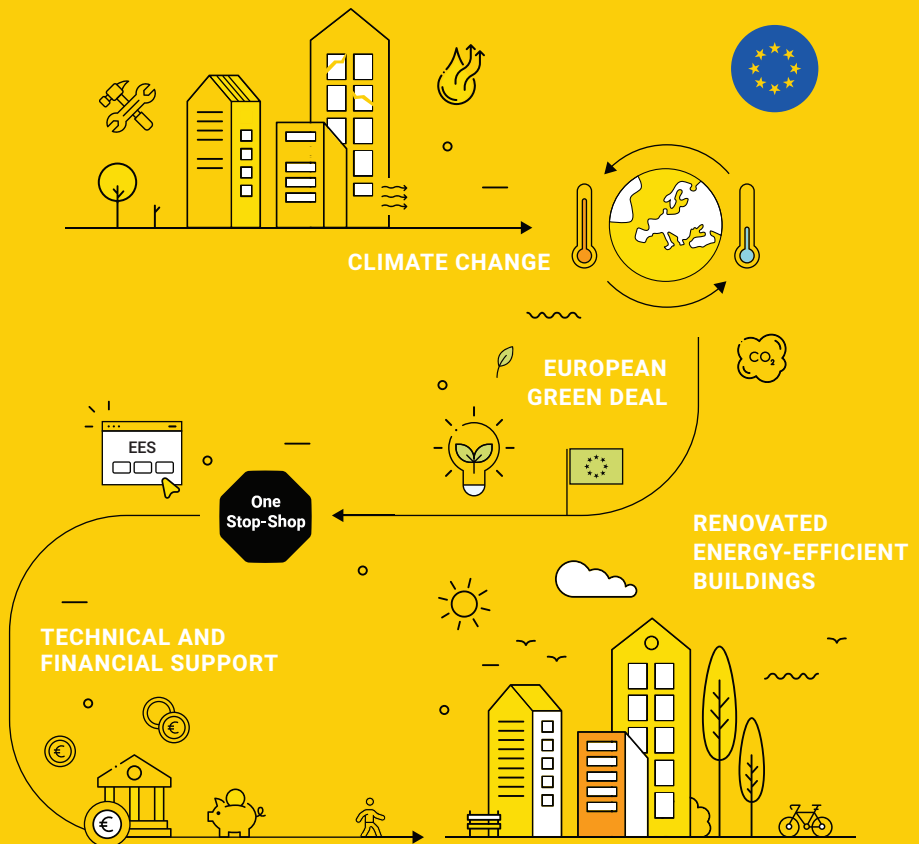




Renovate simpler, better, together.



THE PROBLEM WE ARE FACING



Human accelerated climate change is the challenge of this century, making decisive action is needed now more than ever. The European Union thrives for leadership by setting ambitious targets across all sectors impacting climate in light of its undeniable impact on life on our planet.

With the objectives and strategies of the European Green Deal and its Fit for 55 initiative, Europe aims to be the first climate-neutral continent by 2055 and provide well-being and health for its citizens and future generations. Renovated energy-efficient buildings are one of the identified critical elements in reaching this goal. Therefore, the European Renovation Wave aims to double the annual energy renovation wave by 2030.

Why is decarbonising buildings crucial for a green future?

We spend 90% of our time in buildings, and these buildings are responsible for 36% of the CO₂ emissions across all EU member states. Moreover, buildings represent 40% of the EU energy demands. So it is no wonder that 75% of the existing European buildings stock is energy inefficient, especially since about 35% of these buildings are over 50 years old. That proves an enormous untapped potential for achieving relevant climate targets set by the EU Commission.

Beyond those statistical aspects, deep energy retrofits of residential buildings increase inhabitants' living comfort levels. Improvements to thermal comfort, ventilation, modernising heating and cooling systems and preventively addressing housing hazards positively affect health, financial and environmental concerns.



So, why is it that only **0.4% to 1.2%** of the existing building stock is renovated each year?

