

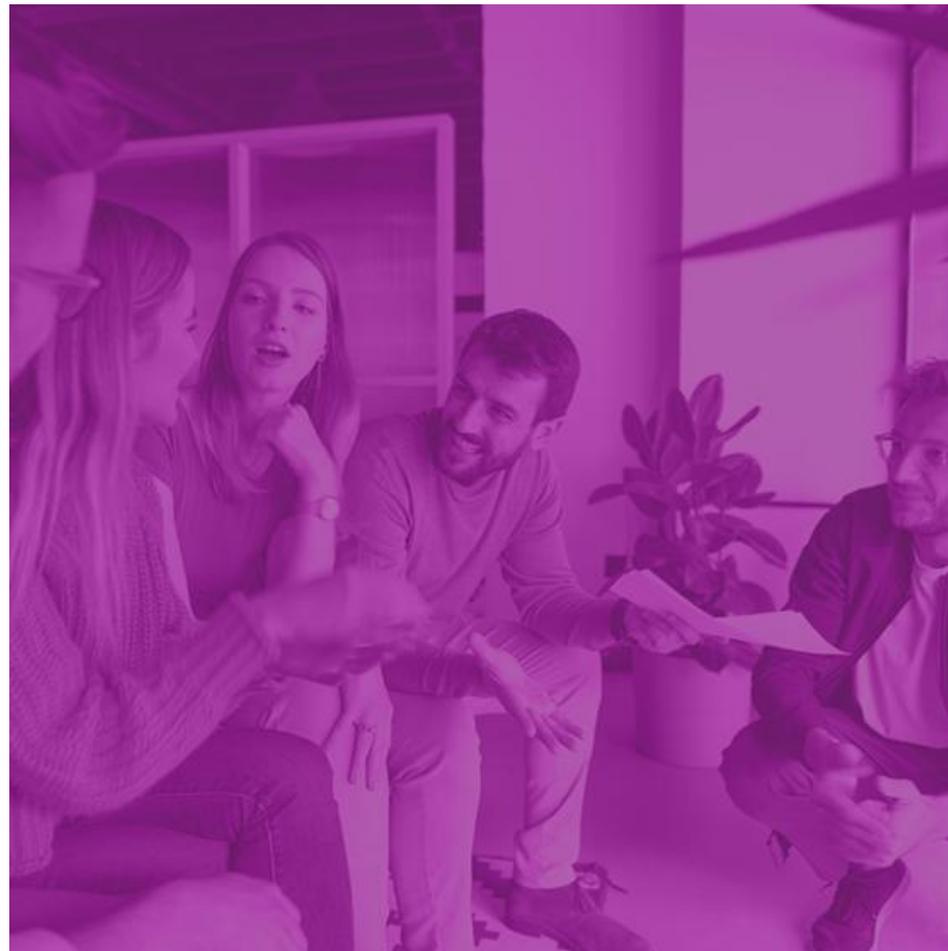


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Community for Integrated
Home Renovation Services

**“How is the one-stop shop
concept implemented in
other EU countries?”**

eu-peers.eu



Co-funded by
the European Union

Key Speakers from 4 countries:

- *Francesca Hugony, ENEA*
- *Gergely Schum, Energiaklub*
- *Miguel Segovia, GBCE*
- *Alex Hamilton, SEEA*



Key Listener:

***Françoise Refabert,
Énergies Demain***

#Financements, #EUpeers, ...



Intro by EU Peers:

Jenny-Claire Keilmann,
Climate Alliance

Coordinator



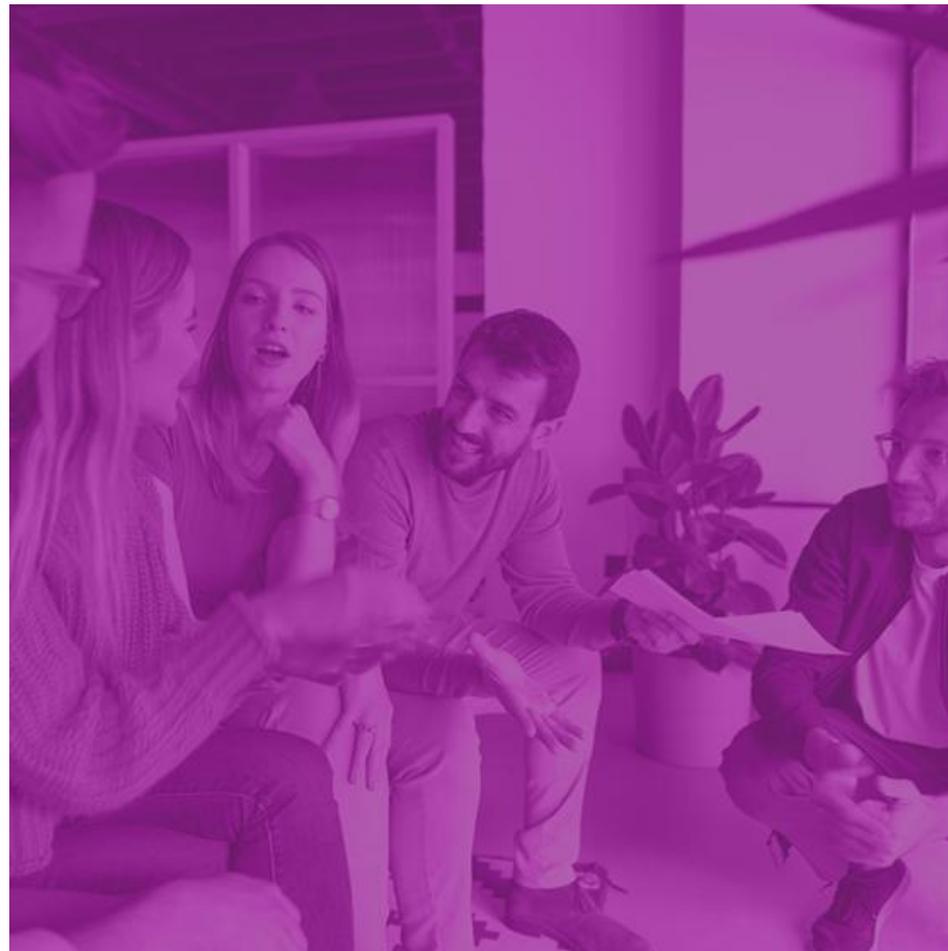
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European Practitioners for Integrated
Home Renovation Services (IHRS)

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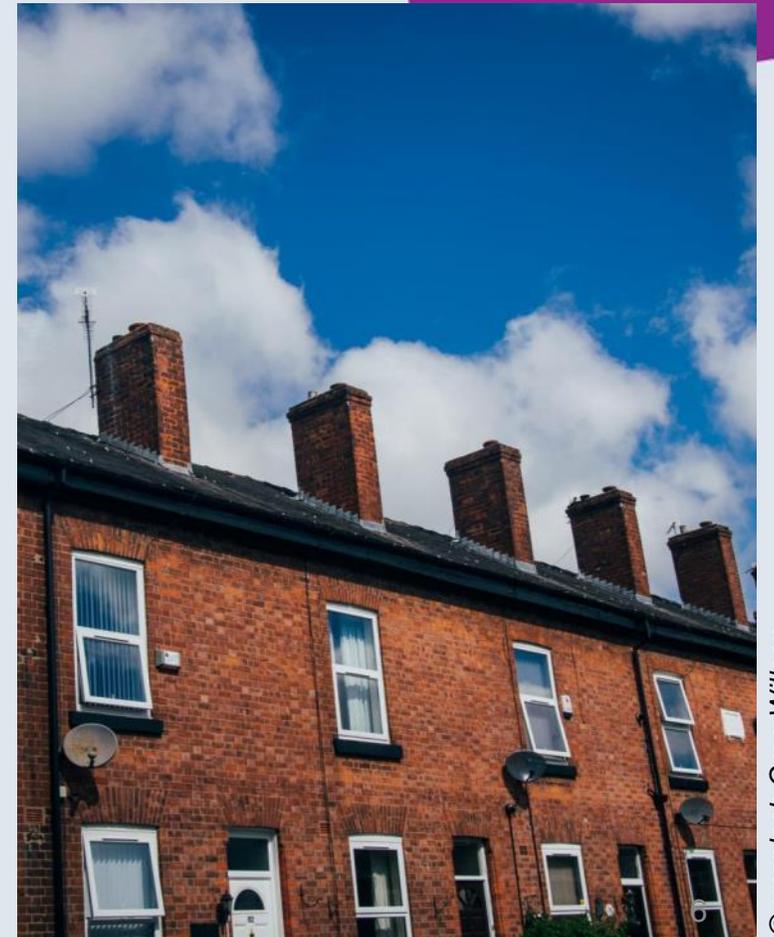
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EU Peers - European Community of Practice

