

# EU PEERS

Community for Integrated  
Home Renovation Services

## Report on EU Peers' Journey

[eu-peers.eu](https://eu-peers.eu)

This publication summarises the achievements, lessons learned and impact of the EU Peers project during its first funding period (September 2023 – August 2026), highlighting how the European Community of Practice has supported the development and scaling of One-Stop Shops for residential building renovation.

## IMPRINT

### Report on EU Peers' Journey

The European Community of Practice for Integrated Home Renovation Services (2023 – 2026)

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## Project

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## Disclaimer

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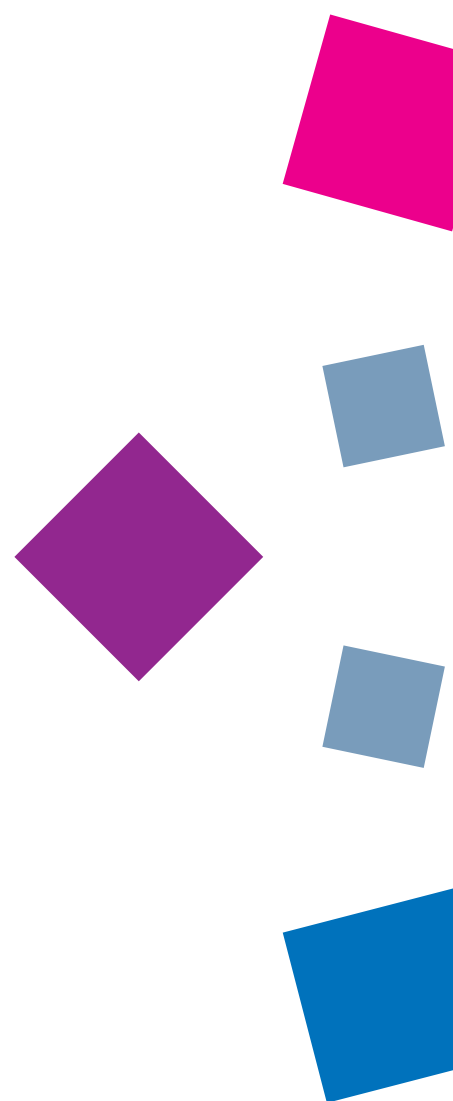
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## INTRODUCTION

# MAKING HOME RENOVATION SIMPLE

**One-Stop Shops are the homeowner's trusted partners in the renovation journey**

Europe's buildings account for 40% of its energy consumption. Around three quarters of the building stock remains energy-inefficient. At the same time, millions of households face rising energy costs, poor indoor air quality and homes that overheat in summer or lose heat in winter. Renovating these buildings is essential, not just for reaching climate neutrality by 2050, but for healthier, more affordable and more resilient homes across Europe.

Yet renovation rates hover at just 1% per year, far below what is needed. Mainly because for most homeowners, renovating a home means navigating a maze of contractors, subsidies, technical decisions and paperwork, all at once, often alone. The process is fragmented, intimidating and easy to abandon.

*Renovating a home can quickly become overwhelming for homeowners, who must engage with many different actors such as public services, architects, installers and financial institutions, all in addition to their daily responsibilities. No wonder so many give up before they even start.*

— **Jenny-Claire Keilmann**, Senior Project Manager, Climate Alliance

This is where One-Stop Shops (OSS) come in. By bundling renovation support under one roof and building bridges with existing local actors, they reduce the complexity homeowners face. Some focus on advice and orientation, others accompany homeowners through more steps of the journey. What they share is a common purpose, being the trusted partner who helps homeowners make sense of complex offers, communicate with contractors, manage the moving parts and reach a quality result.

But setting up and running a One-Stop Shop is itself a challenging undertaking. The approach is still unevenly distributed across Europe, local renovation markets are often not yet mature, and public renovation strategies fluctuate from one political cycle to the next. For OSS to fulfil their potential supporting renovation that is ambitious in depth, scale and inclusiveness, they need spaces to learn from one another, share what works, and build collective influence. This is where EU Peers comes in: a European Community of practice dedicated to connecting, strengthening and scaling these services across the continent.



Photo credit: Stebo vzw – Luc Gijbels

## A GROWING MOVEMENT

**OSS are gaining significant momentum**

While some One-Stop Shops have already existed for over 15 years, the concept is now gaining significant momentum at EU level. In 2024, the revised Energy Performance of Buildings Directive (EPBD) and the Energy Efficiency Directive (EED) explicitly call on Member States to ensure wide territorial coverage of One-Stop Shops as technical assistance facilities for residential renovation.

*What practitioners have been building from the ground up for years is being recognised at the EU policy level. The question now is how we turn that recognition into lasting structures.*

— **Marcus Andreas**, Senior Project Manager, Climate Alliance

But making this happen across 27 Member States, each with different housing markets, policy frameworks and institutional traditions, is a major challenge. One-Stop Shops vary enormously from country to country and even within countries, for example which part of the customer journey they actually support and how comprehensively. Across this diversity, common barriers run deep. Many OSS rely heavily on EU project funding and remain exposed to shifts in national renovation policies. Gaps in financial instruments for homeowners and condominiums limit what renovations can actually happen, public awareness of energy renovation remains low, and finding skilled contractors to deliver quality retrofit work is a persistent difficulty.

