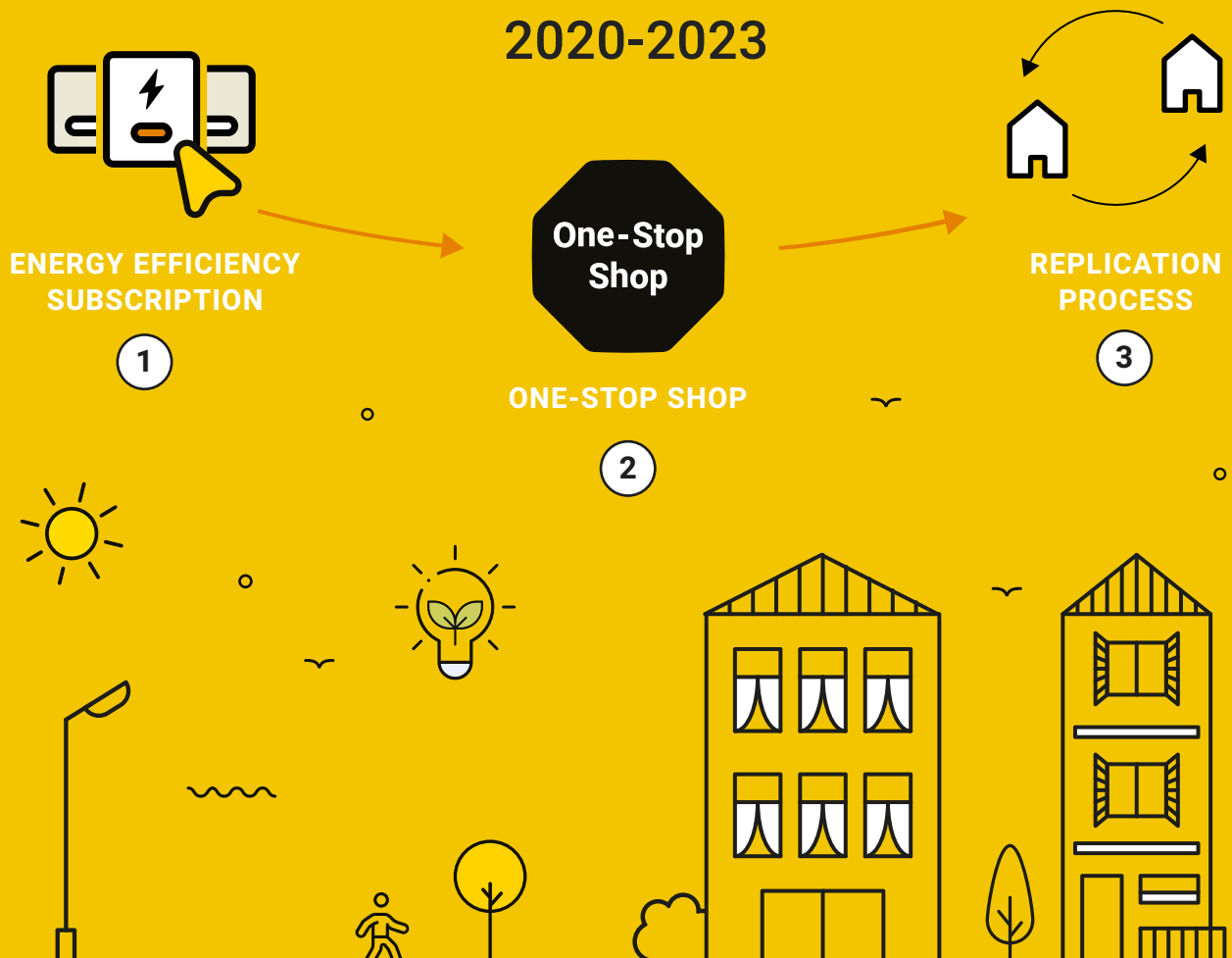




# KEY RESULTS OF THE EUROPA PROJECT



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 956649. The publication reflects only the author's view and the European Commission is not responsible for any use that may be made of the information it contains.

# Importance of energy renovation of residential buildings to meet the European climate targets

## Unlocked potential of energy renovation

Buildings are at the heart of the transformation towards a climate-neutral Europe by 2050. Contrarily to other emission-intensive sectors, *“Recent advantages in technology, design practices and know-how, coupled with behavioural changes, can achieve [...] a two to four-fold reduction for individual existing buildings, largely cost effectively or sometimes even at negative cost”* (IPCC 2014).

Especially deep renovation, defined as a process addressing the full potential of a building to reduce its energy demand, allows to drastically reduce emissions while saving resources compared to new buildings.

Buildings are responsible for **36%** of EU greenhouse gas emissions.



The building sector accounts for **40%** of energy consumption.



**75%** of buildings estimated to be energy inefficient.



**90%** of today's buildings will still stand in 30 year's time.



*“In existing buildings **50%-90%** of energy savings have been achieved throughout the world through deep retrofits.”* (IPCC 2014).

## Multiple benefits of energy renovation

In addition, after renovating their buildings with energy efficiency improvements, residents experience many cross-sectoral benefits, such as lower energy bills, increased thermal comfort and air quality as well as higher independence from international energy markets and stimulation of the local economy.

## Ambitious European climate targets

In order to make Europe climate-neutral by 2050, improving the energy performance of buildings is crucial. Therefore, the European Renovation Wave, launched in 2020, sets the objective to at least double the annual energy renovation rate by 2030 as well as to foster deep energy renovations. To facilitate this effort, the national and European regulatory frameworks are being adapted.

## The challenge of energy renovation

On the other hand, the implementation of these frameworks depends on concrete renovations all over the European continent. Yet, today, anyone involved in renovation faces important barriers and challenges. The existence of barriers and obstacles lead to an immense gap between the planned renovations and those that are actually undertaken.



## One-Stop Shops as key instrument to accelerate residential energy renovation

In order to make deep renovations attractive to all relevant stakeholders, EUROPA developed five regional One-Stop Shops for residential energy renovation. The One-Stop Shops introduce standardised processes and procedures for high renovation standards and guarantees of performance, the so-called Energy Efficiency Subscription, developed within the EUROPA project.