→ Support the development of Integrated Home Renovation Services (IHRS)

= **One-Stop Shops for residential energy renovation**

- To make ambitious home energy renovation simple and accessible to residents
 - **Key instruments** to accelerating residential energy renovation in the EU





Build a vibrant and helpful Community

- Inclusive community, engaging and connecting practitioners for collaborative problem-solving
- Facilitate dialogue and insight sharing

Strengthen and upscale the one-stop shop concept

- Supporting skilled practitioners actively involved in the implementation of One-Stop Shops
- Build bridges between existing and emerging initiatives

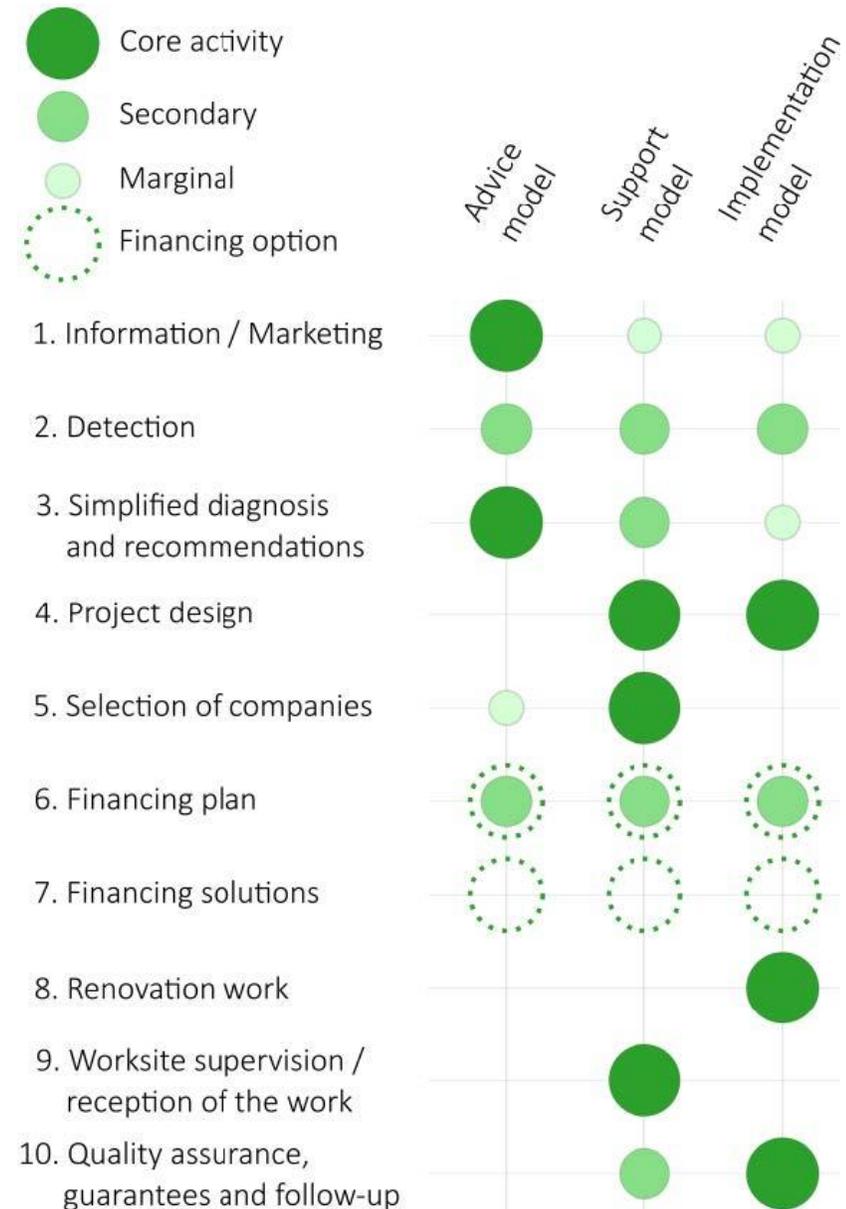
**Aim of the
European
Community
of Practice**

Integrated Home Renovation Services

→ Categorisation according to the services provided into three models

Various types of One-Stop Shops have been developed across Europe depending on the local context and resources.

A. Bullier & Ch. Milin «Towards large-scale roll-out of 'integrated home renovation services' in Europe» (2021)



Inspiring diversity across Europe!

Entities and ambitions

- Public authorities, energy agencies, public-private partnerships, private companies...
- Collaboration between local authorities and private one-stop shops

Target group prioritised

- Focus on the renovation of buildings and condominiums
- Structures designed specifically to combat energy poverty

Geographical scope

- One-stop shop with regional offices
- Neighbourhood approach, social component
- ...

**A question
of definition**



**Integrated
Home
Renovation
Services**



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1st Summit of the European Community
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11 JUNE 2024
BRUSSELS



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- *Francesca Hugony, ENEA*
- *Gergely Schum, Energiaklub*
- *Miguel Segovia, GBCE*
- *Alex Hamilton, SEEA*

“How is the one-stop shop concept implemented in Italy, Hungary, Spain and Ireland?”



