



Learning Handbook on One-Stop Shops for Building Renovation



Technical information

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About the project

PROSPECT aims to strengthen the capacity of local and regional authorities (LRAs) across Europe to implement sustainable energy and climate actions by reducing reliance on public funding and increasing the use of innovative financing schemes (e.g., one-stop-shops, energy agencies, energy communities). The project offers a peer-to-peer Capacity Building Programme (CBP) tailored to the needs and time constraints of LRAs, available in multiple languages and structured in adaptable learning modules. Through large-scale outreach, including very small and remote LRAs, PROSPECT CUBE acts as an entry point to EU programmes and financing opportunities for authorities with limited experience in the field.

PROSPECT CUBE builds upon two successful Horizon 2020 initiatives: PROSPECT (2017–2020) and PROSPECT+ (2022–2025).

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List of abbreviations

Abbreviation	Description
CBP	Capacity-Building Programme
CINEA	European Climate, Infrastructure and Environment Executive Agency
EE	Energy Efficiency
EED	Energy Efficiency Directive
EIB	European Investment Bank
EPBD	Energy Performance of Buildings Directive
EPC	Energy Performance Contracting
ESCO	Energy Service Company
EU	European Union
IHRS	Integrated Home Renovation Services
LRA	Local and Regional Authority
NGO	Non-Governmental Organisation
OSS	One-Stop Shop(s)
P2P	Peer-to-Peer
RES	Renewable Energy Sources
SME	Small and Medium-sized Enterprise

1. Introduction

The term “One-Stop Shop (OSS)” usually refers to a central point of contact offering various services to simplify and expedite processes for users. This can take the form of a physical or digital service platform (or hybrid) providing citizens, companies, and public authorities with coordinated access to information, expertise and services required to implement certain projects. The objective of the OSS is to make processes simpler, faster, and more user-friendly. In practice, an OSS serves as a central hub that connects users with various stakeholders, including technical specialists, financial solutions providers, and permitting authorities, while offering administrative and technical guidance.

While OSSs exist in many sectors, this handbook focuses specifically on their application to building renovation. This focus reflects both the growing policy importance of building decarbonisation and the significant potential of OSSs to accelerate renovation rates by making processes more accessible, streamlined, and user-oriented. Every reference to OSSs hereinafter is to **One-Stop Shops for building renovation**.

One-Stop Shops for building renovation have emerged as an increasingly important mechanism for simplifying and accelerating building renovation projects. They are designed to provide customers - whether they are homeowners, public authorities, companies, or any other building owner, manager or resident seeking to implement renovation projects - with a single, coordinated entry point to access multiple types of support that would otherwise require interacting with different actors and institutions.

Although the definition of “One-Stop Shop” varies from country to country, the [EU Recommendation 2024/2481](#) provides the following definition: “virtual or physical space where stakeholders are supported in all questions as well as implementation stages of renovation project related to energy efficiency, ranging from advice on the topic to all information and services they need to implement an ambitious global energy efficiency/renovation project”.

In the context of building renovation, the One-Stop Shop model has gained increasing relevance as a response to the complexity of renovation processes. Renovation processes are often complex and fragmented, requiring building owners/managers to interact with multiple actors, including technical experts, financial institutions, contractors and public administrations. Navigating these interactions can be difficult, particularly for those who may lack the expertise, time or resources to coordinate the entire process. A One-Stop Shop addresses this challenge by providing a single, user-friendly entry point for customers to access a range of coordinated energy renovation services.

1.1. Purpose of this handbook

This handbook explains how One-Stop Shops function and why they are increasingly recognised as an effective instrument for accelerating building renovations. It outlines their key characteristics, services, and key steps for their setup, while also highlighting the conditions required for successful OSS initiatives.

The aim is to provide local and regional authorities, energy and climate agencies, and other stakeholders with a practical understanding of how OSS structures can facilitate renovation projects, strengthen collaboration across the renovation ecosystem, and support broader energy and climate objectives.

1.2. Target audience

This handbook is primarily intended for local and regional authorities, energy and climate agencies and organisations involved in the planning and implementation of building renovation programmes.

It is also relevant for stakeholders operating within the renovation ecosystem, including financial institutions, technical experts, construction companies, energy service providers and community organisations. These actors often play complementary roles in the development of renovation projects and can benefit from a clearer understanding of how One-Stop Shops can organise services, coordinate stakeholders and improve the accessibility of renovation projects.

1.3. How to use this handbook

The handbook is structured to guide readers progressively through the concept and implementation of One-Stop Shops. It begins by explaining the main characteristics of OSS models and the connected policy context. Subsequent sections explore the services typically offered by One-Stop Shops, the different operational models that exist and the stakeholders involved in delivering these services. The handbook then proposes steps for their setup and tips for their success.

Finally, the handbook provides a summary of the main benefits for local and regional authorities in having an OSS operating in their territory and highlights the EU support framework for their operations and continuous improvement.

2. OSS in a nutshell

The main objective of a One-Stop Shop for building renovation is to simplify what would otherwise be a fragmented process. Instead of interacting with multiple actors independently, building owners and managers can rely on a single entry point that guides them through the different stages of the renovation journey. This journey can involve a sequence of steps ranging from initial awareness and assessment building to financial planning, project implementation and post-renovation monitoring. By coordinating these stages, the OSS reduces complexity and helps building owners/managers move more confidently from the initial idea of renovation to the successful completion of renovation works.

The services offered by a one-stop shop vary on the basis of the type of OSS (see chapter below) and may include assessing the energy performance of buildings, advising building owners/managers on renovation options and measures, supporting access to finance, coordinating contractors & technology providers and ensuring quality control during implementation. In some cases, the OSS also provides monitoring and follow-up services after renovation works have been completed, ensuring that expected energy savings and performance improvements are achieved. By bundling these services under one organisational structure, One-Stop Shops create a more coherent and user-friendly renovation experience for building owners/managers while also improving coordination among market actors.

The OSS approach becomes particularly relevant, if not essential, when addressing the residential sector. When people are facing an obligation to renovate coming from national, regional or even local policies, they must be supported and helped. OSSs do exactly this.