EU Peers was created to help address these gaps. Funded by the European Union's LIFE Programme and coordinated by Climate Alliance with a consortium of eleven partners, EU Peers does not create new One-Stop Shops. Instead, it acts as a Community of practice: connecting existing and emerging services, facilitating peer learning, and bringing practitioner voices into the policy process. This brochure tells the story of what we built together between 2023 and 2026, what we learned, what we achieved, and where the movement is heading.

### The EU Peers journey, 2023-2026



## 1. VISIBILITY

# AMPLIFYING THE VOICE OF ONE-STOP SHOPS

One-Stop Shops have been growing across Europe for years, but their story has often gone untold. Many practitioners worked in relative isolation without much visibility beyond their own region. Knowledge about what existed, what worked and what did not was fragmented, making it harder for policymakers to design effective frameworks and for new OSS to learn from those who came before them.

*Our network meetings continually show the importance of creating common spaces: practitioners across different regions are often navigating similar challenges – such as financing, engaging homeowners and building trust – and benefit enormously from sharing experiences, inspiration and ideas with peers. (To see each other as peers, you first need to know who else is facing the same challenges!)*

— **Jenny-Claire Keilmann**, Senior Project Manager, Climate Alliance

The Community gives practitioners a space to tell their own stories, to present what they do, how they do, and what they have achieved.

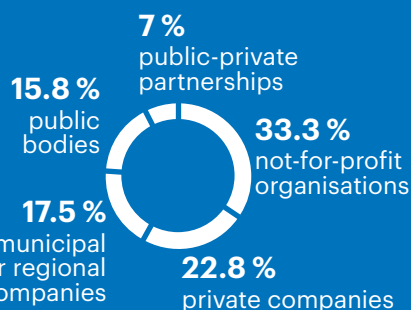
At the same time, EU Peers has begun building an evidence base on how OSS operate across Europe, making the movement more visible to policymakers, public authorities and practitioners alike. However, this evidence base is still a starting point. Many aspects of the OSS landscape such as long-term financial sustainability to social impact, homeowner outcomes (renovation rates, satisfaction, and level of renovation) and the conditions for replication, remain significantly underresearched across

Europe. There is a clear opportunity here for the Community itself to deepen this evidence base through richer surveys, case studies and peer learning and to welcome partnerships with universities and research institutions on questions where rigorous academic work could complement what practitioners can deliver.



## THE ONE-STOP SHOP LANDSCAPE ACROSS EUROPE

In 2024, the EU Peers Community launched its first survey to better understand how One-Stop Shops (OSS) operate across the EU. The survey is not an exhaustive mapping of OSS in Europe. With about 200 or more OSS members in our Community at the time, 57 OSS and 19 support structures surveyed represent roughly a quarter of our own total – enough to identify clear patterns and trends, but not to claim full statistical representativeness. The findings reflect the experience of those who chose to participate, and offer a detailed picture of how OSS work across the continent. A second round of the survey, launched in 2026, aims to reach even more participation across Europe.

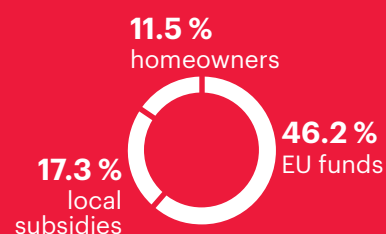
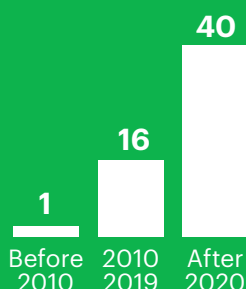


### Who runs them

The distribution shows the diversity in terms of governance of OSS. Nevertheless, across all models **public authorities are involved in nearly 74% of surveyed OSS, confirming the central role of the public sector in enabling these services.**

### When they were established

Of the 57 surveyed OSS in 2024, 40 were established after 2020. Only one existed before 2010, and 16 were founded between 2010 and 2019. Just to see the growing momentum, **it is okay to say that 2 out of 3 OSS were created in the last few years.**

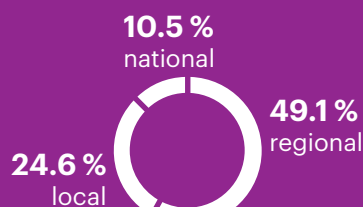
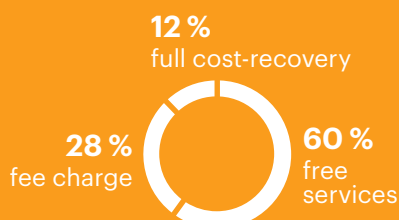


### How they are financed

On average, surveyed OSS rely on 2-3 sources of income. **Public money represents around three quarters of the budget for public-led OSS, and around half for private and hybrid models.**

### What homeowners pay

**60% of surveyed OSS provide their services for free. 28% charge a fee that partially covers their costs, and 12% operate on a full cost-recovery basis.**



### Where they operate

**49.1% of respondents operate at regional level, covering territories spanning multiple municipalities. 24.6% focus on the local level and 10.5% operate nationally.** Team sizes range from an average of 3.7 employees for public organisations to 23 for public-private companies.

## HOW EU PEERS SUPPORTS OSS VISIBILITY

Beyond the survey findings, EU Peers has worked to make One-Stop Shops (OSS) more visible to each other, to policymakers, and to the wider public. Three tools have been central to this effort.