Alex Hamilton
SEEA, Ireland



Gergely Schum
Energiaklub, Hungary



Miguel Segovia
GBCE, Spain



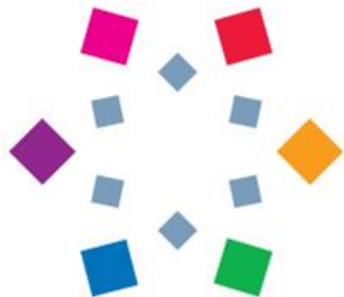
Francesca Hugony
ENEA, Italy



L'Italie **Italia**

Francesca Hugony,
ENEA



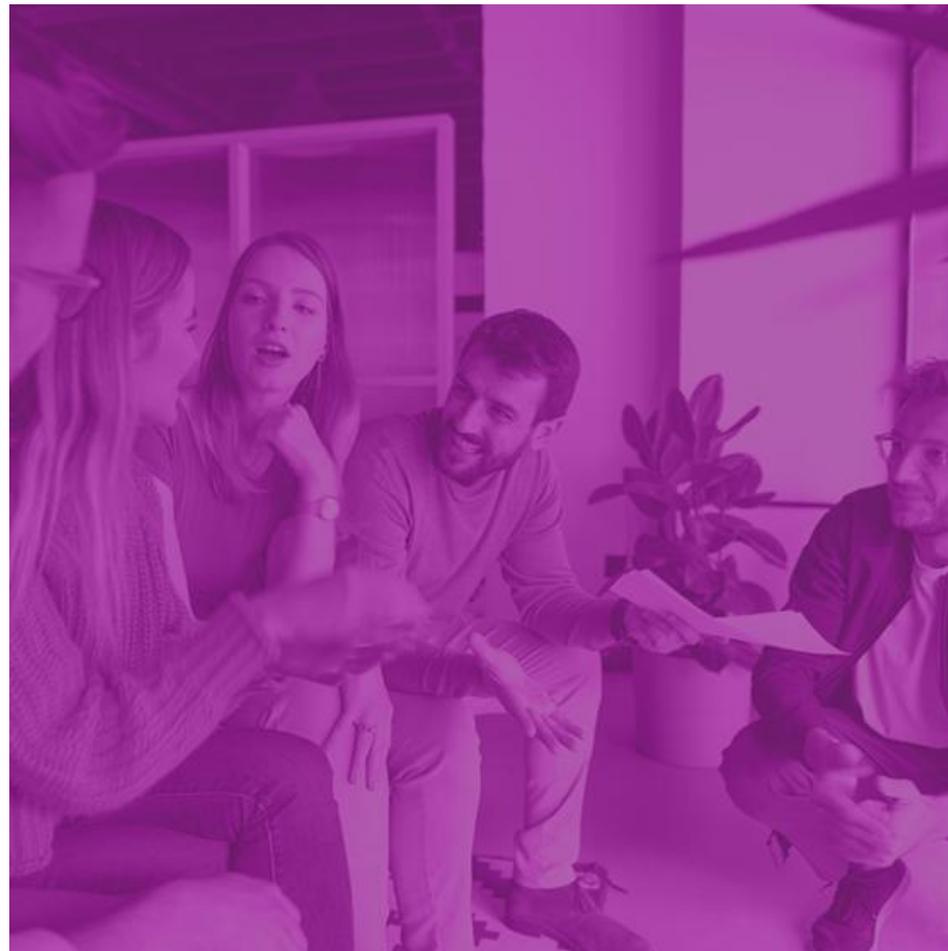


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Andiamo! Teaming up to upscale in ITALY

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- No definition
- No specific regulations mandating the establishment of OSS (EPBD transp: **“a tool to be promoted through policy recommendations by ENEA and GSE”**)
- National platform for building energy profiles and retrofit simulations (ENEA)
- National awareness-raising campaigns about building renovation (ENEA)
- Italian known OSS “advisory models”: funded by European projects
 - Municipalities
 - Local energy agencies
 - Tertiary sector
- Superbonus tsunami should put in extremely focus:
 - Householders’ needs in terms of qualified support for building retrofit
 - Companies’ needs: to be trained on every aspect of building renovation process (technical, administrative and financial)



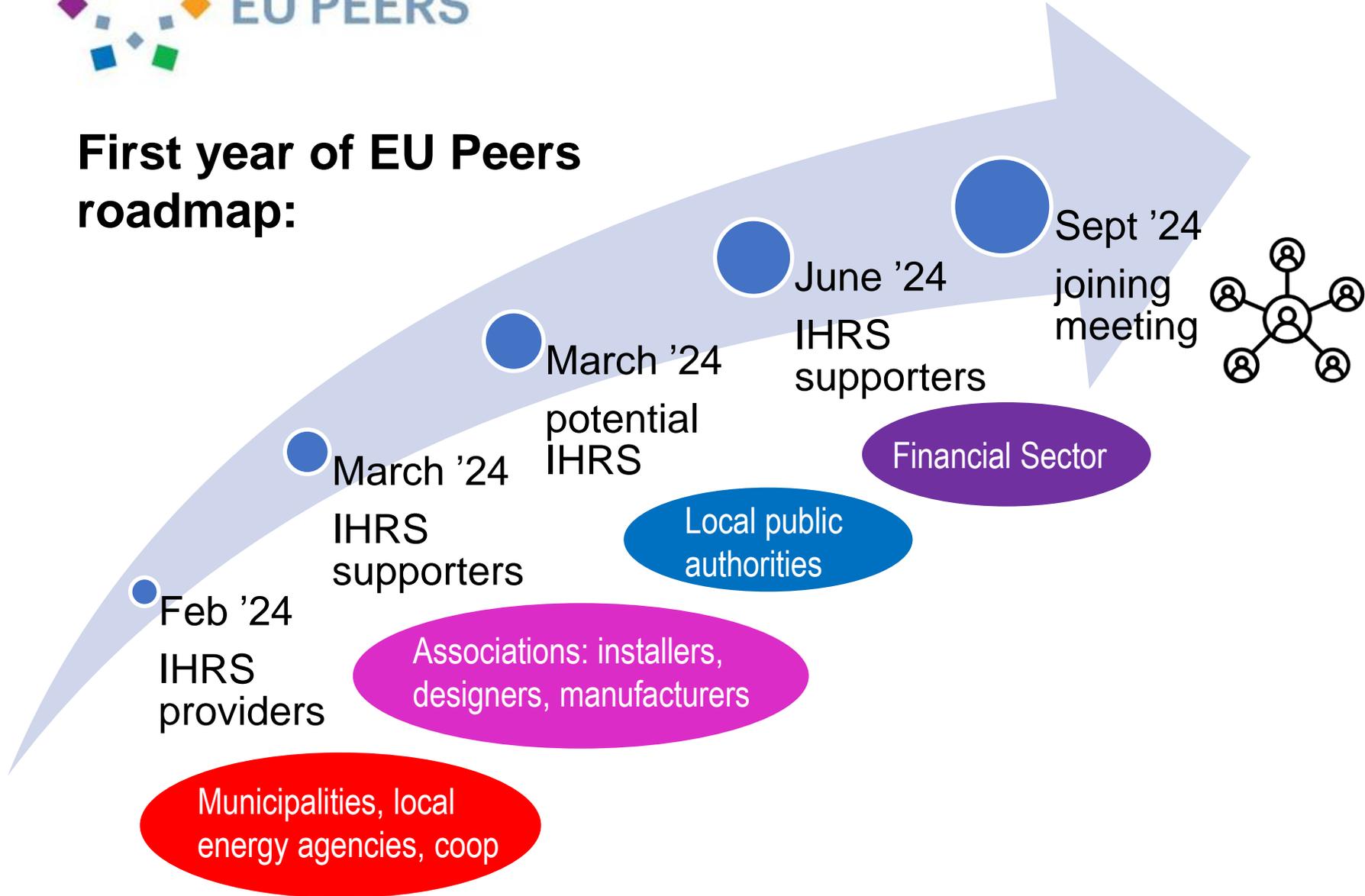
Bottom up initiative

- Identification of stakeholders:
 - IHRS providers
 - IHRS supporters: construction companies, building retrofit technologies manufacturers, professionals (designers, installers), financial institutions
- Challenges:
 - Get everyone sitting around the same table at national level, to build the foundations of OSSs in Italy
 - Involve national policy makers in this process
 - Increase OSS in Italy!

**Italian
network
under
construction**



First year of EU Peers roadmap:



Italian network under construction

Groups very motivated

What works well

- ✓ To differentiate the meetings
- ✓ To dedicate the first part of the meeting to define a common language
- ✓ To create a friendly environment!!

Common needs

- ✓ Communication activities for the involvement of property owners
- ✓ Promote a correct renovation process
- ✓ Increasing demand of high quality professionals and enterprises
- ✓ Network between different experiences and territories, tools sharing
- ✓ OSS staff skills (technical, financial, social)

What works less good

Associations: the meeting wasn't a place where we criticise policy makers!