In the paper <<[Towards large-scale roll out of “integrated home renovation services” in Europe](#)>> (2021), C. Milin and A. Bullier estimated that, in the vast majority of cases, the decision to renovate a home relies on homeowners who lack skills, information and time to manage complex renovation projects. They compare the renovation process to the organisation of a wedding, in which the future spouses need to interact with a wide range of players (local authorities, restaurants, shops, etc.) and coordinate all these actors to deliver a single event – aka the wedding. In this case, the role of wedding planners is essential to simplify the process for the future spouses and give them a more enjoyable and less stressful experience. Using this analogy, they refer to providers of what they call “Integrated Home Renovation Services” (IHRS) as the wedding planners of the renovation journey.

We may consider the terms IHRS and OSS as synonymous when talking about providers of such services towards the private residential sector. However, the term One-Stop Shop, as treated in this handbook, has

a broader scope, referring to the renovation-related services' providers not necessarily only towards the private residential sector, but also towards commercial and public buildings.

3. One-Stop Shops in the EU policy framework

The EU framework positions OSSs as a central pillar for achieving its energy efficiency and decarbonisation goals, with a strong emphasis on accessibility, integration, and support for vulnerable groups.

3.1. European Energy Efficiency Directive Recast

In the recast of the [Energy Efficiency Directive](#) (EED) (2023), the European Commission mandates Member States to set up One-Stop Shops that provide free advice, guidance, and practical support for energy renovations, particularly targeting vulnerable households and those in the worst-performing buildings. Notably, Article 18 requires Member States to set up technical assistance facilities, including OSSs, to support energy efficiency in buildings, and available to all stakeholders: homeowners, public bodies and SMEs alike. The EED recognises OSSs as a key tool to remove non-economic barriers and accelerate renovation rates, namely complexity of renovation works and lack of capacities & information, especially for vulnerable / energy-poor households.

The Directive also mandates Member States to integrate one-stop shop services into National Energy and Climate Plans (NECPs) and National Building Renovation Plans, aligning with the EED's broader goal of reducing energy poverty and improving buildings' energy performance.

Looking specifically at public buildings, the Directive requires Member States to ensure that at least 3% of public buildings' floor area is renovated each year to Nearly Zero-Energy Building (NZEB) or Zero-Emission Building (ZEB) standards; and that a reduction of energy consumption by 1.9% per year is achieved.

3.2. The European Energy Performance of Buildings Directive

The revised [Energy Performance of Buildings Directive](#) (EPBD) (2024) explicitly calls for the deployment of OSSs to facilitate building renovations and accelerate the decarbonisation of the EU building stock, recognising them as a key instrument for removing non-economic barriers and providing integrated technical and financial support for building renovations.

Article 17 of the EPBD mandates Member States to ensure 1) the establishment and operation of One-Stop Shops to provide technical, financial, and administrative assistance for building renovations; 2) that their services are accessible to all stakeholders, including homeowners, tenants, SMEs, and public bodies.

Article 17 also calls for One-Stop Shops to prioritise support towards vulnerable households, social housing, SMEs and micro-enterprises.

The Directive encourages OSSs to make use of digital tools and platforms to streamline renovation processes, improve transparency, and facilitate customers' access to financing.

An important element of the EPBD is the introduction of Building Renovation Passports (BRP) as a tool to support energy renovation of buildings and achieve the EU's zero-emission building stock goal by 2050. OSSs are encouraged to use such passports to guide building owners through step-by-step renovation, and ensure long-term energy performance improvements.

3.3. Commission Recommendation 2026/536

In the [Recommendation 2026/536](#), the European Commission sets out practical guidelines for Member States on one-stop shop services for energy efficiency and the energy performance of buildings. The guidance specifically focuses on One-Stop Shops for the residential sector, inviting Member States to follow similar approaches for public and commercial building stocks.

The guidelines identify the following objectives for One-Stop Shops:

- Disseminating information, with a focus on ensuring the consistency of messages and the credibility of the entity(ies) disseminating them;
- Rationalising access to financial support, streamlining objectives and eligibility conditions, and optimising management costs;
- Clarifying liabilities and securing trust;
- Pooling skills, by bringing together specialist skills and supporting the development of new skills;
- Encouraging and aggregating small-scale investments and reaching critical mass, potentially developing dedicated financial solutions, including financial instruments and partnerships with financial institutions.

Given the complexity and fragmentation of the renovation sector, the guidelines invite Member States to establish an ecosystem of coherent, complementary structures.

4. Typologies of One-Stop Shops for building renovation

As per their definition, there is no one-size-fits-all type of One-Stop Shops for building renovation. In the chapters below, categorisation of OSS types is provided per target group, services provided, legal status, localisation, and source of funding.

4.1. Target group/building typology

A first differentiation can be done looking at the targeted audience, and more specifically at the types of buildings. OSSs can offer their services to more than one target group/ building typology.

- **Public buildings.** Supporting public authorities, schools, hospitals and other public entities in their building renovation journey. These OSSs usually serve a public mandate, either because integrated into a regional/local authority or its agency, or because initiated by the local/regional authority as an organisation of public interest. One of the priorities of these One-Stop Shops is often social housing, with services specifically designed to reduce energy poverty in the covered territory.

The [RenoWatt project](#) supports municipalities in the Walloon Region, Belgium, acting as a facilitator for energy renovation projects, providing them with guidance, technical support and a dedicated platform called “Colibri” to monitor energy consumption and indoor temperature of public buildings, as well as to coordinate renovation works.

- **Private residential buildings.** This category can be further differentiated between OSSs supporting the vast target group, and OSSs focusing their activities on a particular group, be it homeowners (townhouses or individual apartments), or managers/owners of condominiums / multi-family buildings, or groups of citizens (for instance involved in energy communities, neighbourhood committees or similar aggregations of citizens).
 - To date, only a small number of OSSs also directly support tenants, mainly due to their lack of decision-making power for (deep) renovation. Tenants are, however, not to be disregarded completely as they have influential power over the building owner, able, for instance, to negotiate the rent, or favour renovated buildings over low-class ones.
 - Another category often neglected by One-Stop Shops is homebuyers. While they are not yet building owners, hence do not have the necessary decision-making power to carry out renovation works, the provision of OSS services, particularly of information and advice (see

chapter below), is crucial to help them move forward with the purchase of their dream house/apartment. Indeed, information on necessary renovation works and related costs is key to helping them understand the full cost of a house/apartment and its potential. Although many countries in the EU now oblige sellers to provide potential buyers with an energy performance certificate (EPC), this is often too technical and limited in information for all homebuyers to grasp its full meaning. Another consideration to make here is the fact that homebuyers are in the position to plan renovation works ahead of the purchase and can be more open to deep renovation works that can often be included in the overall mortgage.