### Community platforms

The Community is organised through nine platforms, national (or regional) platforms in the Baltics, Belgium, Germany, France, Hungary, Ireland, Italy and Spain, plus a transnational platform open to all European countries. Together with the EU Peers website, they form the central hub for the OSS movement in Europe. The website hosts the Knowledge Hub, a growing multilingual repository of more than hundred reports, guides and practical tools for OSS practitioners. Members connect through the Community intranet, where they can exchange resources, ask questions and collaborate across borders and languages.

Photo credit:  
Operators Guild  
on [Unsplash](#)



### Member profiles

A searchable map and list of OSS and support structures across Europe makes the Community visible at a glance. Through a registration process, each member creates a public profile with their organisation name, location, type and website. A municipality exploring the OSS model can browse real examples across the continent. A practitioner looking for peers in a neighbouring country can find them in seconds. Our popular 'Who's Who' format now gives members the chance to introduce themselves to one another briefly during a half-hour session at lunchtime.

### Communication work

Through its social media and other communication channels, the project has brought the OSS concept to audiences well beyond the existing practitioner Community. The EU Peers Cities and Regions Campaign specifically targets local and regional authorities, making the case for why opening a One-Stop Shop benefits citizens, local economies and climate goals alike.

With the OSS movement now more visible and better connected, the following chapters show what this Community did with that connection through exchange, support, and advocacy for change.

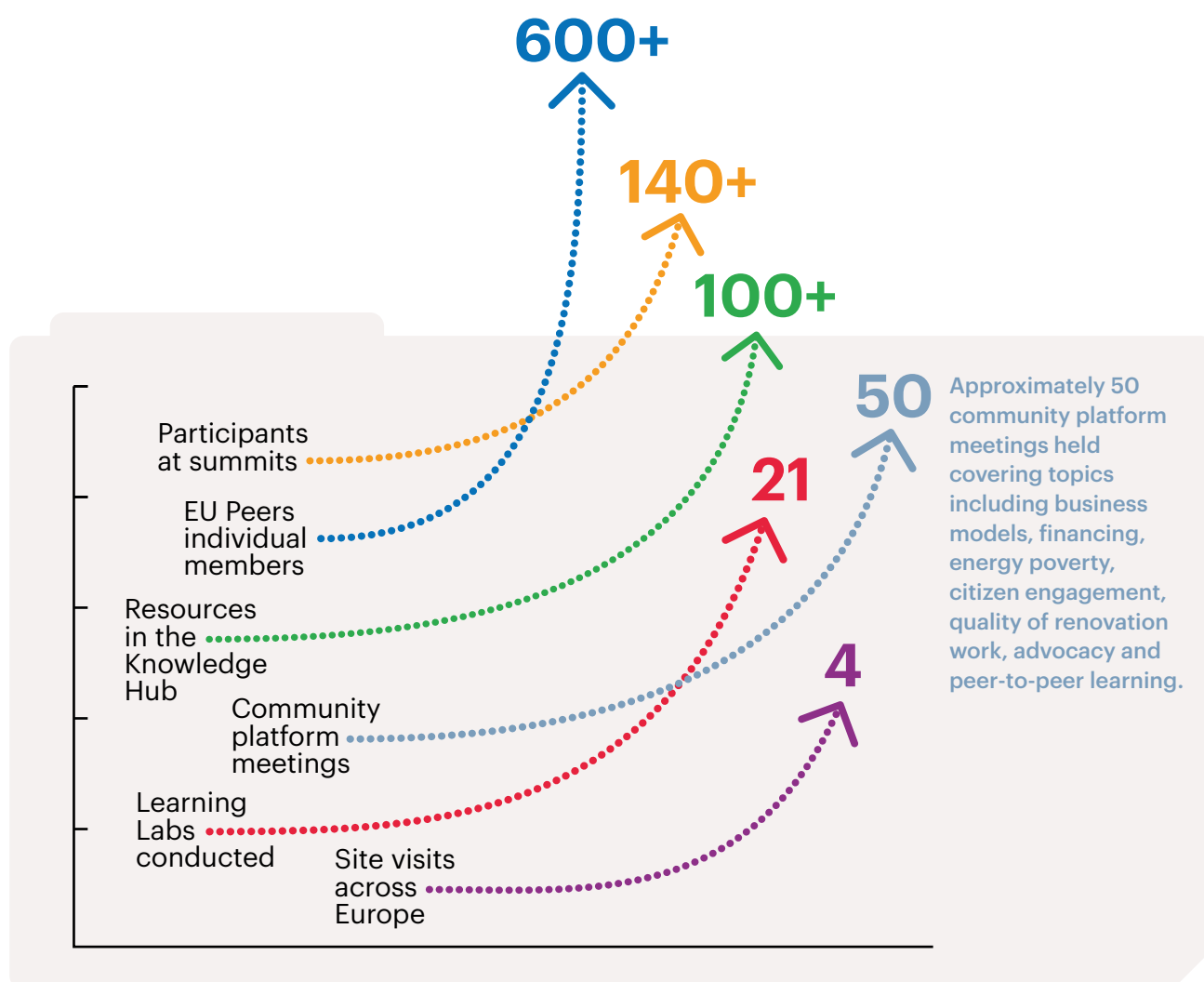
**LinkedIn:** [linkedin.com/company/eu-peers](https://linkedin.com/company/eu-peers)

**YouTube:** [youtube.com/@EUPeers/videos](https://youtube.com/@EUPeers/videos)

**Newsletter** and **RenoChats** video series

## A COMMUNITY THAT KEEPS GROWING

Since the official Community launch in June 2024, the EU Peers Community has grown steadily in members, in activities, and in impact. Here are the highlights.



