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The one big thing every city needs to do to boost energy retrofits

Latest publication on “How to set up a one-stop-shop for integrated home energy renovation”

Ahead of the expected Renovation Wave, we are pleased to share with you our brand new step-by-step guide for local authorities and other actors wishing to set up a renovation one-stop-shop. This stimulating report is based on the learnings of 11 public and private organisations that were involved in the EU-funded [INNOVATE project](#). Where do we stand with institutional and systematic renovation guidance of homeowners? What are the advantages of one-stop-shops? The guide also gives very practical insights into the design and purpose of different renovation one-stop-shop business models, including long-term financing and stakeholder support.

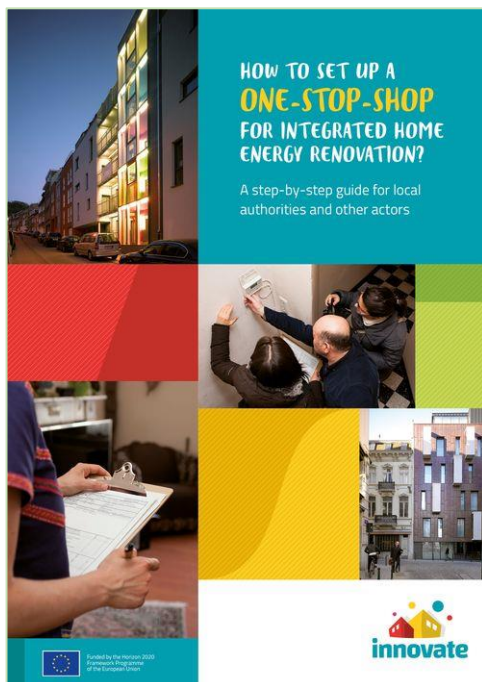


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- What do we mean by ‘one-stop-shop’?
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Basics:

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Download guidebook: https://energy-cities.eu/one-stop-shop_guide

Contact us for interview requests

Your feedback, questions, ideas are all very welcome and do contact us if you'd like to interview one of our practitioners featured in the guidebook:



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Feel free to get in touch with one of the authors

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Quotes from cities and organisations having implemented one-stop-shops

"It may take at least two to three years for the one-stop-shop to reach its breakeven point; hence, the challenge is to keep moving during this period. The one-stop-shop needs assurance and support from the partner organisations to sustain in the market." **Brijesh Mainali, Linnaeus University, Sweden**

"Do not be afraid of 'losing time' with early consultations and long discussions with your target groups. Even though they might seem time-consuming, these meetings are very helpful for adapting your actions to reality." **Annick Schwaiger, Brussels Environment, Belgium**

"Engage communication and marketing experts if you want to attract homeowners to your one-stop-shop. Market segmentation is key. You will not treat property owners in the same way as owner-occupiers. Local authorities do not always have such experts in-house." **Bahram Dheghan, Frederikshavn Municipality, Denmark**

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“The main point is that you need a shape for your business – the business model canvas – but you also need the accounts to stack up. You do this by costing the various parts of the business activities against the likely income, and the best way of doing this is in a spreadsheet where you can vary things like the conversion rate.” **David Shewan, Parity Projects, UK**

EU policy context

Ahead of the EU Renovation Wave initiative, the own-initiative report by the European Parliament’s Committee on Industry, Research and Energy (April 2020) reminds of the enormous potential that lies in buildings renovation. The report estimates that, through integrated renovation programmes, especially at local level, the EU’s total energy consumption could be reduced by 26% and bring numerous co-benefits. In difficult times brought by the Covid-19 pandemic, one-stop-shops, which are guiding customers through the full renovation journey, are even more needed as their whole ambition is to help overcome uncertainties.

Audio-visual materials

Please feel free to use the visuals if you talk about the publication. Do not forget to mention copyright and source: INNOVATE H2020 project.

Video by INNOVATE explaining the one-stop-shop concept: <https://youtu.be/Hqq80Szqf8o>

Pictures & graphs:

- [Cover page](#)
- [The three steps for a one-stop-shop creation \(graph\)](#)
- [The facilitation one-stop-shop \(graph\)](#)
- [The coordination one-stop-shop \(graph\)](#)
- [The all-inclusive one-stop-shop \(graph\)](#)
- [The public-private ownership \(graph\)](#)



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Logos:

[INNOVATE project](#)

[Horizon 2020 programme](#)

[Energy Cities](#)

Social Media

Feel free to tweet and promote as you see fit:

- 📢 The one big thing for better buildings: Take a look at the brand new guidebook on renovation one-stop-shops. Get ready for the #RenovationWave. 📄 📄 📄 https://energy-cities.eu/one-stop-shop_guide by @energycities via the INNOVATE project @EU_Horizon2020
- Cities need better buildings! 📢 Learn strategies and actions for the set-up of a renovation one-stop-shop in the brand new INNOVATE guidebook for local authorities and other actors. 📄 📄 📄 https://energy-cities.eu/one-stop-shop_guide by @energycities via the INNOVATE project @EU_Horizon2020

Further resources

Webinar recording: Listen to the hands-on experiences from INNOVATE partner cities and organisations: <https://energy-cities.eu/webinar/how-to-set-up-a-one-stop-shop-for-home-energy-renovation/>

Policy recommendations “How to boost one-stop-shops for integrated home energy renovation in the EU?” (May 2020) authored by Françoise Refabert, Energies Demain for the INNOVATE project: http://www.financingbuildingrenovation.eu/wp-content/uploads/2020/06/Innovate_Policy_Recommendations_May2020.pdf

Save the date:

The INNOVATE final event will take place in Autumn. To know the exact date, please regularly visit Energy Cities’ [web agenda](#) or [subscribe to the monthly newsletter](#).

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More about the INNOVATE project on: www.financingbuildingrenovation.eu



Litomerice city view, Czech Republic. One of 11 INNOVATE partners. Copyright: Litomerice City Council



Frederikshavn mobile one-stop-shop, Denmark. One of 11 INNOVATE partners. Copyright: Bahram Dheghan, Frederikshavn Municipality.

Further visual material can be provided for media coverage upon request.

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