

European experiences on One-Stop Shops for building renovation ***- a study for the European Commission, JRC***



Source: Graphics by Sziptner, G. published in ([Csoknyai, Barna et al. 2013](#))

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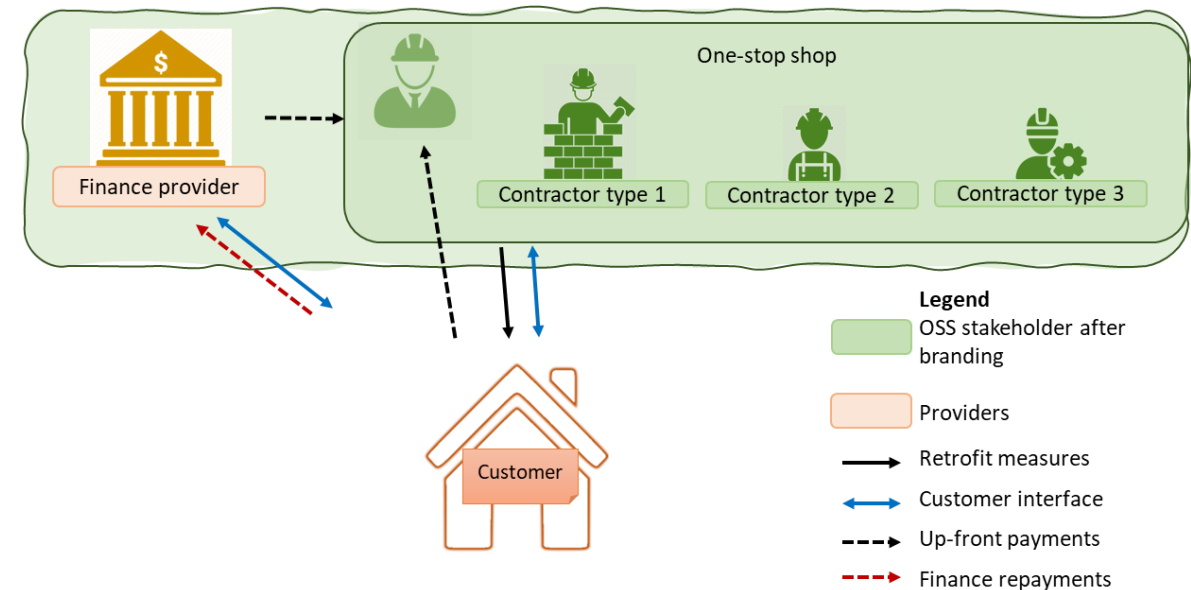
What are one-stop shops (OSS)?

One-stop shops offer:

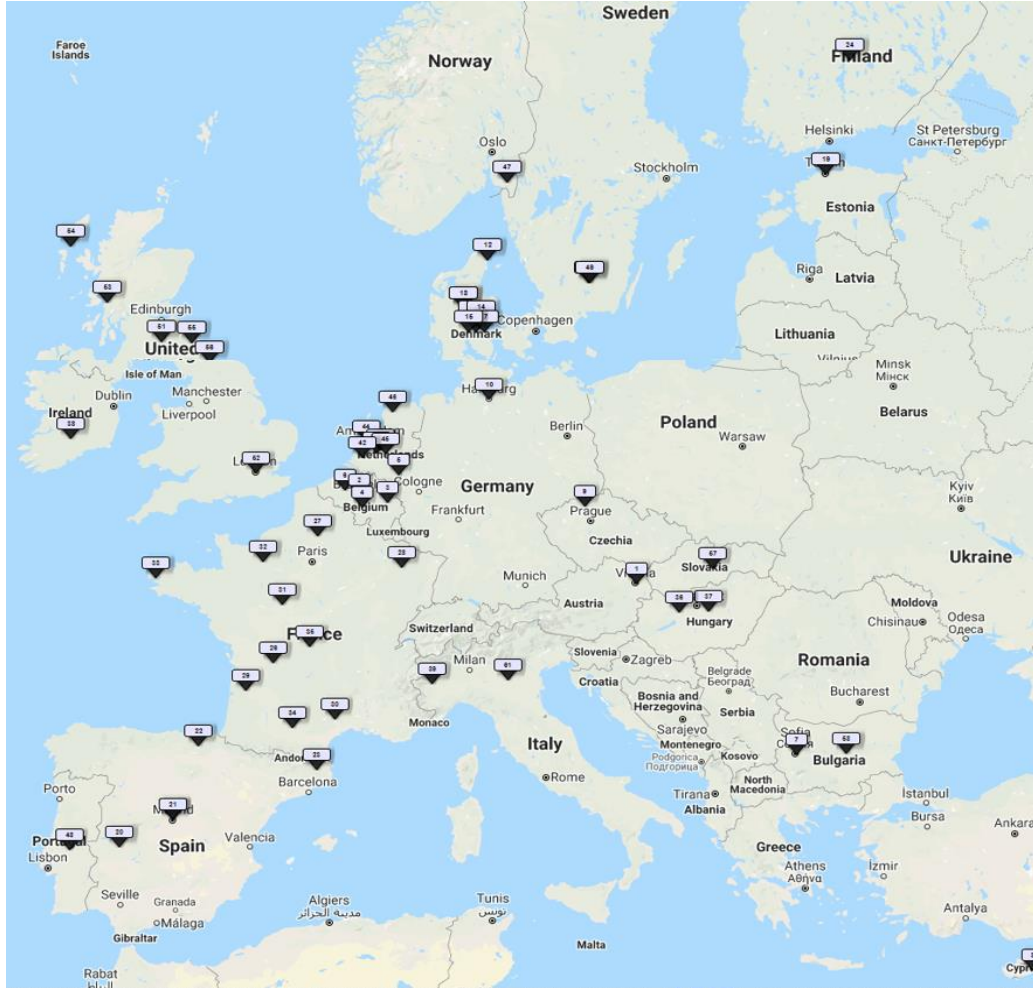
- **holistic, integral** solutions
- for **residential** building renovation
- even towards **nZEB** for reasonable costs and good quality
- **facilitation** tools from the clients' perspective;
- and **innovative** business models from the suppliers' perspective.