From a handful of founding partners to a network spanning the continent, the EU Peers Community has become a space where practitioners find peers, share what works, and tackle shared challenges together. The following chapters show how.

## 2. EXCHANGE

# WHEN PRACTITIONERS MEET

If Visibility was about amplifying the voice of One-Stop Shops across Europe, Exchange is about what happened when practitioners actually met. Across two years, EU Peers brought together hundreds of OSS providers, supporters and policymakers in person and online, to share what works, debate what does not, and build the trust that makes peer learning possible.

## Summits that brought the Community together

**Summit 1 - Brussels, June 2024.** More than 70 IHRS providers and supporters gathered in Brussels to officially launch the EU Peers Community. Stefan Moser (Head of Unit B3, European Commission) opened the day alongside Thomas Brose (Executive Director, Climate Alliance), framing OSS as “key structures” for increasing home energy renovation. Two panel discussions, one with IHRS providers, one with their supporters, explored why OSS exist, the challenges they face and what

they need to grow. The day closed with four collaborative roundtables tackling concrete questions: why local governments should invest in OSS, the diversity of customer journeys, how to involve banks in financing renovations, and what a supportive national framework looks like.

*OSS should take out the fears of inhabitants by showing how to do it. And that it is possible.*

— **Stefan Moser**, Head of Unit B3, European Commission – EU Peers Summit 2024

**Summit 2 - Brussels, October 2025.** Over 70 practitioners returned to Brussels for two days of exchange during the European Week of Regions and Cities. A workshop co-organised with CINEA explored five priority topics: the role of local and regional authorities, funding and business models, skills and partnerships, supporting low-income and first-time homebuyers, and effective communication. A second day was dedicated to a deep dive into Belgian OSS models, Homegrade Brussels, SPW Wallonia and VEKA Flanders showing how three different governance approaches can deliver renovation support within one country. The summit also marked the launch of the [EU Peers Cities and Regions Campaign](#).



CONNECT & COLLABORATE event on 26 May 2026 from the Belgian Peers, with Karen Smets (Dubolimborg) introducing the LIFE OSS call (left) and members in a roundtable discussion (right). Photo credits: GreenWin



## BEYOND BRUSSELS: THE COMMUNITY IN MOTION

The summits were just two moments in a much wider rhythm of exchange. Across nine Community platforms, an ecosystem of exchange was developed between 2024 and 2026: more than 50 platform meetings, four site visits across Europe and dozens of workshops, study visits and online sessions, each shaped by the local context, language and challenges of its members.

EU Peers set out with seven Community platforms. By 2026, nine were active. Belgium and Germany joined as new platforms during the project, a result of the collaboration and momentum that built up within the Transnational Community as members found each other across borders.

### Snapshots from the platforms

|                              |                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Baltics</b>               | Across Estonia, Latvia and Lithuania, the platform focused on cross-border knowledge exchange, joint advocacy and adapting OSS models to a region where business sustainability and shifting national priorities remain real challenges.                                                                                                                                                 |
| <b>France</b>                | The French platform is organised around “network heads” the SERAFIN association of third-party financing companies, the LCDM/MAR community of independent renovation accompanists, and major public structures, with a strategy of influence and investment toward the French state, banks and insurers.                                                                                 |
| <b>Hungary</b>               | With energy renovation not yet a political priority at national level, Energiaklub used the platform to identify and connect emerging IHRS providers, work with municipalities, and build a stronger advocacy voice through joint efforts with partner organisations.                                                                                                                    |
| <b>Ireland</b>               | Over 15 events between 2024 and 2026 brought local authorities, OSS providers, contractors and policymakers around energy poverty, procurement and integrated renovation, with a clear shift from awareness-raising to shared problem-solving.                                                                                                                                           |
| <b>Italy</b>                 | Coordinated by ENEA and the Piemonte Region, the Italian platform brings together every link of the building energy renovation chain, public authorities, OSS providers, market actors and researchers from south to north and the islands, gradually shaping a national OSS framework.                                                                                                  |
| <b>Spain</b>                 | Across eleven platform meetings, Spanish members shaped two policy papers and worked to build a common voice across very different OSS models like public, regional and private “Agente Rehabilitador” providers, in a context defined by the end of the “Next-Generation” renovation subsidies. This impressive work was supported by a pool of over 150 members from 85 organisations. |
| <b>Transnational</b>         | Open to all European countries without a national platform of their own, the Transnational Community is shaped by its members, eleven open seasonal online meetings on topics they themselves voted for, from digital tools to energy poverty.                                                                                                                                           |
| <b>Belgium<br/>+ Germany</b> | Two new platforms that emerged out of the Transnational Community in 2024–2025, signalling a growth of the EU Peers network. Belgium is now connected through a cooperation agreement with the Belgian Peers group; Germany has spun off as its own community.                                                                                                                           |

## The Baltics

Three Baltic states, one shared building stock, a platform building cross-border alignment for IHRS development across Estonia, Latvia and Lithuania.