This challenge has a diverse range of causes, from supply chain issues and funding disparities to a lack of awareness by policymakers. However, a big part of the problem is a lack of expertise as well as logistical or financial challenges on the side of house owners and property managers at the start of the renovation journey. To make matters more complicated, the building sector is dispersed, making it difficult to gain funding and financial support for meaningful and impactful renovation, reducing the likelihood of the initiation of the large-scale renovation efforts needed across the EU. CO₂

THAT'S WHERE EUROPA COMES TO PLAY!

INTRODUCTION TO EUROPA



EUROPA is a HORIZON 2020 project bringing together the expertise of nine European partners to create a simpler and better deep renovation journey for residential buildings. The project responds to the challenges and barriers house owners/property managers face when planning and implementing renovation projects.



VISION

MISSION



THE EUROPA VISION

We are committed to a deep renovation journey that is simpler, better and a joint undertaking. We strive for buildings that deliver safety, health and comfort, ensuring residents' well-being. Our homes are environmentally sustainable, provide climate resilience and have a reduced carbon footprint. To get there, a simplified and transparent deep renovation project that involves all stakeholders and experts is needed to get the best results. Renovating residential buildings provides numerous advantages through an attractive journey.

THE EUROPA MISSION

Our mission is to accelerate the transition towards carbon neutral and healthy living environments. To simplify the deep renovation journey for all stakeholders involved, we will render the journey transparent by building trust and applying the highest calibre of expertise. Furthermore, we will boost the capacity and skills of public authorities through mutual learning programmes to become influential players in the field.

The three core mechanisms of EUROPA are:

1



ONE-STOP-SHOP

2



ENERGY EFFICIENCY
SUBSCRIPTION

3



REPLICATION PROCESS

Beyond that, EUROPA offers digital innovation opportunities to accelerate renovation in the residential building sector across Europe. On its website, it provides a central Learning Hub with all essential documents and learning opportunities.

THE THREE CORE MECHANISMS OF EUROPA

1 ONE-STOP-SHOP



The EUROPA One-Stop-Shop (OSS) offers a reliable partner in each of the five project regions in France, Germany, Italy, Latvia and Portugal, to engage all stakeholders during the renovation journey. The EUROPA offer aims to streamline initiating, planning and implementing deep energy renovation of residential buildings.

Based on the specific needs and regional realities, each regional partner adapted the core value of bringing together house owners, property managers, local market operators and financial institutions to ensure a better renovation journey for everyone.

EUROPA's OSS approach contains both a virtual and a physical place, where you can find all information and services needed to implement a deep renovation project. Therefore, it covers the following services:

- ✓ **Matchmaking service:** We match you with the right service providers involved in the renovation process and suitable financial support schemes.
- ✓ **Energy renovation financial planning:** We offer tailor-made financing plans to help stakeholders reach deep renovation through energy as a service.
- ✓ **Administrative support:** We help you overcome bureaucratic burdens.

2 ENERGY EFFICIENCY SUBSCRIPTION



The Energy Efficiency Subscription (EES) sets standards and requirements for the deep energy renovation of residential buildings to build trust and transparency in the energy efficiency market of the five regions involved.

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

- ✓ **Products standards**
- ✓ **Level of expertise of craftspeople and professionals**
- ✓ **Technical standard investment package for deep renovations**
- ✓ **Contractual specifications**
- ✓ **Measurement and verification of the performance.**



The EES aims to build trust between house owner/property managers and financing institutions by offering a reliable assessment of the impact of renovation measures and potential future energy savings.

We spend about **90%** of our time in buildings.



Furthermore, adapting the EES concept to the regional context ensures that the evaluation meets national and regional requirements considering legal, financial, environmental and technical aspects.

3 REPLICATION PROCESS



The EUROPA Replication Process brings together all the learning and expertise developed by EUROPA during OSS and ESS development and implementation at the regional level. It then facilitates peer-to-peer learning to inspire replication of the EUROPA mechanisms in multiple regions across Europe.

