Thank you for joining the webinar!

We will begin at 11:30 CET.
Welcome Address

Julie Kjestrup
Vice-Chair of the Renovate Europe Campaign

Introduction and Guidance for the Participants

Please send your questions via the Q&A box.
The Renovate Europe Campaign

Who are we?

- A political communications campaign beating the drum for deep energy renovation of the building stock in the EU
- Supported by 49 partners from industry and civil society including 18 national partners
- Champions from politics, businesses and communities
- Launched in 2011 as an initiative of EuroACE

Agenda

Presentations by:

- Adrien Bullier – CINEA (European Commission)
- Zsuzsanna Koritár – MEHI (Hungary)
- Eloise Stancioff – Ekubirojs (Latvia)
- Johanna Varghese – IGBC (Ireland)
- Justyna Glusman – Fala Renowacji (Poland)
- Jacek Kisiel – City of Warsaw

Q&A

Conclusions and Wrap-up
One-Stop-Shops: Maximising their potential to accelerate energy renovation

One-stop-shops:
- crucial in transforming the EU Renovation Wave into tangible renovation schemes on the ground
- can significantly improve the absorption rates of EU funding
- essential in ensuring that renovations schemes are made accessible for the vulnerable
- key part of the enabling framework that must be introduced to accompany the Energy Performance of Buildings Directive and the roll-out of minimum energy performance standards

What does the EPBD proposal call for?
- Every 5 years, member states must report the number of OSS established and provide information on administrative resources and capacities used for OSSs in their National Building Renovation Plans
- Support compliance with MEPS in Article 9 by "providing technical assistance, including through One-Stop-Shops"
One-Stop-Shops: Maximising their potential to accelerate energy renovation

Focus of this webinar:
- Why upscaling existing OSS is so important as the EU looks at ways to reduce its energy imports?
- How to upscale: which models are more adapted for deep renovation?
- How to make them most effective in the long run, taking into account potential MFF funding?

Towards large-scale roll out of “integrated home renovation services” in Europe

Adrien Bullier
Senior Project Adviser, European Climate, Infrastructure and Environment Executive Agency (CINEA)
Towards large-scale roll out of "integrated home renovation services" in Europe

One-Stop-Shops: Maximising their potential to accelerate energy renovation
Renovate Europe webinar, 21 March 2022

Adrien BULLIER, Senior Project Adviser
LIFE Energy + LIFE Climate
CINEA

We need to renovate the EU’s building stock

• Renovation Wave Strategy:
  • renovate 35 million dwellings by 2030, double energy renovation rates to 2%,
  • roll-out one-stop-shops
• Investment needs: around EUR 275 billion/year
  • Massive allocation of cohesion funds + RRF to building renovation – grants + financial instruments
  • Leverage in private finance to complement public funding
• Proposal for EPBD recast
  • Classes F and G to be renovated by 2033
  • (Staged) deep renovation to become the ‘gold standard’ for renovation
The human factor behind home renovation

• Home renovation can be a painful journey!
• Most residential buildings belong to non-professional individuals
• Households will not “build capacity”: you won’t renovate so many homes in a lifetime
• no lack of market participants … but absence of coordination … and diverging interests

The windy journey of home energy renovation

|---------------------------|-------------|-------------------------------------------|------------------|--------------------------|-----------------|---------------------|-----------------|----------------------------------|-------------------|

Source: YouTube.com
The windy journey of home energy renovation

1. Information / Marketing
2. Detection
3. Simplified diagnosis and recommendations
4. Project design
5. Selection of companies
6. Financing plan
7. Financing solutions
8. Renovation work
9. Worksite supervision / reception of the work
10. Quality assurance, guarantees and follow-up

European Commission
“Integrated home renovation services”

- Start from homeowners’ point of view: what is the customer journey of home renovation?
- Coordinate / combine / integrate the services provided by private and public players
- Take on tasks for which homeowners are not equipped
- Indispensable to upscale low-energy renovations

Analytical framework along the “customer journey”

- 3 main models:
  - ‘Advice’ model: focused on the upstream part of the journey
  - ‘Support’ model: extended Architect’s mandate, covering the whole journey
  - ‘Implementation’ model: combining design and renovation work

- Mainly heuristic, based on the observation of pilot initiatives across Europe
- Easy to distinguish in generic terms… …much less clear when getting into the details

More details in Milin & Bullier 2021. Towards large-scale roll out of “integrated home renovation services” in Europe. Proceedings of the ECEEE Summer Study 2021
‘Advice’ model
focused on the upstream part of the journey

• **Information** and marketing
  - Largest audience, messages not specifically tailored
  - Raise homeowners’ awareness…
  - … but also disseminate new social norms

• **Detection** of prospective homeowners (house buyers!)