### One-Stop Shops for residential energy renovation

One-Stop Shops as described in the European Energy Performance Building Directive are explicitly part of the enabling framework breaking barriers to renovation. By offering holistic solutions for home renovations, One-Stop Shops are able to overcome the market fragmentation on both the demand side and the supply side, decrease the burden of renovation on homeowners, and contribute to accelerating energy renovation of buildings in Europe.

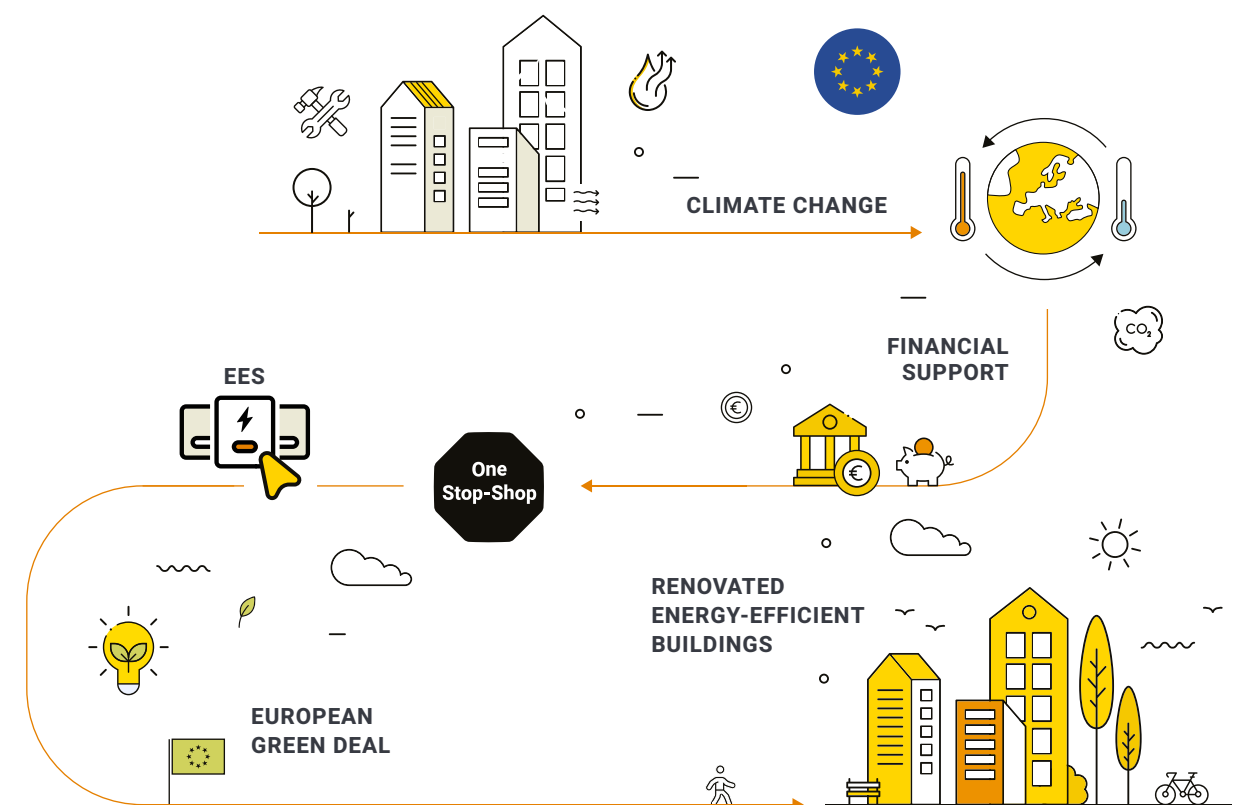
One-Stop Shops aim at bringing together homeowners, property managers, local market operators and financial institutions in a physical or digital environment to ensure a better renovation journey for everyone. The ultimate goal is to streamline initiating, planning and implementing energy renovation of residential buildings whilst taking into account national and specific conditions and regional realities.

This goal can be achieved through bundling several steps of the customer journey in a One-Stop Shop. Those services can be:

- ✓ Awareness-raising about energy consumption in residential buildings and information about strategies to reduce it.
- ✓ Providing tailored technical and financial advice to homeowners.
- ✓ Matching homeowners, service providers and suitable financial support schemes.

“Renovation journeys need to be **“simpler, better, together”** if we are to accelerate and upscale energy renovations.”

At the same time, the One-Stop Shop approach can take various forms, strategies and methods depending on the national, regional and local circumstances. The presentation of five concrete realisations in EUROPA's pilot regions are intended to give inspirations as well as to share experiences and potential replication.



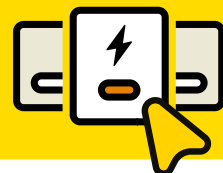
## EUROPA - Renovation simpler, better, together

The EUROPA project brought together the expertise of nine European partners to streamline initiating, planning and implementing deep energy renovation of residential buildings. Ensuring a better renovation journey for homeowners, property managers, local market operators and financial institutions while boosting the capacity and skills of public authorities to become influential players in the energy efficiency field were both at the core of EUROPA.

### Three core mechanisms

To build trust and overcome common challenges and barriers in the renovation market, the EUROPA project worked on the following three core mechanisms:

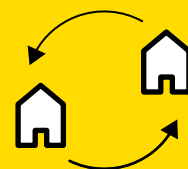
#### 1 Energy Efficiency Subscription



#### 2 One-Stop Shop



#### 3 Replication Process



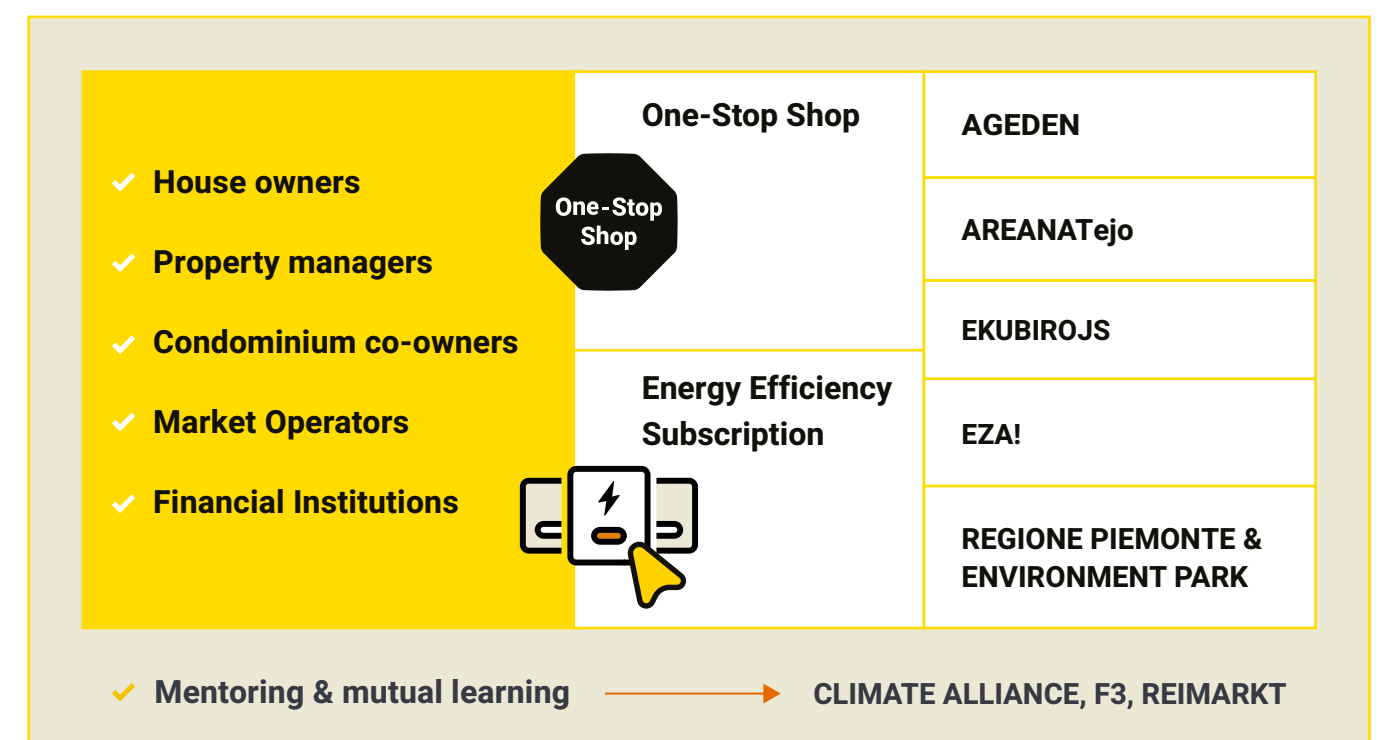
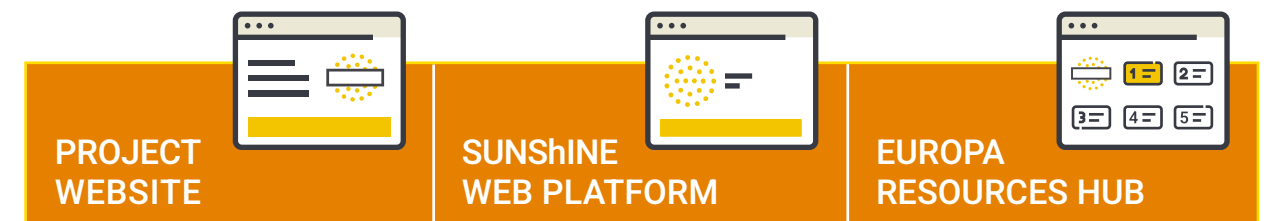
Learn more about the three pillars in this video



VIDEO

- 1 **Energy Efficiency Subscription**, which offers a reliable assessment of the impact of renovation measures and future energy savings to build trust and transparency in the energy efficiency market.
- 2 **One-Stop Shop** in five pilot regions bringing together homeowners, property managers, local market operators and financial institutions to ensure a better and simpler renovation journey for everyone.
- 3 **A Europe-wide replication process** allowing for the discussion and adoption of the EUROPA mechanisms developed in the pilot regions through peer mentoring and feasibility studies.

Beyond that, EUROPA offers digital innovation opportunities to accelerate the energy renovation in the residential building sector across Europe. The project [website](#) provides access to the [SUNSHINE web platform](#) as well as a central [Resources Hub](#) with all the essential documents and learning opportunities.



## EUROPA Project results in a nutshell

**35.47** M. EUR

**Investments triggered**



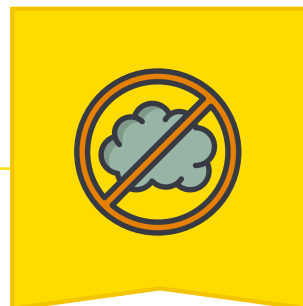
**13.36** GWh

**Primary energy savings**



**2.4** KTON

**Of avoided GHG emissions**



**22** REPLICANTS

**Completed the mentoring programme**



## Energy Efficiency Subscription

### Definition

The **Energy Efficiency Subscription (EES)** sets standards and requirements for the deep energy renovation of residential buildings to improve the energy performance of renovated buildings while ensuring high quality of the renovation interventions in the five regions involved.

The EES aims to build trust between house owners/property managers, operators (professionals, craftsmen, ESCo, utilities, construction companies) and financing institutions by defining technical, financial and contractual requirements and standards that need to be considered and implemented throughout the whole process of deep renovations of residential buildings, thus contributing to the achievement of expected energy savings. Furthermore, the adaptation of legal, financial, environmental and technical standards to national and regional requirements and norms ensures the conformity of the EES to different local contexts.

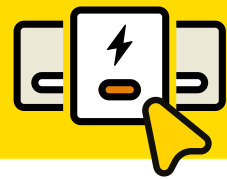
### How does it work?

The requirements and standards of the EES should be applied in every deep renovation project. Some of these are mandatory, while others are optional. The EES is activated if all mandatory requirements are fulfilled. A further check is made on the optional requirements, compliance with which results in a score ranging from 0 to 34. Depending on the score obtained, different levels of EES can be obtained: bronze if the score is between 0 and 10, silver between 10 and 20, and gold if the score exceeds 20 points.