The [Condoreno project](#), co-funded by the LIFE CET Programme of the European Commission, provided integrated home renovation services specifically towards condominium associations, developing tailored tools for financial decision-making, market activation, etc.

- **Commercial buildings.** Still few in number, these OSSs usually target SMEs and other enterprises in the territory, either as stand-alone entities or a group of (e.g. industrial parks) with the objective of driving decarbonisation of their facilities.

4.2. Type of services provided

The range and scope of services provided by One-Stop Shops vary depending on several factors, including their legal status, business model, organisational setup and target groups. Despite these differences, the services offered by OSSs can generally be grouped into the following categories:

- (i) Independent information & advice;
- (ii) Project design;
- (iii) Selection of and negotiation with constructors, technology providers and other enterprises;
- (iv) Coordination of the renovation works;
- (v) Provision of financing solutions;
- (vi) Implementation of renovation works.

4.2.1. Independent information & advice

This is the one service provided by all One-Stop Shops. Whether it is the core service of the one-stop shop or a marginal aspect, the very first service that an OSS provides to customers is information and advice about standard energy renovation measures, potential public financing schemes for renovation (usually limited to the One-Stop Shops targeting the private sector), national/regional regulation on the topic, etc.

Information and advice can be given through material available on the One-Stop Shop's website, dedicated leaflets or other communication material, as well as through one-to-one meetings with the customers.

Particularly when delivered through the OSS' website, such service is often provided free of charge. When this service represents the core activity of the One-Stop Shop, we talk about an “**advice model**”. According to the EU Peers report “[Inside the One-Stop Shop models](#)”, the majority of One-Stop Shops currently operating in Europe falls under this category, mainly due to the fact that most of them are publicly funded, either through local/regional funds or through European funds (LIFE CET programme, ELENA).

4.2.2. Project design

A key area of support offered by many One-Stop Shops relates to project design and development services. These can vary from the provision of energy audits and pre-feasibility studies, to the development of renovation scenarios, including a list or proposed measures with the indication of potential costs (often detailed in a proper financial plan), connected energy savings (and energy generated when encompassing renewable energy integration in the building – e.g. solar panels on the rooftop), usually accompanied by the identification of available funding streams (see chapter on financing solutions below).

Depending on the ambition of the customer and available budget, scenarios for light or deep renovation are provided. Scenarios may also include a timeline and priority of interventions to further streamline the renovation process.

4.2.3. Selection of and negotiation with companies

This category can be further split into three consequential steps:

1. OSSs can provide a list of “trusted companies”, as part of their information & advice service. These are companies that are often marked with a guarantee label by the OSS or other trusted partners in the area (e.g. a local or regional authority). When the OSSs operate in the advice model, they may suggest such companies to the customer, but the decision and actual selection remain in the hands of the customer, who is free to opt for companies outside the list.
2. OSSs can also support customers in the selection of companies and technology providers, depending on the chosen project design.
3. When OSSs operate in the so-called “support model” (see below), the OSSs negotiate the renovation works and related costs on behalf of the customer, acting as a third party in the agreement. OSSs operating at the regional level may also generate framework contracts with

selected companies/technology providers to support demand aggregation and reduce the overall costs of renovation for all their current and potential customers.

Focus Box 1: Examples of OSS support for company selection and negotiation

LEAP (Ireland)

The [LEAP project](#), LIFE CET Programme, created “Home Retrofitting Delivery Frameworks” for both households and public buildings in Donegal County, Ireland. The project developed strong partnerships with both local communities and companies, streamlined the renovation process, while supporting demand aggregation and negotiating lower costs of renovation works for concerned buildings.

4.2.4. Coordination of renovation works & quality assurance

This service consists of substituting the building owner/manager in coordinating the several companies and technology providers needed to carry out the renovation works. To date, this type of service is usually provided by One-Stop Shops for public buildings, particularly by energy agencies or other organisations with public mandate.

In this case, in addition to the above-mentioned services, the One-Stop Shops act as a third party in the agreement between the building owner/manager and the companies/technology providers. It's the one-stop shop that arranges the several interventions needed and activates selected companies/technology providers when the time comes. The One-Stop Shop also oversees the works and ensures the respect of high-quality standards and regulatory compliance.

Together with project design and selection of companies, this service forms a core part of what is known as the “**support model**”.

Often included in this category is also the provision of follow-up audits to monitor the efficacy of the works and the achievement of planned energy savings.

Focus Box 2: Examples of OSS support for project design and implementation

BAPAURA (France)

The [BAPAURA project](#), H2020 programme, provided support model services to public buildings in France. In total, the project supported +140 renovation projects in public buildings, providing project design, selection of companies, coordination of the renovation works, follow-up audits and training on new smart features installed in the buildings.

4.2.5. Provision of financing solutions

As per the selection of companies, this category of services can also be split into consequential steps:

1. Provision of information on available grants, subsidies and other types of public funds at local, regional, national or European level. This service is usually included in the advice model OSS.
2. Many OSSs also support their customers in filling in and submitting applications for public funds.
3. Financing the renovation works.
 - a. Private financing. Usually carried out either by private One-Stop Shops (see chapter on legal status below), or financing institutions providing one-stop shop services. A growing number of non-profit or public One-Stop Shops are also exploring this service, through partnerships with private financing institutions and banks.
 - b. Public financing. One-Stop Shops may also manage public grants on behalf of the public authorities. This happens, for instance, when the OSS is either part of a local/regional authority, or has a public mandate to act as intermediary between the public authority and the citizen/enterprise, pre-selecting and tailoring their services towards those that meet the public fund's requirements.

Focus Box 3: Examples of financing support provided by OSSs

Renov'Occitanie (France)

[Renov'Occitanie](#), funded by the Occitanie Region in France, supports households throughout the renovation process by providing technical guidance and facilitating access to financing. This includes mobilising public grants and leveraging partnerships with banks and financial institutions operating in the region. Renov'Occitanie is also part of the FIDEO-Energy Renovation Bank project - managed by the [SERAFIN network](#) - which aims to expand the use of third-party financing solutions for home renovation.

Andalusian Energy Agency (Spain)

The Andalusian Energy Agency, Spain, coordinated the [PREE 5000 programme](#) (regional public funds) financing energy rehabilitation actions for existing buildings in municipalities with a demographic challenge.

4.2.6. Implementation of renovation works

Till today, only a minor number of OSSs carry out this service. It encompasses the integration of all (or almost all) services above, and it consists of the One-Stop Shop acting as main constructor and delivering the renovation works, and, if necessary, integrating & coordinating the work of other companies/technology providers to deliver deep renovation.

