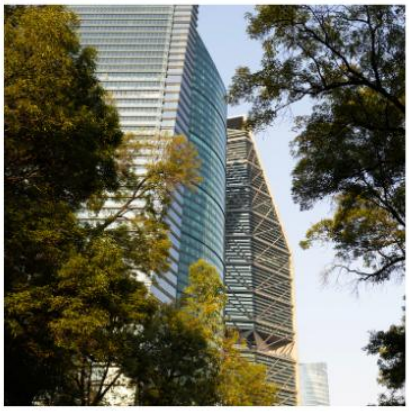
PROSPECT





Learning Handbook on One-Stop Shops for Building Renovation

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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
BRPs	Building Renovation Passports
CBP	Capacity-Building Programme
CET	Clean Energy Transition Programme
CINEA	European Climate, Infrastructure and Environment Executive Agency
CLR	Citizen-led Renovation
DBL	Digital Building Logbook
EE	Energy Efficiency
EED	Energy Efficiency Directive
EIB	European Investment Bank
ELENA	European Local ENergy Assistance
EPBD	Energy Performance of Buildings Directive
EPC	Energy Performance Certificate
EPC	Energy Performance Contracting
ESCO	Energy Service Company
EU	European Union
EUCF	European City Facility
IHRS	Integrated Home Renovation Services
LRA	Local and Regional Authority
MASE	Ministero dell'Ambiente e della Sicurezza Energetica
NBRP	National Building Renovation Plan
NGO	Non-Governmental Organisation
nZEB	Nearly Zero-Energy Building
OSS	One-Stop Shop(s)
P2P	Peer-to-Peer
PDA	Project Development Assistance
RENAEL	Rete Nazionale delle Agenzie Energetiche Locali
RES	Renewable Energy Sources
SCF	Social Climate Fund
SECAP	Sustainable Energy and Climate Action Plan
SME	Small and Medium-sized Enterprise
ZEB	Zero-Emission Building

1. Introduction

The term “One-Stop Shop (OSS)” refers to a central point of contact offering various services to simplify processes for users. This can take the form of a physical or digital service platform (or a combination of both), providing citizens, companies, and public authorities with coordinated access to information, expertise and services required to implement projects. The objective of an OSS is to make processes simpler, faster, and more user-friendly. In practice, an OSS serves as a central hub connecting users with relevant stakeholders, including technical specialists, financial service 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 reflects both the growing policy importance of building decarbonisation and the potential of OSSs to accelerate renovation rates by making processes more accessible, streamlined, and user oriented. That said, 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 multiple actors and institutions.

Although the definition of a One-Stop Shop varies across countries, 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 main characteristics, services and steps for their establishment, while 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 (LRAs), energy and climate agencies and organisations involved in the planning and implementation of building renovation programmes.

It is also relevant to 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 OSSs can organise services, coordinate stakeholders and facilitate access to renovation support.

1.3. How to use this handbook

The handbook is structured to guide readers progressively through the concept and implementation of OSSs for building renovation. It begins by explaining the main characteristics of OSS models and the relevant EU policy framework. Subsequent sections explore the services typically offered by OSSs, the different operational models and the stakeholders involved in delivering these services. The handbook then presents practical steps for establishing an OSS and highlights key factors for its successful operation.

Finally, the handbook summarises the main benefits of OSSs for LRAs and highlights EU initiatives supporting their establishment, operation and continuous improvement.

2. One-Stop Shop 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 typically involves several steps, ranging from initial awareness and building assessment to financial planning, project implementation and post-renovation monitoring. By coordinating these stages, OSSs reduce complexity and help building owners and managers move more confidently from the initial decision to renovate to the successful completion of renovation works.

The services offered by an OSS vary depending on its type and operational model (see Section 4). They may include assessing the energy performance of buildings, advising building owners and managers on renovation options and measures, facilitating access to finance, coordinating contractors and technology providers, and ensuring quality control during implementation. Some OSSs also provide monitoring and follow-up services after renovation works have been completed to help ensure that expected energy savings and performance improvements are achieved. By bringing these services together, OSSs provide a more coherent and user-friendly renovation experience while improving coordination among market actors.

The OSS approach is particularly relevant - if not essential- to the residential sector, where homeowners may face significant challenges in planning and managing renovation projects, especially when responding to renovation requirements arising from national, regional or local policies. In such cases, OSSs can provide valuable guidance and support throughout the process.

In the paper "Towards large-scale roll out of "integrated home renovation services" in Europe" (2021), C. Milin and A. Bullier highlight the challenges faced by homeowners who often lack the skills, information and time needed to manage complex renovation projects. They compare the renovation process to organising a wedding, where multiple service providers must be coordinated to deliver a successful outcome. Just as wedding planners simplify this process, providers of Integrated Home Renovation Services (IHRS) can support homeowners by coordinating the different stages of their renovation journey.

In the context of private residential buildings, the terms IHRS and OSS can be considered closely related. However, the term One-Stop Shop, as used in this handbook, has a broader scope, encompassing renovation support services not only for private residential buildings but also for commercial and public buildings.