### EUROPA realisation

To ensure its proper implementation in the different regional and national contexts, five versions of the EES were developed and translated, one for each country involved in the EUROPA project: **France, Germany, Italy, Latvia and Portugal.**





**The EES standards** consider different topics along the whole investment value chain:

#### ✓ **Products standards**

In the context of deep renovation, the building must ensure significant energy savings but also adequate comfort conditions, and the materials and products used must also be chosen on the basis of their performance and environmental impact. In EES, the achievement of minimum energy efficiency standards is mandatory, while higher levels of environmental sustainability are optional.

#### ✓ **Level of expertise of craftspeople and professionals**

In order to ensure quality and confidence in the energy refurbishment of residential buildings, the EES requires that all operators involved are properly trained and experienced. The main operators are professionals, craftsmen and construction companies and for each of them a number of mandatory requirements must be met.

#### ✓ **Technical standard package for deep renovation projects**

The EES requires energy efficiency measures to be identified through an energy audit and to ensure compliance with the 'energy first' principles. The EES aims to ensure that a number of risks during the construction phase are reduced through the use of standardised technologies and solutions, the application of an environmental management system for the construction site, and the use of the Building Information Model.

#### ✓ **Contractual specifications**

The EES requires the adoption of a set of specifications in the contractual documents, which are of general application or could depend on the financial mechanism used to regulate the relationship between building owners and market operators.

#### ✓ **Measurement and verification of the performance**

A deep renovation intervention complies with the EES if the energy saving foreseen in the design phase is guaranteed by the market operator for a specific number of years after the end of the works. The EES provides a set of requirements to verify the measurement and verification of the performance.

**Energy Efficiency  
Subscription (EES)**

**PDF**  
**DOWNLOAD**

**Requirements and  
standards of the EES**

**CLICK HERE**

**EES Simulation tool**

**CLICK HERE**

### Project partner presentation



**Role in EUROPA:** Coordination of the design and adaptation of the EES scheme; One-Stop Shop management.



The publicly owned company is responsible for the management of the technological park of Turin. It conducts applied research in clean technologies and provides support to enterprises in developing cleaner and more eco-efficient products and processes, as well as to public authorities in implementing environmental and sustainable energy policies.

[www.envipark.com](http://www.envipark.com)



# Regional One-Stop Shops

## Regional One-Stop Shops reflect specific contexts

In total, five One-Stop Shops have been established in the five pilot regions. They all offer email, phone as well as in person consultations with clients and provide information about services online. Moreover, all One-Stop Shops applied the adapted Energy Efficiency Subscription developed within the framework of EUROPA.

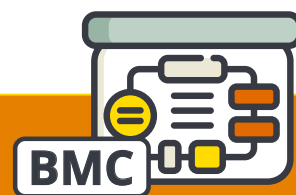
## Mutual learning as a working method

Despite all differences in their daily work as One-Stop Shops, the project partners benefited from internal exchange throughout the project. Discussions focused on marketing strategies for specific target groups, ways of ensuring quality compliance and the trade-offs between deep renovations and a step-by-step procedure.

## Financial sustainability

Beyond that, financial sustainability stood out as particularly relevant to all of the project partners, regardless of their legislative status and country. Thus, all regional partners developed tailored Business Model Canvas in order to ensure the longevity of their One-Stop Shop and the services offered. Apart from the confrontation of cost structures and revenue streams, the approach also allowed for a reflection on customer segments, customer relationships and contact channels, as well as key activities, partners and resources.

Business Model Canvas



DOWNLOAD



Photo: Energy consultation at the One-Stop Shop in Piedmont, © Regione Piemonte & Environment Park



Photo: Consultations by eza! target especially condominium owners and managers, © eza!



Photo: Consultations by eza! © eza!



Photo: Physical Regional One-Stop Stop in Portoalegre, © AREANATEJO



Photo: Meeting and activating residents at the "Tent Day" in Jelgava, © Ekubirojs.



Photo: Onsite visit of a renovated building in Valmiera as part of the mentoring programme, © Ekubirojs.



## REGIONE PIEMONTE & ENVIRONMENT PARK

Video



One-Stop Shop

### One-Stop Shop

Location: Italy

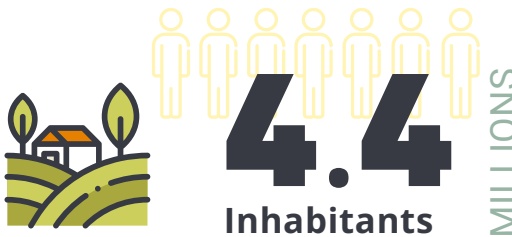


Piedmont  
Region



**Launch:** November 2021  
as a public service.

2021



4.4  
Inhabitants  
MILLIONS

**Focus:** Single-family house  
renovation, condominiums and  
social housing buildings.



**Partnerships:** Associations of condominium managers, professional, ESCOs, banks, social housing territorial companies and other Italian One-Stop Shops.



Investment:



11.1  
MILLIONS

Primary energy  
savings:



2.35  
GWh

Emission  
reduction:



458  
tCO<sub>2</sub>

Renovated  
buildings:



13  
BUILDINGS

[www.sportelloenergia.envipark.com](http://www.sportelloenergia.envipark.com)

companies, but also to respond to their questions and doubts. About 100 investment projects have been supported with informative support and in some cases technical assistance. In addition, the One-Stop Shop provided the opportunity to create a network of local stakeholders with all of the different skills that customers need during their home renovation journey.

### What was the key challenge you faced?



The most significant challenge was to engage the market operators (i.e. ESCOs and construction companies) in the regional network, since they were already overworked due to high demand, thanks to the numerous incentives available for building renovation. Several meetings with an unexpectedly high level of effort were necessary to get the formal adhesion of some of them - especially, since the ESCOs were mostly approached bilaterally. In addition, in order to improve the effectiveness of the communication activities, the involvement of the municipalities was used as a sounding board to reach citizens.