-> **overcomes market fragmentation** on both the demand side and the supply side by offering holistic, whole-value-chain renovation solutions.

Integrated home energy renovation



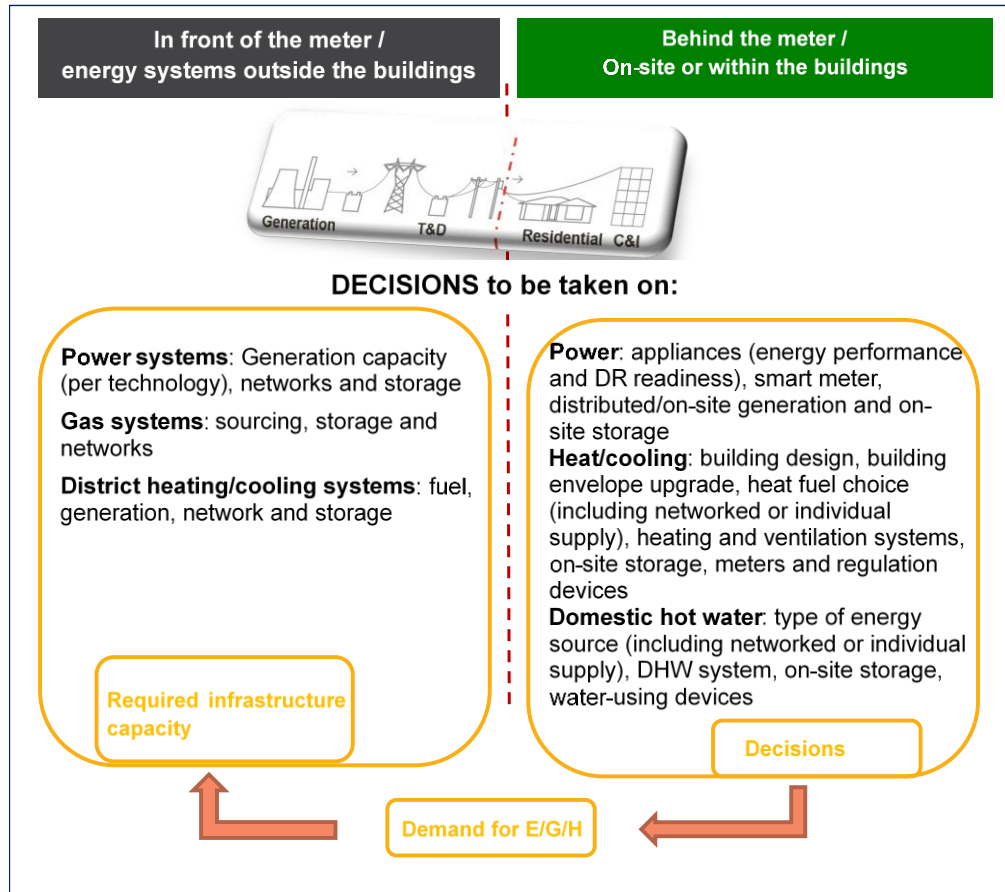
The European OSS map



- **63 OSS in 22 EU MS + NO = 1/4 whole market**
- **boom in the last 5-10 years**
- **10-500 projects per year/OSS**

