

Mentoring that meets you where you are

A three-part, peer-led boost for OSS teams

Since September 2025, the EU Peers Community of Practice has been running a structured mentoring programme to help one-stop shops turn ambition into delivery. Through our community support in our intranet *HumHub*, focused online sessions with external experts, and in-person site visits hosted by experienced partners, peers get practical support that is timely, relevant, and rooted in real implementation. The programme is tailored to EU Peers members across Europe and continues into 2026.

Who is it for and why it matters

The programme is designed for EU Peers members working to establish or improve their OSS models - particularly local and regional authorities, energy and climate agencies, and organisations at the early stage of their service journey. The aim is simple: reduce trial-and-error, speed up learning curves, and build confident teams that can scale home renovation services.

The three parts of the programme

1) Helpdesk (continuous support on *HumHub*)

The Helpdesk is the programme's always-on backbone. It gives teams a fast route to answers via a dedicated forum in English, complemented by national/thematic spaces in local languages. Peers help peers first; when a question needs expert input, the relevant consortium partner steps in. For complex requests, a one-hour online consultation can be arranged with the right expert. This combination keeps support visible, responsive, and reusable for the whole community.

What peers value: quick access to practitioners who have solved similar problems; clear topic allocation among partners; and the option to escalate to a guided consultation when needed.

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2) Online mentoring with external mentors (targeted, small-group learning)

Small cohorts (up to five mentees) meet external mentors for about four hours in total, split over three sessions. The format prioritises interaction and transferability: mentors deliver a structured lesson, hands-on exercises, and reading materials; a facilitator ensures momentum and follow-up. Sessions culminate in a short transferability analysis so that each team leaves with concrete next steps.

Thematic examples covered by mentors:

- Setting up municipal OSS aligned with local action plans, with a focus on green heating
- Managing citizen-led, non-profit renovation services
- OSS for energy communities and business models that address energy poverty
- Creating value for customers and actors by strengthening skills and capacities
- Innovative approaches to reach vulnerable households

3) Site visits with internal mentors (hands-on, peer-to-peer immersion)

Four 1.5-day site visits hosted by consortium members give small groups an inside look at how experienced teams organise their services, partnerships, and workflows.

- In **Budapest, Hungary** (Hungarian language) hosted by Energiaklub, the focus is on OSS models, training, tools and contractor selection.
- In **Torino, Italy** (English language) with Piemonte Region, mentees dive into OSS governance, communication, renewable energy communities and services.
- In **South East Ireland** (English language) via South East Energy Agency, participants explore OSS & IHRS energy management, building passports, financing and consumer support.
- In **Latvia or Vilnius, Lithuania** (English language) with Ēkubirojs, the focus is on setting up a municipal one-stop shop from the ground up.

The visits emphasise operational detail-stakeholder engagement, governance, quality assurance, and what it really takes to adapt successful practices to a new context. A light transferability assessment helps participants capture what to replicate at home.

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Community for Integrated
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