



VALENCIA AND ITS ONE-STOP-SHOP: SETTING THE FRAME FOR AMBITIONS...

Setting the ambition

Valencia, one of the [100 Mission Cities](#) chosen by the European Commission, is committed to high climate targets, aiming at climate neutrality by 2030. The city developed a strategy, the València Urban Strategic Lines 2030, which includes 6 impact domains, amongst which the question of housing and buildings. The three identified priorities for these are: a fair transition, housing retrofitting, and public building retrofitting.

Before being designated as Mission City, Valencia already took part in the [Save the Homes project](#), as one of the two pilots. The aim is to develop, deploy, test and validate the Citizen Hub model integrating home renovation services in one place, a one-stop-shop (OSS). The city has a goal of creating 4,913 additional refurbishments by 2030 with the creation of a new OSS in 2022.

Investigating job creation and subsidies

To reach its goal, Valencia had to estimate the resources needed to expand one-stop-shops to promote and support the renovation of private residential buildings. According to calculations, the average cost per project would be €12,000, allowing for a total investment of around €58,956,000.

For the OSS to be able to provide the technical support to households, Valencia will benefit from three different subsidies: a federal subsidy established by the Royal Decree 853/2021 regulating subsidy programmes for housing rehabilitation for the period 2022-2026, as well as regional and local subsidies for the entire period. By using these subsidies and building on the knowledge and skills gained, the cost supported by the OSS per rehabilitated house is expected to decrease by almost 60% over the 2022-2029 period.

To run this new OSS, the total personnel costs for the city would grow from €214,500 in 2022 to €351,000 in 2029. In terms of FTEs, this represents a slight increase from 5 in 2022 to 8 in 2029, unfolding as follows:

	2022	2023	2024	2025	2026	2027	2028	2029
PROGRAMME MANAGER	1	1	1	1	1	1	1	1
COMMERCIAL / SOCIAL	2	3	3	3	3	3	3	3
ADMINISTRATIVE	1	1	1	1	1	1	1	1
TECHNICAL	1	2	2	2	2	2	3	3
TOTAL	5	7	7	7	7	7	8	8



One of the key learnings from the already existing OSS in the city is not to neglect the “commercial and social” parts of the activities: being able to reach citizens, attract them to join and motivate them to start their refurbishment projects. It is often more challenging than providing technical advice. Thus, more employees are needed on this aspect than on the technical part.

... AND BETTING ON YOUR EXPERIENCE

First observed results

Valencia can back its expansion strategy of OSS on its experience with its first OSS created in 2019. In 2020, the Energy Centre of Valencia received demands from 112 households, amongst which 43 have been selected for in-house integrated interventions. This represents, per household, an average saving of €300 to €500, depending on the type of intervention. It is worth noting that the OSS is a key tool to mitigate energy poverty. Among the households who received support, 70% were unemployed and their average monthly income was below 500€/month. Their energy bills represented around 27% of their incomes.

Expected triggered investments

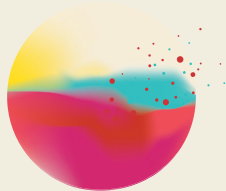
The Save The Homes project will come to an end in late 2023, with a steady increase of the objective of number of renovations, from 200 yearly to 500 by 2023. This should represent more than a thousand renovated homes over the period 2020-2023.

However, given the success of the experiments, the OSS in Valencia will continue to expand, and their impacts to keep increasing, with another 500 homes renovated in 2024 before stepping up to 600 in 2025 and observing a 10% increase in the number of renovated homes until 2028. This would represent more than the triple of what will be renovated during the first period of trial and would continue until 2050.

Setting a good one-stop-shop: why does it matter?

The upcoming revision of the Energy Performance of Buildings Directive (EPBD) is currently considering one-stop-shops as a key enabler for the acceleration of building renovation and retrofitting across the European Union. Some thresholds are even discussed to have one one-stop-shop per 50,000 inhabitants. Investing in one-stop-shops is also a way of creating local, sustainable employments and has an impressive multiplication effect.

So, embrace the example of Valencia and start developing one-stop-shops to accelerate investment and renovation! Find already available resources from the [Innovate project](#).



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