RenoBooster (Vienna), HomeGrade (Brussels), RenoWatt (Liege), CLEAR-BE (Belgium), Huisdokter (Limburg), Vlaams E. (Flanders), Rhodoshop PDU (Rhodope), EEE C. (Sofia), Aradippou OSS (Aradippou), Litoměřice OSS (Litoměřice), Bauteam Hamburg (Hamburg), Energiesprong-DE (Germany), Frederikshavn OSS (Frederikshavn), BedreBolig (Denmark), CLEAN GBG (Denmark), BetterHome (Denmark), CleanTech (Denmark), ProjektLavenergi (Denmark), Sustain Solutions (Denmark), KredEx (Tallin), OSS-Ex (Extremadura), CLEAR-ES (Spain), Opengela (Basque Country), HolaDomus (Olot), ENRA (Finland), SEM Ile-de-France Energie (Paris), ARTEE (Nouvelle-Aquitaine), Picardie Pass (Picardie), Oktave (Région Grand-Est), BME (Bordeaux), AREC (Occitanie), Région Centre-Val de Loire OSS (Val de Loire), Normandie OSS (Normandie), Brest OSS (Brest), EIE (Toulouse), Energiesprong-FR (France), RenoHub (Hungary), Projekt Doktor (Hungary), Superhomes (Tipperary), PDA Piemonte (Piemonte), CLEAR-IT (Italy), Center for Sustainability (Parkstad), Reimarkt (Netherlands), WoonWijzerWinkel Rotterdam (Rotterdam), CLEAR-NL (Netherlands), Haarlemse Huizenaanpak (Haarlem), Stroomversnelling (Netherlands), Slim Wonen (Leeuwarden), Bolig Enøk (Ostfold), CLEAR-PT (Portugal), Vaxjo OSS (Småland-Blekinge), Retrofit Works (UK), Ecofurb (London), ALIenergy (Argyll & Bute), TIG (The Western Isles), Renovation Underwriting (UK), Energiesprong-UK (UK), MunSEFF, SlovSEFF (Slovakia), REECL (Bulgaria), SIRE (Spain), Zerohome (Denmark), Mantova OSS (Mantova), FinEERGo (various EU),

Can OSS contribute to energy savings?



Points of intervention for improved building stock energy performance:

- ✓ New buildings: minimizing floorspace growth, increasing performance requirements while ensuring compliance;
- ✓ Existing buildings: increasing renovation rate;
- ✓ Existing buildings: ensuring renovation depth;
- ✓ Use phase: supporting sustainable decisions and behaviour.

Increasing the impact of OSS

Types of OSS:

- ◇ Government-driven: climate and/or energy targets.
- ◇ Industry: to extend businesses or improve customer care.
- ◇ ESCO: complex offerings extended
- ◇ Facilitators: Consultants extending services
- ◇ Cooperatives: societal benefits
- ◇ Store OSS: A large store or a warehouse with new service.

Financial mechanisms:

- Energy Performance Contracting (EnPC)
- Referred bank loans
- Financial instruments & investment funds
- Property Assessed Clean Energy (PACE)

Interactive elements:

- ❖ Combine with refurbishment aims: point of transaction
- ❖ Collaborate with transaction (estate agent) companies
- ❖ Pre-fabricated technical elements
- ❖ Pooling of buildings
- ❖ Digitalisation
- ❖ Financial instruments
- ❖ EPC or other information tools

Deep renovation examples

Name: Espace-Info-Energie

Country: FR

- Toulouse-based OSS
- Public office
- Active in energy transition and financial aid at home
- “Positive Energy Families” since 2008, and other awareness raising and motivating projects
- 2015-2016: 8,000 participating households, totaling 8,500,000 kWh of energy savings, equivalent to taking 4,000 cars off the road.

Name: Energiesprong

Country: NL

- originally government-funded pilot (2016)
- whole house retrofits at no extra costs
- 5000 houses in NL
- Transfer to FR, UK, DE, N-IT
- aims at nZEB standard
- new technologies, incl. prefabricated facades, insulated rooftops with solar panels, smart heating, and ventilation and cooling installations.

Name: HomeGrade

Country: BE

- municipality, department
- free-of-charge
- financial, step-by-step technical and administrative assistance on energy renovation projects
- provides support to ambitious projects due to the stringent building standards in Brussels
- Social, technical and financial innovations (energy poverty alleviation)

Thank you for your attention!

I wish you/us a successful meeting!



The Enerfist project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 839509. The sole responsibility for the content of this presentation lies with the authors. It does not necessarily reflect the opinion of the European Union. Neither the EASME nor the European Commission are responsible for any use that may be made of the information contained therein.

