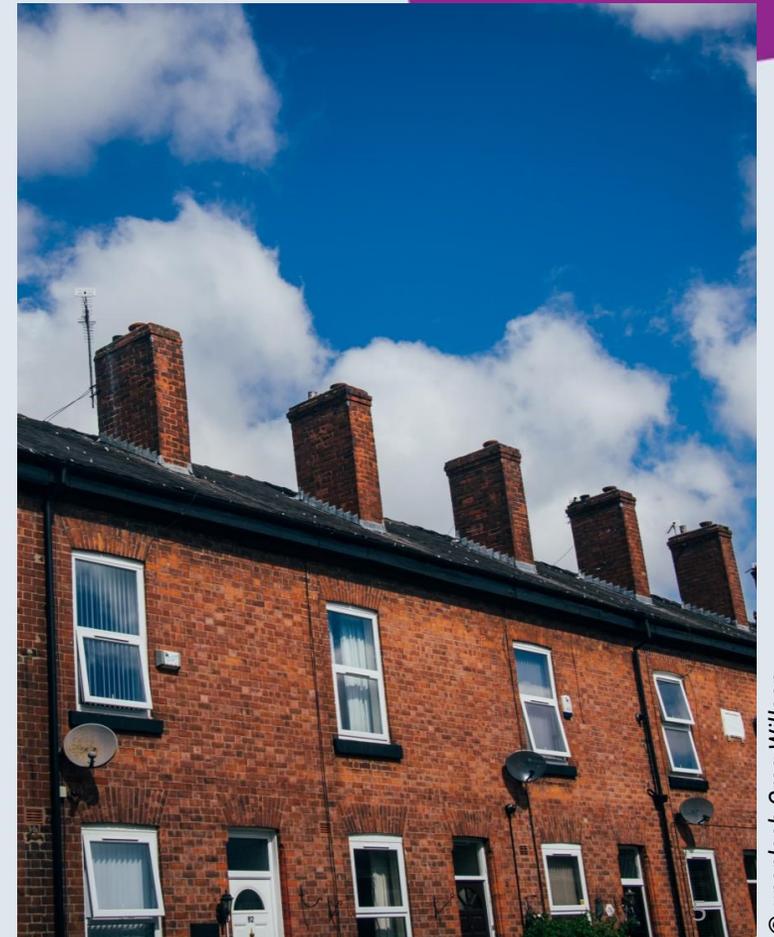


EU Peers - European Community of Practice

→ Support the development of
Integrated Home Renovation Services (IHRS)

= **One-Stop Shops for residential energy renovation**

- To make ambitious home energy renovation simple and accessible to residents
 - **Key instruments** to accelerating residential energy renovation in the EU



Homeowners' journey to deep energy renovation: « mission impossible »?