**Role in EUROPA:** Overall project  
coordination & One-Stop Shop  
management.



Regione Piemonte is a regional government authority, and through its Sustainable Energy Development Sector, promotes renewables, energy efficiency and greenhouse gas emission reduction by implementing a Regional Energy Plan. In addition, it is responsible for managing Energy Performance Certificates for buildings in the entire region. Regione Piemonte regularly engages with regional and local stakeholders through the Covenant of Mayors as well as manager of the European funds targeted at the energy transition (ROP-ERDF).

[www.regione.piemonte.it](http://www.regione.piemonte.it)

### Your highlight in the development of the One-Stop Shop



The opening of Piedmont's One-Stop Shop took place at a peculiar moment in Italy with regards to the energy renovation of residential buildings. Several national incentives to carry out renovation works were, indeed, available for individual houses and for condominiums, but with a complex regulation. In such a particular framework, the One-Stop Shop was able to offer not only personalised consultancy services to homeowners, condominium managers and social housing





Video



One-Stop Shop

### One-Stop Shop

Location: Germany



Allgäu Region



**Launch:** November 2021 as part of the private limited company.

2021



**Focus:** Single and multi-family house renovation, energy consulting. Connecting owners with pre-selected professionals, building companies and craftspeople.



**Partnerships:** 130 regional companies from architecture, energy consulting, insulation, heating and electrical installations to financing and legal aid.

Investment:



10.9

MILLIONS

Primary energy savings:



2.70

GWh

Emission reduction:



711

tCO<sub>2</sub>

Renovated buildings:

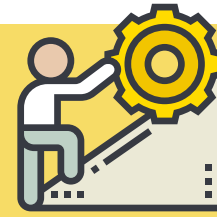


31

BUILDINGS

[www.eza-allgaeu.de](http://www.eza-allgaeu.de)

### What was the key challenge you faced?



There are high entry barriers to the renovation process - especially for condominium associations. Often, individuals trying to motivate their fellow owners face resistance, which is usually based on misinformation, concerns about the financial viability of renovations and procedural insecurities. Also, there are legal, emotional and psychological issues that need to be accounted for in order to provide high quality support to groups of owners.

To get in touch, we have designed a very affordable consultation offer, where our team provides information about the renovation process and tries to encourage owners to take the next step. In presentations and on-site consultations, we furthermore actively address potential fears, financial problems and incorrect information about renovation measures to create the basis for an independent decision-making process.



**Role in EUROPA:** Development and adaptation of One-Stop Shop and Energy Efficiency Subscription in Allgäu region.



Founded in 1998 as a non-for-profit energy consultancy in the building sector, the Energie- & Umweltzentrum Allgäu (eza!) is a local energy agency supporting citizens, companies and local authorities on their way to climate neutrality. Besides those services, it also trains energy consultants and upskills other energy professionals. eza! is deeply rooted in its region and familiar with the specific needs of its rural geography.

[www.eza-allgaeu.de](http://www.eza-allgaeu.de)

### Your highlight in the development of the One-Stop Shop



We started the project with a network of partner companies and an experienced staff of consultants. Both proved valuable, as we were able to provide fitting consultation service to owners and also recommend companies that could carry out the desired work with the quality standards of the EUROPA project.

This gave us the opportunity to meet the high demand we experienced during the



Video



One-Stop Shop

## One-Stop Shop

**Location:** Latvia



**Riga**



**Launch:** October 2021 as part of the non-governmental organisation.

**2021**



**Focus:** Multifamily buildings, consultations and support in preparation of required documents.



**Partnerships:** Cooperation with investment experts such as Funding For Future and the Latvian Baltic Energy Efficiency Facility LABEEF.



**Examples of renovated apartment buildings:**



[www.ekubirojs.lv/en](http://www.ekubirojs.lv/en)

Photos: SIA Renesco.

## Your highlight in the development of the One-Stop Shop



Several discussions with both market operators and financial institutions prior to adapting the Energy Efficiency Subscription to the Latvian context were key to understanding the necessity of energy efficient renovations, and how it is connected to a lack of awareness and appealing public incentives. Since its setup, the

One-Stop Shop has participated in eight meetings with the national Ministry of Economics as an expert and has shaped the latest legislation.

Other than that, during the so-called 'Tent Days', Ekubirojs spent ten days in Latvian municipalities to raise citizens' awareness and answer their questions about the benefits of building renovation. Amidst the distribution of around 400 booklets on the main phases of the renovation process, we were able to engage several board members of housing associations and housing cooperatives for future renovation projects and even conducted a TV interview.

## What is your key takeaway?



One key finding was that it is not hard to set up a One-Stop Shop for building renovation. Yet, it is very expensive to ensure its sustainability without the support of local authorities. When the support is missing, the amount of money that needs to be invested for communication and engagement doubles because brand recognition needs to be built, as well as high-level of trust between the One-Stop-Shop itself and all stakeholders of the energy efficiency field.



**Ekubirojs**

**Role in EUROPA:** Communication and dissemination, development and adaptation of One-Stop Shop and Energy Efficiency Subscription across Latvia.



The Building and Energy Conservation Bureau (Ekubirojs) reimagines urban life and is committed to creating inclusive neighbourhoods that guarantee the quality of life while balancing planetary resources and needs. Ekubirojs believes that wellbeing for all citizens can be created through projects, working directly in neighbourhoods, supporting collective action, and collaborating with cities while advocating with policymakers. The organisation unites multidisciplinary research, engaging communication campaigns, strong networks, and practical urban projects.

[www.ekubirojs.lv](http://www.ekubirojs.lv)



Video



One-Stop Shop

## One-Stop Shop

**Location:** Portugal



**Alto Alentejo Region**



**Launch:** October 2021 as part of the energy agency.

**2021**



**Focus:** Single-family houses, condominiums and social housing buildings managed by the Municipalities.



**Partnerships:** Close cooperation with municipalities, synergies with existing One-Stop Shops in Portugal.



**Investment:**



**6.3** MILLIONS

**Primary energy savings:**



**5.21** GWh

**Emission reduction:**



**750** tCO<sub>2</sub>

**Renovated buildings:**



**209** BUILDINGS

[www.areanatejo.pt](http://www.areanatejo.pt)

## What are you proud of?



After finding the most appropriate way to activate our One-Stop Shop, we are proud of having physically settled it in our premises. The creation of the physical service is very useful in terms of helping homeowners in building renovation, increasing the energy efficiency and improving their homes' thermal comfort.