*The Baltic Platform is essential for ensuring unified development of Integrated Home Renovation Services and a coordinated transposition of crucial EU energy directives across our three nations.*

— **Nicholas Stancioff**, Coordinator

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Platform in numbers</b>          | <ul style="list-style-type: none"> <li>• Scope covers 3 Baltic countries: Latvia, Lithuania and Estonia</li> <li>• 5 full-platform meetings held (November 2024 – January 2026)</li> <li>• Pan-Baltic Policy Strategy launched in February 2025</li> <li>• Working group dedicated to mapping prefabrication suppliers across the Baltics</li> </ul>                                                                                                                                        |
| <b>A moment we are proud of</b>     | <p>The 2024 geographical expansion from a Latvia-only group to include Lithuania and Estonia, followed in February 2025 by the launch of a Pan-Baltic Policy Strategy. The transition from a single-country group to a tri-country Community of practice established a working group on policy that could become the foundation for unified positions on IHRS development and EU directive transposition across the region.</p>                                                             |
| <b>What we learned the hard way</b> | <p>Communicating in one language proved harder than expected. Many members did not feel comfortable exchanging in English, and some who attended once did not return. Time pressure on already-stretched practitioners was a second barrier; contributing further to the network was beyond the capabilities of some members. The platform responded by working one-on-one through email and conversation; securing the buy-in of organisational leadership remains a longer-term task.</p> |
| <b>What members value</b>           | <p>Cross-country knowledge exchange, sharing models like Lithuania's "Shared Green Deal", facilitating policy alignment and preparing joint, EU-eligible project proposals together. The mentoring programme stood out as one of the strongest outcomes of the four years and is worth repeating.</p>                                                                                                                                                                                       |
| <b>Looking ahead</b>                | <p>The vision is for IHRS to become financially self-sustaining rather than state-dependent; achieved through bundled financing and leveraging private funds. One-Stop Shops combined with community centres could broaden citizen engagement, while widespread adoption of Baltic-wide prefabricated renovation techniques could cut costs and accelerate deep renovation.</p>                                                                                                             |

## Belgium + Germany

Two newly active platforms that emerged out of the Transnational Community in 2024–2025, a sign of the EU Peers network maturing as members find each other across borders.

This page follows a different structure: Belgium and Germany share one page rather than each having a dedicated profile, reflecting that both platforms emerged from the Transnational Community. Content for both sections is still awaiting input from the platform leads. Per the project timeline, this page is also our “success story on new platforms” the framing should emphasise growth and momentum.

### Belgium

#### Why we came together

Belgian Peers was created to connect emerging One-Stop Shop initiatives across Belgium's three regions and break down regional and sectoral silos. Joining the wider EU Peers Community of Practice, we wanted to build a trusted space for exchange, shared learning and collaboration to accelerate high-quality home renovation services together.

#### What we have learned so far

Our biggest lesson: despite different regional frameworks and languages, OSS practitioners in Belgium face remarkably similar challenges. The launch event in Brussels, gathering more than 50 participants, showed how much peer exchange can offer people who immediately recognised the value of learning from one another rather than working in isolation.

### Germany

#### What we have learned so far

Launched in June 2025, the German EU Peers Community has around 50 members as of July 2026 — energy agencies, municipalities, associations and interest groups. In Germany itself, consumer advice centres and energy advisors play a partial one-stop role, with some pilot OSS offering integrated services and municipalities beginning to explore more comprehensive models.

#### Our motivation and interest in other municipalities

Engagement with EU Peers comes at a moment of real uncertainty about how the Energy Performance of Buildings Directive will be transposed into German law — and against a backdrop of limited municipal capacities and funds. Learning from European peers offers a way to navigate this together.

#### What we want to achieve

The aim is to raise awareness of the One-Stop Shop approach among German public authorities, explore how it could be implemented locally, and exchange experiences with European actors — drawing on what works elsewhere to inform the German municipal context.

## France

A platform built around the professionalism of its “network heads” using its weight to shape financing for renovation with the French state, banks and insurers.

### Platform in numbers

- SERAFIN network of third-party financing companies: 6 structures covering 5 regions (Hauts-de-France, Alsace, Centre-Val de Loire, Brittany, Occitanie) and one metropolis (Bordeaux)
- SERAFIN members produce about 15% of all renovations in France
- LCDM/MAR Community of independent renovation accompanists: around 150 members
- Six annual regional meetings + one flagship annual event in symbolic locations

### A moment we are proud of

The dissemination of French practices to other European countries has undoubtedly been one of the great successes of the action carried out, as well as the contribution to the reflection on the subjects of financing. The holding of the annual event in symbolic Parisian locations also allowed the discovery of models in France and Europe that have largely contributed to the acceleration of the market during the three years of the program.

### What we learned the hard way

The shifting macro context made the work harder. Energy security pressures have pushed an already-indebted French state to favour electrification over renovation, with consequences for the most precarious households. Continuous dialogue with the State remains a valuable asset both for mitigating that trend and for discussing what makes IHRS providers viable in changing market conditions.

### What members value

EU Peers has helped highlight the essential role of supporting households in their renovation projects, a principle now reflected in the EPBD directive and seems to have contributed to the thinking of European authorities. A strong network and brand carry the voice of field actors more effectively to national and European decision-makers.

### Looking ahead

EU Peers can become a real force in the service of citizens and renovation quality, while opening a European market that still hesitates on financing renovation work. France's FIDEO project is built on exactly this aim: making project financing more fluid by anchoring it in renovation quality.