To achieve this, EUROPA offers a multi-month mentoring process between its regional partners and peer stakeholders in the deep energy renovation sectors. Potential mentees all across Europe can be local or regional authorities and energy agencies.

The learning programme is designed to transfer know-how from EUROPA to peers and work through potential challenges of the participants' local context. For six months, they will have the opportunity to engage with one of the EUROPA pilots and fellow mentees in an online environment.



The mentoring programme also includes one in-person gathering in the mentor's region.



BENEFITS

House owner/social housing company/property manager

With the One-Stop-Shop (OSS), EUROPA offers house owners, social housing companies and property managers a reliable and efficient partner for initiating, planning, and implementing deep energy renovation of any residential building. In addition, the OSS supports stakeholders with advice and guidance around financial, legal, environmental and construction aspects. Further, the EUROPA OSS facilitates matchmaking by pairing trustable and high-quality market operators and financial institutions with renovation projects.

With the Energy Efficiency Subscription (EES), EUROPA provides a simple and efficient tool to understand potential energy savings resulting from different renovation measures. By simplifying the renovation journey, house owners and property managers can have a deeper understanding, clarity and trust in all processes around their deep energy renovation.

Market operators

Market operators can register with the EUROPA OSS to showcase their services, be paired with potential clients and benefit from the quality and impact insurances of the EES. Furthermore, market operators can establish long-term relationships with other service providers by bundling renovation services from designers, suppliers, and installers into one offer for a client through the OSS.

These aspects can lead to a sustainable and reliable volume of business opportunities and a potential expansion of services and employment opportunities. Further being supported by the EUROPA OSS means being up-to-date with the latest regional, national, and European regulations that affect the building sector, benefiting from all engaged market operators' collective expertise and knowledge and having a clear market advantage.

Financial Institutions

The EES offers financial institutions a precise and reliable understanding of the scope and impact of planned deep energy renovation measures at the funding application stage. The standards used in the EES assessment are always up-to-date with regional and national requirements regarding legal, financial, environmental and technical aspects.

All this ensures potential energy savings and, therefore, increases the likelihood of timely payment of loans. Additionally, being part of the OSS market operators community gives financial institutions a clear overview of the overall renovation sector in their region.

EUROPA PILOT REGIONS



France
Département de l'Isère



www.ageden38.org

Portugal
Alto Alentejo



www.areanatejo.pt

Latvia
Riga



www.ekubirojs.lv

Germany
Allgäu



www.eza-allgaeu.de

Italy
Regione Piemonte



www.regione.piemonte.it

Italy
Regione Piemonte



www.envipark.com



PILOT PARTNER

Association pour une Gestion Durable de l'Énergie (AGEDEN)

Is a not-for-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.

ACTIVITIES AROUND RENOVATION

AGEDEN is strongly involved in supporting building renovation for citizens, condominium owners, municipalities, social housing companies, organisations, and private companies. We use several tools to achieve renovation massification, such as events & webinars for behaviour change, technical and regulatory support, and financial support.

ROLE IN EUROPA

AGEDEN, as Pilot Partner, develops and implements the French adaptation of the EUROPA OSS and EES in the Département de l'Isère.



ONE-STOP-SHOP

We see the OSS as a multifunctional tool: a way to support on technical, regulatory and financial aspects in the condominium renovation process. Moreover, the OSS is designed to facilitate the decision-making process by presenting the benefits of the EES contract and allowing condominium co-owners to meet market operators dedicated to deep and guaranteed renovation.



ENERGY EFFICIENCY SUBSCRIPTION

The EPC contract type is an interesting tool to guarantee energy savings and produce energy bill reduction. However, the EES is going one step further, including a third party investment to accelerate and catalyse the renovation process. It also provides a general framework that integrates quality, comfort and environmental approaches.



The EUROPA Project gives us the opportunity to seek new tools and different strategies to address one of the most complex targets for deep renovation, which is the condominium building. So we're glad to enhance our approach, to develop innovation and to be part of an effective network dealing with dwellings' renovation massification.