• **Simplified diagnosis**, recommendations and financing plan (focused on investment, not on investor)

• ‘Light support’ in selecting contractors or retail banks (e.g. directory of companies, labels, certifications,…)

• Hardly a business case: is the ‘advice’ model rather a public service?

---

‘Support’ model
Extended Architect’s mandate, covering the whole journey

• **Beyond the ‘comfort zone’** of most public actors:
  - Engaged in market activities, incurring professional liability
  - Fully involved in project design (e.g. drafting specifications)
  - Support in selecting companies and negotiating prices (incl. training and prequalification)
  - Worksite supervision and reception of work
  - Quality assurance and follow-up after renovation

• **Tipping point** between ‘advice’ and ‘support’ models?
  - Pay for the services provided?
  - Signature of a service contract?
  - Physical visit to carry out the audit?
  - **Open to interpretation** by a judge, in case of litigation
‘Implementation’ model combining design and renovation work

- Turnkey contractor: designs and implements
  - Likely leads a consortium or uses subcontractor(s)
  - Selects professionals and imposes choice on homeowners
  - Profit on work may lead to cheaper advice?

- Typically where the ESCO model belongs, but not only
  - Quality assurance can cover the whole value chain
  - Intrinsic performance or savings guarantee?

- Existence of a vested interest (tipping point)
  - Interest in the nature and amount of work recommended
  - Support provided upstream perceived as less impartial?

What about financing?

- “Option” rather than 4th model
- More likely on top of support or implementation models
- Standalone offer requires appropriate legal framework

- Other financing services to consider:
  - Support in accessing public grants
  - Pre-financing of public grants
  - Pre-qualification for a retail bank financing offer

- Additional financial engineering is being explored (e.g., Home-based financing, Guarantee Fund, subsidized loans …)
Project examples

Disbursement of public funds will remain challenging.

Upscaling deep renovation will not happen without comprehensive home renovation services covering the implementation phase.

Deployment needs to involve national and regional levels.

*LIFE funding* available to design and put in place integrated home renovation services – next call for proposals to be published in May 2022.
Thank you

To go further…

- **Milin C., Bullier A. (2021).** Towards large-scale roll out of "integrated home renovation services" in Europe. Proceedings of the ECEEE Summer Study 2021.
- Artée (FR): [https://www.arteep.fr](https://www.arteep.fr)
- C-real (BE): [https://www.c-real.be](https://www.c-real.be)
- Easycopro (BE): [https://www.easycopro.be](https://www.easycopro.be)
- Energy efficient mortgage initiative: [https://energyefficientmortgages.eu](https://energyefficientmortgages.eu)
- Facièresn (FR): [https://www.facirenov.fr](https://www.facirenov.fr)
- Flohome (NL): [https://www.flohomeproject.eu](https://www.flohomeproject.eu)
- Hauskunft (AT): [https://www.hauskunft-wien.at](https://www.hauskunft-wien.at)
- Hauts-de-France pass renovation (FR): [https://www.pass-renovation.hautsdefrance.fr](https://www.pass-renovation.hautsdefrance.fr)
- Holadomus (ES): [https://www.holadomus.com](https://www.holadomus.com)
- Houseenest (ES): [https://renuevatucasa.eu](https://renuevatucasa.eu)
- Île-de-France énergies (FR): [https://www.iledelfranceenergies.fr](https://www.iledelfranceenergies.fr)
- Oktave (FR): [https://www.oktave.fr](https://www.oktave.fr)
- Opengela (ES): [https://opengela.eus/](https://opengela.eus/)
- Ortee (FR): [https://orfee-project.com](https://orfee-project.com)
- Padova fit (IT): [https://www.padovafit.eu](https://www.padovafit.eu)
- Proretro (DE): [https://proretro.eu](https://proretro.eu)
- Reimarkt (NL): [https://reimarkt.nl](https://reimarkt.nl)
- Renonbill (ES, IT, LT): [https://www.renonbill.eu](https://www.renonbill.eu)
- Save the homes (ES, NL): [https://savethehomes.org](https://savethehomes.org)
- Sheerenv (BG): [https://sheerenov.eu/](https://sheerenov.eu/)
- Sunshine (LV): [https://sharex.lv](https://sharex.lv)
- Superhomes (IE): [https://superhomes.ie/](https://superhomes.ie/)
- Turnkey retrofit (ES, FR, IE): [https://www.turnkey-retrofit.eu](https://www.turnkey-retrofit.eu)
Learnings from the RenoPont Energy Home Renovation Centres in Budapest