*Congratulations to all of you for this gathering of the EU Peers community and its partners, both public and private, in France and in Europe: an exceptional moment at the service of your common work of cooperation in the service of renovation. We need it!!*

— **Aicha Ben Dhia**, Executive Director, Capital Fund Management

## Hungary

Pragmatism and creativity in a context where energy renovation is not yet a political priority, turning to municipalities and joint advocacy to push the agenda forward.

### Platform in numbers

- 61 people from 52 member organisations as of July 2026
- 20 IHRS providers
- 12 municipalities engaged
- 6 banks involved
- 10 platform meetings by the end of the project

### A moment we are proud of

Two breakthroughs stand out. The conference on national EPBD transposition held on February 12th, 2026 drew 80–90 stakeholders from across construction, banking and decision-making clear evidence of demand for a strong professional foundation to the transposition process. And the mentoring programme for municipalities brought 16 local authorities into a 2.5-day programme of presentations, workshops, a site visit and group work, with several participants ready to start developing their own OSS models.

### What we learned the hard way

For Hungarian government decision-makers, energy efficiency was not a political priority, Hungary did not reduce its energy dependence on Russia after 2022. Many ministries did not engage at all. The platform responded by joining advocacy efforts with partners including the Egyensúly Institute and ÉMI, and by turning towards municipalities, which proved much more open to the arguments and willing to start their own OSS models despite limited resources.

### What members value

EU Peers brings very different actors into one shared platform where questions can be discussed from multiple angles, creating opportunities for cooperation, joint initiatives and pooled bids for EU funding. Members also highlight the value of seeing supportive government approaches in other European countries.

### Looking ahead

Hungary's EU Peers Community wants to grow by bringing in building material retailers, energy service providers and more banks, working closely with the Hungarian Hub of the Energy Efficiency Financing Coalition. The hope is to work with the new government elected in 2026 on renovation support not only for single-family homes but also for condominiums and energy-poor households.

*There are countless good examples across Europe and in Hungary of how municipalities can effectively support — not only financially — their citizens and their own institutions in modernising energy management. It is therefore important to learn from one another: from successes, mistakes and failures alike.*

— **Ada Ámon**, Managing Director,  
Budapest Climate Agency



8th EU-Peers community meeting, 12.02.2026,  
Budapest, Contemporary Architecture Centre,  
Photo credit: Dénes Fellegi

## Ireland

Connecting national policy, local authorities and on-the-ground OSS delivery, with a strong focus on energy poverty.



SEEA Staff group photo, LA CPD event April 2026. Waterford Council Offices, Waterford City. Photo credit: SEEA

*EU Peers gives us a rare space to speak honestly about what works and what doesn't in retrofit delivery, and to learn directly from others facing the same challenges.*

— **John Taylor**, Contractor & EU Peers Community Member

### Platform in numbers

- 55 members from 45 organisations as of July 2026
- Over 15 national and regional events delivered (May 2024 – February 2026)
- More than 300 total participants engaged across webinars, workshops and in-person events
- Local authorities from all regions of Ireland represented, alongside energy agencies, NGOs, academia and contractors
- Strong links with EU-level initiatives and projects (EPAH, DeCarb-Pro, ECOBoost)

### A moment we are proud of

Delivering a sustained national programme of events that brought together local authorities, OSS providers, contractors and policymakers around energy poverty and integrated renovation. The growth in participation and cross-sector collaboration showed a clear shift from awareness-raising to shared problem-solving and capacity building.

### What we learned the hard way

Engaging stakeholders early on was challenging, initial meetings showed cautious participation. By adapting formats, using interactive tools and focusing on real Irish case studies and procurement challenges, engagement improved significantly. We learned that trust and practical relevance are key to building an active platform.

### What members value

Members value the practical, peer-to-peer nature of the platform and the opportunity to learn from real-world OSS experiences across Ireland and Europe. Feedback shows strong appreciation for a neutral, non-commercial space to discuss challenges like funding complexity, procurement and energy poverty.

### Looking ahead

In five years, we want OSS to be a trusted, widely available pathway for households and communities, including the most vulnerable. This requires simpler grants, stronger local delivery capacity and long-term collaboration between authorities, communities and service providers.

## Italy

An inclusive renovation platform that unites consumers, SMEs, professionals, OSSs, ENEA and the Piemonte Region from south to north and the islands, to support collaboration, policy dialogue and independent guidance.

### Platform in numbers

- 77 members from 54 institutions, 41 declared OSS providers, as of July 2026
- Local Public Authorities represent 16% of the Italian Community; Local Energy Agencies represent 25%
- 222 participants from 101 institutions attended eight capacity-building and policy debate meetings
- 9 Community meetings organised plus 1 foreseen by the end of the project

### A moment we are proud of

The creation of the Italian EU Peers Community as a concrete national network. A key milestone was the first joint capacity-building meeting bringing together public authorities, OSS providers, market actors and researchers to discuss roles, tools and policy barriers. It moved IHRS work from isolated initiatives into a shared space for collaboration and trust. Subsequent steps included dialogues with the Italian Ministry of Environment and with financial institutions on improving renovation financing through OSSs.

### What we learned the hard way

Steadily expanding membership while identifying needs and organising targeted meetings with tailored topics and the right experts has been demanding. So has maintaining a dynamic approach to materials and rapid follow-up after meetings but that responsiveness is what builds trust and makes the community space attractive to current and future members.

### What members value

Meetings with the Italian Ministry of Environment and with associations of construction companies offered valuable networking opportunities. Members deepened their understanding of the EU regulatory framework, gained insights into national policy directions, and exchanged experiences and best practices.