Also, we are really proud of the involvement of municipalities, our main stakeholders

in the deep renovation works in our pilot territory (Alto Alentejo). Local Authorities are very committed in terms of energy turn and climate change, and this is confirmed by the high interest level assigned to our One-Stop Shop.

## What is your key takeaway?



In general, EUROPA provided us the security and confidence necessary to deal with a target audience with highly specific needs. The settlement of our regional One-Stop Shop was very important to identify all stakeholders involved in the renovation process as well as to assess their interaction, influence and interest in the

One-Stop Shop. This information enabled us to effectively design the Business Model Canvas, to include our existing network, and ultimately to increase energy savings in Alto Alentejo.

Furthermore, in a region highly vulnerable to energy poverty, another key takeaway was the possibility to mitigate both energy poverty and GHG emissions through eliminating barriers to energy efficiency renovation.



**Role in EUROPA:** Coordination of the One-Stop Shop approach and implementation, development and adaptation of One-Stop Shop and Energy Efficiency Subscription in Alto Alentejo region.



The Regional Energy and Environment Agency from North Alentejo AREANATEjo is a non-for-profit organisation specialised in energy management, promotion of renewable energies and environmental protection. It brings support and training to support local authorities and end-users designing, financing, implementing and monitoring energy efficiency projects.

[www.areanatejo.pt](http://www.areanatejo.pt)





Video



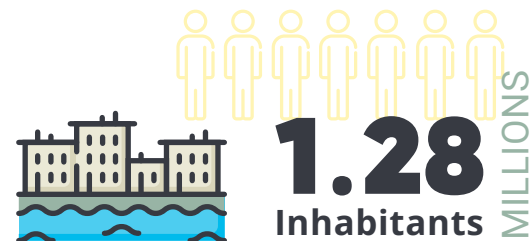
One-Stop Shop

## One-Stop Shop

Location: France

Isère  
DépartementLaunch: January 2022 as  
part of the non-profit  
organisation.

2022

1.28  
Inhabitants

MILLIONS

Focus: Single-family houses,  
condominiums and social  
housing buildings.Partnerships: Strong partnership through 17 intermunicipalités of Isère  
Département and Isère Département itself. Cooperation with banks, social  
housing companies, condominiums managers, engineering and  
architecture companies.

Investment:



7

MILLIONS

Primary energy  
savings:

3.10

GWh

Emission  
reduction:

510

tCO<sub>2</sub>Renovated  
buildings:

21

BUILDINGS

[www.ageden38.org/europa](http://www.ageden38.org/europa)

## What are you proud of?



EUROPA has enabled us to mobilise and establish partnerships with many local renovation actors, such as banks, ESCOs and co-owners of condominiums. AGEDEN initiated several awareness-raising actions on the topic of comprehensive energy renovation, such as an ambitious forum dedicated to condominiums. The expertise we have built up has also played a key role in the commitment of several condominiums to deep energy renovation.

Yet, AGEDEN also called for a better understanding of sociological aspects in the decision-making process, especially with regard to co-ownerships.

## What challenge did you face?



The Energy Efficiency Subscription and third party financing are two important mechanisms for the implementation of EUROPA. In France, these contract and financing models are common in public procurement, but less well known in the private sector. Regarding condominiums, it is not only complex to set up Energy Efficiency Subscriptions, but also the diversity of owners make it difficult for condominium renovations to qualify for third-party financing.

During the EUROPA project, AGEDEN has identified the following characteristics of co-ownerships that facilitate the implementation of Energy Efficiency Subscriptions:

- ✓ a minimum of 30 buildings
- ✓ collective heating and DHW (domestic hot water) systems
- ✓ majority of principal residences
- ✓ co-ownership manager motivated for long-term renovation project



**Role in EUROPA:** Development and adaptation of the One-Stop Shop and Energy Efficiency Subscription in Department of Isère.



Association pour une Gestion Durable de l'Energie AGEDEN is a non-profit organisation specialising in energy management, promoting renewable energies and environmental protection. It brings support and training to support local authorities and end-users designing, financing, implementing and monitoring energy efficiency projects. Moreover, a special focus is to bring, as an independent partner, both technical and grants information to condominiums co-owners.

[www.ageden38.org](http://www.ageden38.org)



## Enabling replication through mentoring

Sharing experiences and providing guidance were at the heart of EUROPA's mentoring programme, which has been successfully completed by 22 mentees from seven countries.

### Empowering mentors

During the EUROPA project, all project partners gained experience in engaging renovation stakeholders and diverse types of homeowners. To effectively share this knowledge, the mentors themselves prepared the mentoring process with the help of tailored learning materials on peer learning and replication processes. The exchange within the project and with peers as well as collaborations going beyond the mentoring programme thus lead to added value for both mentors and mentees.



“

*Working in the native language is a key success factor to enable a fruitful exchange among peers and create sustainable links among the participants.*

”

Jenny-Claire Keilmann  
Climate Alliance



Photo: Regional Study Visit of the Mentoring Programme, @AREANATEjo

To state expectations, the communication campaign on the European and regional level activating potential mentees proposed insights regarding mentors' strengths and focus areas through short teaser films produced by each mentor.

Ultimately, three peer mentoring groups were composed that allowed for greater specificity and regional networking:

✓ **Eza! and Ekubirojs:** Latvia and Hungary

The only transnational mentoring group put special emphasis on financing mechanisms, the adaptation of the Energy Efficiency Subscription to diverse contexts as well as improving the user journey and engagement through the SUNShINE platform.

✓ **AREANATEjo:** Portugal and Spain

Here, the mentors explicitly addressed energy agencies, public administration bodies and national authorities. Subsequently, one focus was on the value of establishing synergies and partnerships at national level in order to maximise and boost the role of One-Stop Shops.

✓ **Regione Piemonte and Environment Park:** Italy

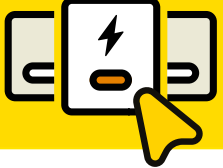
In the Italian mentoring group, the focal points were the design of business plans as well as networking of One-Stop Shops and with further stakeholders involved in residential building renovation.




