

ONE STOP SHOP A GAME CHANGER



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WELCOME TO OUR SECOND NEWSLETTER



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The PadovaFIT Expanded project will soon enter its last year, and what a defining year 2022 will be! All the project partners are busy with research and event planning, making sure that the One Stop Shop (OSS) concept remains relevant and flexible.

Our city of **Padova (Italy)** and our pilot cities: **Timisoara (Romania)** and **Vidin** and **Smolyan (Bulgaria)**, are all developing their strategies to offer integrated renovation services to their citizens living in residential buildings. This is a long process and it takes a lot of listening to the stakeholders involved and buckets of determination to make OSS a reality!

The Municipality of Padova, in agreement with the other technical partners, is still defining the business model for the upcoming One Stop Shop, which will trigger, at the start of 2022, a new public-private partnership. The OSS will offer information, technical, financial and fiscal support services among others. In this newsletter you can find out more on what we are up to in Padova, but also the “big picture” when it comes to OSS in Europe.

The cities of Timisoara, Vidin & Smolyan, all part of the PadovaFIT Expanded project, are moving on a similar path, adopting the methodology developed and tested in Padova and adapting it to their specific territorial context. These cities are meant to act as multipliers and replicators of what is done in Padova, but will

also be the ones to set the stage for OSS in other Bulgarian and Romanian cities.

The other partners are active in writing and researching, but also organising a series of events that will continue putting the OSS concept center stage. Keep tuned by regularly visiting our news section [on the project website](#) and connect with us [on LinkedIn](#).

3 PILOT REGIONS

- **Municipality of Padova, ITALY**
- **Municipality of Timisoara, ROMANIA**
- **Municipalities of Vidin & Smolyan, BULGARIA**



ONE STOP SHOPS

WHAT DO WE MEAN?

As part of the European Commission's "Fit for 55 package", a set of policy proposals to reduce emissions by 55% by 2030 were published in July this year, including the revision of the EU Energy Efficiency Directive (EED).

Inside this revised Directive, there is a call for further actions that support market development and stimulate the role of market intermediaries such as one-stop-shops (OSS). The mention of the concept in the Directive is important for our project and for all cities that are willing to look into the concept.

We all agree now that most of the existing buildings in the EU with no renovation or superficial renovation should be deeply renovated or demolished by 2030. This should be done at an intense rate of 3 to 4% of renovated buildings per year if we want to be on target. According to a report published by the Commission's Joint Research Centre, titled "[One-stop-shops for energy renovations of buildings](#)", OSS could well be the solution to help owners and tenants to start this renovation or refurbishment process and overcome the many hurdles along the way.

There is no single concept however of a One Stop Shop, and they will take a variety of forms and each city, municipality or country. In most cases, when we say "One Stop Shop" we mean: a single point, or a supplier, that is in charge of an entire renovation project. Most importantly, OSS are an interface between the beneficiary (home owner, building owner association) and the entire supply chain and decision-making process, including financial and legal aspects, monitoring and delivery. As you can imagine, there is a lot of work to be done with any renovation project. Therefore, for an OSS to be viable in the long term, they need a robust business model.



In the JRC report, the authors studied the viability of a number of OSS across 22 Member States, 57 of which were operational in 2020. The study also focuses on how OSS engage with vulnerable groups, such as tenants of social housing by assisting them mostly with financial advice. The role of OSS in fighting energy poverty is also a strong advantage point of such structures.

When we say "One Stop Shop" we mean: a single point, or a supplier, that is in charge of an entire renovation project

But let us go back to the most important aspect, the customer base. What are the main motivations for citizens to renovate their homes and to use OSS in that process? Ren-

ovations for energy efficiency purposes are usually undertaken to save money on energy costs, create more general and thermal comfort and a healthier indoor environment. Motivations may be strong, but are they strong enough when faced with barriers to renovating? Barriers such as lack of technical knowledge and skills to organise a complex renovation or knowledge of the procedures involved. Most importantly, it comes down to the finances as costs of renovation are high and not easy to calculate and follow by homeowners.

In the case they are set up well and gain traction, OSS can help home owners overcome such barriers. In addition, they have a large set of strategies to reduce the number of dropout moments when owners lose momentum or decide not to engage in the renovation process, and abandon their 'customer journey'. At PadovaFIT Expanded, we believe that OSS can and should build momentum for the renovation wave that is so badly needed across the European Union today.

