Mentoring Programme
Application Package

EU Peers:
European Practitioners for Integrated Home Renovation Services

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CA – CLIMATE ALLIANCE (DE)

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GBCe – GREEN BUILDING COUNCIL-ESPANA CONSEJO PARA LA EDIFICACION SOSTENIBLE-ESPANA (ES)

REGION PIEMONTE – REGIONE PIEMONTE (IT)

ESEB – EKU SAGLABASANAS UN ENERGOTAUPIBAS BIROJS (LV)

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PROJECT SUMMARY

Integrated Home Renovation Services (IHRS) offer holistic solutions for home renovations and are part of the enabling framework breaking barriers to renovation. The overall objective of EU Peers is to support the development of IHRS as key instruments to accelerating residential energy renovation in the EU.

By creating a European Community of Practice of IHRS practitioners, involving over 600 members, including 175 IHRS, EU Peers will strengthen and upscale the IHRS concept. The inclusive Community targeting One-Stop-Shops (OSS) for residential energy renovation, emerging initiatives and other key stakeholders provides multiple entry points and opportunities to participate in order to provide the maximum benefit to its members. For this purpose, seven Community platforms, for six priority countries (IT, FR, ES, LV, HU, IRE) as well as one for other European countries, are being established. Being the fundamental layer of the Community, the majority of the exchange and learning formats takes place on the platforms, complemented by Community-wide activities.

The first generation of OSS will strongly benefit from exchange of experience and convergence to foster residential retrofit: Beside an online knowledge repository and digital collaboration tool to network among peers, EU Peers will offer a variety of capacity building sessions to dive deep into challenging topics. The project contributes to a faster and better implementation of IHRS models across Europe, providing start-up aid to emerging OSS initiatives.

Acting also beyond the Community, EU Peers will advocate for improved framework conditions: European and national policy recommendations will be developed and be subject of public policy debates. EU Peers will initiate improvements in the collaboration among actors along the renovation journey by organising stakeholder dialogues. In addition, a campaign to engage public authorities to support the IHRS deployment on a local level will target 150 public authorities across Europe. Creating a strong effect within the Community and beyond, EU Peers will provide data-based evidence that will illustrate the results and impact of its members and the IHRS movement in general.

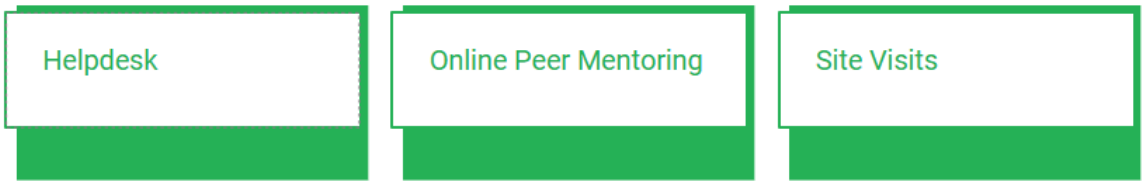
1. About the mentoring programme

The presented Deliverable D7.2 – Application Package offers a comprehensive breakdown of the EU Peers Mentoring Programme. It provides an overview of the programme's three distinct components, detailed guidelines for applicants, and step-by-step instructions on how to participate. Additionally, it includes the application form and essential templates for implementing and monitoring the mentoring activities, ensuring consistency and effectiveness across all stages of the programme.

1.1 Mentoring offer

The EU Peers Mentoring Programme consists of three offers designed to support EU Peers members in the development of new One-Stop Shops (OSS) / Integrated Home Renovation Services (IHRS) entities by leveraging the expertise of well-established OSS practitioners: the Helpdesk, offering continuous support through the Community Intranet 'HumHub'; Online Peer Mentoring with external mentors, providing targeted thematic guidance in small groups; and Site Visits with internal mentors, enabling practical, on-site learning. Together, these activities form a flexible and comprehensive peer-learning mentoring programme tailored to the needs of the EU Peers community.

Figure 1 Overview of EU Peers mentoring offer



The following section dives deeper into the three offers of the mentoring programme.

2. Helpdesk

The Helpdesk, facilitated through HumHub, functions as a central support desk for the EU Peers Community. The core of the Helpdesk operates via three levels as described below (1. SOS OSS, 2. Other channels, 3. Requested support) to ensure a broad and responsive support mechanism. The Helpdesk rollout begins from the beginning of September 2025 and continues until the end of the project, August 2026.

2.1 HumHub

Firstly, the "Helpdesk" forum on HumHub serves as the primary point of contact for all community members. All questions should be posted in English to ensure accessibility across the network. The model encourages peer-to-peer support, drawing on the collective experience and best practices within the community. If a question remains unanswered by peers within a week, a designated consortium partner, depending on the topic, will step in to provide expert guidance.

2.2 Other channels

Secondly, questions can also be posted within national or thematic forums, either in English or in local languages. These are typically addressed by **national partners** to ensure the query is recognised as part of the Helpdesk system. This tagging approach eliminates the need for separate tracking documents. The respective Community Manager makes sure that the question gets posted in the Helpdesk.