3. One-Stop Shops in the EU policy framework

The EU policy framework recognises OSSs as an important instrument for achieving energy efficiency (EE) and decarbonisation objectives, with a strong emphasis on accessibility, integrated support and assistance for vulnerable groups.

3.1. European Energy Efficiency Directive Recast

The recast of the Energy Efficiency Directive (EED) (2023), requires Member States to establish technical assistance facilities, including OSSs, providing advice, guidance and practical support for EE improvements and building renovations. In particular, Article 18 calls for such services to be accessible to a wide range of stakeholders, including homeowners, public bodies and SMEs, with particular attention to vulnerable and energy-poor households and occupants of the worst-performing buildings.

The EED recognises OSSs as an important tool for addressing non-economic barriers to renovation, such as the complexity of renovation works and the lack of technical expertise, information and capacity.

The Directive also calls for the integration of OSS services into National Energy and Climate Plans (NECPs) and National Building Renovation Plans, supporting broader objectives related to reducing energy poverty and improving the energy performance of buildings.

Looking specifically at public buildings, the Directive requires Member States to ensure that at least 3% of public buildings' total 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 promotes the deployment of OSSs to facilitate building renovations and accelerate the decarbonisation of the EU building stock. It recognises OSSs as a key instrument for overcoming non-economic barriers and providing integrated technical and financial support.

Article 17 of the EPBD requires Member States to ensure (i) the establishment and operation of One-Stop Shops providing technical, financial and administrative assistance for building renovations, and (ii) that these services are accessible to a wide range of stakeholders, including homeowners, tenants, SMEs and public bodies. It also emphasises the importance of prioritising support for vulnerable households, social housing, SMEs and micro-enterprises.

Furthermore, the EPBD encourages the use of digital tools and platforms to streamline renovation processes, improve transparency and facilitate access to financing, and introduces the Building Renovation Passports (BRP), designed to support step-by-step energy renovations and contribute to the EU's objective of achieving a zero-emission building stock by 2050. OSSs are encouraged to use these passports to guide building owners through the renovation process and support long-term energy performance improvements.

3.3. EU Commission Recommendation

The EU Commission Recommendation 2026/536 provides practical guidance to Member States on OSS services for EE and the energy performance of buildings. While primarily focusing on the residential sector, the Recommendation encourages similar approaches for public and commercial buildings.

The guidelines identify the following objectives for OSSs:

- Disseminating reliable information, ensuring consistent messages and the credibility of the organisations providing them;
- Streamlining access to financial support, including funding objectives, eligibility conditions and administrative procedures, while optimising management costs;
- Clarifying responsibilities and liabilities to build trust among stakeholders;
- Pooling expertise and skills, bringing together specialised knowledge and supporting the development of new capacities;
- Encouraging and aggregating small-scale investments to achieve critical mass, potentially through dedicated financing solutions and partnerships with financial institutions.

Given the complexity and fragmentation of the renovation sector, the Recommendation encourages Member States to develop a coherent ecosystem of complementary support 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. OSSs can be categorised according to their target groups, services provided, legal status, location and sources of funding, as outlined in the following sections.

4.1. Target group/building typology

One-Stop Shops can be differentiated according to their target audience, and more specifically the types of buildings they support. In fact, an OSS may serve more than one target group or building typology.

PUBLIC BUILDINGS. OSSs for building renovation can support public authorities, schools, hospitals and other public entities in their building renovation journey. They typically serve a public mandate, either by operating within a local or regional authority or its agency, or by being established as a public-interest organisation. Social housing is often a priority, with services specifically designed to help reduce energy poverty in the territory.

Focus Box 1: Examples of OSS support for municipalities in Belgium – The RenoWatt project (Belgium)

The RenoWatt project supports municipalities in the Walloon Region, Belgium, acting as a facilitator for energy renovation projects. It provides them with guidance, technical support and a dedicated platform called "Colibri" to monitor energy consumption and indoor temperature in public buildings, as well as to coordinate renovation works.

PRIVATE RESIDENTIAL BUILDINGS. OSSs in this category may either serve a broad range of residential building owners or focus on specific groups, such as individual homeowners, condominium or multi-family building owners and managers, or groups of citizens involved in energy communities, neighbourhood committees or similar initiatives. Among them:

- **Tenants.** To date, relatively few OSSs directly support tenants, mainly because they generally lack decision-making authority over major renovation works. Nevertheless, tenants can influence renovation decisions, for example through discussions with landlords or by expressing a preference for renovated, energy-efficient properties over low-class ones.
- **Homebuyers.** Another group often overlooked by OSSs is prospective homebuyers. Although they are not yet property owners and therefore lack the decision-making authority to undertake renovation works, access to OSS services, particularly information and advice (see Section 4.2.1), can help them make informed purchasing decisions. Information on necessary renovation

measures and associated costs is essential for understanding the overall investment required and the property's renovation potential. In addition, while many EU countries require sellers to provide prospective buyers with an Energy Performance Certificate (EPC), the information provided may be too technical or insufficiently detailed for buyers to fully understand its implications. Furthermore, prospective homebuyers are well positioned to plan renovation works before purchasing a property and may be more willing to undertake deep renovations, particularly when the associated costs can be included in their mortgage.