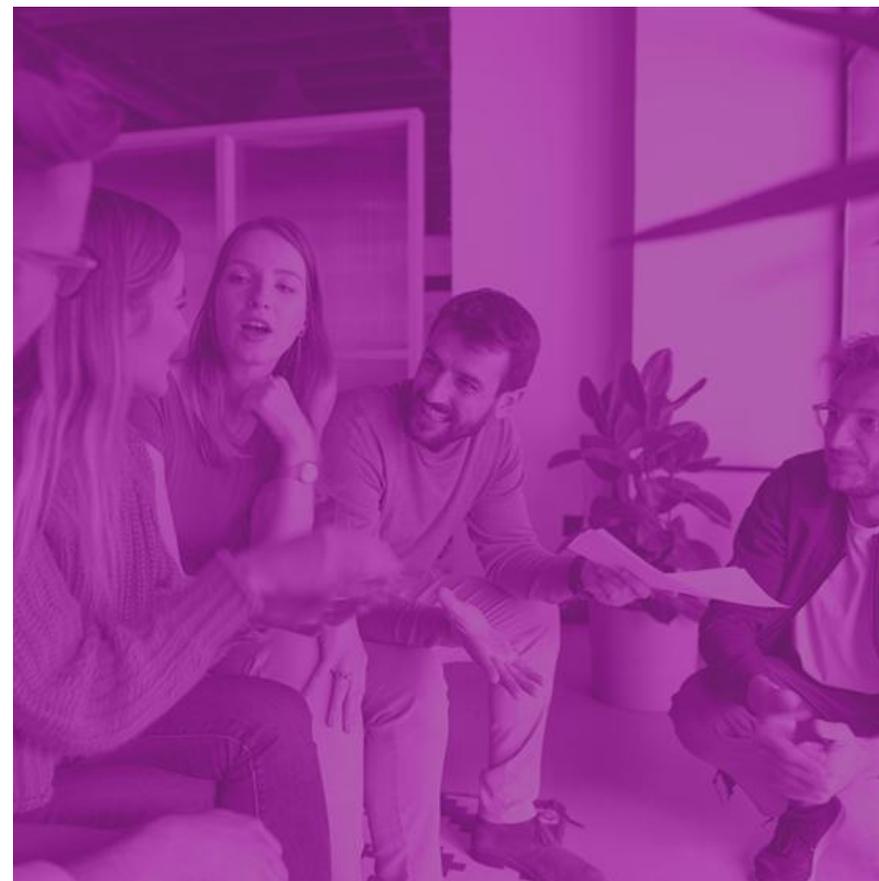


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THANK YOU!

Francesca Hugony, Monica Misceo, Anna Amato, ENEA
Silvio De Nigris, Barbara Martignoni, Piemonte Region



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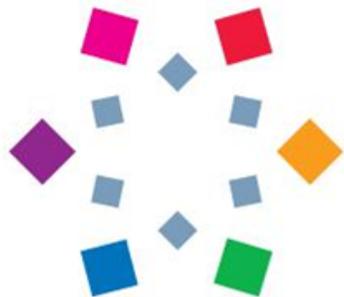
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*Gergely Schum,
Energiaklub*



Hongrie
Magyarország



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Who is an OSS here? The situation in Hungary

11/04/2024

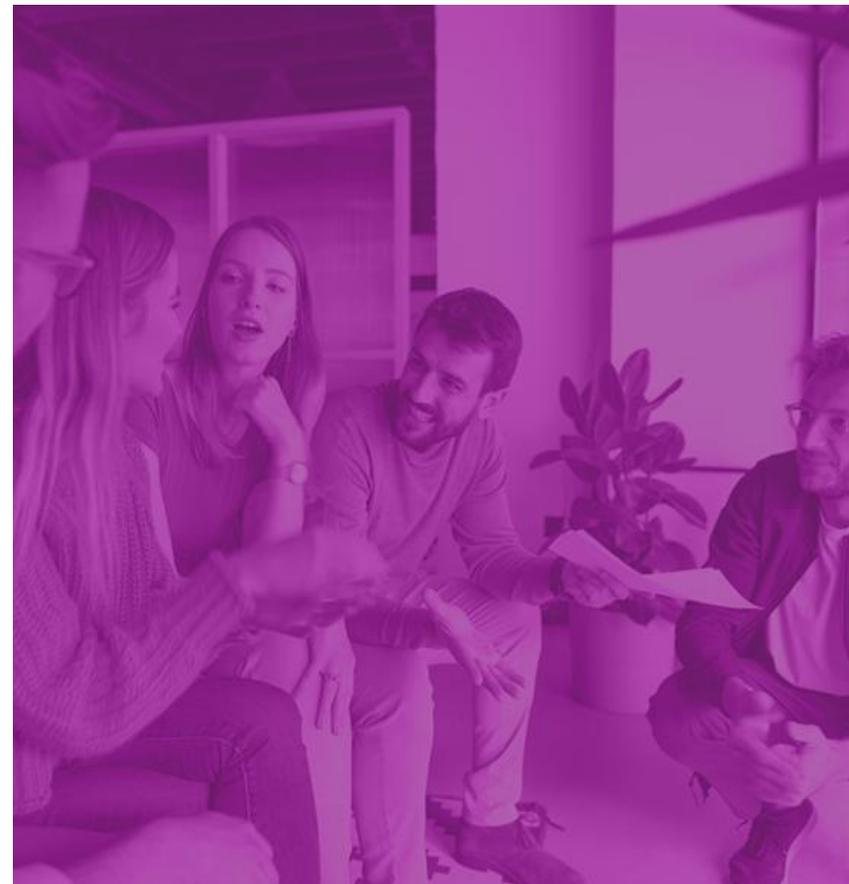
Gergely Schum



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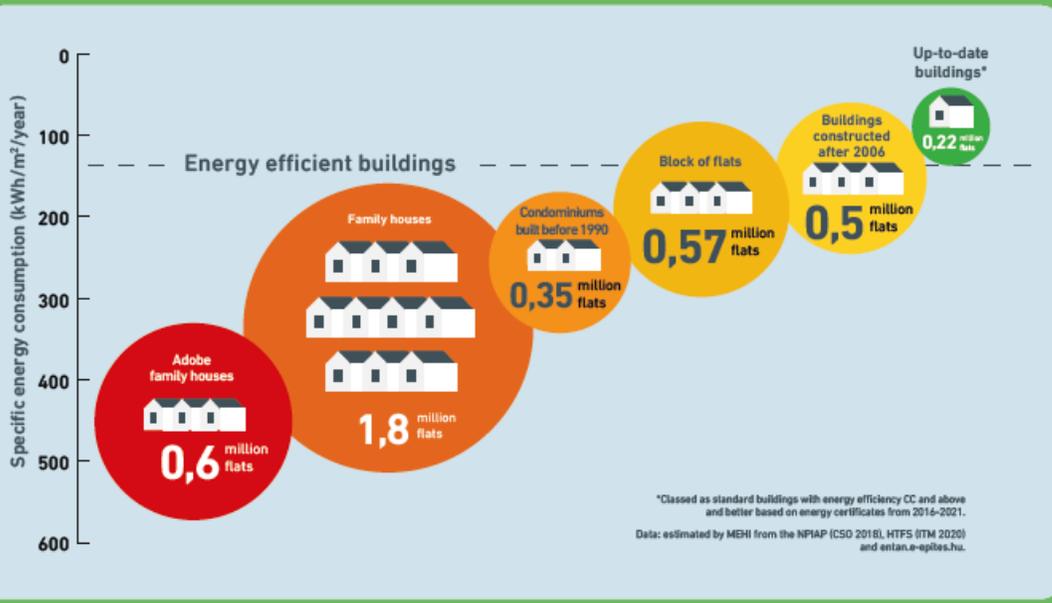