Zsuzsanna Koritár
Hungarian Energy Efficiency Institute (REC National Partner in Hungary)

The first Hungarian one-stop-shop
Learnings from the RenoPont Energy Home Renovation Centres

Zsuzsanna KORITÁR
http://mehi.hu
http://renohub-h2020.eu

This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 845652.
The RenoHUb project

Who are we?

- Horizon 2020 project consisting exclusively of Hungarian consortium members (5 partners)
- 3 years long (November 2019 – November 2022) – with a possible prolongation until May 2023

Developing the RenoHUb model

Aim: to define the RenoHUb customer journey and elaborate services offered by OSS

Target groups: single-family and multi-apartment residential buildings

Background research:

1) Database about good practices: desktop research of 33 OSS projects
2) Focus group research on homeowners motivations, drivers and obstacles, as well as pre-researching the one-stop-shop concept → physical offices are needed
3) Deep interviews with main stakeholders, market players
The Hungarian brand

Two pillars of the RenoPont OSS
The Online Platform
https://renopont.hu/

EDUCATE, INFORM

EXPERT DATABASE

RESOURCES

VISIT OUR OFFICES

RenoPont offices
Operation of RenoPont offices

SERVICES:
- Certified and contracted energy assessors
- Energy Renovation Concept with options and preliminary cost estimation
- Guidance to customer on possible financing options
- Assistance on selecting between price offers

EXPERIENCE:
- Reserved appointments
- Prepared customers
- Specific questions
- Financing as an issue comes up in almost every visit
Sustainability and scaling up by cooperations

INSTALLERS, ENERGY AUDITORS
FINANCIAL INSTITUTIONS
MUNICIPALITIES
MANUFACTURERS
REAL ESTATE AGENCIES
UTILITES (EEOS – OBLIGATED PARTIES)

Thank you!

Zsuzsanna Koritár
MEHI Hungarian Energy Efficiency Institute

http://mehi.hu
http://renohub-h2020.eu

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 846652.
EUROPA Network: the establishment of the Latvian One-Stop-Shop

Charlotte Eloise Stancioff
Ekubirojs (REC National Partner in Latvia)

Ekubirojs One Stop Shop
In Latvia..

80 buildings were closed in Riga due to bad conditions.

70% of Latvian population lives in Soviet Era multifamily buildings. Houses from the same period tend to have very similar situations.

8% of Latvian population are unable to afford proper indoor thermal comfort.

Our mission

To urgently scale the decarbonization of the built environment through dEEP renovation made possible by low-risk energy efficiency financing to deliver long-term “Guaranteed Safety, Health and Comfort”™ to residents.
dEEP Building Renovation cannot scale

**Costs:**
Need for an affordable long-term solution.

**Lack of trust:**
No guarantees after the renovation

**High risk:**
Lack of bankable projects to invest in.

**Bureaucracy:**
Changing rules and Heavy administrative burden.

---

Current Renovation Journey
The only way forward..

An OSS with trust, efficiency and standardization at the core

EUROPA: Objective

To promote and boost the implementation of deep renovation of residential buildings through the development of an **Energy Efficiency Subscription** coupled with the establishment of five regional **One-Stop-Shops** across Europe.
What do we mean by this?

SAFETY, HEALTH & COMFORT

Delivered through

Digital tools/efficiency

Continued advocacy

Standardization

Project Management
- Process Efficiency
- Data monitoring
- Transparency

Stakeholder Engagement
- Linking renovation to broader issues of health, safety, and comfort

Energy Efficiency Subscription
- Localized criteria for renovation to establish standards

What digitalisation can do: SUNShINE Platform

Digitalizing the building renovation process ensures:

- OSS admin management & stakeholder onboarding
- Secure project details and processes
- Building energy savings calculator.
- Open-source and can link with other platforms, IoT

*All data is secure and GDPR respected.*
What do residents say?