Jérôme Chardon

European project manager



AGEDEN

14, avenue Benoît Frachon
38400 Saint Martin d'Hères, France.



+33 (0) 4 76 23 53 50



jchardon@ageden38.org



www.ageden38.org/europa





PILOT PARTNER

ACTIVITIES AROUND RENOVATION

Over the years, AREANATEjo's operating strategy has been divided into thematic areas, namely: energy and the promotion of energy efficiency in public lighting, private entities, buildings, infrastructures and municipal fleet.

AREANATEjo carries out several energy audits and diagnoses as well as integrated projects each year whose main objectives are the development of platforms/databases and/or the installation of smart meters in buildings. By permanently recording the energy consumption of buildings, these platforms provide municipalities with a management tool and enable the development of active energy efficiency measures.

AREANATEjo was also responsible for the implementation of several energy efficiency measures in the municipal buildings. These implementations made it possible to provide AREANATEjo with experience and know-how, promoting, together with municipalities, the adoption of an energy-environmental policy focused on sustainable local development.

ROLE IN EUROPA

AREANATEjo, as Pilot Partner, develops and implements the Portuguese adaptation of the EUROPA OSS and EES in Alto Alentejo region. Further, they lead and coordinate the activities around the EUROPA OSS approach and implementation overall.



AREANATEjo OSS is planned as a physical and virtual service, gathering in a single space the main players of the residential sector. The implementation of the OSS aims to monitor the decision-making process of house owners and private investors from initiation to the implementation of investments and verification of performance guarantees.

The Regional Energy and Environment Agency from North Alentejo (AREANATEjo)

Is a not-for-profit organisation specialized 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.



ENERGY EFFICIENCY SUBSCRIPTION

AREANATEjo considers the EES as a part of the OSS approach, as it defines the technical, financial and contractual details that must be implemented within the scope of the deep renovation process.

The approach focuses on identifying, collecting, and analysing data and elements related to energy consumption and costs of buildings with the primary goal of improving energy efficiency and reaching better thermal comfort.



With the establishment of this regional OSS, we want to offer a different home renovation service to the housing stock of our region, simplified and according to its interests and needs. This constitutes one more step to the improvement of energy efficiency in our region, to reach energy savings and to enhance synergies and provide security and confidence to a target audience with very specific needs.

Diamantino Conceição

Technical Director of AREANATEjo



AREANATEjo

Agência Regional de Energia e Ambiente do Norte Alentejano e Tejo
Sala 2.7 do BioBIP – Bioenergy Business Incubator Portalegre
Campus Politécnico n. 10, Portalegre. Portugal.



+351 245 309 084



info@areanatejo.pt



www.areanatejo.pt



EKUBIROJS

The Building and Energy Conservation Bureau (Ekubirojs) reimagines urban life

We are committed to creating inclusive neighbourhoods – a people-planet approach by building collaboration and designing services with stakeholders. At Ekubirojs, we advocate for the right of each to enjoy where they live, love, work and play. Why? Because good places build local economies, civic engagement, lower CO₂ emissions - better lives.

PILOT PARTNER

We are committed to shaping a new urban future that guarantees the quality of life while balancing planetary resources and needs.

We believe that through projects, working directly in neighbourhoods, supporting collective action by communities, and collaborating with cities while advocating with policymakers, we can co-create wellbeing for all citizens throughout the urban environment.

ACTIVITIES AROUND RENOVATION

Citizen-driven, we conduct multidisciplinary research, lead engaging communication campaigns, build strong networks, and implement practical urban projects, including deep Energy Efficiency priority (dEEp) through our One-Stop-Shop.

ROLE IN EUROPA

Ekubirojs, as Pilot Partner, develops and implements the Latvian adaptation of the EUROPA OSS and EES across Latvia, focusing on Riga. They also lead and coordinate communications and dissemination for EUROPA.