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Outdated housing stock in Hungary

1

RESIDENTIAL BUILDINGS IN HUNGARY DISTRIBUTION BY ENERGY CLASSIFICATION



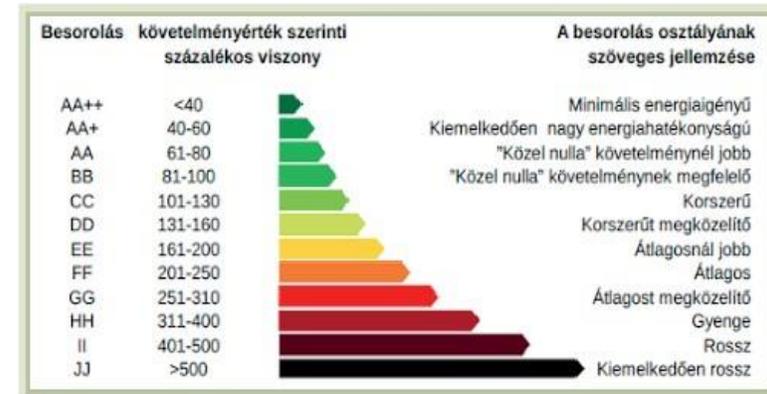
40% of the primary energy consumption of Hungary is used by buildings

Very low (<1%/year) renovation rate

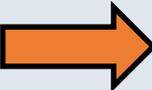
THE BUILDING STOCK OF HUNGARY

- 19% was built before 1945
- around 50% was built between 1945-1990
- 70% is more than 30 years old!

A building with poor energy efficiency conditions consumes **even 4-5x** more, than a modern building.



Challenges we are facing

- lack of awareness and communication from the Hungarian State
 - lack of public funding
 - lack of motivation from the homeowners side to use IHRS services
- 
- An orange arrow pointing from the left column of challenges to the right column of challenges.
- the importance of energy efficiency is not in focus due to the heavily subsidized utility prices by the government
 - between 2020 and 2022 a major home renovation program was financed by the State, but homeowners could use it for any kind of renovation, last dedicated energy efficiency program was closed in 2019
 - IHRS services are not common in Hungary, homeowners are not familiar with these kind of services. General homeowners attitude: save money on the renovation process

One-stop shops in Hungary

- One-stop shops, or IHRS providers are not defined or recognized by the Hungarian law
- Two non-profit OSSs in Hungary:
 1. RenoPont Energy Home Renovation Centre (funded by H2020 program until May 2023, now self sustainable) – **COORDINATION OSS**
 2. Home renovation advisory service of the Hungarian Chamber of Engineers (funded by the Hungarian Government) – **FACILITATION OSS**
- 9/2023. (V. 25.) ÉKM government decree which first mentions the OSS operated by the Hungarian Chamber of Engineers as an possible option for homeowners when they do a new energy certification for their property
- Mostly private companies dominate the market (**MOSTLY ALL-INCLUSIVE OSSs**) – besides of a few exceptions none of them know the existence of the term ‚OSS’



The screenshot shows the top navigation bar of the RenoPont website with links for 'Felújítanék!', 'RenoPont', 'Tudásbázis', 'Kapcsolat', and 'Belépés'. The main content area features a large illustration of a family (a man, a woman, and two children) looking at a document. To the left of the illustration, the text reads: 'Takaríts meg energiát és pénzt otthonod energetikai felújításával! A RenoPont elkísér energiahatékony otthonodig.' Below this, a smaller line of text says: 'RenoPont. Az energiatudatosság otthon kezdődik.' At the bottom of the main content area, there are two buttons: 'Miben tud segíteni a RenoPont?' and 'Regisztrálok'.

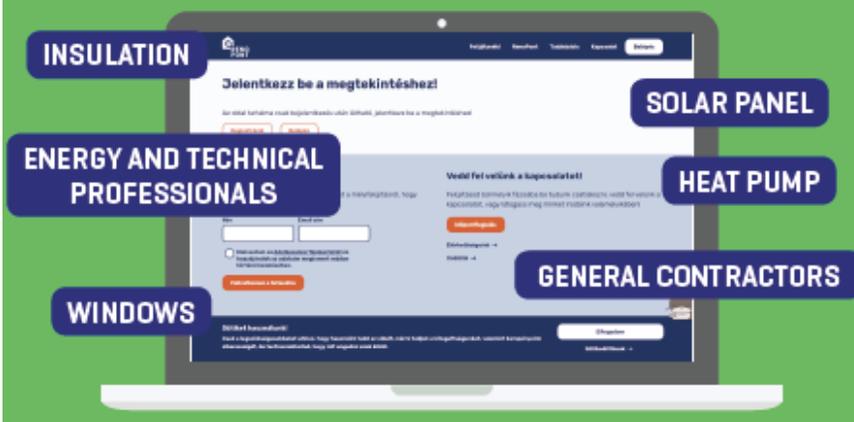
5 RENOPONT CUSTOMER JOURNEY



6 RENOPONT STAKEHOLDERS



7 RenoPont Partner Program



Office network:

- Budapest Capital City** - Partner: the Municipality of Budapest (temporarily closed)
- Józsefváros** - Partner: 8th District Municipality
- Nagykanizsa** - Partner: IMRO Nonprofit Kft.
- Sopronkövesd** - Partner: Sopronkövesd Municipality
- Óbuda** - Partner: Association of Hungarian Family House Owners
- Budavár** - Partner: 1st District Municipality
- Újbuda** - Partner: 11th District Municipality
- Szentendre** - Partner: Szentendre Municipality (temporarily closed)

Successes and future plans

So far, we have achieved...

- new compulsory EPC certification is much more user friendly and transparent
- energy advisory services are much more known as they were before
- saving energy became a hot topic among homeowners
- homeowners and contractors see the benefit of a certified database of contractors

Nice to have...

- define the OSS concept in the law and establish an official certification
- financial support for OSS', a viable ESCO company
- public awareness and education campaigns funded by the State
- in case of direct grant for homeowners making it compulsory to use the help of a certified OSS



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THANK YOU!