OSSs delivering these services are part of the so-called “**implementation model**”.

This service is often carried out by or in cooperation with ESCOs, establishing an energy performance contract, or a similar arrangement, with the customers, for the delivery of renovation works, while also covering the upfront costs, then paid back through savings in energy bills.

Focus Box 4: Examples of renovation implementation support by OSSs

FORTESIE

The Horizon 2020-funded [FORTESIE project](#) established a collaboration framework involving ESCOs, banks, constructors and other market actors to facilitate the delivery of energy renovation projects. The initiative developed integrated renovation packages for homeowners, combining energy efficiency measures with smart technology solutions. In addition, it supported the implementation and coordination of renovation works, bringing together the different actors required to deliver comprehensive renovation projects.

4.3. Legal status

Looking at their legal status, and bearing in mind potential differentiations among countries that, for simplicity, are not reported, we can divide One-Stop Shops into:

- **Public One-Stop Shops:** integrated into the services of local/regional authorities or their agencies, or into the operations of national energy agencies or similar entities. These are often the initiators of One-Stop Shop services in the territory and usually limit their services to the advice model offered free of charge (see above).
- **Non-profit One-Stop Shops:** integrated into the services of non-profit organisations such as energy agencies, consumers’ associations, NGOs, etc., these One-Stop Shops usually provide information and advice services free of charge (advice model) for a defined target group, according to the scope and mandate of the organisation. They may extend the operation of the One-Stop Shop to coordination & implementation models through partnership with other public and private entities and financing institutions. They currently represent the majority of One-Stop Shops in Europe, mostly set up through EU projects (LIFE CET Programme, ELENA).

- **Private One-Stop Shops:** usually managed by ESCOs, building companies or consultancies, they offer OSS services as part of their portfolio. They currently lead the implementation model of OSS, being able to trigger and carry out deep renovation projects. However, their services are fee-based and, thus, not accessible to vulnerable groups.
- **Public-private partnership:** A growing number of organisations are exploring this format to transform an advice model One-Stop Shop into a coordination/implementation model.
- Although legally part of the non-profit model, it is worth differentiating **the community-led model of One-Stop Shops**, due to its increasing relevance. Energy communities, citizens' associations and other similar citizen-led structures are emerging as a sort of localised One-Stop Shop to provide support and guidance to their members on building renovation projects.

The enablers of the [Citizen-Led Renovation initiative](#) are selecting and training “Ambassadors” of supported energy communities & citizens collectives, to be key players of the community’s renovation journey, acting as citizens’ first entry point to the community and the OSS support.

4.4. Localisation

One important decision that One-Stop Shops have to make at the very beginning of their life is whether or not to have a physical space/office. While most, if not all, One-Stop Shops have a website – or in some cases proper online platforms – to offer online information & support services to customers, some structures also opt for having a physical space where to engage customers. This may be a classic office, a desk at the city hall, or other public open places.

The OSSs presented below are only a few examples of how One-Stop Shops engage customers through physical spaces.

- The [Upper Austria Energy Agency](#), in addition to offering OSS services at its own office, organise every year a meet-&-greet stand during the Tradeshow of the World Sustainable Energy Days, where local citizens can freely enter the fair and meet the energy agency’s staff to receive on-site counselling on their energy renovation projects.
- The Transition Point project established in Portugal – in the cities of Setúbal, Palmela and Sesimbra - a “mobile One-Stop Shop”. Through the use of a shipping container, the one-stop shop’s staff could reach the neighbourhoods with a higher percentage of energy-poor households and offer localised support.

- The [RenoPont project](#) established RenoHubs (OSS offices) across Hungary, where customers can receive tailored advice from consultants. The objective is to have at least one office in each region, particularly supporting the countryside.

In addition, OSSs can also vary according to their geographical scope: local, regional or national. The geographical coverage of the OSS usually depends on its initiator, and a proper market analysis carried out before its launch. It can change over time, depending on both needs and opportunities. For example, the one-stop shop once led by the Tipperary Energy Agency in Ireland - with a county-specific focus – was transformed into what is today Electric Ireland Superhomes through a Horizon 2020 project and now operates across the island¹.

4.5. Source of funding

As of today, most of the One-Stop Shops for building renovation operating in Europe are (co-)funded through **European public funds**:

- [LIFE Clean Energy Transition \(CET\) Programme](#). With calls for proposals – so far - launched once a year, the LIFE CET Programme of the European Commission co-finances either the launch of new One-Stop Shops in the LIFE CET eligible countries, or their enhancement/specialisation through testing and launch of new tools & material, or dedicated actions towards a specific target group (e.g. vulnerable households). Looking at the LIFE CET Calls for 2026, readers of this handbook may be interested in exploring the following calls:
 - LIFE-2026-CET-OSS: Integrated Services for clean energy transition in private buildings, dedicated to the creation/replication of new OSSs for private residential buildings.
 - LIFE-2026-CET-PDA: Project Development Assistance, financing technical assistance to move from the basic project idea to sound investment plans and actual investments in sustainable energy projects.
 - LIFE-2026-CET-ENERPOV: Alleviating households' energy poverty in Europe, co-financing actions aimed at improving the living conditions of energy-poor households through dedicated coordination structures (e.g. OSS), and at facilitating the energy renovation of multi-apartment buildings.

¹ [Superhomes 2030 Project - Electric Ireland Superhomes](#)

- LIFE-2026-CET-ENERCOM: Facilitating cooperation among energy communities, particularly its “scope B”, aiming at facilitating the implementation of energy projects led by energy communities through peer-to-peer support and targeted assistance.
- LIFE-2026-CET-BETTERENO: Boosting building renovation through effective markets and instruments, aiming to speed up and scale up affordable & high-quality energy building renovation.
- [ELENA Programme of the European Investment Bank](#). European Local Energy Assistance, providing grants for technical assistance for the design and implementation of large-scale projects on energy efficiency, building integrated renewable energy investments and innovative urban transport.
- Although not specifically designed for the scope, the [European City Facility \(EUCF\)](#) has also proven to be a great instrument to kick-off the groundwork needed for the launch of a one-stop shop. The Facility provides small grants to local authorities and similar entities for the development of investment concepts for their sustainable energy projects.

The [Donegal County Council](#), Ireland, developed an investment concept to decarbonise the region through the creation of an energy agency which now serves as OSS through the LEAP project.

