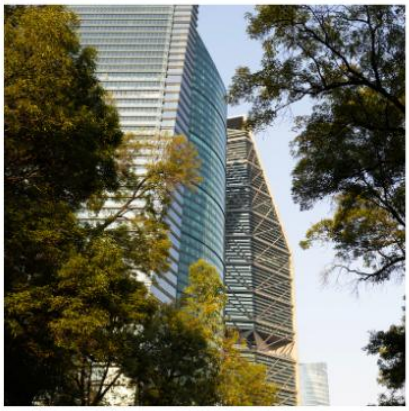
PROSPECT





One-Stop Shops (OSSs) for Building Renovation –

Learning Handbook at a Glance

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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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1. About this guide

This concise guide highlights the key concepts, applications and takeaways of the full PROSPECT CUBE Learning Handbook on One-Stop Shops (OSSs) for Building Renovation, introducing an integrated service model that simplifies the building renovation process. It explores how local and regional authorities (LRAs), energy and climate agencies and other stakeholders can establish and operate OSSs to provide coordinated technical, financial and administrative support throughout the renovation journey.

Drawing on the experience of the PROSPECT initiative and broader European practices, the publication outlines the service delivery models, organisational arrangements and implementation considerations involved in developing effective OSSs.

1.1. What the full learning handbook covers?

The full learning handbook is structured as a modular reference and learning resource covering:

- The purpose and role of OSSs in building renovation
- OSS typologies by target group, services, legal status, location and funding
- The customer journey, from initial advice to post-renovation follow-up
- Service delivery models: advice, support and implementation
- Project financing, digital tools and access to renovation support
- Benefits of OSSs for LRAs and the wider renovation ecosystem
- Key success factors, partnerships and steps for setting up an OSS

The publication also presents the EU policy framework, relevant EU support initiatives and practical examples of OSS services.

1.2. Who should use the full learning handbook?

The full learning handbook is designed for both newcomers and experienced practitioners involved in the planning, financing, management, or implementation of energy-related investments. Developed in the framework of the PROSPECT initiative, it primarily addresses local and regional authorities (LRAs), energy and climate agencies and organisations planning or delivering building renovation programmes. In doing so, it is also relevant to financial institutions, technical experts, construction companies, energy service providers and community organisations involved in the renovation ecosystem.

Combining an overview of OSS models with practical establishment steps, the handbook helps readers identify suitable services, partnerships and financing arrangements for their local context.

2. What are One-Stop Shops (OSSs) for building renovation?

One-Stop Shops (OSSs) for building renovation are physical, digital or hybrid contact points offering coordinated information, technical assistance and practical services to building owners and managers. They simplify a fragmented renovation process by connecting customers with experts, contractors, financing providers and public administrations.

Under an OSS model:

- Users access renovation advice and services through a single entry point.
- Support may cover technical assessments, project design, finance and administration.
- OSSs facilitate coordination among customers, service providers and public bodies.
- Services can be tailored to different building types, target groups and local needs.

OSSs help users navigate the renovation journey, from initial assessment and planning to implementation and, where offered, post-renovation monitoring.

2.1. How do OSSs for building renovation work in practice?

OSSs differ in the depth of support they provide. Their services may extend from independent information and advice to project design, company selection, negotiation, coordination of works, quality assurance, financing solutions and direct delivery of renovations.

The handbook distinguishes three service delivery models:

- Advice model, providing independent information and guidance on renovation options, technical requirements and available financial support.
- Support model, adding project design, assistance with selecting providers, coordination of renovation works and quality assurance.
- Implementation model, in which the OSS acts as the main contractor and delivers renovation works, coordinating other providers as needed.

The appropriate model depends on target users, organisational capacity and business arrangements.

2.2. Where can OSSs for building renovation be applied?

OSSs may serve different building owners and managers, with services adapted to the renovation needs of each group. Typical applications include:

- Private homes and residential renovation programmes
- Public buildings, including schools, hospitals and municipal facilities

- Condominiums and multi-family residential buildings
- Homeowners, homebuyers and, where relevant, tenants
- Social housing and energy-poor or vulnerable households
- Commercial premises and SMEs
- Building portfolios supported by public authorities and energy agencies
- Neighbourhood or territorial renovation programmes

OSSs may operate locally, regionally or through combined physical and digital channels. Their legal status, funding sources and range of services vary, allowing them to respond to different renovation markets and customer needs.

2.3. Why do OSSs for building renovation matter?

OSSs for building renovation help local and regional authorities (LRAs) translate building renovation objectives into accessible services, overcoming information gaps, limited technical capacity and the complexity of coordinating renovation projects.

By bringing together advice, project preparation, access to financing and delivery support, OSSs can build customer trust, improve coordination with market actors and facilitate the uptake of energy renovations.

Their effectiveness depends on skilled management, strong partnerships, clear value propositions, visible communication and a sustainable business model. Well-designed OSSs can support renovation investment and the decarbonisation of the building stock.

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