Gergely Schum

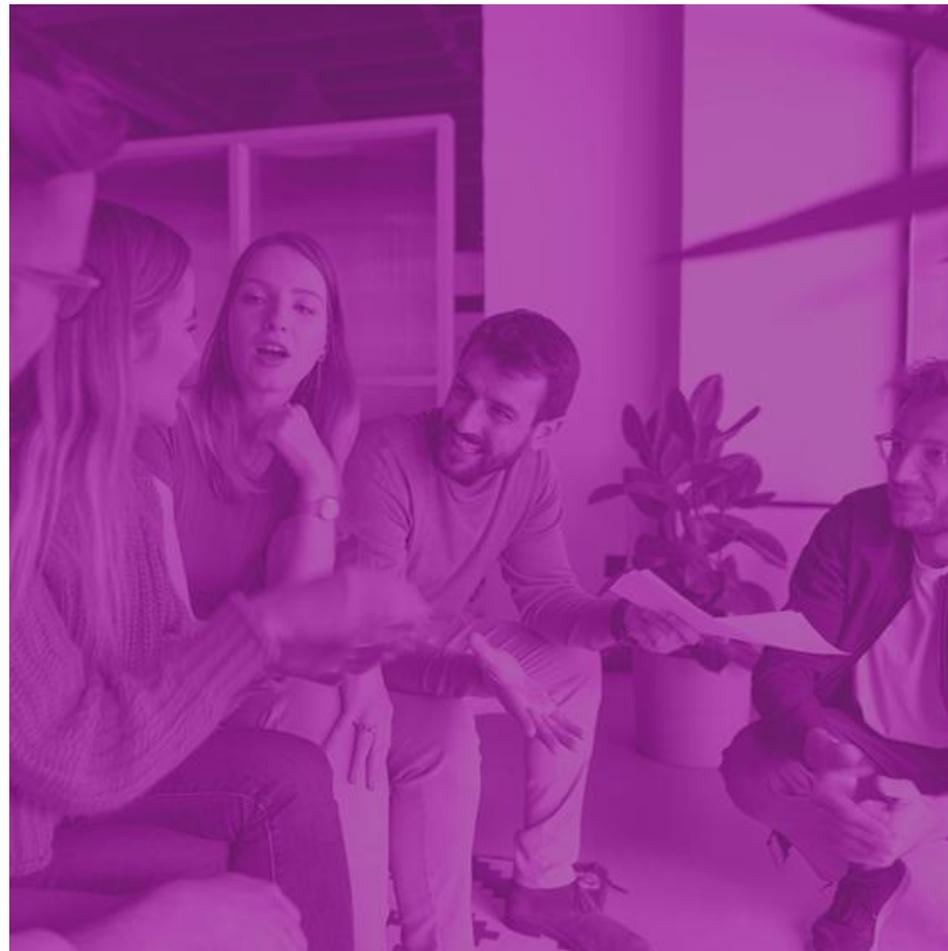
schum@energiaklub.hu



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“How is the one-stop shop concept implemented in Italy, Hungary, Spain and Ireland?”



Alex Hamilton
SEEA, Ireland



Gergely Schum
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Miguel Segovia
GBCE, Spain



Francesca Hugony
ENEA, Italy



L'Espagne España



Miguel Segovia,
GBCE

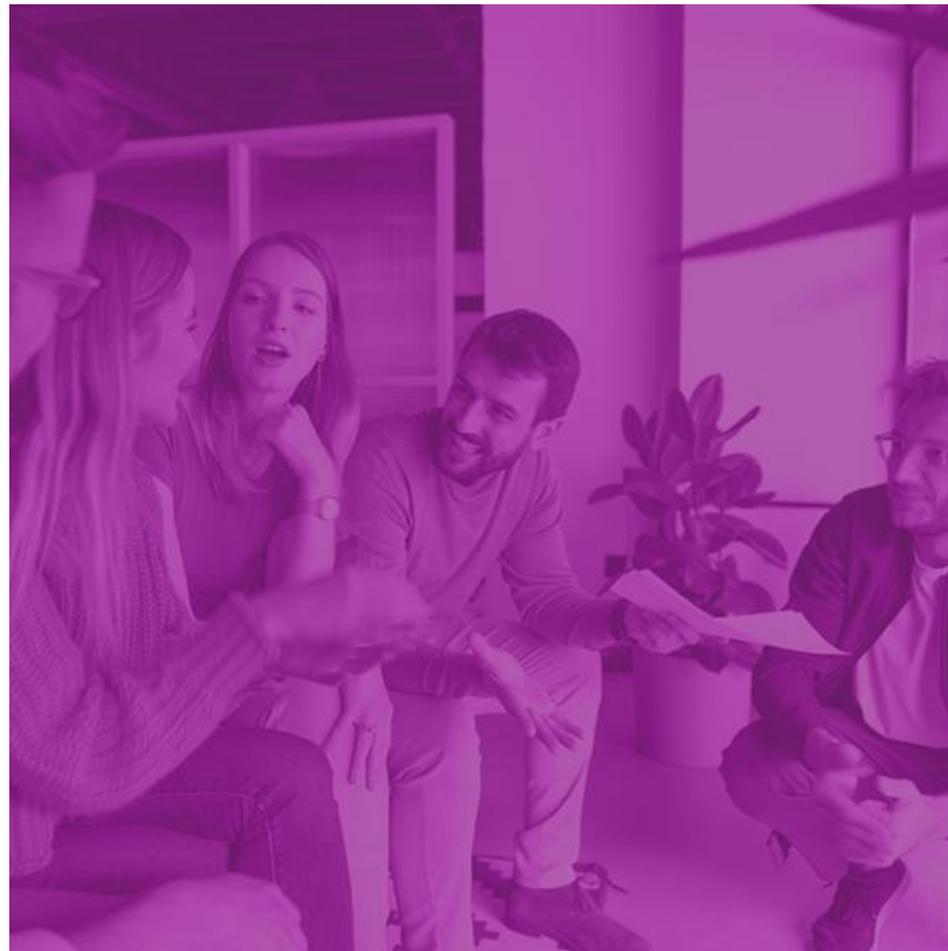


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How OSS and IHRS are not the same in Spain

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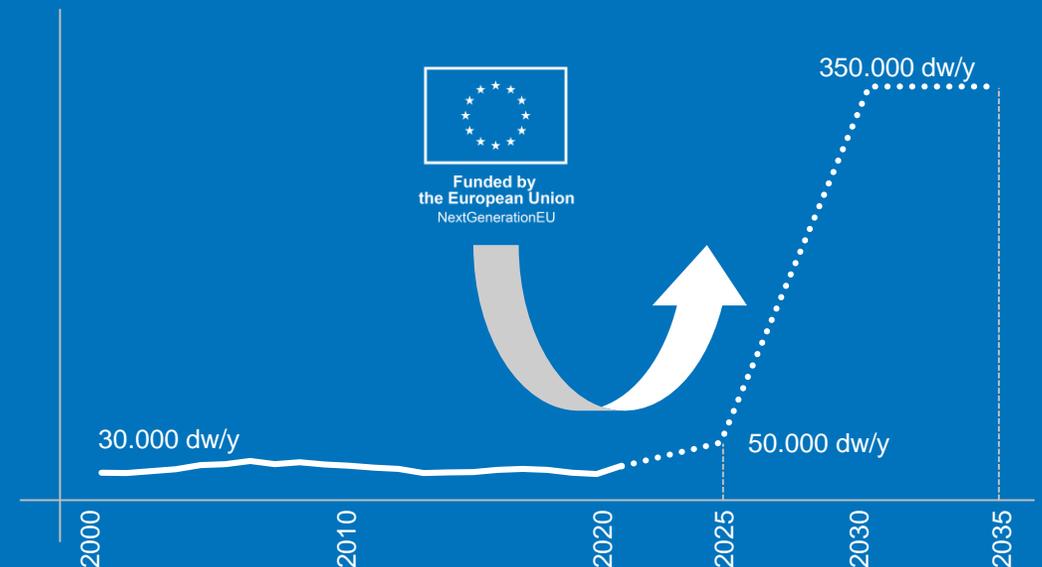
We provide information, capacitation and a meeting point to helping the building sector to achieve sustainability



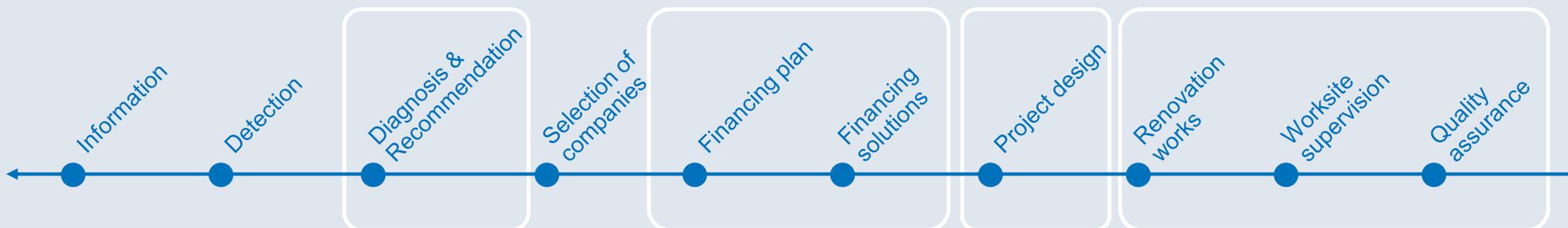
- Community manager in Spain
- Will support other Community managers of EU Peers (FR, HU, IRE, IT & Baltics)
- Large experience coordinating communities and participation in renovation and financing (AÚNA, BUILD UPON, National Renovation Plan...)