- The [Social Climate Fund](#), aiming to support a green and inclusive transition of the European Union. It specifically addresses support to vulnerable groups and SMEs, financing, among others, measures for energy renovation of buildings, sustainable heating and cooling systems, and integration of renewable energy sources into buildings.
- The [InvestEU Fund](#), aiming, among others, to finance energy efficiency and building renovation projects.

In addition to European Funds, **national funds** are expected to increase their relevance in the setting up of One-Stop Shops, thanks to the EPBD requirement for Member States to draft National Building Renovation Plans and provide dedicated technical assistance to the setting up of One-Stop Shops.

An example of how national funds can be leveraged for the development of OSSs is the [RENOSS](#) project, initiated by the Italian Ministry of Environment and Energy Security (MASE) and led by the Italian Association of local energy agencies (RENAEL), for the development of One-Stop Shops (“sportelli unici” in Italian) for energy communities.

Local and regional authorities can also allocate part of their budget to the development of One-Stop Shops in their territories. Due to limited resources often impacting local and regional budgets, current examples of One-Stop Shops co-funded by local/regional budgets include cooperation among the relevant authority and other public or private financing institutions. For instance, the [Renov'Occitanie one-stop shop](#), France, and its services are possible thanks to the cooperation among and co-funding from the Occitanie Region, the regional energy and climate agency (AREC Occitanie), the European Investment Bank, France Rénov², and the European Union.

Looking at **private funding, fees** paid by customers remain one of the most valuable options for One-Stop Shops' services. Looking at the data provided in the EU Peers report “[Inside the One-Stop Shop models: Findings from 57 OSS across the EU](#)”, 12% of the respondents finance (part of) their operation through fees, with amounts varying depending on the type of service provided. Among the most common paid services, we can find energy audits, technical design and specification (project design), full renovation support and project management.

For implementation model OSSs, another solution is to **bundle costs**, adding a % to the overall cost of the renovation works paid by the customer, or as a % of energy savings (e.g. for ESCOs) with payments structured through **performance-based contracts**.

Finally, services can be covered through **commissions** paid by suppliers or contractors hired thanks to the OSS interventions (support and implementation models).

² French national public service for households, providing information, advice and dedicate support to building renovation. The service is funded by the French Government and operated by the National Housing Agency. [Le service public de rénovation de l'habitat | France Rénov'](#)

5. Key factors for successful One-Stop Shops

The success of One-Stop Shops depends on a number of factors, not always under their control. The best that a One-Stop Shop can do is to be prepared and plan for the worst-case scenario.

Here we propose some factors that, in our view, are essential to build a solid basis for success.

5.1. Management, skills & partnerships

One-Stop Shops are organisations like any other. The key to success is good management! Management with foresight and the ability to adjust and recognise shortcomings and strengths of the organisation is crucial. Good management goes beyond the administrative and financial aspects of the job. It includes the capacity to recognise the skills & partnerships needed to operate a One-Stop Shop in the given territory and for the concerned target group.

Let's take the example of a One-Stop Shop aiming at deep renovation of energy-poor households. While engineers and architects, or other professionals usually employed by OSSs, may have the technical skills to plan and oversee deep renovation of energy-poor households, they most likely lack the social skills required to understand the needs and trigger points of vulnerable groups to move forward with renovation. Hiring people with a background in NGO operations and support to vulnerable people, or building partnerships with NGOs, social workers, and similar, are important to be able not only to attract energy-poor households towards the OSS services, but also to understand how these services can be adjusted and tailored to the specific target group.

The OSS must be able to offer a holistic service:

- Partnership with financing institutions, either private or public, may be needed to offer a free renovation of the household. To be noted that energy-poor households are often in this “category” – also – because of low income. Thus, incentives built on reimbursement of renovation costs will not be successful. If a family struggles to reach the end of the month, it cannot be expected to advance thousands of euros for renovating its home. Hence, incentives must cover upfront costs as well.
- In addition, deep renovation usually requires months. And although at the end of the renovation process the household will be more efficient, more comfortable, smarter, before reaching that point, the household is basically destroyed. For convincing energy poor people to move forward with the deep renovation, the OSS shall offer them an alternative suitable living solution. This may be done building partnerships with the local authorities, hotels or local NGOs.

5.2. Communication, visibility and advocacy

Investing in communication is often underestimated. Investing in communication efforts and material, to the point of hiring a communication expert, can ensure the connection with the desired target group and a solid and constant customer base to support the continuation of the service, particularly when fee-based. Communication, however, should not go only towards the desired target group for the OSS to be successful. OSSs need to allocate proper resources to communicate their services and impacts, and in particular to make their added value visible to:

- **Local and regional authorities.** Communicating and advocating with local and regional authorities on the importance of OSS services can bring several benefits, including:
 - Subsidies/grants/tax incentives for renovation, which may trigger additional customers for the OSS, or even an expansion of the OSS services' portfolio, when the management of the public funds is delegated to the OSS or the latter is somehow involved in the application/evaluation process of the funding scheme;
 - Being recognised as a trusted party. Particularly important for private One-Stop Shops, the “seal of approval” by local and regional authorities is important to overcome the usual mistrust of citizens towards a new actor, particularly one, like an OSS, who's trying to convince them to embark on an often expensive and painful journey – aka the renovation of their home/building.
 - Political support to the One-Stop Shop. If the local/regional authority is not aware of your existence or simply doesn't support it, it may decide to open or support another entity that will shortly become a competitor. Furthermore, political support and continued advocacy on the importance & impact of the OSS on local and regional policies can ensure the continuation (or launch) of related strategies and policies, funding schemes as well as direct financial support to the OSS operations.
 - Local authorities are in the ideal position to reach every single citizen and SME/enterprise in their area. They can act as your own “marketing agent”, promoting your services towards your desired target group. They can offer a space in their buildings (e.g. a desk in the city hall) for your OSS to meet potential customers. They can support the organisation of local energy fairs/days where to showcase your services.
- **Building companies and technology providers.** Companies operating in the renovation sector should be made aware of your existence and the type of support you provide to your target group, particularly if among the services offered there is the selection of companies (and subsequent

support to negotiation and coordination of renovation works – see chapter on [selection of and negotiation with companies](#)), to guarantee that you are informed on the latest materials, technologies and prices to better advise the customers. Moreover, building partnerships with companies, particularly small ones, for One-Stop Shops offering services beyond the advice model, can lead to the prioritisation of the renovation in OSS’ supported buildings, thus to a faster and more enjoyable renovation process for the customers.