Costs and price of the services

Costs incurred

Typical costs reported by the observed 23 OSSs are:



human resources, such as one or few architects or engineers, marketing specialists, an IT specialist, and a financial expert



office space, which ranged from traditional corporate offices, where the team works if the OSS is solely online to large info spots. There are a few exceptional cases in our OSS list:

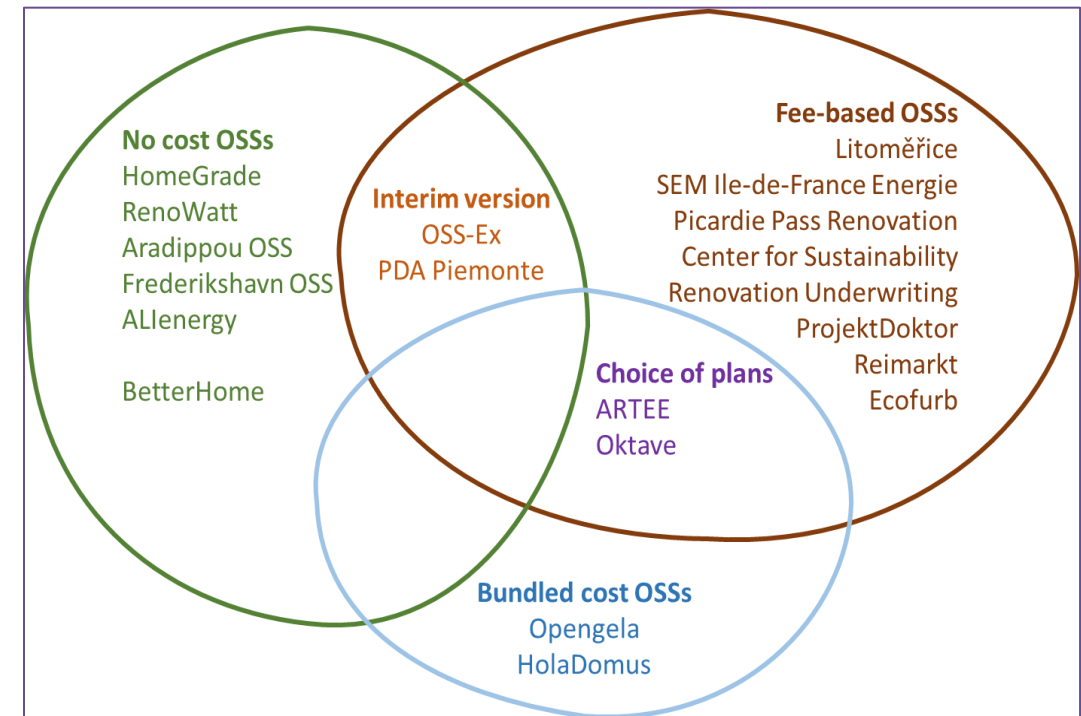


IT tools for customer engagement




IT support to the craftsmen

Price to be paid by customers



Three perspectives


Barriers

Owners (demand side) 

- Hassle
- Lack of technical knowledge
- Too many options
- Lack of time
- Bad experience
- Lack of understanding of importance

Contractors (supply side) 

- Need for adverts/self-promotion
- Too much transaction time/cost
- Impact from „bad” contractors (lack of trust)
- Need to deal with complaints
- Need to diversify its simple&single offer

Financiers (banks) 

- Lack of understanding of the potential
- Lack of technical knowledge
- Lack of experience in evaluating EE projects/clients
- Lack of capacity to evaluate projects

Solution

- Act as project coordinator
- Single point of contact

- Tools
- Handle customers (pre and post contracts)
- Model contracts and/or act as contractor

- Connect banks to good clients
- Help clients access financing
- Best match

What makes OSS successful?

Home renovation one-stop shops:

- ✓ ... locally embedded, know the local market, the local clients and the local conditions;
- ✓ ... have an interactive relationship with the clients;
- ✓ ... can follow-up on finished projects, carry out stepwise renovation;
- ✓ ... accelerate building refurbishments by informing, motivating, as well as by assisting building owners to follow through energy efficiency investments, by providing support from the start to the end;
- ✓ ... facilitate interested, but not yet committed energy users/asset owners to actually implement an energy saving measures or other sustainable projects;
- ✓ ... can facilitate access to financing and occasionally offer better rates;
- ✓ ... potentially improve the average renovation depth in terms of energy performance through the holistic approach;
- ✓ ... (some) reach out to vulnerable populations, such as tenants of social houses.

Industry example: BetterHome



Local authority initiative example: Picardie