Focus Box 2: Creating Integrated Home Renovation Services for Condominium Associations – The Condoreno project (EU)

The Condoreno project, co-funded by the LIFE Clean Energy Transition (CET) Programme of the European Commission, provided integrated home renovation services specifically for condominium associations, including tailored tools to support financial decision-making and market engagement.

- **Commercial buildings.** Although still relatively limited in number, OSSs targeting commercial buildings typically support SMEs and other businesses in improving the energy performance of their premises. They may serve individual enterprises or groups of businesses, such as those located in industrial parks, with the aim of supporting the decarbonisation of their facilities.

4.2. Type of services provided

The range and scope of services provided by OSSs 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

Information and advice are fundamental services provided by all OSSs. Whether they represent the core activity of an OSS or a complementary service, they typically constitute the first point of contact with customers. These services may cover standard energy renovation measures, available public funding schemes (particularly for OSSs targeting the private sector), and relevant national or regional regulations.

Information and advice can be provided through the OSS website, dedicated leaflets and other communication materials, as well as through individual consultations with customers. All these services are often offered free of charge, particularly when delivered online.

*When information and advice constitute the core activity of an OSS, this is referred to as the **"advice model"**.*

According to the EU Peers report *"Inside the One-Stop Shop models"*, the majority of OSSs currently operating in Europe fall into this category, largely because they are publicly funded through local, regional or European funding sources, including the LIFE CET Programme and ELENA.

4.2.2. Project design

A key area of support offered by many OSSs relates to project design and development. These services may range from energy audits and pre-feasibility studies to the development of renovation scenarios, typically including a list of proposed measures, estimated costs (often detailed in a financial plan), expected energy savings and potential energy generation where renewable energy technologies are integrated into the building (e.g. rooftop solar panels). They are also usually accompanied by information on available funding sources (see Section 4.2.5).

Depending on customers' objectives and available budget, different scenarios for light or deep renovation may be proposed. These may also include a timeline and prioritisation of interventions to further facilitate the renovation process.

4.2.3. Selection of and negotiation with companies

This category of services can be divided into three successive levels of support:

(i) OSSs can provide customers with a list of "trusted companies" as part of their information and advice services. These companies may be awarded a quality label by the OSS or other trusted local partners (e.g. LRAs). Under the advice model, OSSs may recommend such companies, but the final decision remains with the customer, who is free to select providers outside the list.

(ii) OSSs can also assist customers in selecting companies and technology providers based on the chosen renovation project design.

(iii) Under the so-called "support model" (see Section 4.2.4), OSSs may negotiate renovation works and associated costs on behalf of customers, acting as a third party in the agreement. OSSs operating at regional level may also establish framework contracts with selected companies and

technology providers to facilitate demand aggregation and reduce overall renovation costs for current and prospective customers.

Focus Box 3: Examples of OSS support for company selection and negotiation – The LEAP project (Ireland)

The LEAP project, funded under the LIFE CET Programme, developed "Home Retrofitting Delivery Frameworks" for households and public buildings in Donegal County, Ireland. Through strong partnerships with local communities and companies, the project streamlined the renovation process, supported demand aggregation and helped negotiate lower renovation costs for the buildings concerned.

4.2.4. Coordination of renovation works & quality assurance

This service involves the OSS taking responsibility for coordinating the various companies and technology providers involved in renovation works on behalf of the building owner or manager. To date, this type of service has mainly been provided by OSSs targeting public buildings, particularly energy agencies and other organisations with a public mandate.

In this case, and in addition to the above-mentioned services, the OSS acts as a third party in the agreement between the building owner or manager and the companies or technology providers. It organises the necessary interventions, coordinates the involvement of selected providers at the appropriate stages and oversees the renovation works to ensure compliance with quality standards and regulatory requirements.

*Together with project design and company selection, this service is central to the so-called **"support model"**.*

This category may also include follow-up energy audits to assess the effectiveness of the renovation works and verify whether the expected energy savings have been achieved.

Focus Box 4: Examples of OSS support for project design and implementation - The BAPAURA project (France)

The BAPAURA project, funded under the Horizon 2020 Programme, provided support-model services for public building renovation in France. The project supported more than 140 renovation projects, offering project design, company selection, coordination of renovation works, follow-up audits and training on newly installed smart building features.

4.2.5. Provision of financing solutions

As with company selection, this category of services can be divided into three successive levels of support:

(i) 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.

(ii) Support with funding applications, with many OSSs also supporting their customers in filling in and submitting applications for public funds.

(iii) Financing the renovation works, typically involving:

a. Private financing. This service is usually provided by private OSSs (see Section 4.3) or financial institutions offering OSS services. A growing number of non-profit and public OSSs are also exploring this option through partnerships with banks and other private financial institutions.

b. Public financing. OSSs may also manage public grants on behalf of public authorities. This is particularly relevant when the OSS operates within a local or regional authority or has a public mandate to act as an intermediary between the authority and citizens or businesses, identifying eligible beneficiaries and tailoring its services to the funding requirements.