- **NGOs and civil society organisations.** They can further support your communication efforts, promoting their services to their target group and helping you tailor your services to it.
- **Local communities and local leaders.** Sometimes the best promotion that an organisation can receive is from a happy customer. For OSSs, this is more important than ever. As organisations whose services work if the customers trust them, having a local ambassador or a customer who can share their story with neighbours, family and friends can bring in additional customers and increase the visibility of the OSS in the territory, as well as the trust of the local community.
- **Private financial actors.** Banks, ESCOs and other private actors that can provide financial solutions to building renovation can match their services to yours, offering tailored solutions for OSS’ customers.
- **National and European policymakers.** In collaboration with other OSSs at national and European level, communicating about both their own results and collective results of OSSs, and advocating on their added value and impact on the implementation of national and European policies can favour and ensure the continued support through dedicated funding streams and technical assistance.

5.3. Win-win solutions

Due to their central role in the renovation market, One-Stop Shops are well placed to create win-win solutions for all stakeholders. Beyond the advice model, they can:

- Aggregate demand for renovation, making it more attractive for building companies;
- Negotiate the price of renovation, making it cheaper for customers;
- Accelerate renovation rates in the territory and support local and regional policy implementation;
- Increase investor confidence – thereby securing financing - through the validation of renovation projects.

The [LEAP project](#) in Ireland aggregates homeowners to submit joint grant applications, increasing their chances of securing funding. By coordinating demand and managing the renovation process, it also helps attract companies and reduce renovation costs.

6. How to set up a One-Stop Shop

We propose an 8-step approach for the setting up of a new One-Stop Shop for building renovation. The steps are not necessarily consequential, as impacting on one another. They are here proposed to streamline the process, but reality may differ. It is up to the initiator to define a specific timeline and consequentiality of proposed steps best fitting its needs and desired OSS structure.

6.1. Analyse the renovation sector

Before you embark on the development of a One-Stop Shop, analyse the renovation sector around you. Here is a checklist of what you should look at:

- Analyse the OSS coverage in your city/region. Are there other One-Stop Shops in your city/region?
- If you already have an established organisation, check if the one-stop shop can be built as one of its departments/units (e.g. for an energy agency).
- Analyse the building stock. Which typology of buildings should have priority for renovation / receive tailored support? Check where and what type of worst-performing buildings are in the covered territory, and who owns them – social housing, private residential buildings, etc.
- Analyse European, national, regional and local legislations and policies on concerned topics.
- Analyse existing subsidies, grants, tax incentives and any other support provided by public authorities and institutions for building renovation.
- Analyse the barriers to building renovation (lack of financing options, lack of awareness on renovation potential, etc.).
- Analyse the market. Check the companies operating in your territory. What's their size? Which aspects of the renovation works do they cover? Are there clusters of building companies in your territory?
- Analyse and map the other actors relevant for the renovation sector and operating in your territory (NGOs, homeowner associations, energy communities, etc.).
- Analyse the private financial sector in your territory. Map banks and financial institutions supporting renovation works.

6.2. Define your legal status and business model

Once your preliminary analysis is concluded and you have mapped all relevant actors in your territory, you can start laying the ground for your One-Stop Shop.

- Decide your legal status. This will depend on relevant national/regional legislation, but it shall also be decided according to desired mission, desired service portfolio, chosen target group, etc.
- Draft your business model. Make sure you clearly define: the vision and objectives of your one-stop shop, the target group, the customer journey/services you will provide and when they kick-off, your communication strategy, a map of your main stakeholders, your key performance indicators, your expected costs and revenues, etc.
- Draft a mid- & long-term sustainability strategy. This is particularly important when the one-stop shop is launched thanks to EU funds, as they won't last forever. Explore in advance how you can finance the operations of your One-Stop Shop without EU support, as this may lead to a totally different direction of your business model and legal status. For instance, if you set up a public One-Stop Shop (e.g. as a department of a local authority), you may not be able to finance your operations through fees paid by customers when the EU fund ends. So, you'd need to secure other types of funding before the time comes.

6.3. Draft your value proposition

Once the main target group, as well as any secondary or tertiary target groups (e.g. suppliers, partners or local communities), have been identified, a clear value proposition should be defined for each. This should include tailored messages, the benefits provided by the One-Stop Shop and the services offered. These should be clearly reflected in dedicated communication materials and/or on the project website. (even better if visually appealing).

Your value proposition should answer the following questions:

(i) Which of the barriers faced by your target group can be overcome through your support?

(ii) Which problems can be solved by engaging with your services?

(ii) What benefits do they gain?

6.4. Set the governance structure and hire needed skills

- Define a solid governance structure to ensure that roles and responsibilities are clearly defined among the staff of the one-stop shop.
- If the chosen legal status requires a board, make sure that the interests of your main target group are well represented in it.
- Map the skills needed to reach and engage your target group, as well as to deliver the services planned in your business plan.
- Try to use the best of your resources to build a multidisciplinary team. To operate, OSS need to be trusted entities. Building trust doesn't come solely from technical knowledge. It requires social and interpersonal skills to connect with people, listen to their needs, and convince them to embark on the renovation journey with you.
- Plan and invest resources in continuous learning and professional development of your staff. On this point, connecting with other OSSs for peer learning and connecting with EU initiatives and projects may help train your staff, without severely impacting your budget (see chapter on [EU initiatives supporting OSS](#)).

6.5. Define your customer journey

The renovation journey of a building owner/manager encompasses all phases of the renovation process and the steps undertaken in it. It starts with initial awareness of needs and potential for renovation, and continues with decision-making and planning, to the implementation of the renovation projects and its follow-ups. Yet, a crucial step is to move from awareness to planning of renovation projects. Here the One-Stop Shop plays a pivotal role as a key enabler of the decision-making process.

Indeed, One-Stop Shops can and should reassure building owners and managers by addressing the doubts, fears and uncertainties that often hinder renovation decisions. This involves providing clear information, explaining available options, clarifying procedures and helping identify suitable solutions. Equally important, however, is communicating the customer journey within the OSS itself. Defining and clearly presenting the steps that building owners or managers will follow through the support structure is a fundamental aspect of establishing an effective OSS. In this regard, OSSs should highlight how their services simplify the renovation process and identify the specific stages where support is provided, recognising that some OSS models may cover only part of the overall renovation journey, such as advisory services.

