



EU PEERS

Community for Integrated
Home Renovation Services

Second edition of the EU Peers Survey



Co-funded by
the European Union

eu-peers.eu

EU Peers online survey

One-Stop Shops are a key driver of residential energy renovation across Europe. This survey updates the 2025 findings on the One-Stop Shop environment in Europe, and we invite you to contribute your expertise. As well as active **One-Stop Shop providers**, we are reaching out to **supporters** of One-Stop Shops and **policymakers**, who are essential actors in accelerating energy renovation in residential buildings. Your input will help us to create a more complete and more accurate picture of this evolving landscape. Contributing to the survey is part of the EU Peers Community's shared commitment and helps ensure that everyone benefits from up-to-date insights and exchanges. Data provided will be used for the sole purpose of the EU Peers project. It will be analysed and published in aggregate and anonymous form

TIPS ON HOW TO BEST RESPOND TO THE SURVEY

- **Answers in English are requested.** Take your time and read the questions carefully before answering.
- You can find the complete PDF text of the survey here: [\[insert link\]](#)
- It should take you about 30 minutes to complete. **Autosave is enabled via local browser storage** for all users. Do not switch browsers or clear your history, or your progress will be lost. Response data is stored in your current web browser for 28 days. If you are logged in with a Microsoft 365 account, your responses will be stored in your account and can be accessed via a web browser or other connected devices.
- All fields that require numbers accept whole numbers.
- Mandatory questions are marked with an asterisk (*).
- After completing the survey, you can print your answers in PDF format.
- A **progress bar** showing a horizontal line that is partially or completely filled-in will appear at the bottom of the form to show how much of the survey you have completed.

For any questions or other information, please contact eupeers.project@enea.it.

1) How can you define your organisation?*

One-Stop Shop (OSS) provider

One-Stop Shop (OSS) supporter - organisation which is supporting OSS providing Integrated Home Renovation Services to homeowners or the OSS movement in general, including Policy Makers

One-stop Shop general information

- 2) What is the name of your One-Stop Shop? *
- 3) Contact details: Contact person *
- 4) Contact details: contact person e-mail*
- 5) Where is your One-Stop Shop located? (country) *
- 6) Where is your One-Stop Shop located (city)? *
- 7) What is the geographical coverage of your One-Stop Shop?*

Municipality / City

Inter-municipal

Regional

Multi-regional

National

- [Other]
- 8) How many inhabitants does your One-Stop Shop cover?*
- 9) What is the **legal status** of your One-Stop Shop? (*configuration taken from Commission Recommendation 2024/2481 of 13 September 2024*)*
- 100 % public
 - 100 % private
 - Public-private partnership
 - Cooperative
 - [Other]
- 10) Commercial and competition aspects. Your home renovation services are:*
- Provided for free
 - Provided against a payment by the homeowner which doesn't cover all the costs
 - Provided against a payment by the homeowner which covers all the costs
 - [Other]
- 11) Revenue streams: What were the **funding sources** of your One-Stop Shop in 2024? *Chose max. 4 options**
- Local subsidies
 - Regional subsidies
 - National subsidies
 - EU funds (ELENA, LIFE, Horizon, EU Structural and Investment Funds, etc.)
 - Private funding
 - Bank loans
 - Fees charged to clients (paid by homeowners)
 - Fees charged to suppliers
 - n/a
 - [Other]
- 12) Revenue streams: Based on the question before, which was the **primary source** for your One-Stop Shop in 2024?*
- Local subsidies
 - Regional subsidies
 - National subsidies
 - EU funds (ELENA, LIFE, Horizon, EU Structural and Investment Funds, etc.)
 - Private funding
 - Bank loans
 - Fees charged to clients (paid by homeowners)
 - Fees charged to suppliers
 - n/a
 - [Other]
- 13) What were the **running/operational costs** of your One-Stop Shop in 2024?*
- 14) Which services does your OSS provide? (*list of services taken from Commission Recommendation 2024/2481 of 13 September 2024*)*
- Assessment - Services aimed at providing an assessment of the current energy efficiency and performance, to highlight the areas that need improvement and the potential effect interventions could have –
 - Guidance - Services which advise and assist customers in the development of their energy efficiency improvement plans, which identify the possible improvements and target the deepest renovation
 - Access to finance - Services aimed at providing financial advice and assistance to customers. An OSS can either provide financing solutions itself or work as an intermediary between customers and financial institutions –
 - Implementation - These services include the selection of appropriate contractors, setting up contracts, managing permitting procedures/authorisations, and monitoring the construction process –