If a question raised in a local or national context is especially relevant to the broader community, moderators will translate and repost it in English to the Helpdesk forum, making it accessible to all.

2.3 Requested support

In addition, for more complex or specific support, a 1-hour online meeting can be arranged upon request on HumHub. Consortium partners are selected depending on the request specificities. Requests will be reviewed on a weekly basis, and meetings will be assigned accordingly. The request for additional support is reviewed by FEDARENE and allocated to project partners.

3. Online mentoring with external mentors

The online mentoring programme with external mentors covers topics such as how to set up an OSS / IHRS, illustrating the steps to be taken and the most important features to develop. It takes into consideration the multilevel governance aspect of IHRS and the different activities that can be performed according to the nature of the IHRS itself. It is designed to provide targeted guidance and support to community members who wish to explore specific topics provided by external mentors in greater depth.

Applicants, members of the EU Peers Community, will first be invited to submit their mentoring needs via an EU Survey, which serves as the primary tool for collecting applications. Based on the responses, small groups of up to five mentees will be formed, each matched with one external mentor. These mentoring groups will engage in online sessions of approximately four yours in total, offering focused and in-depth discussions tailored to their needs.

The entire process is coordinated by FEDARENE, who oversees the EU Survey, the submissions of applications, the matching process and the formation of mentoring groups. Five external mentors ensure high-quality expertise and are available to support participants throughout the mentoring period.

The rollout of the online mentoring programme is scheduled to take place from the end of **September to December 2025**. This was preceded by the following steps: the EU Survey launched in June, followed by a call for mentees in July, with the matching process taking place in August. The mentoring sessions began in September 2025, marking the start of this targeted support activity.

3.1 Specificities of online mentoring

The online mentoring programme consists of three sessions: **two sessions of 1.5 hours to be held by the end of October 2025, and one final session of one hour to take place by mid-November 2025.** The sessions should be spaced no more than three weeks apart. The working language of the sessions is based on the preferences of the mentees: English, Spanish, Portuguese, or French may be used accordingly, and participants can indicate their preference (e.g. by ticking a box for their language preference).

A facilitator from FEDARENE attends each session to moderate discussions and offer ad hoc support. A short five-minute presentation on the EU Peers project may be included to provide context. The final meeting will feature a transferability analysis. Mentors will be responsible for preparing interactive online exercises, such as group discussions, and may use our Slido account if needed.

Mentors are asked to deliver a **structured lesson, practical exercises, and further reading materials for the mentees**, which will be shared on Humhub. In terms of outreach, mentors are encouraged to promote their mentoring offer within their own networks. A visual template supports promotional efforts and applications.

3.2 External mentors

Consortium partners identified external mentors for the online peer mentoring. The Table 2 below summarises the external mentors and their expertise.

Table 2 Suggested external mentors

Name	Surname	Organisation	Expertise	Country
Tara	MC Carthy	GreenWin	Creating value for customers and renovation ecosystem actors, including personnels' skills and capacities	Belgium
Nils	Daugaard	EC Network	Supporting municipalities in setting up an OSS in compliance with their SECAPs, particular focus on green heating, including the COHEAT toolbox	Denmark
Máirtín	Ó Méalóid	EcoVision/Energy Communities Tipperary Cooperative	Managing citizen-led renovation OSS and community organisations, including non-for-profits	Ireland
João Pedro	Gouveia	NOVA University Lisbon	Energy poverty with a focus on the innovative ways to reaching the most vulnerable, including the minivan example	Portugal
Maria	Font	Fundacio Europace	OSS for energy communities, with particular focus on energy poverty and the business model to create OSS (Domus Programme)	Spain

3.3 Site visits with internal mentors

The site visits with internal mentors form another key element of the EU Peers Mentoring Programme, offering participants the opportunity to engage directly with experienced partners in their local contexts. These visits are designed to facilitate hands-on learning and peer exchange around specific themes relevant to the participants' needs.

A total of four site visits take place, hosted by EU Peers consortium members: Energiaklub (HU), Ekubirojs (LV), Region Piemonte (IT), and South East Energy Agency (IR). Each study visit is structured to last 1.5 days, allowing enough time for in-depth engagement when participants visit a mentor. Each mentor guides a small group of up to five participants, ensuring meaningful interaction and tailored support.

The selection of participants is based on an EU Survey, where interested applicants can express their interest and indicate relevant areas of focus based on the expertise of the internal mentors. The rollout of the site visits is scheduled for **January to June 2026**. FEDARENE develops the procedures to manage the entire process, ensuring a structured and efficient approach.

The call for mentees will be launched in November 2025, followed by a matching process in December, during which groups of mentees will be formed and paired with appropriate mentors. The process includes launching the EU Survey, allocating mentees to mentors, forming groups, and conducting the site visits themselves. A transferability assessment is carried out alongside the implementation of the study visits to evaluate their potential for adaptation and replication in other contexts.