We still aren't convincing people

**In-Depth Interviews**: Simple conversations can go a long way

**Surveys**: With over 600 families in Latvia, and over 500 stakeholders through projects:
- Austria, Bulgaria, Poland, Romania, Slovakia *(FinEERGo-Dom)*
- Italy, Germany, Portugal, and France *(EUROPA)*
- Spain, Portugal, Germany, Austria and Bulgaria *(UP-Stairs)*

**Examples**:
- Digital Engagement: Social media, Sunshine Platform, YouTube videos, QR Codes

How to scale Energy Efficiency projects?

In dEEP Renovation, we want it to be as easy as buying a **phone contract**
- Standardizing KPIs to local context
- Ensuring monitoring of results
- Building a network of reputable representatives

Learn more: **EUROPA Mentorship** program
7 organizations (Germany, Lithuania, Latvia, Hungary)

<table>
<thead>
<tr>
<th>CHECK LIST</th>
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</thead>
<tbody>
<tr>
<td><strong>OPERATORS</strong></td>
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<td>Craftmen</td>
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<tr>
<td>Market operator</td>
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<td><strong>SUSTAINABILITY</strong></td>
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<tr>
<td>Indoor Air Quality</td>
</tr>
<tr>
<td>Other environmental criteria</td>
</tr>
<tr>
<td><strong>STANDARD PACKAGES FOR DEEP RENOVATION</strong></td>
</tr>
<tr>
<td>Reducing risk on delay and work execution error on construction site</td>
</tr>
<tr>
<td>Reduction of risk on environmental impacts</td>
</tr>
<tr>
<td>Improve the process to guarantee quality</td>
</tr>
<tr>
<td>Energy efficiency standard</td>
</tr>
<tr>
<td><strong>CONTRACTUAL SPECIFICATION</strong></td>
</tr>
<tr>
<td>Specific requirements - EES Option A &amp; C</td>
</tr>
<tr>
<td><strong>MEASUREMENT AND VERIFICATION</strong></td>
</tr>
</tbody>
</table>
What can we say after 10 years?

Aggressive **stable and long term policies**
supporting building renovation

- Decision-making support to owners and residents
- Eliminate split-incentives
- Standardized monitoring with teeth
- Fallacy that government programs can pay for all of this – support private sector

Thank You

Charlotte Eloise Stancioff, *Director of Strategy & Innovation*, Ekubirojs
eloise.stancioff@ekubirojs.lv
hello@europaonestop.eu

[https://europaonestop.eu/](https://europaonestop.eu/)
[https://ekubirojs.lv/en/](https://ekubirojs.lv/en/)
The Irish One-Stop-Shop experience through the Solutions4Renovation platform

Johanna Varghese
Irish Green Building Council
(REC National Partner in Ireland)

Webinar on One Stop Shops
Johanna Varghese - IGBC
21st March 2022
Not for profit
Membership organization

Mission
Lead the transition to a sustainable environment in Ireland

Purpose
Provide clear information and best practice guide for people in the building and construction industry
Irish Context for Retrofit

2020
4,000 B2 BER
> 100kWh/m²/annum

2021
Not all OSS are similar

2022
New schemes for OSS & increased grants
Multi annual basis

2030
500,000 homes

Turnkey Retrofit Project

An easier and reliable customer journey for retrofit from start to finish

Comfort, health and smaller energy bills at your fingertips.

This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 839134
IGBC Context for Retrofit

RENOVATION READY

Customer Journey

1. Find info
   - Find retrofit potential
   - Get an estimate
   - Find Grants
   - Other Discounts
   - What are my benefits
   - Continue or Quit

2. RA Register
   - Connect to RA for advice
   - RA to visit house
   - Aggregation site visits
   - Tailored road map
   - Recorded on Std template
   - Loan Offer
     - API to bank
   - RENOVATION READY

3. Compliance certs
   - Sign off by RA and customer
   - Payment
     - Staged payments for global retrofit
   - Warranty
     - Defects period

Action on platform
- Brick required
- Live interaction with person thru platform - Brick required
- Connect to logbook - BRP thru platform - Brick required
- Decision made outside the platform
- Action outside the platform