1. In the residential sector, the **market offer** for energy renovations is:

FRAGMENTED

UNCOORDINATED

2. Most **homeowners** lack the capacity to:

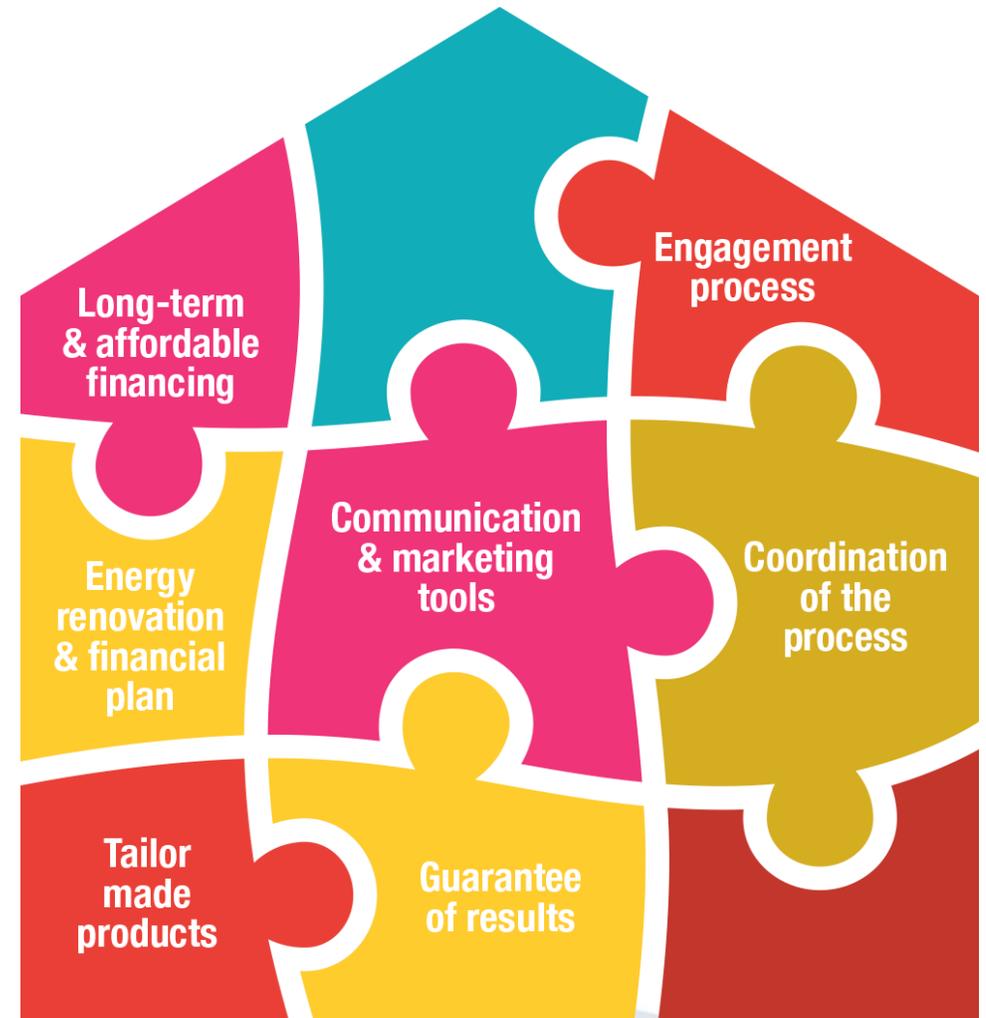
SET UP & SUPERVISE A COMPLEX RENOVATION PROJECT

AUTO-FINANCE THE PROJECT



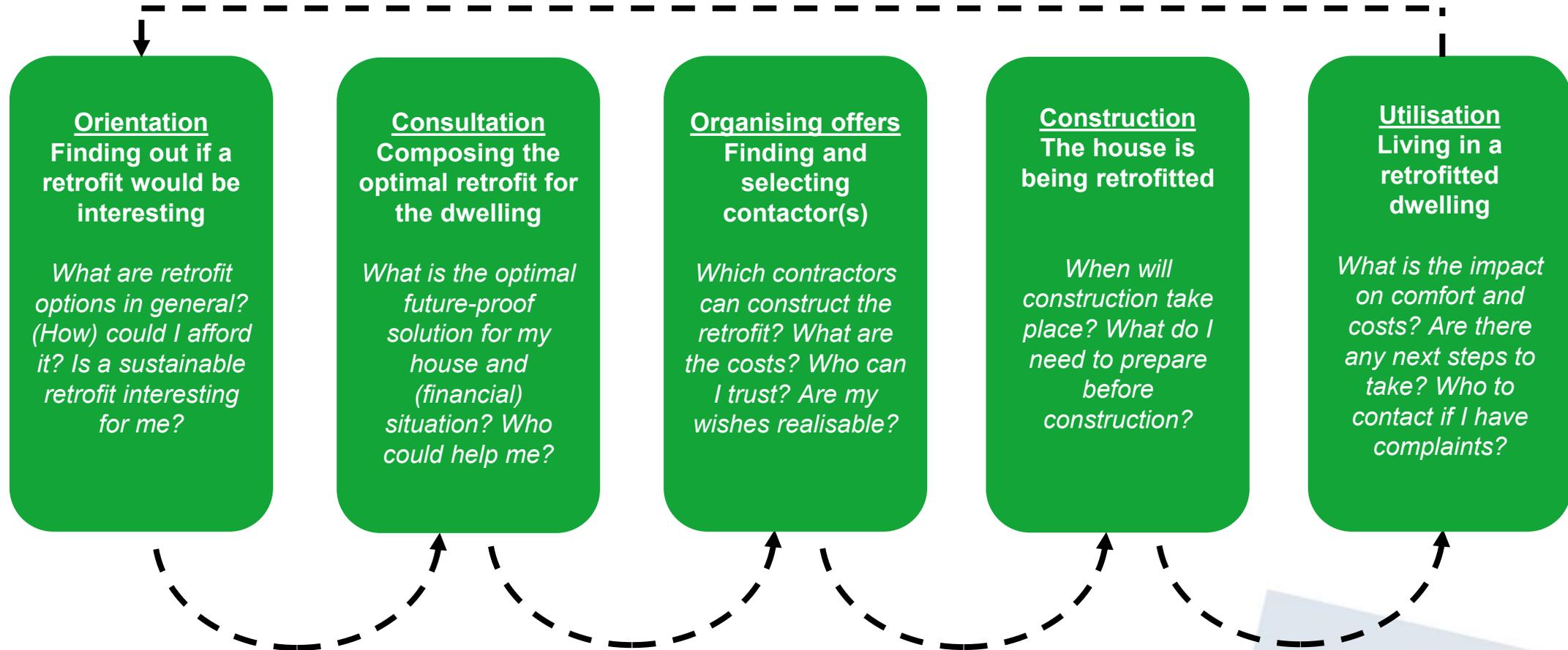
From complexity to simplicity - Local One-Stop Shops are there to help!