4. Guidelines for applicants

The EU Peers Mentoring Programme provides an opportunity for applicants, members of the EU Peers Community, to enhance their knowledge and capacity through structured peer-learning activities. These guidelines outline the key aspects of the application and participation process. They cover who is eligible and what types of participants the programme is intended for, the commitments expected from mentees, the programme timeline, application procedure, evaluation and matching process, and how applicants will be informed of results. The guidelines detail information about the duration of each mentoring stream, the costs covered by the programme, and the templates used for implementation and monitoring.

4.1 Types of participants

A mentor is an individual representing an OSS who has had direct experience with or has specific expertise in running an IHRS and is willing to share insights to one or several mentee(s).

A mentee, on the other hand, is an individual representing an EU Peers member who wants to learn from an experienced or expert peer how to run an IHRS, what services can be provided and how, and is interested to apply what they learned in their own context.

Energy agencies, local/regional public authorities and/or other established or yet to be established IHRS providers can participate in the EU Peers mentoring programme either as mentors or mentees.

One participant can be both mentor and mentee in different thematic areas.

4.2 Eligibility criteria

Eligibility for participation in all three capacity-building activities (the Helpdesk, online mentoring with external mentors, and site visits with internal mentors) is open to a defined group of stakeholders, members of EU Peers, to ensure targeted and relevant support.

4.3 Eligible entities

The primary eligible participants are newly established (less than 1 year of activity) or yet to be established IHRS providers. This ensures that entities in the preparatory or early stages of implementation can benefit from tailored guidance, peer exchange, and practical learning opportunities offered through the project's support activities.

In addition, already established IHRS are also eligible to take part in the mentoring programme, recognising their role in the development and delivery of home renovation support structures and willingness to further expand their services and expertise.

Eligible countries are EU-27, Ukraine, Iceland, North Macedonia, Montenegro, Serbia, Bosnia-Herzegovina, and Albania.

4.4 Expected commitment

Participants can join one, two, or all three mentoring activities. These are helpdesk, online mentoring, and a study visit.

For the online mentoring and a study visit the participants are required to complete the full programme. Participants are expected to actively engage in the learning process. For site visits, participants must have at least a **B2 level of English proficiency** and commit to completing the full programme. A high level of participation, timely communication, and willingness to share learning within their organisation are essential expectations.

Expected commitment for online mentoring is around 4 hours of training plus an hour of preparation.

Expected commitment for site visits is 2 days of site visits including traveling and approximately 2 hours of preparation.

4.5 How to apply

Applications are submitted through the **EU Survey**, which serves as the official expression of interest form. The survey collects detailed information about the applicant, their organisation, and their specific interests related to the mentoring topics. Applicants are asked to describe their motivations and choose preferred thematic areas. The EU Survey serves for both online mentoring and site visits applications.

4.6 Evaluation of applications and matching with mentors

Applications are reviewed by FEDARENE and relevant consortium partners. The responses provided in the EU Survey, particularly the thematic interests and organisational context, will inform the matching process.

For **online mentoring**, participants will be grouped in small cohorts (up to five people) and paired with one mentor whose expertise aligns with their needs.

For **site visits**, participants will be grouped similarly based on the relevance of the mentors' focus areas.

4.7 Course and duration of the programme

Participants may take part in multiple activities over the course of the programme. Each component of the mentoring programme varies in structure and intensity:

I. The **Helpdesk** is a continuous service available to all members through the HumHub platform. It includes the forum, national fora, and the option to request one-hour online meetings with a suitable partner. The Helpdesk is operational from the beginning of September 2025 until the end of the project.

II. The **Online Mentoring Programme** involves a four-hour mentoring session tailored to the selected topic, organised in small groups with external mentors. Online peer mentoring is rolled out from September to December 2025. The EU Survey opens in June, with a call for mentees in July, matching in August, and mentoring sessions starting in September.

III. The **Site Visits** include in-person engagements lasting **1.5 days**, offering immersive, on-site learning with internal mentors at four selected locations. Site visits with internal mentors are scheduled from January to June 2026. The call for mentees launches in November 2025, and matching takes place in December.

Applicants, both for online mentoring and site visits, will be contacted shortly after the matching process concludes. All communication will be conducted via the contact details submitted in the EU Survey.

4.8 Eligible costs

The programme provides financial support for certain aspects. **External mentors are compensated through a dedicated fee of 1500€.** While participation in the programme is free of charge for mentees, **travel and accommodation costs for site visits are covered up to 800€ per participant**.

5. Promotional campaign

To promote the EU Peers mentoring programme, a concise communication campaign will be implemented across key platforms. A **dedicated article** will be published on the EU Peers website, introducing the mentoring opportunity and including a link to the registration form.

The campaign will be also disseminated through the EU Peers **newsletter**. In addition, project partners such as FEDARENE and other relevant networks will be encouraged to disseminate the mentoring offer through their own mailing lists, broadening the reach and visibility of the initiative within and beyond the Community of Practice.

On **social media**, the campaign will spotlight five selected mentors, presenting their expertise and mentoring offers. These posts will not only showcase individual mentors but also highlight the diversity and depth of knowledge within the EU Peers network, reinforcing the value of participating in the programme. The posts will follow the project's visual identity guidelines to maintain coherence and recognition across channels.