Focus Box 5: Examples of financing support provided by OSSs

A. 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 developing partnerships with banks and financial institutions operating in the region. Renov'Occitanie also participates in 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.

B. Andalusian Energy Agency (Spain)

The Andalusian Energy Agency, Spain, coordinated the PREE 5000 programme, providing regional public funding for energy renovation measures in existing buildings located in municipalities facing demographic challenges.

4.2.6. Implementation of renovation works

To date, relatively few OSSs provide this service. It involves integrating all or most of the services described above, with the OSS acting as the main contractor responsible for delivering the renovation works and, where necessary, coordinating other companies and technology providers to carry out deep renovations.

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

This service is often delivered by or in cooperation with Energy Service Companies (ESCOs), through Energy Performance Contracts (EPCs) or similar arrangements. Under these agreements, renovation works may be financed upfront, with the investment subsequently repaid through savings on energy bills.

Focus Box 6: Examples of renovation implementation support by OSSs – The FORTESIE project

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 EE measures with smart technology solutions. In addition, it supported the implementation and coordination of renovation works, bringing together the different actors needed to deliver comprehensive projects.

4.3. Legal status

Based on their legal status, and acknowledging that specific arrangements may vary across countries, OSSs can be divided into the following categories:

- **Public One-Stop Shops:** These are integrated into the services of LRAs and their agencies, national energy agencies or similar public entities. They often initiate OSS services within their territory and typically focus on the advice model, providing services free of charge (see Section 4.2.1).
- **Non-profit One-Stop Shops:** These operate within non-profit organisations, such as energy agencies, consumer associations and NGOs. They usually provide free information and advice services (advice model) to specific target groups, in line with the organisation's mission and mandate. Through partnerships with public and private entities and financial institutions, they may expand their services to include coordination and implementation models. They currently represent the majority of OSSs in Europe, with many established through EU-funded projects, including the LIFE CET Programme and the European Local ENergy Assistance (ELENA).

- **Private One-Stop Shops:** Usually operated by ESCOs, construction companies or consultancies, these OSSs offer renovation support as part of their service portfolio. They play a leading role in the implementation model, supporting and carrying out deep renovation projects. However, their fee-based services may be less accessible to vulnerable groups.
- **Public-private partnership:** A growing number of organisations are exploring this model to expand OSS services beyond advice and towards coordination and implementation

Although legally falling under the non-profit category, **community-led OSSs** are worth highlighting separately due to their growing relevance. Energy communities, citizens' associations and similar citizen-led organisations are increasingly emerging as local OSS structures, providing an initial point of contact and supporting community members throughout their renovation journey.

Focus Box 7: Example of OSS for energy communities' support - The Citizen-Led Renovation Initiative

The enablers of the Citizen-Led Renovation initiative are selecting and training "Ambassadors" from supported energy communities and citizens' collectives, to act as local OSSs, providing support and guidance to community members on building renovation projects.

4.4. Localisation

One of the key decisions when establishing an OSSs is whether to have a physical office or service point. While most, if not all, OSSs have a website or, in some cases, a dedicated online platform to provide information and support services, some also choose to establish a physical location to engage directly with customers. This may take the form of a dedicated office, a service desk at the city hall or another publicly accessible space.

The following examples illustrate different ways in which OSSs may engage with customers through physical locations.

- In addition to providing OSS services at its own office, Upper Austria Energy Agency hosts an annual meet-and-greet and advisory stand at the Energiesparmesse, one of Austria's leading trade fairs for energy efficiency, sustainable construction, and renewable energy. The event gives trade fair visitors (local residents and companies) the opportunity to meet the agency's staff and receive guidance for their energy renovation projects directly at the stand.
- 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.

Furthermore, OSSs can vary according to their geographical scope: local, regional or national. The geographical coverage of an OSS usually depends on the organisation that initiated it and the findings of a market analysis conducted before its launch. This coverage may evolve over time, depending on emerging needs and opportunities. For example, the OSS originally led by the Tipperary Energy Agency in Ireland, which initially focused on a single county, evolved into what is now Electric Ireland Superhomes[1] through a Horizon 2020 project and operates across the island of Ireland.