Current situation in Spain

- Renovation ratio has been historically low
- LTRS draws a scenario where it is critical to mainstream the renovation
- NextGen funds have boosted renovation
- Public incentives (grants, tax exemptions, subsidies...) are very strong; new actors are emerging



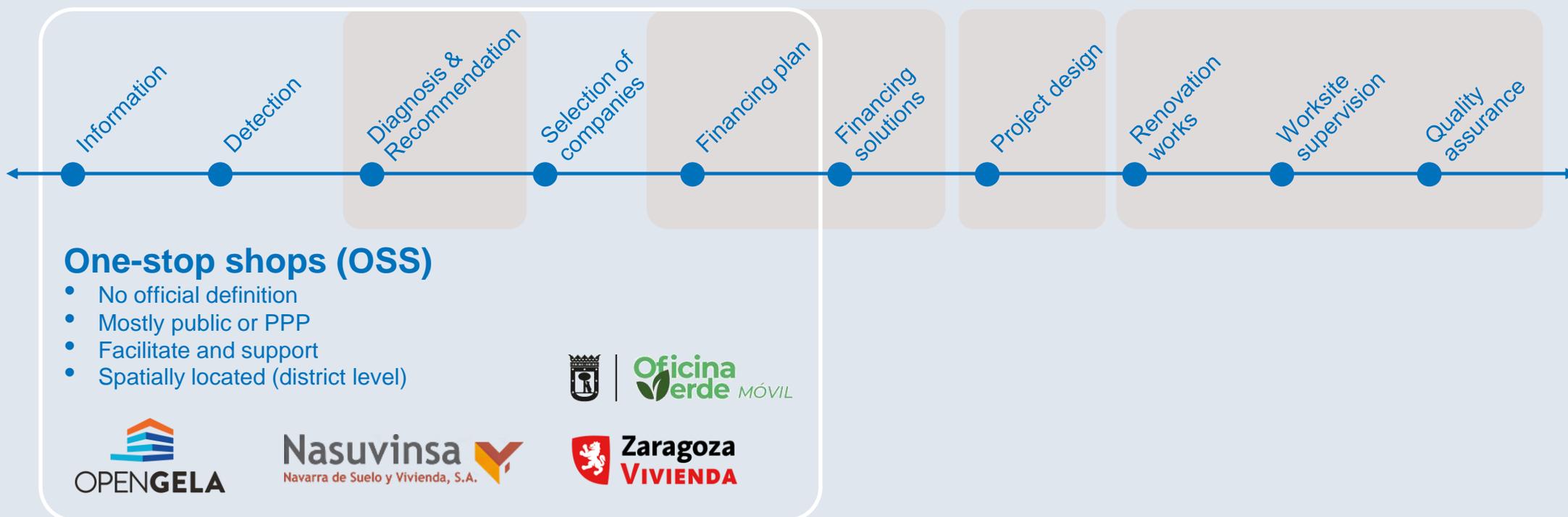
Different stakeholders are emerging, along the renovation value chain



Non-integrated Home Renovation Services (HRS)

- Scattered
- Focused only on part of the value chain
- Some functions are not covered
- Covered by new legal definition of “*Agente rehabilitador*” (renovation agent)

Different agents are emerging, along the renovation value chain

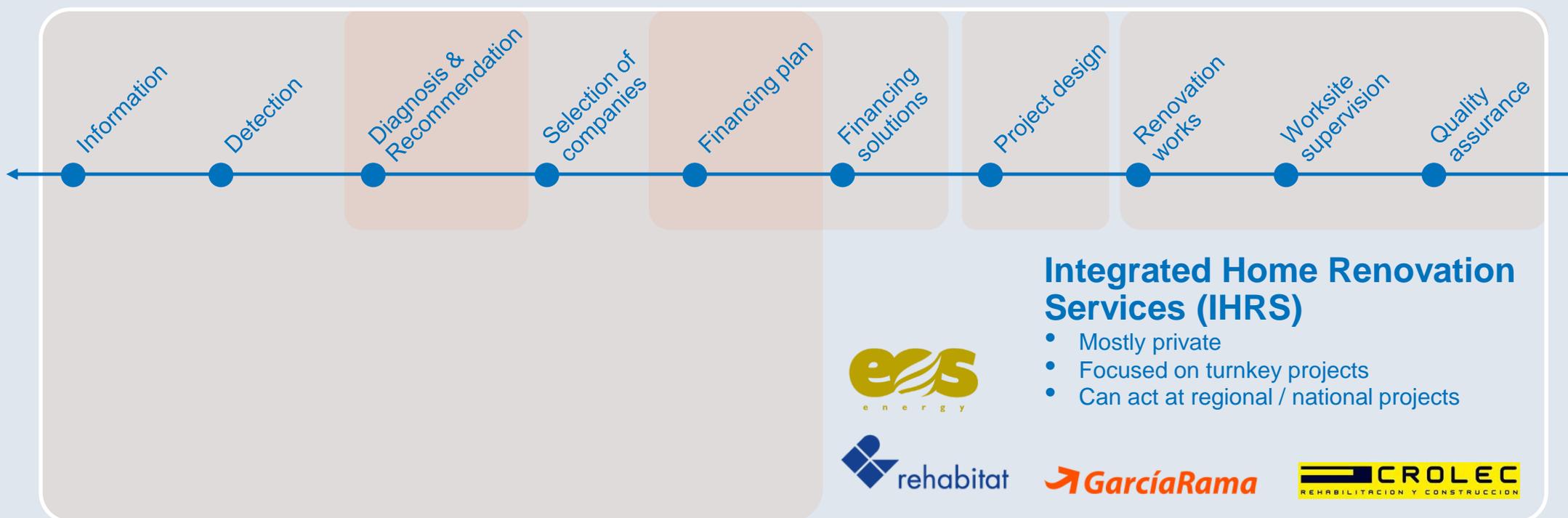


One-stop shops (OSS)

- No official definition
- Mostly public or PPP
- Facilitate and support
- Spatially located (district level)

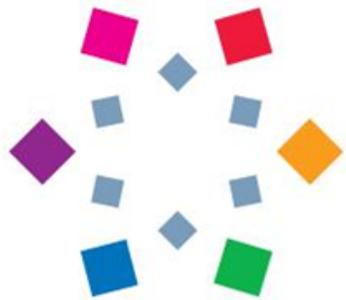


Different agents are emerging, along the renovation value chain



Upcoming challenges

- Strengthen the community of practice to facilitate companies and initiatives to provide IHRS.
- Lack of skilled workforce to upscale the renovation to all the building stock.
- Management of housing ownership and homeowner communities in multifamily buildings.
- End of NextGen funds. The end of a business model?



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Gracias!
Merci!
Thank you!