### Looking ahead

The Italian OSS Community will continue strengthening its advocacy towards national and regional governments, promoting multilevel governance, and supporting collaboration among stakeholders, disseminating the OSS concept through workshops, events and knowledge-sharing initiatives across Italy.

9th meeting of the Italian EU Peers Community. 7 March of 2026, Key Energy, Rimini - Capacity building - task financing, Market Players meeting - The Italian Community Managers.



*Building renovation is not only an energy priority, but a social and economic opportunity. One-Stop Shops are becoming key enablers of the transition, connecting citizens, institutions and markets to make sustainable renovation accessible, trusted and scalable across Italy.*

— **Ilaria Bertini**, Director, Energy Efficiency Department, ENEA

From left to right: Francesca Hugony and Patrizia Pistochini, ENEA • Silvio de Nigris Regione Piemonte

## Spain

Public One-Stop Shops and private “Agente Rehabilitador” providers around one table — building a common voice for Spain’s renovation sector.

### Platform in numbers

- 153 people from 85 member organisations
- 43 IHRS providers: 19 public OSS and 24 private OSS (Agente Rehabilitador)
- 11 meetings by the end of the project
- 2 policy papers published

### A moment we are proud of

Reaching a common voice at national level. After working together to define what “OSS” means in Spain across very different business models, the platform shaped two policy papers addressed to decision-makers, papers that fed into national instruments including the Building Renovation and Housing National Plans.

### What we learned the hard way

Aligning the interests of public and private providers was a real challenge but the shared appetite for collaboration carried the platform through. The end of the “Next-Generation” subsidies to renovation has now redefined the context: the market and OSS are consolidating and learning to operate within a new regulatory and financial reality.

### What members value

For a fragmented sector, the simple feeling of being part of a community has real worth. Members value learning from each other and connecting with interesting initiatives, the series of four meetings where members showcased good practices was particularly effective at creating interest and building Community.

### Looking ahead

Spain has set itself the target of renovating 7.1 million homes by 2050. Reaching it will require a common voice across the sector and the next step is to evolve from regular meetings into a more formal community with governance structures.



*EU Peers is the best forum for discussion and knowledge sharing, where effective, applicable and scalable solutions are emerging. With my peers, deep renovation is no longer a wish but becomes a technically, economically and socially viable reality.*

— **Iván Madrigal**, Director of Communications and Public Affairs, EOS RenovAcción

Ana Tellería Basque Government • Eduardo Rihuete Iberdrola • Olga Solís and Miguel Segovia GBCE • Cristina Jiménez Architect Association of Madrid (COAM) • Emilio Miguel Mitre UCE • Diana García Acciona • Valentina Cabal, María Cruz-Solano and Margarita Tomás GNE Finance • Elvira López Architects Association of Spain (CSCAE) • Nacho de la Puerta IP Architects • Iván Madrigal EOS RenovAcción • Miriam García and Pedro Parra National Association of Refurbishing Companies (ANERR) • Pablo Hayali Housing Company of Getafe • Jesús Valero and José Manuel Cámara Tramiteco • Alba García and Aníbal Pérez Impala

## Transnational

An open anchor for all OSS practitioners – especially those without a national platform of their own – shaped by its members, with topics chosen by vote and doors always open to non-members too.



*Keep doing what you are doing!*

— **Member of the Transnational Community**, EU Peers  
Feel-the-Pulse Survey 2025

Workshop session at EU Peers  
Summit II, 15 October 2025,  
Brussels

### Platform in numbers

- 108 members from 85 organisations as of July 2026
- Approximately 30% OSS members and 70% supporters
- 11 open seasonal online meetings, with up to 85 participants, on member-voted topics, plus a few special events
- Two “spinoffs”: a cooperation agreement with the Belgian Peers, and a separate German Community

### A moment we are proud of

An initial informal “Community Coffee Meeting” in December 2023, attended by around 25 people, sparked a steady, growing interest. The doors have remained open ever since to anyone interested in One-Stop Shops and EU Peers. The Transnational Community’s most visible success is the maturation of two of its early sub-groups into independent platforms: Belgium and Germany.

### What we learned the hard way

The challenge we are happy to embrace is that we are hosting European diversity and cannot fall back on the clearer framework provided by any one nation state. This means more work on shared language, formats and topics but it is the source of the Community’s openness and breadth.

### What members value

Participants appreciate that the Transnational Community offers them an open forum dedicated to their areas of interest which they themselves can help shape, by suggesting topics or communicating via the intranet. These networking opportunities have already led to concrete partnerships between members.

### Looking ahead

Under EU Peers II, new independent platforms will be established in Bulgaria, Croatia, Poland and Slovenia. Hungary, in turn, is expected to become a focal point for other countries further east. A restructuring, then but the Transnational Community will always remain the open anchor point for everyone.

### 3. SUPPORT

## HELPING THE COMMUNITY GROW STRONGER

If Exchange was about what happened when practitioners met, Support is about learning formats that facilitate the exchange of knowledge amongst peers: understanding financing mechanisms for renovation projects, a mentoring programme for emerging One-Stop Shops, and an online Knowledge Hub.

### Adequate financial offers for deep renovation

For most homeowners, the obstacle is not whether to renovate but how to pay for it, and traditional banking products only reach a fraction of those who want to. EU Peers compared eight financing instruments used to fund deep renovation across Europe, from national grant schemes and on-bill repayment models to third-party financing companies and energy performance contracts.