 **ONE-STOP-SHOP**

We have designed our digital OSS to support house owners and residents of multifamily buildings. Our goal is to ensure that every owner/resident gets the most safety, health and comfort for their money. To build trusting relationships with residents, we meet with them in their homes. In parallel, we meet with policymakers to understand the impact of their decisions, and most importantly, we work with local companies to identify the optimal solutions. With these tools, our team focuses on reducing uncertainty, eliminating confusion by providing concrete advice on technical, legal and financial aspects of building renovation.



ENERGY EFFICIENCY SUBSCRIPTION

All our renovation projects follow the guidelines and specificities highlighted in the ESS to ensure that all Latvians are provided with long-lasting, healthy, safe and warmer homes.

The EES lists requirements and standards for all services providers that our OSS collaborates with. Certifications, expertise and reliability are key elements that we consider when choosing to collaborate with service providers to offer Latvians a sustainable and standardized renovation journey.



In order to achieve homeowners' satisfaction, our key communication does not focus on energy renovation, but on comfort renovation. We believe that we can ensure citizens' wellbeing through long-lasting homes that are safer, healthier and warmer.

Marts Zeltins

Managing Director OSS - Europe



Ekubirojs

Noliktavas street 3-2,
Riga, LV-1010 Latvia.



+371 28 308 704



hello@ekubirojs.lv



www.ekubirojs.lv








PILOT PARTNER

Founded in 1998 as a not-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 upsills other energy professionals. eza! is deeply rooted in its region and familiar with the specific needs of its rural geography.

ACTIVITIES AROUND RENOVATION

-  **Energieberatung privat** (German)
-  **Energieberatung Wohnbau, Hausverwaltung und WEGs** (German)
-  **Musterprojekte – Wohngebäude Sanierung** (German)

ROLE IN EUROPA

eza!, as Pilot Partner, develops and implements the German adaptation of the EUROPA OSS and EES in the Allgäu region.

 **ONE-STOP-SHOP**

The eza! OSS is planned as an information and network hub bringing house owners/property managers and local craftspeople together. Starting from intake consultations for house owners associations and property managers, eza! plans to extend their OSS services to paring those interested in concrete renovation measures with local service providers able to implement them within the EES framework.

 **ENERGY EFFICIENCY SUBSCRIPTION**

eza! focuses their adaptation of the EES on promoting and integrating existing opportunities such as the "Sanierungsfahrplan" (renovation schedule). Using those, the EES can assess the status quo of a building and provide tailor-made renovation recommendations. It also calculates the profitability and potential energy savings of the planned renovation.








Our focus in the EUROPA project is to promote deep energy renovations in condominiums. They are facing unique challenges in the renovation process and can really benefit from independent advice and the services we will provide through our OSS.

Martin Sambale
Managing Director of eza!



eza!
Energie- und Umweltzentrum Allgäu gemeinnützige GmbH
Burgstraße 26, D-87435 Kempten (Allgäu), Germany.

-  Anne Zienterra
-  +49 831 960286 40
-  +49 831 960286 49
-  zienterra@eza-allgaeu.de
-  www.eza-allgaeu.de



**PILOT PARTNER****Environment Park is a publicly owned company responsible for the management of the technological park of Turin**

It conducts applied research in clean technologies, supports enterprises in developing cleaner and more eco-efficient products and processes, and supports public authorities in implementing environmental and sustainable energy policies.

ACTIVITIES AROUND RENOVATION

Regione Piemonte is managing the European funds (ROP-ERDF) targeted at the energy transition. During the last programming period, 2014-2020, about 200 million Euros have been allocated for energy efficiency investments in public buildings, social housing buildings, public lighting and enterprise premises. Moreover, Regione Piemonte coordinated EU projects to promote energy efficiency investments during the last years by using innovative financial instruments such as EPC contracts.

ROLE IN EUROPA

Regione Piemonte and Environment Park, as Pilot Partners, jointly manage the EUROPA OSS and promote the EES scheme in the Piedmont Region. Beyond that, Regione Piemonte is the overall EUROPA project coordinator. Environment Park leads and coordinates the activities foreseen for the design and adaptation of the EES scheme overall.