- Quality assurance - The OSS can provide quality assurance services related to the identification of contractors (that is to say, ensuring that contractors are qualified and certified) and the implementation of measures (that is to say, controlling the works and overseeing the process) –
 - Monitoring and follow-up - The OSS can provide quality assurance services related to the identification of contractors (that is to say, ensuring that contractors are qualified and certified) and the implementation of measures (that is to say, controlling the works and overseeing the process) –
 - Transversal - It could also include transversal activities aimed at raising awareness on the benefits of energy efficiency, dissemination of information, providing training, etc –
 - [Other]
- 15) When was your One-Stop Shop created? (year) *
- 16) What is the number of **FTE** (full-time equivalent) employed by your One-Stop Shop as of December 2024?*
- 17) What was the number of FTE employed by your One-Stop Shop *when created*?

OSS Performance & impact related data

- 18) Information & marketing (orientation stage): How many homeowners did your One-Stop Shop **advise** in 2024?*
- 19) Information & marketing: What is your **primary source** of leads?
- Local events
 - Social media
 - Website
 - Physical point in neighbourhood
 - Google ads
 - Web tool
 - Local press
 - Local information meetings
 - n/a
 - [Other]
- 20) Project design: How may **energy audits** did you carry out in 2024?*
- 21) Project design: can you specify how many energy audits in Condominiums/Multi Family Houses (MFH) and in Single Family Houses (SFH)? *
- Yes / no
- If yes.
- 22) How many energy audits did you carry out energy audits in 2024 in Condominiums or Multi Family Houses (MFH)*?
- 23) How may energy audits did you carry out energy audits in 2024 in Single Family Houses (SFH)*?
- 24). Do you implement renovation works (directly or by subcontractors)?*
- Yes / no
- 25) Renovation contracts:
How many residential renovation contracts did your One-Stop Shop sign with homeowners in 2024?*
- 26) Renovation contracts: can you specify how many contracts did your One-Stop Shop sign in 2024 in Condominiums/Multi Family Houses (MFH) and in Single Family Houses (SFH)?*
- Yes / no
- If yes.
- 27) Renovation contracts: Condominiums or Multi Family Houses (MFH)
How many residential renovation contracts did your One-Stop Shop sign with homeowners in 2024?*

28) Renovation contracts: Single Family Houses (SFH)

How many residential renovation contracts did your One-Stop Shop sign with homeowners in 2024?*

29) Renovation work: How many units (individual houses and apartments) did your One-Stop Shop renovate in 2024 (directly or by subcontractors)?*

30) Renovation work: can you specify how many contracts did your One-Stop Shop sign in 2024 in Condominiums/Multi Family Houses (MFH) and in Single Family Houses (SFH)?*

Yes/ no

If yes.

31) Renovation work: Condominiums or Multi Family Houses (MFH) How many units (individual houses and apartments) did your One-Stop Shop renovate in 2024 (directly or by subcontractors)?*

32) Renovation work: Single Family Houses (SFH) How many units (individual houses and apartments) did your One-Stop Shop renovate in 2024 (directly or by subcontractors)?*

33) Renovation work: What is the total floor area (in sq.m) of all renovated homes in 2024?

34) Renovation work: What is the total investment (in €) generated by all renovated homes in 2024?

35) Duration of the customer journey – SFH What is the average journey duration for Single-Family Houses? (months)*

36) Duration of the customer journey – MFH What is the average journey duration for Multi-Family Houses? (months)*

Energy Poverty

Among the following policies implemented in your country/region/city, are there any measures that could help your OSS address the issue of energy poverty?

37) Local Energy and Climate Action Plans (SECAPs or similar plans) would be useful for an OSS seeking to address energy poverty through one or more of the following activities?*

Building renovation or energy efficiency schemes targeting vulnerable groups

Social tariff or energy price support mechanisms

Advisory programmes for households to directly support them

Information, awareness campaign

n/a

[other]

38) Health plans would be useful for an OSS trying to address energy poverty. Which of the following actions would be useful for your OSS?*

Building renovation / comfort improvement targeting vulnerable groups (ill people)

Support to health programmes in case of energy poverty conditions (from social to health issues)

Financial support for disabled people to access to more efficient medical appliances

n/a

[other]

39) Which of the following social policies would be useful for your organisation seeking to tackle the problem of energy poverty?*

Support from a trained social operator

Financial support to buy appliances

No dedicated policies to tackle energy poverty are useful for the OSS

n/a

[other]

40. Does your One-Stop Shop include services for households in vulnerable situations?*

Yes / no

If yes.