A well-structured and defined customer journey, easily explained in a few key steps, helps reduce the stress of building owners/managers when approaching the One-Stop Shop. Remember that easing the renovation process for customers is THE goal.

Energiehuis, operating in several cities in Belgium, summarises the customer journey and the services offered into three simple steps: (1) Answering your questions, (2) Guidance and support, and (3) Referral for specialist advice.

The customer journey is dictated by the services offered by the OSS. The very first step is of course awareness: make the customer aware of your existence and the services you provide. We suggest looking at the [case studies](#) developed by the EU Peers initiative to know what other OSSs (in this case for private residential buildings) are offering as a customer journey. As a summary of customer journeys, we report below the graph developed by Christophe Milin and Adrien Bullier in the paper “Towards large-scale roll-out of Integrated home renovation services in Europe”. Although specifically designed to describe the customer journey of homeowners in the absence of OSSs, it can be easily transposed to the customer journey of owners/managers of public buildings or SMEs/enterprises’ facilities.



Figure 1. C. Milin, A. Bullier. Customer journey for home renovation

6.6. Set up an office/website

This point has already been treated in the chapter [Localisation](#), and it is here repeated as a reminder. Regardless of the decision taken, nowadays online presence is a must. The website shall serve as the first entry point of the customer journey and shall provide at least all preliminary information: who you are, what services you provide, to whom, and how you can be contacted.

OSSs' websites often include a variety of information to support the decision-making process, such as simplified extracts of legislation, policies and other legal requirements about renovation. Websites can also include information on Energy Performance Certificates (how to read them, who can deliver them, when they are needed, etc.), insights on potential renovation measures (insulation, integration of renewable energy sources, windows' replacement, solutions for sustainable heating and cooling, etc).

[Homegrade](#), operating in *Brussels*, provides key information on suggested measures per theme: daily energy consumption (behaviours); condominium; sustainability; energy optimisation; management of renovation works; acoustics; insulation; renting and purchase of townhouses/apartments; heritage buildings; health, security and hygiene; urban planning.

6.7. Build first partnerships

Building partnerships with key stakeholders is one of the key success factors for One-Stop Shops.

- Start with the most relevant stakeholders in your territory: local and regional authorities to receive political support, main building companies or clusters of companies, associations of homeowners, energy communities (depending on your target group), etc.
- Allocate proper resources to the task. Establish a continuous partnership management loop to ensure that your stakeholders remain close to you in the long-term.
- Develop a clear communication strategy towards potential partners.
- If relevant, design and negotiate partnership agreements, memoranda of understanding and any other formal partnership model that can ensure the positioning of your One-Stop Shop in the market.
- Finally, remember that partnerships are built over time. New actors may join the renovation sector in your territory. Make this a continuous activity; regularly map all actors looking for new partnerships along the way.

6.8. Launch your OSS

Time to finally launch your OSS. Run a test phase with pre-defined short-term targets to achieve. Monitor your activities/services and their impact and redefine your OSS once the phase is over and you have collected enough data to assess their impact. Monitor your communication channels as well to see which are the most effective and how you can improve the communication flow and attract new customers.

Start with a communication campaign and develop dedicated material to attract your first customers. If you are new to the market (e.g. you are a newly established organisation and the OSS is not part of any pre-existing structure already known to your target group), it would be worth mobilising your first partnerships and using them to promote your services, particularly the local/regional authorities in your territory.

Make yourself known: join energy fairs and relevant local events, build a social media presence, find, engage and mobilise local ambassadors.

7. Digitalisation & OSS

Digitalisation is transforming One-Stop Shops for building renovation by streamlining processes, enhancing customer experience, and improving efficiency. By integrating digital tools, such as online portals, AI-driven recommendations, and automated workflows, these platforms simplify access to information, funding, and services, reducing complexity for the customers. Moreover, AI can personalise the renovation journey by analysing user needs, suggesting tailored solutions (e.g. energy-efficient upgrades or cost-saving measures), and even predicting project timelines or budgets.

Digitalisation enables better customer management through chatbots, data-driven insights, and real-time tracking, ensuring smoother communication and higher satisfaction. The potential lies in scaling these solutions to handle large volumes of requests, optimising resource allocation, and empowering customers with data to make informed decisions, ultimately accelerating the transition to sustainable, energy-efficient buildings.

Below we report two examples of platforms developed and run by One-Stop Shops as a source of inspiration.

7.1.1. Multihome project – Renovation Twin platform

The [Multihome project](#), co-funded by the LIFE CET programme, developed the “[Renovation Twin](#)” platform to support households’ and condominiums’ renovation in Plovdiv, Bulgaria.

The platform turns fragmented data into a powerful, user-friendly tool, enabling homeowners & condominiums to plan smarter, faster, and more cost-effective renovation, while driving Plovdiv’s energy transition. It provides an interactive 3D GIS-based model of the residential building stock, visualising energy performance at a glance. It uses digital building logbooks (DBLs) to store secure, accessible digital records for every building, aggregating technical, energy, and renovation data.

It encompasses a predictive database of Energy Performance Certificates (EPCs) with a “living” EPC algorithm that dynamically predicts energy classes for buildings in the absence of an official EPC; and it has the capacity to “self-improve”, refining accuracy as new data come in.

The platform also offers homeowners a self-service tool composed of: 1) a “renovation motivator” to simulate renovation projects, with related costs, energy savings and expected impact in real time; 2) a “solar simulator” to assess solar energy potential and the financial viability of integrating PVs on the building; 3) “one-click insights” to replace long consultancies with 1min self-assessments.

To be noted that customers have the option to ask for dedicated meetings and counselling by the OSS operators. But the platform helps customers familiarise themselves with the renovation process before investing precious time.

7.1.2. Opengela programme – eOpengela platform

Co-funded first through the Horizon 2020 programme and then through the LIFE CET programme, [Opengela](#) is a neighbourhood-based one-stop shop model combining physical offices and a digital [platform](#) to scale building renovation across the Basque Country, Spain. It integrates GIS, Big Data, and energy modelling to create a data-driven renovation ecosystem for local and regional authorities, market actors, and homeowners.