4.5. Source of funding

Currently, most OSSs for building renovation operating in Europe are (co-)funded **through European public funding** programmes:

- **LIFE CET Programme**. Through calls for proposals launched annually to date, the European Commission's LIFE CET Programme co-finances the establishment of new OSSs in eligible countries, as well as the enhancement or specialisation of existing ones. This may include the development and testing of new tools and materials or dedicated actions targeting specific groups, such as vulnerable households. Looking at the LIFE CET calls for 2026, readers of this handbook may be interested in exploring the following opportunities:
  - 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 (EIB)**. ELENA provides grants for technical assistance to support the preparation and implementation of large-scale projects in EE, building-integrated renewable energy and innovative urban transport.
- **European City Facility (EUCF)**. Although not specifically designed to support OSSs, the EUCF has also proven useful in laying the groundwork for their establishment. It provides small grants to LRAs and similar entities to develop investment concepts for sustainable energy projects. For example, Donegal County Council (Ireland) developed an investment concept to establish an energy agency supporting regional decarbonisation, which now operates as an OSS through the LEAP project.
- **Social Climate Fund (SCF)**. This fund aims to support a green and inclusive transition in the European Union, with a particular focus on vulnerable groups and SMEs. Among other measures, it supports energy renovation of buildings, sustainable heating and cooling systems, and the integration of renewable energy sources into buildings.
- **InvestEU Fund**. Among its objectives, InvestEU supports financing for EE and building renovation projects.

In addition to European funding, **national funds** are expected to play an increasingly important role in establishing OSSs, particularly in light of the EPBD requirement for Member States to develop National Building Renovation Plans (NBRPs) and provide dedicated technical assistance for setting up OSSs. A relevant example 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). The project supports the establishment of OSSs (sportelli unici in Italian) for energy communities.

LRAs can also allocate part of their budgets to establishing OSSs in their territories. However, given the limited resources often available at local and regional level, such initiatives frequently rely on cooperation and co-funding arrangements with other public or private financial institutions. For example, the Renov’Occitanie one-stop shop (France) operates through cooperation and co-funding involving the

Occitanie Region, the regional energy and climate agency (AREC Occitanie), the EIB, France Rénov[2], and the EU.

Regarding **private funding**, customer fees remain an important source of revenue for OSS services. According to the EU Peers report "*Inside the One-Stop Shop models: Findings from 57 OSS across the EU*", 12% of respondents finance part of their operations through customer fees, with amounts varying according to the services provided. Common fee-based services include energy audits, technical design and specifications (project design), comprehensive renovation support and project management.

For OSSs operating under the implementation model, another option is to **bundle costs**, incorporating service costs into the overall renovation cost, for example by charging a percentage (%) of the total cost paid by the customer. Alternatively, fees may be linked to a percentage of the energy savings achieved (e.g. in the case of ESCOs), with payments structured through **performance-based contracts**. Finally, services may also be financed through **commissions** paid by suppliers or contractors engaged as a result of OSS interventions, particularly under the 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 OSSs depends on several factors, some of which may be beyond their control.

5.1. Management, skills & partnerships

Effective management is essential to the success of an OSS. This requires foresight, adaptability and the ability to recognise the organisation's strengths and shortcomings. Good management goes beyond administrative and financial responsibilities; it also involves identifying the skills and partnerships needed to operate an OSS in a particular territory and serve its target group effectively.

An illustrative example is an OSS designed to facilitate deep renovations for energy-poor households. While engineers, architects and other professionals typically employed by OSSs may have the technical expertise to plan and oversee such renovations, they may lack the specific skills needed to understand the circumstances, needs and motivations of vulnerable households. Recruiting staff with experience in NGO operations and supporting vulnerable groups, or establishing partnerships with NGOs, social workers and similar organisations, can help OSSs both reach energy-poor households and tailor their services to their specific needs.

The OSS must also be able to offer holistic support:

- Access to financing. Partnerships with public or private financial institutions may be needed to enable renovations at no upfront cost to households. Many energy-poor households face significant financial constraints, making incentive schemes based solely on reimbursement of renovation costs unlikely to be effective. Households struggling to cover their monthly expenses cannot reasonably be expected to finance substantial renovation works upfront and wait for reimbursement. Support mechanisms should therefore cover upfront investment costs, removing a key financial barrier to participation.
- Alternative accommodation during renovation. Deep renovations often take several months, during which the home may be temporarily uninhabitable. Although the completed renovation will improve comfort, EE and potentially the home's smart features, the disruption during the works may discourage energy-poor households from proceeding. OSSs could therefore help arrange temporary accommodation through partnerships with LRAs, hotels or local NGOs.

5.2. Communication, visibility and advocacy

Communication activities are often underestimated in terms of their importance and impact. Investing in communication efforts and materials can help OSSs reach their target groups and build a stable customer

base, supporting the continuity of their services, particularly when these are fee-based. However, successful communication should extend beyond the OSS's direct target groups. OSSs need to allocate adequate resources to communicate their services and impacts, and make their added value visible to a wider range of stakeholders, particularly:

- **LRAs**. Communicating and advocating for the importance of OSS services among LRAs can bring several benefits, including:
  - Subsidies/ grants/tax incentives for renovation, which may attract additional customers to the OSS, or even expand its service portfolio, particularly when the OSS is entrusted with managing public funds or supporting the application and evaluation processes of funding schemes.
  - Recognition as a trusted organisation and endorsement by LRAs can help overcome potential mistrust among citizens and strengthen the credibility of the OSS.
  - Political support and continued advocacy for the importance and impact of the OSS can also help sustain or introduce relevant strategies, policies and funding schemes, as well as secure direct financial support for OSS operations.
  - Outreach and promotion, with LRAs being well positioned to reach citizens and SMEs in their territories and can act as valuable partners ("marketing agents") in promoting OSS services. They may also provide space in public buildings (e.g. a service desk at the city hall) for meetings with potential customers or support the organisation of local energy fairs and events showcasing OSS services.
- **Building companies and technology providers.** Companies operating in the renovation sector should be made aware of the OSS's existence and the support it provides. Establishing trusted partnerships with these companies, particularly small and local businesses, can significantly improve the effectiveness of OSSs offering services beyond advice. Such partnerships may help ensure that renovation projects supported by OSSs receive greater priority, resulting in a faster, smoother and more customer-friendly renovation process.
- **NGOs and civil society organisations.** These organisations can support communication and outreach efforts by promoting OSS services among their target groups. They can also help OSSs better understand the needs of these groups and tailor their services accordingly.
- **Local communities and local leaders.** Satisfied customers can be among the most effective promoters of an OSS. As trust is essential to the uptake of OSS services, local ambassadors or

previous service users who share their experiences with neighbours, family and friends can help increase visibility and strengthen trust within the local community.

- **Private financial actors.** Banks, ESCOs and other private financial actors can collaborate with OSSs to provide financing solutions tailored to the needs of OSS customers.
- **National and European policymakers**. By collaborating with other OSSs at national and European level, sharing individual and collective results, and advocating for their added value and contribution to policy implementation, OSSs can strengthen the case for continued support through dedicated funding streams and technical assistance.

5.3. Win-win solutions

Thanks to their role in the renovation market, OSSs designed around building renovation are well positioned to act as central facilitators, creating mutually beneficial outcomes for the stakeholders involved. When operating beyond the advice model, OSSs can:

- Aggregate demand for renovation projects, making them more attractive for building companies;
- Accelerate renovation rate in the territories, supporting LRAs in implementing relevant local and regional policies;
- Negotiate renovation costs, making renovation more affordable for customers;
- Help reduce investment risks and secure investments for both public and private financing actors by carrying out preliminary (first-check) assessments and validation of renovation projects

An example is the **LEAP project** in Ireland, which aggregates homeowners to submit joint grant applications, increasing their chances of securing funding. By coordinating demand and managing the renovation process, the project also helps attract building companies and reduce renovation costs.

6. How to set up a One-Stop Shop

The following eight-step approach provides a possible pathway for establishing a new One-Stop Shop for building renovation. Although the steps are presented in a logical sequence to guide the process, they are not necessarily linear. Many are interrelated, and progress in one area may influence decisions in others. The approach should therefore be adapted to the specific context, objectives and structure of the OSS, with the initiating organisation determining the most appropriate timeline and sequence of activities.

6.1. Analysis of the renovation sector

Before embarking on the development of an OSS, the first step is to analyse the renovation sector in the target area. The following checklist outlines the key aspects to consider:

- OSS coverage in the city/region. Are there other OSSs in the city/region?
- Existing organisational structures. Could the OSS be established within an existing organisation, such as an energy agency, as one of its departments or units?
- Building stock. Which building typologies should be prioritised for renovation and targeted support? Where are the worst-performing buildings located, what types of buildings are they, and who owns them (e.g. social housing, private residential buildings, etc.)
- Legislative and policy framework. What European, national, regional and local legislations and policies are relevant to building renovation?
- Available financial support. What subsidies, grants, tax incentives and otherr support mechanisms are offered by public authorities and institutions for building renovation?
- Barriers to renovation. What are the main obstacles to building renovation in the target area (e.g. limited financing options or lack of awareness of renovation opportunities)?
- Business landscape. Which companies operate in the renovation sector within the OSS's territory? What is their size, which types of renovation works do they cover, and are there clusters of building companies?
- Other relevant stakeholders. Which other actors are active in the local renovation sector, such as NGOs, homeowner associations and energy communities?
- Private financial sector. Which banks and other financial institutions operate in the territory and provide financing for renovation works?

6.2. Definition of legal status and business model

Once the preliminary analysis has been completed and the relevant stakeholders in the OSS's territory have been mapped, preparations for establishing the OSS can begin. Key considerations include:

- Definition of legal status. The choice of legal status will depend on the applicable national and regional legislation, as well as the OSS's intended mission, service portfolio and target groups.
- Development of a business model. The business model should clearly define the OSS's vision and objectives, target groups, customer journey, services to be provided and their planned launch, communication strategy, key stakeholders, key performance indicators (KPIs), and expected costs and revenues.
- Medium- and long-term sustainability strategy. This is particularly important when an OSS is established with EU funding, as such support is typically time-limited. It is essential to consider from the outset how the OSS will continue operating once EU funding ends, as this may significantly influence its business model and legal structure. For example, a public OSS established as a department of a local authority may face limitations in financing its operations through customer fees after EU funding comes to an end. Alternative funding sources should therefore be identified and secured well in advance to ensure the continuity and long-term sustainability of its services.