Local **One-Stop Shops** provide Integrated Home Renovation Services (IHRS) that make the complex renovation process **simple**, **tailor-made** and **accessible** to all homeowners.



INNOVATE H2020 project (2017-2020): The full set of services proposed by a one-stop-shop

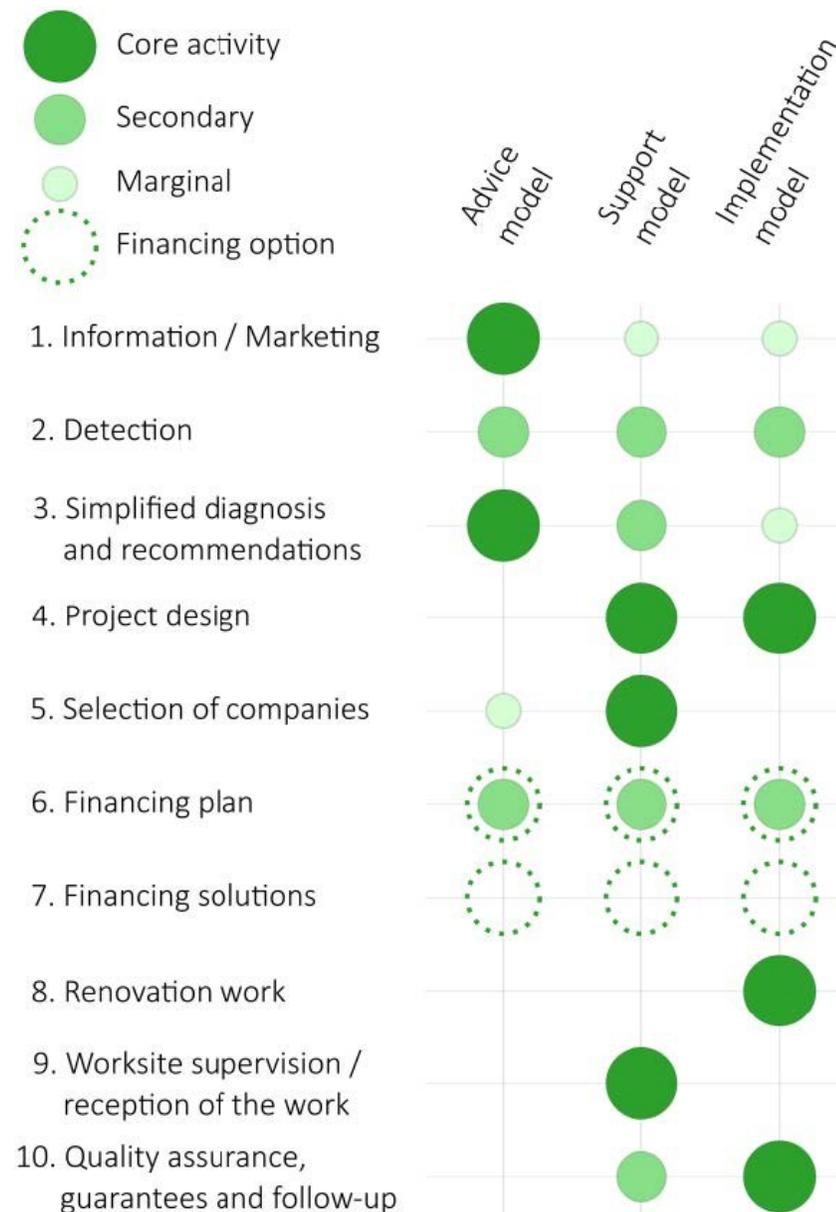
Steps of the customer journey



Integrated Home Renovation Services models

→ Categorisation according to the services provided into three models

Various types of One-Stop-Shops have been developed across Europe depending on the local context and resources.