The Piemonte OSS is intended to be a catalyst of multidisciplinary expertise designed to support

**REGIONE PIEMONTE &
ENVIRONMENT PARK****Regione Piemonte is a regional government authority,**

and through its Sustainable Energy Department, 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. Since 2009, it has been the territorial coordinator of the Covenant of Mayors.

the investment journey of house owners and property managers which will receive a customised consulting service for the energy renovation of their house. The OSS service will guide clients to find the best financial solution for their needs and support them to start their project in the best way. In this way, it will be possible to achieve more energy savings and a faster investment return.

**ENERGY EFFICIENCY SUBSCRIPTION**

In the Piemonte region, the EES has been adapted following the national and regional technical and legal requirements, focusing on the Public-Private Partnership (PPP) financing approach for social house companies. Indeed, the scheme will be used to support the social housing companies to implement initiatives of deep energy renovation of their real estate. It will be a helpful instrument for the definition of technical requirements for the requests and assessment of bids from market operators and for the assistance during and after the tendering procedures.



Since energy-efficient buildings represent a key lever for achieving energy objectives on the way to carbon neutrality, the EUROPA project represents an important opportunity for our region to gain more experience in the promotion of deep renovation of the residential sector.

Silvia Riva,

Managing Director of the Energy Sustainable Development Sector, Piemonte Region

**Regione Piemonte**

Silvio De Nigris



silvio.denigris@regione.piemonte.it



www.regione.piemonte.it



www.envipark.com





CLIMATE ALLIANCE

Climate Alliance

is a pan-European City network that focuses on climate action on a local level. It brings together municipalities from across Europe and indigenous rainforest people to improve the global climate. As a not-for-profit association, it counts almost 1.900 members, committed to reducing 10% of their greenhouse gas emissions every five years. As a network, Climate Alliance specialises in supporting local authorities in preparing, implementing and monitoring their local climate and energy plans.

ROLE IN EUROPA

Climate Alliance leads the EUROPA Replication Process.



Jenny-Claire Keilmann



www.climatealliance.org



j-c.keilmann@climatealliance.org



FUNDING FOR FUTURE

is an investor management and advisory company aiming for the large-scale adoption of Energy Performance Contracting in Central and Northern Eastern Europe, centring 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.

ROLE IN EUROPA

Funding For Future leads the mutual learning aspects of EUROPA.



info@fcubed.eu



www.fcubed.eu

REIMARKT

REIMARKT

is a One-Stop-Shop established in the Netherlands specialised in accelerating and upscaling sustainable retrofitting. They developed an approach to renovation that is attractive and efficient for contractors, house owners and advisers, which they actively promote in physical pop-up shops and online. As a result, they renovated around 4.000 housing units in the Netherlands since its founding in 2013.

ROLE IN EUROPA

Reimarkt contributes with its real-live expertise to developing the EUROPA One-Stop-Shop approach and executes the learning programme of the EUROPA Replication Process.





klantenservice@reimarkt.nl



www.reimarkt.nl

TAKE ACTION TODAY. VISIT OUR WEBSITE AND DISCOVER YOUR NEXT STEPS FOR A BETTER BUILDING FUTURE!

If you are directly involved in realising deep renovations, check out our Regional Partners:

<ul style="list-style-type: none"> ✓ House owners ✓ Property managers ✓ Condominium co-owners ✓ Market Operators ✓ Financial Institutions 	One-Stop-Shop	AGEDEN
		AREANATEjo
		EKUBIROJS
	Energy Efficiency Subscription	eza!
		REGIONE PIEMONTE & ENVIRONMENT PARK



If you are part of an organisation or institution interested in facilitating the deep renovation efforts in your region, discover the Replication Process and sign up for updates! [Click here.](#)



Find out more about **EUROPA** and how you can
enjoy all the benefits of our services in
your country.

europaonestop.eu

Contact us:



hello@europaonestop.eu

Follow us:



[@EuropaRenovate](https://twitter.com/EuropaRenovate)



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[EUROPA Explainer Video](#)



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[EUROPA News and Updates](#)



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