Photos: A building in Gavião, Alto Alentejo, before and after deep renovation, © AREANATEjo

## Online learning materials

The mentees were guided by online **self-directed learning materials** dealing with the Energy Efficiency Subscription as well as the One-Stop Shop approach. The lessons accommodated participants regardless of their previous experience and were complemented by an online Q&A session.

 <b>Energy Efficiency Subscription</b> VIDEOS	
▶ Introduction	▶ Financial and Contractual Aspects
▶ Technical Aspects	

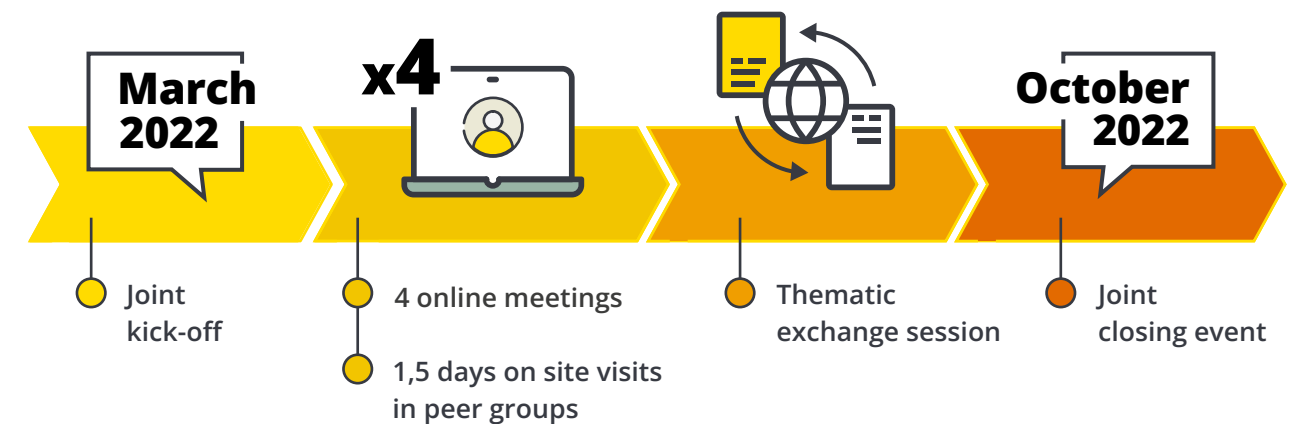
  

 <b>One-Stop Shop</b> VIDEOS	
▶ Introduction	▶ Different types of One-Stop Shops
▶ Financing	▶ Customer journey
▶ Setting-up a One-Stop Shop	▶ Monitoring
▶ Marketing Strategy	

“**Self-learning only becomes successful when it is deeply integrated into the overall mentoring programme by making it part of the collective activities and by partly fitting it to the specific needs of mentees.**”

Josien Kruizinga  
REIMARKT

## Peer groups mentoring journey



“**An onsite visit is essential to foster personal knowledge, team building, and an exchange that can really allow you to set up the conditions for creating further collaborations in the future.**”

Silvio De Nigris  
Piemonte Region

## Outcomes

22 mentees successfully completed the mentoring process. Several (anonymous) evaluations highlighted great satisfaction with the materials and implemented activities, namely the peer-to-peer exchange and networking. In the Italian Piedmont region, the mentoring group signed a Memorandum of Understanding to ensure extended collaboration and the foundation of a National Observatory of Italian One-Stop Shops.


**22**  
MENTEES

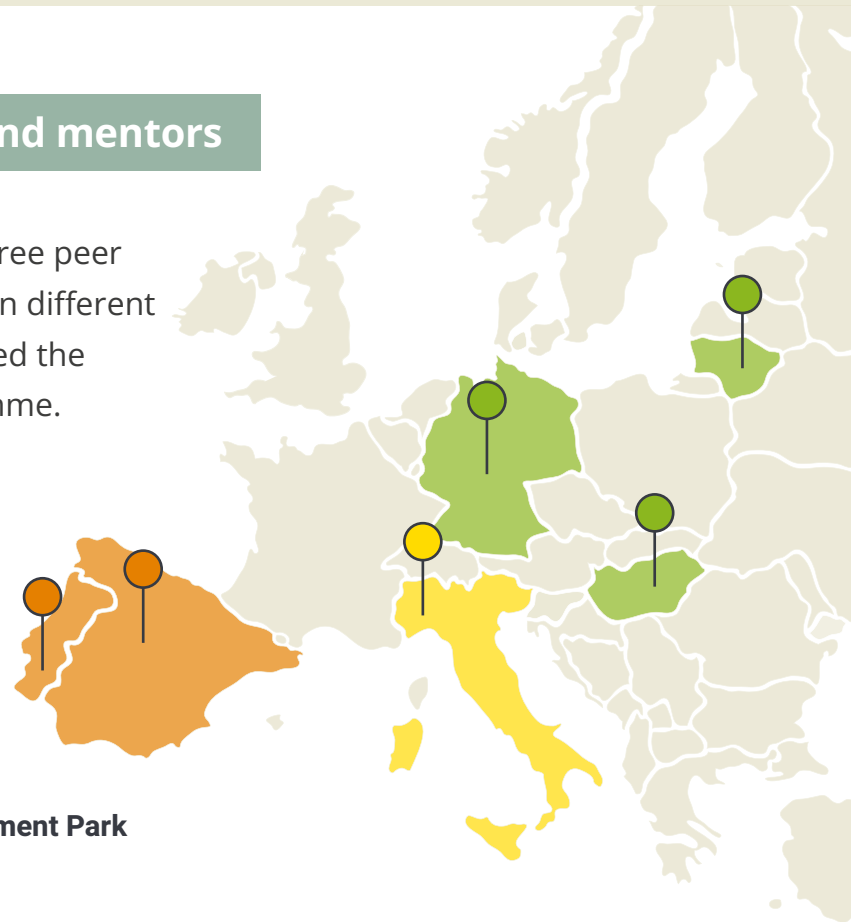
**22 mentees successfully completed the mentoring process**



## Overview of mentees and mentors

The programme consisted of three peer groups with mentees from seven different counties. Four mentors facilitated the groups throughout the programme.