6.3. Draft of value proposition

Once the primary target group and any secondary or tertiary target groups (e.g. suppliers, relevant partners and local communities) have been identified, a value proposition should be developed for each group. This should clearly communicate the benefits and services offered by the OSS through messages tailored to the needs of each target group. These value propositions should be clearly presented in dedicated communication materials and/or on the OSS website, preferably using engaging and visually appealing formats.

The value proposition should answer the following questions:

(i) Which barriers faced by the target group do they overcome through the OSS's services?

(ii) Which problems do they solve by connecting with the OSS (using its services)?

(ii) What do they gain?

6.4. Setting up the governance structure bringing in the required skills

- Governance structure. A clear and effective governance structure should be established to ensure that roles and responsibilities are well defined among OSS staff.
- Representation of target groups. If the chosen legal status requires a governing board, the interests of the main target group should be adequately represented.
- Skills assessment. The skills required to reach and engage the target group, as well as to deliver the services outlined in the business plan, should be identified and mapped.
- Multidisciplinary team. Available resources should be used effectively to build a multidisciplinary team. To operate successfully, OSSs need to establish themselves as trusted organisations. Building trust requires more than technical expertise; social and interpersonal skills are equally important for engaging with potential customers, understanding their needs and encouraging them to undertake renovation projects.
- Continuous learning and professional development. Adequate resources should be allocated to the continuous training and professional development of OSS staff. Collaboration with other OSSs through peer learning, as well as participation in relevant EU initiatives and projects, can provide valuable training opportunities without placing a significant burden on the OSS budget (see Section 10 on EU initiatives supporting OSSs).

6.5. Customer journey definition

The renovation journey of a building owner or manager encompasses all stages of the renovation process, from initial awareness of renovation needs and opportunities to decision-making, planning, project implementation and follow-up activities. A particularly important step is the transition from awareness to the planning of a renovation project, where the OSS plays a key role in facilitating decision-making.

Indeed, OSSs can help reassure building owners and managers by addressing the doubts, concerns and uncertainties that may prevent them from proceeding with renovation. This can be achieved by providing reliable information, clarifying the renovation process and supporting the identification of suitable solutions. But above all, OSSs should clearly explain the journey that potential customers can expect when accessing their services. Defining this customer journey is therefore a crucial aspect of establishing an OSS.

To this end, OSSs should identify which stages of the overall renovation journey are covered or simplified through its services, recognising that these may address only part of the process, particularly in the case of OSSs operating under the advice model. Once these stages have been identified**,** presenting the customer journey in a clear and structured way, ideally through a limited number of key steps, can help

potential customers navigate the renovation process with greater confidence and less uncertainty. Ultimately, simplifying the renovation process for customers is the primary objective of an OSS.

Focus Box 8: Example of customer support to save energy at home - Energiehuis (Belgium)

Energiehuis, operating in several Belgian cities, summarises the customer journey and its services into three simple steps: (i) Answers to questions, (ii) Guidance and support, and (iii) Referral for specialised advice.

The customer journey depends on the services offered by the OSS. The very first step is awareness, ensuring that potential users know about the OSS and understand the services it provides. Case studies developed by the EU Peers initiative show how other OSSs (in this case for private residential buildings) structure their customer journey. The figure below - developed by Christophe Milin and Adrien Bullier in their paper "*Towards large-scale roll-out of Integrated home renovation services in Europe*" – provides a relevant overview. Although originally designed to describe the experience of homeowners without OSS support, it can be easily adapted to the renovation journey of public building owners/managers or SMEs and other enterprises.



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

6.6. Setting up an office/website

As discussed in Section 4.4 on localisation, OSSs may operate through physical offices, digital platforms or a combination of both. Regardless of the chosen approach, an online presence is essential.

First, the OSS website should serve as an initial entry point in the customer journey, providing key information about the organisation operating the OSS, the services offered, the target groups served and the available contact channels. In addition, OSS websites can also provide a range of information to support customers in making informed renovation decisions. This may include simplified explanations of relevant legislation, policies and regulatory requirements, as well as guidance on Energy Performance Certificates (EPCs), including how to interpret them, who can issue them and when they are required.

Additional information may cover potential renovation measures, such as insulation, renewable energy integration, window replacement and sustainable heating and cooling solutions.

Focus Box 9: Example of advice and support centre for private housing in Brussels - Homegrade (Belgium)

Homegrade, operating in Brussels, provides information and guidance on a wide range of topics related to housing and renovation. These include daily energy consumption and related behaviours, condominiums, sustainability, energy optimisation, renovation works management, acoustics, insulation, renting and purchasing houses or apartments, heritage buildings, and health, safety and hygiene.

6.7. Building first partnerships

Establishing partnerships with key stakeholders is an important factor in the success of One-Stop Shops. The following aspects should be considered:

- Engagement with key stakeholders. Initial efforts should focus on the most relevant stakeholders in the OSS's territory, including local and regional authorities (to secure political support), major building companies or clusters of companies, homeowner associations and energy communities, depending on the target group.
- Partnership management. Adequate resources should be allocated to establishing and maintaining partnerships. A continuous partnership management process can help ensure long-term stakeholder engagement.
- Communication with potential partners. A clear communication strategy should be developed to engage potential partners and communicate the OSS's objectives and added value.

