



Mentoring subjects

The German One-Stop-Shop (OSS) is operated by eza! serving primarily condominium owners and property managers. The OSS is advertised with a positive impact on costs, comfort, and the property's value. The initial contact happens via a free phone consultation. It can be followed up by a site visit and the development of a specific offer for accompanying a deep renovation intervention. The OSS also promotes the Energy Efficiency Subscription (ESS). The ESS sets standards and requirements for the deep energy renovation of residential buildings. It has been adapted to the German situation. It mainly follows the guidelines of the federal subsidy scheme and promotes the "**Individueller Sanierungsfahrplan (iSFP)**". The iSFP gives the owners and residents a roadmap for the renovation journey ahead. When setting up the OSS, eza! had to respond to two main challenges: First, the reluctance of the house owners and residents to embark on an entire renovation journey rather than just doing on measure and second, a lack of experts from planning to construction.

During the learning process, the following aspects could be touched **in addition** on the basis of the mentees' interest:

- Consultation for **condominiums**
- Training and upskilling for **Energy Experts**
- Setting up of a **partner network** with deep renovation stakeholders focussing on quality assurance
- Working with a network for **climate neutrality**

Know-how in deep renovation

eza! has a longstanding experience in supporting house owners, municipalities and businesses regarding energy efficiency and conservation question. Moreover, they are training and upskilling energy experts in different specialisations.

Currently, eza! is developing a consultation service for condominiums, including an agency to match market operators with deep renovation interventions. eza! has much expertise in setting up new services and a stable network of partners in the region. The education of energy experts has also been a vital part of spreading knowledge about energy renovation and has been successful for more than 20 years.

eza! is an active member of the [Bündnis klimaneutrales Allgäu](#), a network of businesses that aim to achieve CO2-neutrality in 2030, which is currently strengthened and extended. We are looking to expand our smaller network and create lasting offers that will help towards reducing energy consumption

Pilot Partner Profile



General Information

The Energie- und Umweltzentrum Allgäu (eza!) is located in Kempten (Allgäu) and has more than 30 employees who specialise in all fields of energy renovations and decarbonisation of the housing stock. eza! is a non-profit corporation founded by the municipalities of the Allgäu, by business and action groups to promote energy efficiency and renewable energies. eza! offers a wide range of services. They include media works, events, energy consultations, training schemes for professionals and support for local and regional energy policies. eza! 's core service is the field of energy consultation. Around this, eza! has built a partner network with more than 130 businesses working in all parts of the building process. eza! provides a quality management system for the partners and their clients. Another field of work is the education of new energy experts and continued and up to date education for already trained experts.

eza! is also very deeply involved in elaborating local and municipal energy and climate protection plans.

Contact in the Pilot Region

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