- AREANATEjo
- Ekubirojs & eza!
- Regione Piemonte & Environment Park



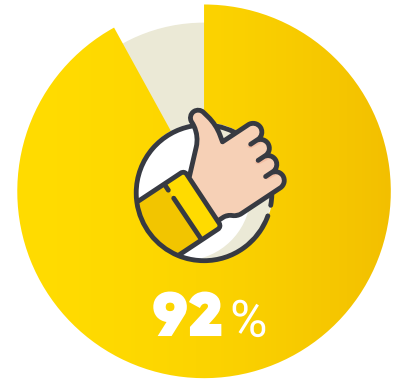
Want to dive deeper? Read our Mentoring Magazine here



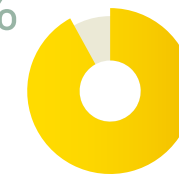
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## Results

**92%** of the respondents had a positive experience and would recommend the EUROPA Mentoring Programme.

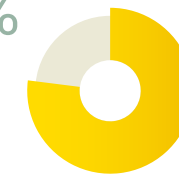


**92%**



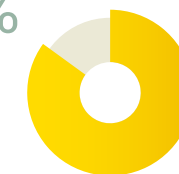
Were satisfied about the composition of the peer groups.

**77%**



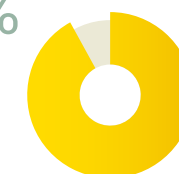
Are likely to stay in touch with participants/mentors after the end of the mentoring programme.

**85%**



Were satisfied about the level of sharing skills and knowledge related to the development of a One-Stop Shop.

**92%**



Considered the addressed topics relevant to them and/or their organisation.

“

*The programme has been useful for sharing experiences and for laying the foundations for future collaborations or partnerships.*

”

Participant



**Role in EUROPA:** Replication process lead.



With nearly 2,000 members spread across 25 European countries, Climate Alliance is Europe's largest city network dedicated to comprehensive and fair climate action. Recognising the impact our lifestyles can have on the world's most vulnerable people and places, Climate Alliance pairs local action with global responsibility. Climate Alliance has developed a comprehensive methodology to help local authorities to prepare, implement and follow up on their local climate and energy plans. The network fosters cooperation with indigenous peoples, runs awareness raising campaigns, develops tools for climate action planning and contributes to knowledge development and dissemination through a variety of projects.

[www.climatealliance.org](http://www.climatealliance.org)

**REIMARKT**

**Role in EUROPA:** Technical expert for the development of the One-Stop Shop approach.



The Dutch One-Stop-Shop is specialised in accelerating and upscaling sustainable renovation. Reimarkt developed an approach to renovation that is attractive and efficient for contractors, house owners and advisers. Through active promotion in physical pop-up shops and online, they renovated around 4.000 housing units in the Netherlands since its founding in 2013.

[www.reimarkt.nl](http://www.reimarkt.nl)

## In a nutshell: How to set up a One-Stop Shop

Five regional One-Stop Shops have been established in the course of EUROPA. The project partners have gained valuable insights from practice, mutual learning and the Dutch One-Stop Shop Reimarkt, who shared experiences from ten years of practice in facilitating renovation journeys.

### 10 lessons learned of Reimarkt

1. Involve local authorities to effectively promote the One-Stop Shops among homeowners, suppliers and craftspeople. Local authorities may furthermore be interested in renovating their own building stock and in stipulating demand to foster climate action and mitigation of energy poverty.
2. Develop a hybrid system to fund the One-Stop Shop that includes the collaboration of homeowners, suppliers, local authorities, and housing corporations.
3. Ease and facilitate home owners' renovation journey to avoid postponed renovations.
4. Make the One-Stop Shop user-centric. Homeowners compose their respective renovation, choose suppliers based on selected criteria, and receive an insight in investment, incentives and products.
5. Identify renovation triggers to reach and activate the right target groups.
6. Involve ambassadors to become more effective.
7. Promote in-person energy consultancy to activate homeowners with offers and to establish trust.
8. Be smart about combining digital and site presence: these serve different target groups and create the right balance between efficiency and impact.
9. Make the One-Stop Shop simple: include products and prices. This is challenging in the building sector, but leads to a three times higher impact.
10. Offer a standardised service with customizable components based on the target audience, their needs and their expectations to increase scalability.



# SUNShINE multi-stakeholder web platform

## Digitalizing the renovation journey

The **SUNShINE platform** powered by EUROPA is a multi-stakeholder platform for digitalising energy renovation activities from initiation to monitoring and evaluation. It consists of different tools to support the work of One-Stop Shops, any organisation active in energy renovation activities, as well as financial and governmental institutions, and, of course, the residents of multi-family buildings.



By using the stakeholder approach, the platform creates a transparent process for renovation activities. In this way, the platform speeds up the planning and execution of projects providing a step-by-step approach with instructions and templates.

**Find the user manual here!**



**DOWNLOAD**

## Tailored support for One-Stop Shops on site

The platform consists of onboarding questionnaires for the residents, homeowners, housing associations, and market operators, different digital evaluation checklists and calculators, the “Find my partner” module, and furthermore asset and project management modules to support the project implementation from the first meeting to the end of the project cycle. To enable the work of local One-Stop Shops, the onboarding questionnaires and evaluation tools are editable by the One-Stop Shop to fit the specific context of their organisation. With the enriched stakeholder structures, all the involved organisations in the project are represented and addressed with a shared goal – the improvement of the energy efficiency of the local building stock.



**Role in EUROPA:** Mutual learning lead.



F3 is an investor management and advisory company aiming for the large-scale adoption of Energy Performance Contracting in Central and Northern Eastern Europe, centering energy efficiency as a critical tool for a low-carbon economy. Partnering with the Latvian Baltic Energy Efficiency Facility provides a responsible financial instrument for deep energy-efficient renovation in Central and Eastern Europe.

**[www.fcubed.eu](http://www.fcubed.eu)**



**We make your renovation journey  
simple, better, together.**

[europaonestop.eu](https://europaonestop.eu)