- Formal partnership arrangements. Where relevant, partnership agreements, memoranda of understanding or other formal arrangements should be developed and negotiated to strengthen the OSS's position within the renovation market.
- Continuous stakeholder mapping. Partnerships develop over time, while new actors may enter the local renovation sector. Stakeholder mapping should therefore be an ongoing activity, enabling the OSS to identify new partnership opportunities and expand its network.

6.8. Launch of the OSS

At this stage, the OSS moves from planning to operation. An initial testing phase should be implemented, with clearly defined short-term targets. The services and activities delivered, together with their impacts, should be monitored to assess performance and identify areas for improvement. Based on the findings, the OSS can refine its operations and services.

Communication channels should also be monitored to identify the most effective approaches and improve outreach to potential customers.

The launch should be accompanied by a communication campaign and dedicated promotional materials to attract initial users. Where the OSS is newly established and not integrated into an existing, well-known organisation, early partnerships can support outreach activities, particularly through collaboration with local and regional authorities.

Visibility can be further strengthened through participation in energy fairs and relevant local events, the establishment of a social media presence and the engagement of local ambassadors to promote and support the OSS services.

7. Digitalisation & OSS

Digitalisation is transforming OSSs 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.

The following two examples illustrate how digital platforms developed and operated by OSSs can support building renovation.

7.1. 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.

Customers always 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.

7.2. Opengela programme – eOpengela platform

Co-funded first through the Horizon 2020 programme and then through the LIFE CET programme, Opengela is a neighbourhood-based OSS 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 OSS clients 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 OSSs for Local and Regional Authorities

Regardless of their specific target groups, OSSs can provide significant benefits to LRAs by:

- Supporting the implementation of local and regional policies aimed at decarbonising the building stock through the provision of trusted, independent and high-quality renovation services.
- Contributing to an increase in the market value of renovated buildings, thereby enhancing the value of the local building stock.
- Stimulating local economic growth by increasing and aggregating demand for renovation, mobilising investments, creating new green jobs and strengthening local businesses.
- Improving citizens' health, well-being and safety by facilitating access to high-quality building renovation.
- Supporting efforts to reduce energy poverty by facilitating the implementation of dedicated local and regional policies and renovation measures targeting energy-poor households.

The materials referenced throughout this handbook are listed at the end of the document and provide further insights into the benefits of OSSs for LRAs. These include initiatives such as the EU Peers campaign "Give your Citizens a Home Renovation Gift Box".

10. EU initiatives supporting One-Stop Shops

Several initiatives and projects at EU and national level support the establishment and development of OSSs, as well as the continuous learning and professional development of their staff.

- **EU Peers**. Co-funded by the LIFE CET programme, EU Peers coordinates the European Community of Practice of Integrated Home Renovation Services. It targets both OSS operators and the so-called "supporters" (LRAs, financial institutions, homeowner associations, building companies, etc.). The initiative operates through national platforms (currently covering Italy, Spain, Hungary, France, Ireland, Belgium, Germany and the Baltic countries), as well as transnational activities. It provides a range of opportunities, including capacity building, networking, increased visibility, access to a knowledge repository and dedicated discussion forums, and engagement with national and EU policymakers and market actors.
- **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**. Primarily targeting energy agencies, while also engaging LRAs and other relevant stakeholders, ManagEnergy provides capacity-building and visibility opportunities across a wide range of energy-related topics. Of particular relevance to organisations interested in establishing OSSs are its dedicated masterclasses, which support participants in developing a business model canvas for the creation of new OSSs.
- **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

One-Stop Shops (OSSs) for building renovation offer an integrated approach to simplifying and accelerating renovation processes for building owners and managers across Europe. By bringing together a range of services, from technical advice and financing solutions to project management and quality assurance, OSSs help address the fragmentation and complexity that often hinder renovation projects. As highlighted throughout this handbook, their different organisational and operational models allow services to be adapted to local contexts, target groups and specific renovation needs.

For building owners and managers, OSSs simplify the renovation journey by reducing administrative burdens, improving access to information and support, and facilitating decision-making throughout the process, from initial assessment to project completion.

For LRAs, OSSs provide a valuable mechanism for advancing energy and climate objectives, improving the quality and energy performance of the building stock, addressing energy poverty and supporting local economic development.

The successful establishment and operation of OSSs depend on several factors, including appropriate governance and business models, access to relevant expertise, effective stakeholder partnerships, sustainable financing and clear communication with target groups. By bringing these elements together and making use of available EU initiatives and support mechanisms, OSSs can contribute to accelerating building renovation and supporting the transition towards a more energy-efficient and decarbonised building stock.

The PROSPECT initiative supports LRAs in strengthening their capacities to design, implement and scale up OSS solutions for their energy and climate projects through peer learning and access to a dedicated repository of replicable practices and success stories.

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