It offers a dual-interface system:

- (i) eOpengela “Hoja de Ruta” designed for local and regional authorities. It offers them the possibility to filter by building typology and energy performance/class. It identifies worst-performing buildings for prioritisation. It helps them develop large-scale, trans-scalar renovation strategies and plan measures to decarbonise the building stock. In addition, it supports aggregation of demand/projects at the local level and develops renovation scenarios with quantified environmental, economic, and social impacts. Finally, it provides long-term market visibility for industrial policies.
- (ii) eOpengela “Comunidades” for citizens. With data fed by local OSSs after energy audits, it provides citizens with detailed technical data on their buildings. It helps them simulate renovation scenarios by providing energy & financial projections. Once measures and preferred scenario are chosen, the platform provides key information on available technology providers & building companies, as well as available funding streams. It also integrates features to build a financial plan and export a comprehensive renovation report.

8. Financing renovation projects

Supporting the customers in identifying suitable financing options for their renovation projects often constitutes a core OSS service. Renovation projects typically require substantial upfront capital costs, constituting one of the principal barriers for building owners. This challenge is compounded by fragmented funding landscapes, complex eligibility criteria, and limited access to tailored financial products, particularly for small-scale residential projects.

The [FACILITA project](#), LIFE CET Programme, in the “[Catalogue of financial mechanisms and solutions](#)” (2025), highlights how a persistent barrier to investment is not the absence of capital, but rather the lack of adequately prepared and standardised project pipelines. OSSs can fill this gap by aligning technical design, financial structuring, and regulatory compliance into a coherent framework that meets the expectations of financial institutions. While the catalogue focuses on the Spanish context, in line with the project focus (development of OSS structures for public buildings in Spain), it provides an extensive analysis of both non-redeemable and redeemable financing options that can be easily transposed to other countries in Europe.

Non-redeemable financing options, such as grants, subsidies and other public incentives, either at European, national, regional or even local level, constitute one of the main triggers for renovation, particularly for small-scale projects and/or renovation of vulnerable households. While **redeemable financing options**, such as bank loans, bonds, green mortgages, on-bill financing, and more, are often more suited for large-scale projects (e.g. deep renovation), they are not always accessible to all, particularly vulnerable groups.

Crowdfunding and **citizen finance** are also emerging as potential funding sources for renovation projects, especially when targeting public buildings or spaces of public interest.

More detailed information on the topic is provided by the [ENERGATE project](#), LIFE CET programme, which analysed the most common financing mechanisms used for energy renovation projects in the “[Report on Building Renovation Financing Typologies](#)” (2023).

9. Benefits of OSS for Local and Regional Authorities

Regardless of the specific target group of the One-Stop Shops, local and regional authorities receive invaluable benefits from having one operating in their territory. Here we list a few.

- It supports the implementation of local/regional policies on decarbonisation of the building stock by providing trusted, independent and high-quality services.
- It supports the increment of the market value of the (renovated) building stock.
- It boosts economic growth. Thanks to demand growth and aggregation, the OSS triggers investments, new (green) jobs, and empowers local enterprises.
- It supports improving people’s health, well-being and safety thanks to high-quality renovation.
- When targeting energy-poor households, it supports the implementation of dedicated local/regional policies and, thus, the reduction of energy poverty in the territory.
- We suggest looking at the EU Peers campaign “[Give your Citizens a Home Renovation Gift Box](#)” to know more about the benefits for local and regional authorities, as well as to explore relevant material to push your city/region towards the creation of a One-Stop Shop.

10. EU initiatives supporting One-Stop Shops

Several initiatives and projects at EU and national level support the establishment of One-Stop Shops and the lifelong learning of their staff.

- **EU Peers**. Co-funded by the LIFE CET programme, it runs the European Community of Practice of Integrated Home Renovation Services. It targets both OSS operators and the so-called “supporters” (local and regional authorities, financial institutions, homeowner associations, building companies, etc.). The initiative is structured through platforms at the national level (currently operating in Italy, Spain, Hungary, France, Ireland, Belgium, Germany, and the Baltics) and transnationally. It offers a variety of opportunities ranging from capacity-building to visibility, knowledge repository, dedicated fora, connections with national and EU policy-makers and market players, etc.
- **Citizen-led Renovation** (CLR). Through the so-called enablers (OSSs, energy agencies and similar entities), it empowers energy communities and citizens’ collectives to carry out energy-saving renovation projects. Enablers provide dedicated technical assistance and capacity building in the covered territories to boost renovation. At the EU level, the initiative offers a learning platform, the “Citizen-led Renovation Resource Hub”, to receive personalised guidance and have access to material on topics such as community engagement, stakeholder engagement, technical skills, and financial/ business skills.
- **Build UP**. The initiative is dedicated to making the building sector more energy efficient. It brings together practitioners of the construction sector to share best practice, increase knowledge and capacities, through dedicated tools and resources.
- **ManagEnergy**. Focusing on energy agencies but also opening its doors to e.g. local and regional authorities and other relevant actors, it provides capacity building opportunities and visibility on a wide range of topics. Of particular importance for those interested in One-Stop Shops are the dedicated masterclasses, where learners are supported in the design of a business model canvas for the creation of new One-Stop Shops.
- **EU Covenant of Mayors for Climate and Energy**. Targeting mainly local authorities, it empowers them to develop and implement ambitious energy and climate strategies. Although not specifically targeting OSSs, the decarbonisation of the building stock is one of the key sectors promoted by the initiative and required of municipalities when developing and implementing the so-called Sustainable Energy and Climate Action Plans (SECAPs).

11. Conclusion

To conclude, One-Stop Shops for building renovation represent a transformative approach to simplifying and accelerating the renovation process for building owners and managers across Europe. By consolidating a wide range of services, from technical advice and financing solutions to project management and quality assurance, these hubs address the fragmentation and complexity that often deter renovation projects. The diverse models of One-Stop Shops presented in the handbook reflect the adaptability of this concept to local contexts, ensuring that support is accessible, tailored, and effective.

For building owners/managers, the customer journey is streamlined, reducing administrative burdens and providing clarity at every stage, from initial assessment to project completion.

For local and regional authorities, One-Stop Shops offer a strategic tool to achieve climate and energy goals, improve the quality of the building stock, and stimulate local economies.

By fostering collaboration among stakeholders and leveraging EU initiatives, One-Stop Shops become catalysts for sustainable urban development.

As Europe continues to prioritise energy efficiency and decarbonisation, One-Stop Shops stand as a testament to the power of integrated, user-centric solutions in driving systemic change and empowering communities to build a greener future.

PROSPECT initiative enhances the capacity of regional and local authorities to design, implement and scale OSS solutions for their energy and climate projects, through peer-learning and a dedicated [repository of proven success Stories](#).

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