ONE STOP SHOP IN OUR STORY

The uniquely Italian “110% Superbonus” initiative makes it possible for homeowners to invest in their buildings without significant costs. However, this new financial support mechanism has also had other effects: it has disrupted the local market, leading all operators in the supply chain for renovation to create new services and products, at times with distorted prices. Needless to say, it is getting increasingly more difficult to identify certified companies able to carry out the renovation works in residential buildings in a timely manner.

The changed context has led the Municipality in Padova to anticipate the activation of its One-Stop-Shop in February 2021, starting with a simplified model that exclusively provides information services through the Energy Saving Desk (February 2021). The idea was: let us start small and see how what the citizens say. As a result, more than 10.000 citizens used the Energy Desk this year, benefitting from the material produced and published [on the dedicated website](#) or the information given through the phone consultant service.

Collaboration with the supply chain

We kept building our OSS concept in Padova by connecting the Municipality to all the technical partners involved in the supply chain: professional associations, trade associations, representatives of real estate etc. Together, we looked into the limits and the potential of the future One-Stop-Shop in Padova.



We wanted to define ways to make the One Stop Shop a factor for change in the renovation market rather than just a “new kid on the block”

We wanted to define the ways to make the One Stop Shop a factor for change in the renovation market rather than just a “new kid on the block” or competitor. The collaboration with our local stakeholders had the following objectives:

1. Identify innovative and transparent ways to give visibility to qualified, up-to-date and socially responsible professionals and companies.
2. Establish the minimum contractual elements that must be contained to protect the homeowner, such as the energy savings to be achieved thanks to the energy refurbishment, which can become the base of the experimentation of a new generation of Energy Performance Contracts.

In summary, the Municipality of Padova wants to create the conditions for economic and financial sustainability of the One-Stop-Shop.

PADOVA



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This is why the OSS is a component in the Sustainable Energy and Climate Action Plan of the city of Padova. The ambitious Plan has been awarded with the Covenant of Mayors Award 2021, demonstrating that the ambitious objectives it has set can be achieved with the active involvement of all public and private operators in the area.

What services are we offering?

The Municipality is now developing a web platform that incorporates and provides all the services in an integrated form, offering the possibility to the end user to identify those that best meet their needs. Some of the services offered by the platform will be free, while others will be offered for a fee, with the possibility of accessing integrated packages. In addition to the information services already in operation through the Energy Saving Desk, new technical services will be added, such as the development of pre-feasibility studies

for the energy renovation of the building and the energy audits. A list of professionals and businesses able to offer qualified services will also be made available to citizens (and homeowners). In this sense, the Padova One-Stop-Shop will act as an intermediary and third-party guarantor. To ensure the feasibility of the interventions, visibility will be given to the financial solutions currently existing on the market. The OSS will also support the applicant to find the most suitable financial product or service for their own situation.

The services of the Padova OSS will not be limited to the local context. The objective of the Municipality and the other constitutional partners is to encourage the replication of its model in other Italian territories and cities. The Municipality has undertaken a promoter role in the activation of a national network of OSS and is providing integrated packages to other Local Authorities in Italy.

DID YOU KNOW?

2/3

of the EU Member States have at least one OSS in their renovation markets.

4 to 5%

of all renovation projects are done by OSS.

If the OSS renovation volume was to increase by 10% per year in the next 10 years, then OSS could cover about 5 to 6% of the renovation volume of 35 million buildings by 2030!

882.900

people were employed in the renovation market in 2015.

The share of the renovation works has overtaken the share of new buildings related works, with the tipping point occurring in 2009 during the financial and construction sector crisis.

€1.000.000.000

per year is the estimated full renovation EU market size.

The residential sector represented 65% of this potential and 45% belonged to the tertiary building sector.

Sources: "One-stop-shops for energy renovations of buildings" report published by the Joint Research Centre (JRC) in 2018

ENERGY AGENCY OF PLODIV

Founded in 2000 under the Save II program of the European Commission, the Energy Agency of Plovdiv (EAP), Bulgaria, promotes the efficient and sustainable use of energy.