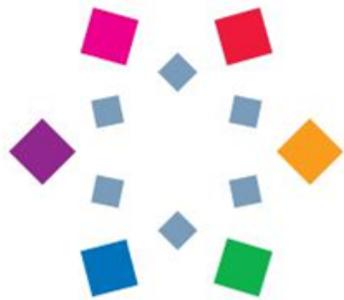
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*Alex Hamilton,
SEEA*

L'Irlande **Ireland**



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Ireland and the question of defining an One-Stop Shop / Who's in and who's out in Ireland

Alexandra Hamilton

Senior Energy Engineer

South East Energy Agency (SEEA), Ireland

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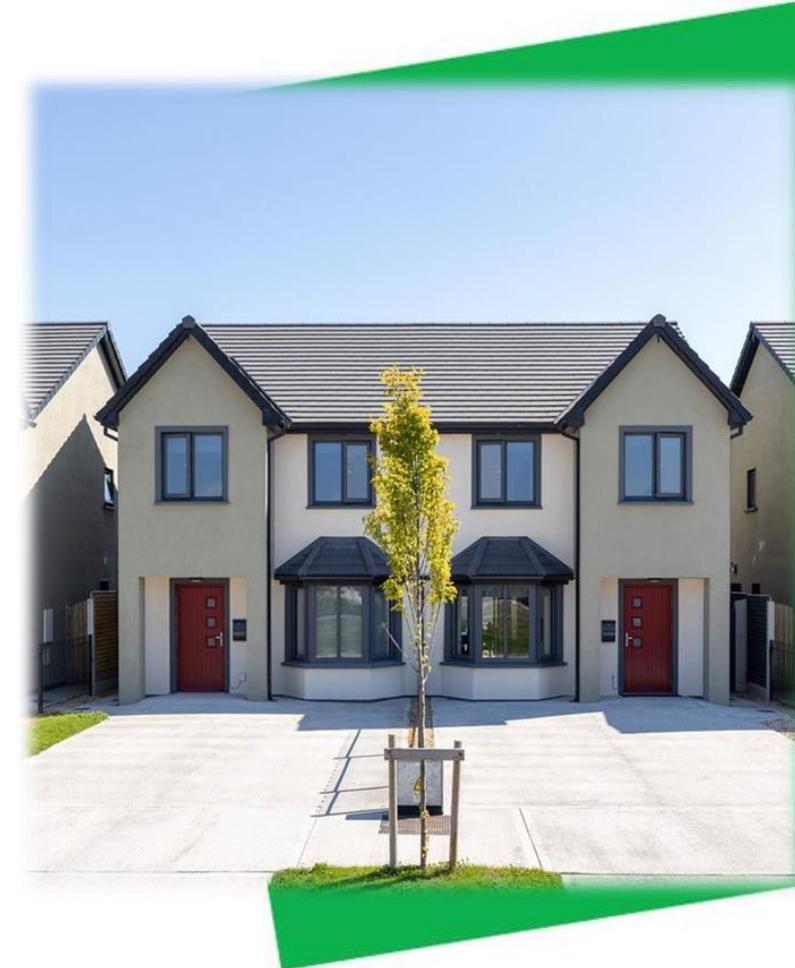
National Residential Retrofit Plan

aims to achieve the equivalent of 500,000 homes retrofitted to a Building Energy Rating of B2/cost optimal or carbon equivalent and the installation of 400,000 heat pumps in existing premises to replace older, less efficient heating systems by end-2030.

Retrofitting \approx
500,000
homes to a
BER of
B2/cost-
optimal

Installing
400,000 heat
pumps

GHG emission
reduction in
residential =
3.5-4.5 Mt
CO₂eq by
2030





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OSS Model in Ireland



Stage 1

Homeowner Decision to Proceed with Survey



Stage 2

Homeowner Decision to Apply for Grant



Stage 3

Homeowner Decision to Proceed with Works



OSS Programme - SEAI

- SEAI's new grant programme to deliver deep retrofits (OSS)
- Launched in 2022 – with NO registered One Stop Shops when originally opened...!
 - 20 registered OSS from March 2024.
- Ireland have narrowed the definition of a OSS
 - >€1million/yr turnover
 - Have to directly employ the contractors
- Grants have been fixed per measure – based on house types
 - approximately €18,000/home = 20-30% (depending on house type)



Conclusion

- **Irish Residential Retrofit Plan target very ambitious but necessary (500,000 B2 BER by 2030).**
- **Irish OSS model: Hassle free journey for homeowner**
- **Complicated Internal Process Flow to deliver OSS**
- **Limited registered SEAI OSS (20 registered)**



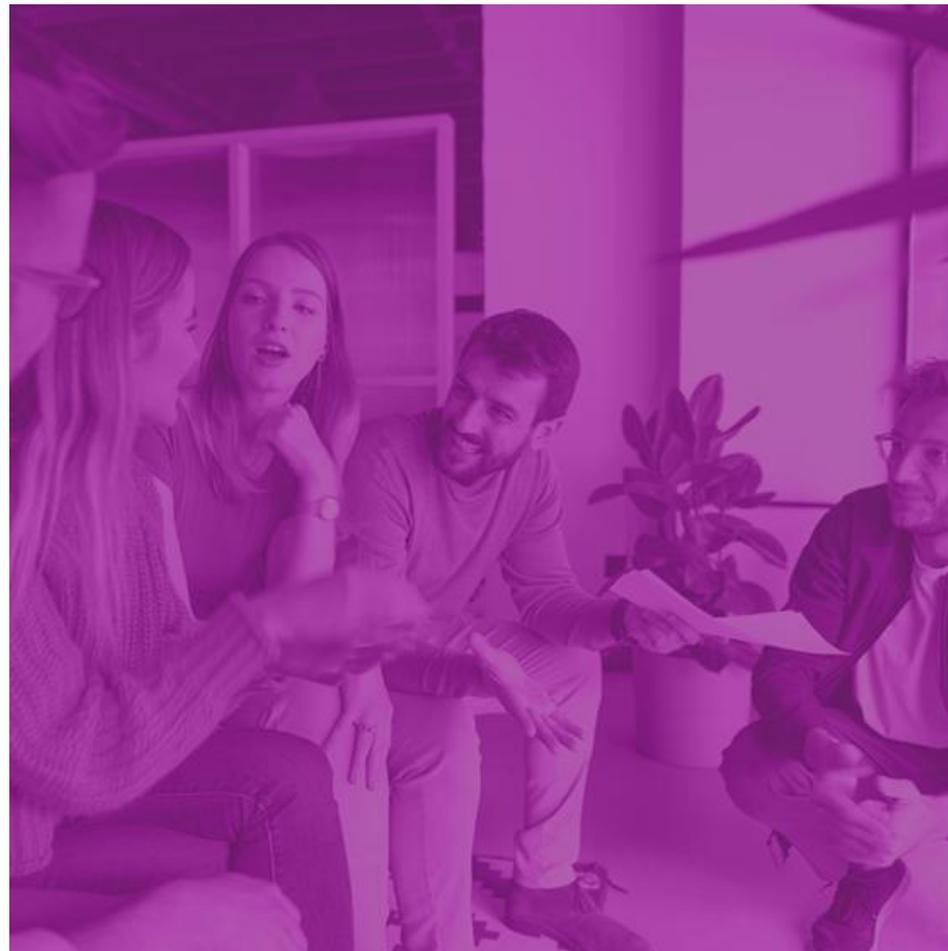


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Alex Hamilton

SEEA, Ireland



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GBCE, Spain



Francesca Hugony

ENEA, Italy





Key Listener:

***Françoise Refabert,
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#Financements, #EUpeers, ...



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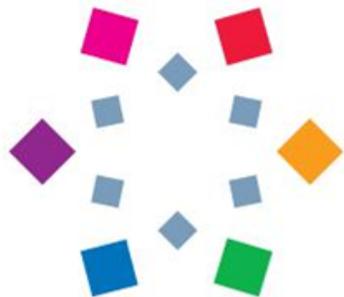
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