

Conference and capacity-building workshop on one-stop-shops Attractive home renovation service packages for homeowners

Wednesday 22 April 2020, 9:00-17:00
Heerlen (The Netherlands)

Venue: address to be confirmed (please check out the [website](#) for updates)

For whom?

- Local and regional authorities
- Energy agencies
- EU and national policy makers
- Craft and trade federations or cooperatives
- Banks and financiers

If you are thinking about launching your one-stop-shop (OSS), this event is for you!



The residential sector remains one of the most energy intensive sectors. If national and local authorities want to achieve their ambitious energy and climate targets, they have to pro-actively support citizens in launching retrofits.

Learn from the local authorities and private sector experts from 11 European places who have developed attractive home renovation service packages for homeowners, offered conveniently in one location – ‘a one-stop-shop’.

Each country and region are special. Therefore, each one-stop-shop is different. During this one-day event, experts will share their mistakes and successes, results and recommendations with those who want to set up a one-stop shop.

Some of the questions tackled during the event:

- Are private companies or local craftsmen cooperatives better placed than local authorities in providing integrated home renovation services?
- How to set the one stop shop step-by-step? What employee profiles do you need for your OSS? How much does an OSS cost?
- Why do the city of Riga in Latvia and Aradippou in Cyprus provide subsidies to their citizens?
- Is the OSS business model viable without stable and long-term public subsidies?
- Did the guarantee fund set up by the Extremadura region increase the renovation rates in the region?
- Why is the one-stop-shop in the Dutch city of Groningen closing down after 6 years of operation while a new OSS has just opened in Heerlen?

For more information on the INNOVATE project, check out www.financingbuildingrenovation.eu

DRAFT AGENDA 22 April 2020, Heerlen (The Netherlands)

9:00-9:15	Welcome & Icebreaker
9:20-9:50	<p>One-stop-shops: key learnings and policy recommendations</p> <p>Panel with local authorities and private sector experts</p> <p>Speakers: Jana Cicmanova & Miriam Eisermann, Energy Cities; Françoise Réfabert & Marie Pourchot (Energies Demain)</p>
9:50-11:00	<p>What supportive policies are missing?</p> <p>Panel with the representatives of European, national and local institutions: European Commission - DG ENER, the EU Joint Research Centre, European Investment Bank, National Energy Fund (NL), PUCA (FR), EU Mortgage Association, EuroACE, city of Delft (NL), Brussels Capital Region (BE), Parity Projects</p> <p>Moderator: Françoise Réfabert, Energies Demain</p>
11:00-11:30	Coffee break
11:30-12:30	<p>Zooming in on INNOVATE experiences</p> <p>Fishbowl conversation with OSS experts involved in the INNOVATE and ACE-Retrofitting projects</p>
12:30-13:30	Lunch
13:30-15:00	<p>Enhance your skills: Setting up a one-stop-shop step-by-step</p> <p>Parallel working groups</p> <p>Depending on the stage of the OSS development or the main challenges faced by the participants, these can choose 2 working groups that will deal with different phases of the OSS development and implementation:</p> <ul style="list-style-type: none"> - Step 1: Carry out a Market Gap Analysis on your territory - Step 2: Develop your business model and business plan - Step 3: Use the existing or develop new financing schemes for home energy renovation works - Step 4: Create key partnerships with local authorities and stakeholders - Step 5: Launch your one-stop-shop, communicate to and engage with homeowners
15:00-17:00	<p>One-stop-shop on the spot: Heerlen's "Woonwijzerwinkel"</p> <p>Site visit and Q&A with practitioners</p>