In pursuing its agenda, EAP carries out feasibility studies, energy analyses, and energy project identification, development and management. Its priorities include: energy efficiency in buildings, EE and RES in SMEs, the development of sustainable energy communities and SECAPs within the EC's Covenant of Mayors initiative, and energy/environmental education. Its services are utilized by governmental entities, the business community and consumers.

EAP has a strong history in running publicly funded projects (EU level) and has honed its expertise through developing and managing more than 60 RES and EE energy projects in partnership with national and international partner organisations. EAP has coordinated and led energy actions related to developing sustainable energy communities and concepts for positive energy blocks, piloting smart energy solutions and "energy neighborhood" campaigning among the citizens to raise their knowledge on the sustainable energy alternatives.

The Energy Agency's priorities include: energy efficiency in buildings, EE and RES in SMEs, the development of sustainable energy communities and SECAPs

EAP is also a founder of the Association of Bulgarian Energy Agencies (ABEA) that coordinates and unites the potential and experience of energy agencies and energy centers in Bulgaria.



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CLIMATE ALLIANCE

With more than 1,800 members spread across 27 European countries, Climate Alliance is Europe's largest city network dedicated to comprehensive and equitable climate action.

Each member city, town and district has committed itself to continually cut greenhouse gas emissions, aiming for a 95% reduction by 2050 (compared to 1990 levels) in line with IPCC recommendations.

Recognising the impact our lifestyles can have on the world's most vulnerable people and places, Climate Alliance pairs local action with global responsibility. The network fosters cooperation with indigenous peoples, runs awareness raising campaigns and develops tools for climate action planning. It provides ample opportunity for participation and exchange while representing member interests at the national, European and international levels.

Additionally, member municipalities commit themselves to effective and sustainable climate action in accordance with the Climate Alliance principles (fair, nature-based, local, resource-saving and diverse).

Climate Alliance is the partner project dedicated to communication: website, social media, articles and newsletter amongst other tools

Climate Alliance is not the only city network in the field of climate action, but it is the only one that is committed to comprehensive and equitable climate action. More information on the website: climatealliance.org

Role in the project

Climate Alliance is the partner dedicated to communication: website, social media (LinkedIn account), articles and newsletter amongst other tools. In addition, they organise the workshops within the project and the dedicated capacity building events.



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PROJECT NEWS AND EVENTS

Italian network of One Stop Shops has been in the making, kicking off with a common meeting between existing OSS in Italy, that took place in Rome. [Read more on our website](#).



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At PadovaFIT Expanded, we are preparing a series of 3 two-hour online workshops. These will take place in the first three months of 2022 and will tackle the topic of participation, financing and regulation relating to One Stop Shops. Should you wish to participate as a speaker or attendee, please follow our updates on the website or LinkedIn profile.

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PILOT REGIONS UPDATE

OSS in Bulgaria

The concept of an OSS for renovation of the residential buildings is a new service which will be developed in Bulgaria, thanks to the PadovaFIT Expanded project. The National Recovery and Resilience Plan of Bulgaria is already intent on the renovation of the building stock while lowering the administrative burden associated with the renovation process. The measures that count are those that improve energy efficiency and succeed in supporting citizens and businesses with information, technical assistance and advice on regulatory, technical and financial matters related to their energy efficiency improvement projects.

Currently, the municipalities of Vidin and Smolyan (pilot Bulgarian municipalities in the PadovaFIT Expanded project) are waiting to get more clarity on the requirements of the Renovation Programme for residential buildings in the new programming period. As soon as this is achieved, they can start planning their OSS.

The main idea for the OSS in Smolyan and Vidin is to structure a tailored municipal department/office to deal with energy efficiency in buildings and to empower relevant experts to manage the renovation processes adequately. It will also hire staff with specific energy expertise who will cover the administrative, technical and other related tasks.



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■ Theatre of Smolyan, Bulgaria.

RESOURCES ON OSS



Analysis of existing one stop shops in EU and beyond

Created by the PadovaFIT Expanded project, this document provides an outline of a variety of other projects and how they tackle the issue of OSS and their viability.



Tools for the engagement of citizens

Another document created by the project looking into the variety of tools created by the cities to involve citizens prior to the establishment of a OSS.



A step by step guide for local authorities

How to set up a One Stop Shop for integrated home energy renovation.



Position paper by the International

Union of Property Owners (UIPI) and the European Builders Confederation (EBC) on One Stop Shops (Feb 2021).



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