Timing and costs provided to customers

Quality assured OSS

Signed contract

Defects period

Aggregation single measure
Find sequence of works & estimates

BUILDING TYPE
- DETACHED
- BUNGALOW
- TERRACED
- END OF TERRACE
- SEMI DETACHED

CONSTRUCTION YEAR
- PRE 1900
- 1900-1929
- 1930-1949
- 1950-1966
- 1967-1977
- 1978-1992
- 1993-1999
- 2000-2010

< PREVIOUS NEXT >
**Roadmap packages and estimates**

<table>
<thead>
<tr>
<th>Package Description</th>
<th>Basic</th>
<th>Intermediary</th>
<th>Advanced</th>
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</thead>
<tbody>
<tr>
<td>Wall insulation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Roof insulation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Floor insulation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Windows and door</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Heating system</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Mechanical system</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Conversion</td>
<td>☐</td>
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</tr>
<tr>
<td><strong>Renovation cost excluding VAT</strong></td>
<td>€750</td>
<td>€1,340</td>
<td>€2,680</td>
</tr>
<tr>
<td><strong>Renovation cost including VAT</strong></td>
<td>€772.50</td>
<td>€1,387</td>
<td>€2,800.50</td>
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</tbody>
</table>

*The table above shows estimated costs for different renovation packages. The costs are approximate and may vary depending on specific materials and labor costs. It is recommended to consult with professionals for accurate quotes.*
Challenges to boosting the renovation of single and multi-family homes in Poland: the role of One-Stop-Shop

Justyna Glusman
Fala Renowacji (REC National Partner in Poland)

Jacek Kisiel
Deputy Director, Air Protection and Climate Policy Department, City of Warsaw
How to use One-Stop-Shops to promote building retrofit

Jacek Kisiel
Deputy Director
Air and Climate Department
City of Warsaw
Anti-smog resolutions in Poland

Heating costs

<table>
<thead>
<tr>
<th>Heating device</th>
<th>Fuel/ source of heating</th>
<th>Cost per unit</th>
<th>Annual consumption</th>
<th>Annual cost (euro)</th>
</tr>
</thead>
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<tr>
<td>Coal stoves</td>
<td>coal 1500 PLN/t</td>
<td>7,5 t</td>
<td></td>
<td>2 387</td>
</tr>
<tr>
<td>Heat pump</td>
<td>electricity 0,81 PLN/kWh</td>
<td>10 041 kWh</td>
<td></td>
<td>1 727</td>
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<tr>
<td>Heat pump + pv</td>
<td>electricity 0,81 PLN/kWh</td>
<td>5 020 kWh</td>
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<td>863</td>
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<tr>
<td>Heat pump + retrofitting</td>
<td>electricity 0,81 PLN/kWh</td>
<td>4 683 kWh</td>
<td></td>
<td>805</td>
</tr>
<tr>
<td>Heat pump + retrofitting + pv</td>
<td>electricity 0,81 PLN/kWh</td>
<td>2 342 kWh</td>
<td></td>
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</tr>
</tbody>
</table>
Energy poverty in UE

EDEPI scores show the majority of EU countries have ‘moderately high’ to ‘extreme’ levels of energy poverty among low-income households.

STOP SMOG program

- Dedicated to low-income residents
- Heaters exchange combined with retrofitting
- Co-financed by the government and local government
- Reduction of heat energy demand by at least 30%
- The maximum grant amount is EUR 12,000
Municipal Buildings in Warsaw

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of removed heaters</th>
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<tbody>
<tr>
<td>2018</td>
<td>449</td>
</tr>
<tr>
<td>2019</td>
<td>543</td>
</tr>
<tr>
<td>2020</td>
<td>202</td>
</tr>
<tr>
<td>2021</td>
<td>322</td>
</tr>
<tr>
<td></td>
<td>1,516</td>
</tr>
</tbody>
</table>

First municipal building with heat pump and retrofit, Dec 2019

Warsaw One-Stop-Shop

In December, 2021 Warsaw hired 4 energy advisors providing free off charge consulting for citizens including:

- subsidies for the replacement of fossil fuel stoves
- grants for thermomodernization
- subsidies for RES
- One stop shop planned to be opened on May/June 2022
Q&A

Please send your questions via the Q&A box.

jkisiel@um.warszawa.pl
Wrap-up

Julie Kjestrup
Vice-Chair of the Renovate Europe Campaign