Advice model

- IHRS providing essentially information and first level advice

Support model

- detailed design of the energy renovation project, taking position, engaged in marked activities

Implementation model

- detailed advice and carrying out all or part of the renovation work, IHRS with economic interest in delivering works

Financing option

- autonomous financing solutions

Reflection on the type of model, structure, ambition

- Different models can hardly be carried out by one and the same structure
- Public authorities and energy agencies are strong in the upstream parts of the renovation journey
 - Trust as key ingredient! Unpartial
- More private companies in the support and implementation model
- The more ambitious the energy renovation is, the more support along the renovation journey is needed
- National / regional / local One-Stop-Shops: Complementary approach
- Anchored locally: area of operation is decisive (building stock, urbanisation rate, housing ownership structure etc.)

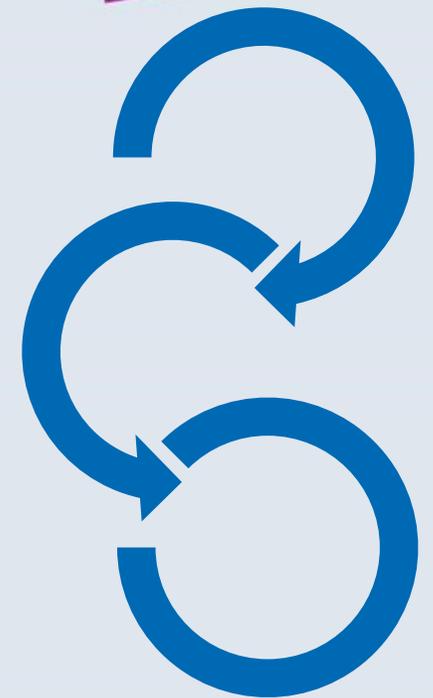
Diversity of implemented One-Stop Shops

A One-Stop Shop is not a solution in itself, it needs to be adapted

Strategical decisions

- Ambition, targets: Heat pump replacement? Deep renovation? Alleviating energy poverty?
- Target group prioritised
- Geographical scope

→ Deriving operational decisions



Challenges faced by operational One-Stop Shops

Supply side:

- Quality and competent contractors
- Capacity to deliver the works

Financing:

- Lack of public funding
- Link between funding institutions and One-Stop Shops

Demand side:

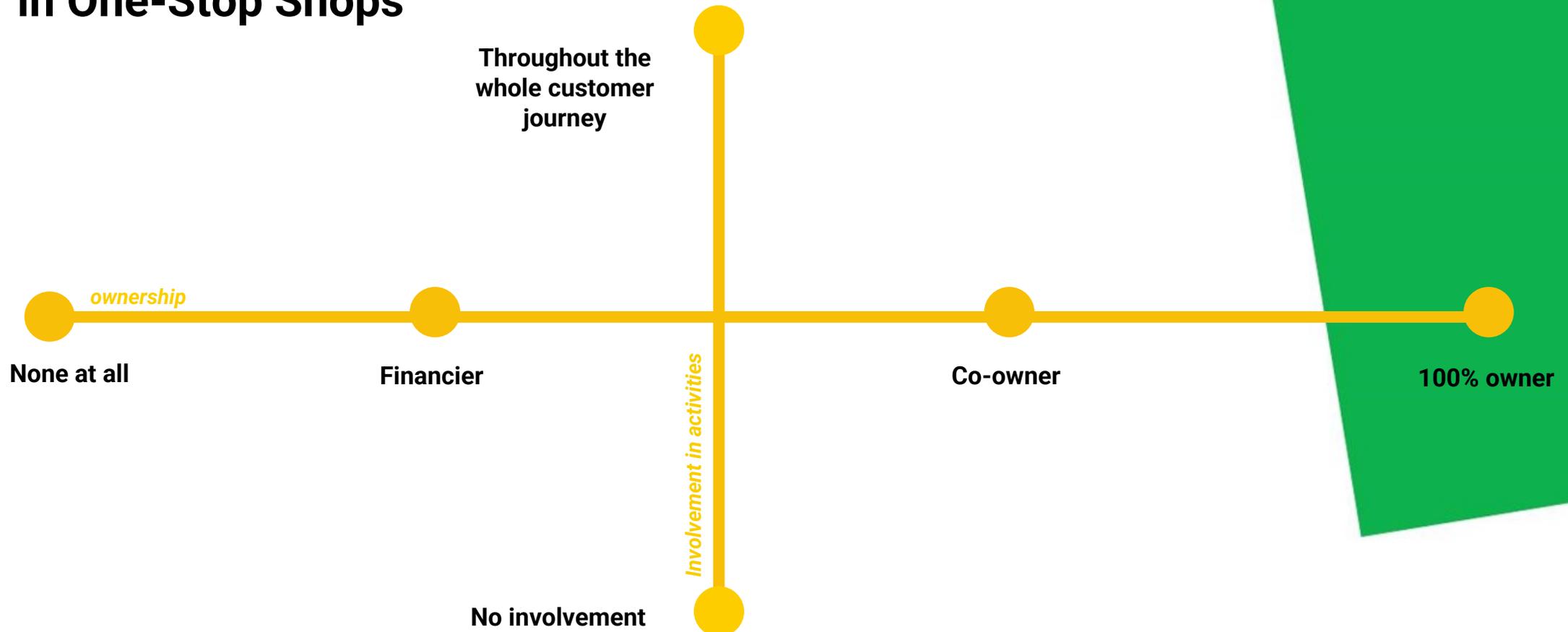
- New build vs. retrofitting
- Lack of awareness of services provided

Recognition:

- Lack of awareness of the potential of One-Stop Shops, by public authorities and the demand side

And: How far can a public entity go?

Options of involvement and ownership of public authorities in One-Stop Shops



Operational recommendations for One-Stop Shops

- Identify renovation triggers to reach and activate the right target groups
- Be smart about combining digital and site presence: these serve different target groups and create the right balance between efficiency and impact.
- Addressing households affected by energy poverty means more time for assistance
- Make the One-Stop Shop simple: include products and prices. This is challenging in the building sector, but leads to a three times higher impact.
- Ensuring the quality of the works is an asset to create trust and when financing is involving banks.

Recommendations

- Take into account the current condition
→ experiences have already been made (positive and negative)
- Define standards instead of narrow definitions
- Support with tools to upscale the process, replicable elements
- Collaboration! Local conditions and needs are crucial to make it work

One-Stop Shops in Europe

Examples





Mapping
One-Stop
Shops in
Europe...

... a challenging exercise!



South East Energy Agency (IRE)

OKTAVE (Région Grand Est, FR)

Amiestas (Vilnius, LT)

Opengela (ES)

Top condomini (Modena, IT)

Transition point (PT)

Eza! (Kempten, DE)

EU Peers

European Practitioners for Integrated Home Renovation Services (IHRS)



Build a vibrant and helpful Community

- Inclusive community, engaging and connecting practitioners for collaborative problem-solving
- Facilitate dialogue and insight sharing

Strengthen and upscale the One-Stop Shop concept

- Supporting skilled practitioners actively involved in the implementation of One-Stop Shops
- Build bridges between existing and emerging initiatives