41) Which services does your One-Stop Shop provide? *

specific subsidies (please specify in other)
social funding (please specify in other)
support in accessing credit
support the energy renovation process
[other]

42) In your One-Stop Shop, how are vulnerable people identified?*

Based on income thresholds or social welfare eligibility
Through energy consumption or billing data (from utilities)
Through housing characteristics (e.g. inefficient dwellings)
Via social services or municipal databases
By self-identification or voluntary requests for support
Through partnerships with NGOs or local associations
[other]

43) Does your One-Stop Shop identify them independently or do you receive information from elsewhere?*

Independently
From municipality/ municipalities
From social association
From other public services
[other]

44) Have you any good practices of actions tackling energy poverty from your One-Stop Shop? (give examples)

45) Are you aware that the revised EU Energy Efficiency Directive (EED) strongly suggest One-Stop Shop to tackle energy poverty? Do you have a strategy in place to address this issue? *

46) Does your One-Stop Shop have any specific partnerships in place to tackle energy poverty? *
Yes / no

If yes,

47) At which level is your main partnership? *

Local
Regional
National
European
[other]

48) Which kind of organisation is in partnership with you? *

Associations
National PA
Local PA
Tertiary Sector
[other]

49) Do you have any other observations or remarks on energy poverty with regard to your One-Stop Shop?

Support Structures

50) What is the name of your organisation?*

51) Contact details: name*

52) Contact details: Email*

53) Location: Where is your organization based (country)?*

54) Location: Where is your organization based (city)?*

55) Which services does your organization provide to the supported One-Stop Shop? (*list of services taken from Commission Recommendation 2024/2481 of 13 September 2024*)*

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- Transversal - It could also include transversal activities aimed at raising awareness on the benefits of energy efficiency, dissemination of information, providing training, etc –
- [other]

56) Are you a policy maker?*

Yes /No

Policy maker

57) In your opinion, what are the most urgent priorities that national implementation should address in order to support One-Stop Shops?*

58) Which elements do you consider essential for an One-Stop Shop to function effectively?*

- Stable multi-level coordination (Ministry–Regions–Municipalities)
- National guidelines and minimum service standards
- Dedicated funding for OSS staff
- Integration of incentives and financial instruments with OSS services
- Common digital platforms for monitoring and reporting
- [other]

59) In relation to integrated consumer support and combating energy poverty, what targets do you consider should be priorities for One-Stop Shops?*

- Vulnerable households / households in energy poverty
- Local SMEs and micro-enterprises
- Condominiums
- Public sector (municipal buildings, schools, etc.)
- Citizens in general
- [other]

National context

60) Would you say that your national legislative framework is favourable for One-Stop Shops? 1 to 10 points (not at all – yes, very much).*

61) To which extent One-Stop Shops are recognised in your country as a key tool for accelerating the building renovation?*

1 to 10 points (not at all – yes, very much)

62) What kind of national support would be most useful to improve the effectiveness of One-Stop Shops?*

- Long-term funding
- Staff training and certification
- Technical guidelines and standard models
- Shared digital platforms
- Greater institutional coordination
- n.a
- [other]

63) Which specific topic or issue should be improved first to overcome barriers in OSS development in your country?

64) In one word, what does One-Stop Shops need today to make a quantum leap?

65) Any comments or observations you may have would be welcome.

By submitting this survey, you confirm that you have read and understood the following:

Your participation in this survey is voluntary, and you may withdraw at any time before submission.

The data collected will be used solely for the purposes of the EU Peers project, it is the foundation for the analysis of the One-Stop Shop landscape in Europe.

Your responses will be analysed and published only in aggregated and anonymous form, and no individual respondent will be identifiable in any outputs.

Data will be processed in accordance with the EU General Data Protection Regulation (GDPR).

Only authorised members of the EU Peers project consortium will have access to the raw data.

Your data will be stored securely and retained only for as long as necessary for the purposes of the project.

If you have any questions about this survey or how your data is used, please contact:

eupeers.project@enea.it