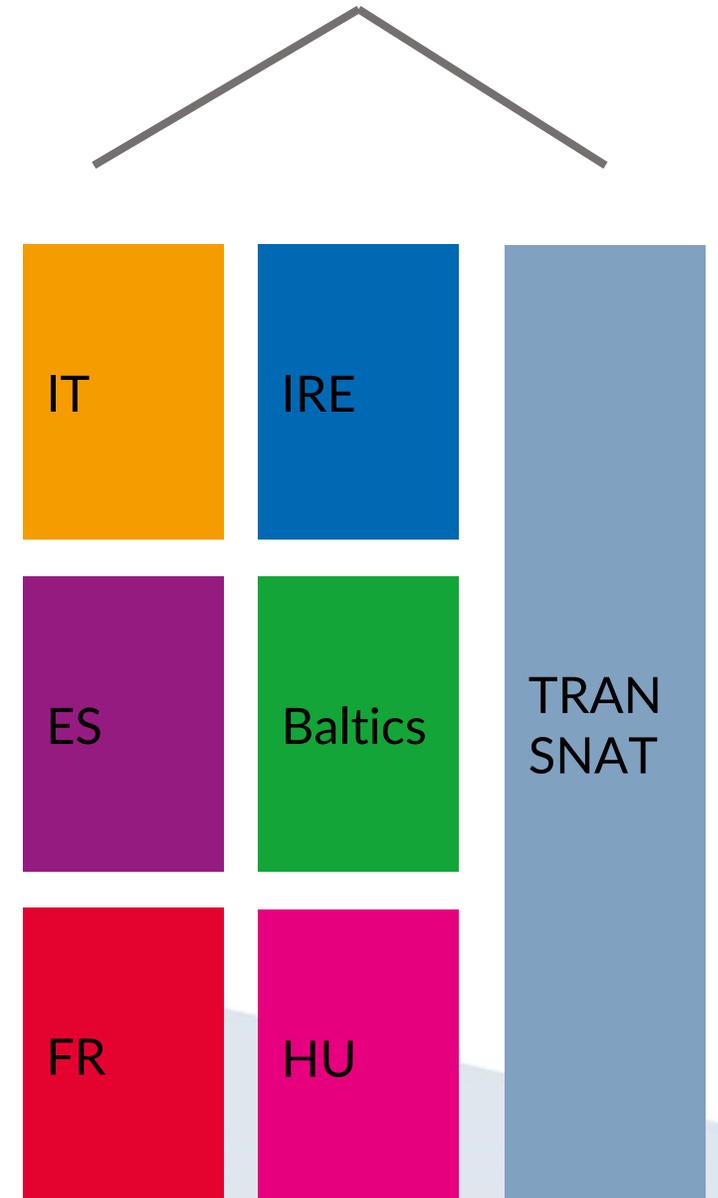
**Aim of the
European
Community
of Practice**

Country-specific and European approach

☒ 7 Community Platforms

- Key entry points of the Community
- Central convening opportunities

☒ Regular exchanges (online/physical)





Exchange, networking

- Regular exchange opportunities (European level and Community platforms)
- **Annual European gathering** events in Brussels
- **Digital platform** to network, collaborate and get inspired

Capacity building

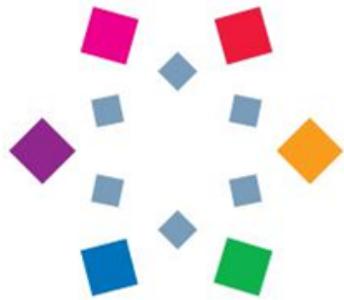
- Capacity building sessions on Community platform level
- European **working group series**
- **Mentoring programme** for emerging IHRS

**Community
activities**

Advocating, positioning

- **Give visibility** to members by showcasing their services and impact
- **Policy debates** at national and European level
- **Round tables** with market operators at national level

**Community
activities**



EU PEERS

Community for Integrated
Home Renovation Services



SAVE THE DATE!

1st Summit of the European Community for Integrated Home Renovation Services

MEET

LEARN

INSPIRE

CELEBRATE

eu-peers.eu

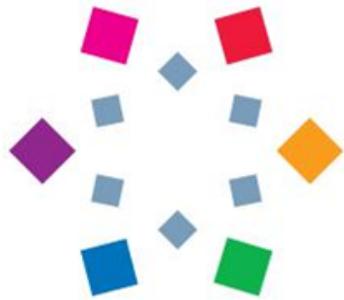
11 JUNE 2024
BRUSSELS



Join the discussion!
Next meeting 14 May 10.00-11.30 CET

Questions raised in the transnational Community:

- **What services** should a OSS incorporate? What does define a OSS?
- How can we **foster cooperation** between OSS, local and regional authorities, citizens and the renovation sector?
- How to get the **financial body** into the partnership?
- How can we shift the paradigm from buildings to neighbourhoods?
- How can we support OSS to **find skilled workers** and companies to carry out the job?
- How to **raise awareness** and increase citizens' trust in OSS?
- **What tools** can we provide that OSS can use in their daily job?
- How to attract and connect motivated and “approved” **contractors with homeowners?**



EU PEERS

Community for Integrated
Home Renovation Services

THANK YOU!

Jenny-Claire Keilmann
j-c.keilmann@climatealliance.org

eu-peers.eu



Co-funded by
the European Union