*The barrier is often the feeling of unaffordability, not the renovation itself.*

— Sébastien Descours, (Filao Labs)

Two practical patterns came out of the analysis: public-led instruments work best at reaching vulnerable households and operating at scale; private-led instruments offer stronger legal guarantees on the energy savings delivered. Neither is complete on its own. The findings now anchor a Train-the-Trainer curriculum, first delivered in Budapest in November 2025, that helps advisors translate them into conversations with homeowners.

—  
**Find out more:** EU Peers interactive training on financing home renovation, five short modules at [eu-peers.eu/training](https://eu-peers.eu/training)



Photo credit: Roselyn Tirado  
on [Unsplash](https://unsplash.com).

## MENTORING THAT MEETS YOU WHERE YOU ARE

Since September 2025, EU Peers has run a structured mentoring programme for newer and emerging One-Stop Shops. It worked in three ways. A Helpdesk on the Community intranet, HumHub, gave members a place to ask questions and get answers from peers. Small online groups paired members with experienced practitioners. Senior experts on each topic took part too. The sessions ran as a short series, held in the member's own language. And site visits, hosted by experienced partners in Hungary, Italy, Ireland and Latvia, took small groups to established one-stop shops to see how the work is done in practice.

### Budapest, hosted by Energiaklub

OSS business models, financing through the Energy Efficiency Obligation Scheme, contractor selection, and OSS for energy-poor households.

### Torino, hosted by Region Piemonte

Multilevel governance, renewable energy communities, and the Sportello Energia Piemonte service model.

### South East Ireland, hosted by South East Energy Agency

Methodologies, building passports, energy poverty strategies, quality assurance, financing.

### Amiestas, hosted by Ēkubirojs and Amiestas

Setting up a municipal One-Stop Shop from the ground up

### Four site visits

The visits reached members at very different stages. Marina Cinovska, a housing specialist with Liepāja Municipality in Latvia, manages 206 renovated buildings largely on her own; she came to the Amiestas visit in Vilnius (LT) to learn how to formalise that work into a proper One-Stop Shop, leaving with a concrete plan to put to her municipal council.

For Györgyi Újszászi of Szentendre, Hungary, the programme arrived at exactly the right moment. She came in with her municipality ready to act, staff, governance and technical capacity all in place and a One-Stop Shop planned to open in May 2026.



31st of march 2026. Group picture of the mentoring meeting in Torino.  
Photo credit: Barbara Martignoni

Susanne Formane and Ulla Unzeitig  
RENEWAVE.AT e.G • Sanne Heemskerk  
Onesto • Efi Mavrou Center of  
Renewable Energy Sources and  
Saving • Črtomir Kurnik Local Energy  
Agency of Gorenjska (LEAG) • Julijana  
Šumić Municipality of Velenje • Karen  
Smets Dubo Limburg • Martina  
Nemcic KLIK Energy Cooperative  
• Barry Tapste Roscommon • Camilla  
Munno Rete nazionale delle Portinerie  
di comunità (Rete italiana di cultura  
popolare) • Bianca Piserchia and  
Antonio Castaldi Fondazione Banco  
dell'Energia • Marina Varvesi ASFOR  
• Oriana Corino and Giulia Tulli PRISMA  
• Stefano Dotta Envipark • Silvio  
de Nigris Regione Piemonte • Luca  
Colasuonno ENEA

## LEARNING LABS: PRACTICAL SESSIONS ON THE TOPICS THAT MATTER MOST

The Learning Labs in EU Peers were short, focused, practitioner-led, usually two or three sessions on one question that One-Stop Shops actually wrestle with. Seven Lab topics ran across the project, each hosted by a different consortium partner and shaped by the host's own practice:

- **Quality** of renovation work
- **Energy poverty**
- **Homeowner activation**
- **Business models** for OSS
- **Alliances and partnerships** along the renovation value chain
- **Multilevel governance**
- **Monitoring** the impact of one-stop shops

The March 2026 Energy Poverty Lab, for example, hosted by Climate Alliance, equipped practitioners with approaches to identify, reach and support energy-poor households, from outreach to financing to tailored renovation roadmaps.

*What stays with me is how relevant the Labs are — they take on the questions sitting right at the top of the EU agenda, but they stay grounded in what society actually needs, and where the real work still has to be done.*

— A participant from one of the Labs

Each Lab combined expert input with structured peer exchange and produced a short report for the Knowledge Hub.



*Learning Lab*



QUALITY  
IN RENOVATION  
WORKS



ENERGY  
POVERTY



THE MULTILEVEL  
GOVERNANCE  
DIMENSION IN OSS

MONITORING  
THE IMPACT OF OSS



ALLIANCES AND  
PARTNERSHIPS  
FOR IHRS



BUSINESS MODELS  
FOR OSS



HOME OWNER  
ACTIVATION

## COMMON RESOURCES

### Shared knowledge, at your disposal

For **more information**  
read here: <https://www.eu-peers.eu/knowledge-hub?category=Case+studies>

The Knowledge Hub is the open public library on the EU Peers website, an ever-growing archive of useful resources for developing One-Stop Shops across Europe. It gathers not only EU Peers' own results but useful material from other projects and contexts too, all tagged by topic and language so members and visitors can quickly find what is relevant to them.

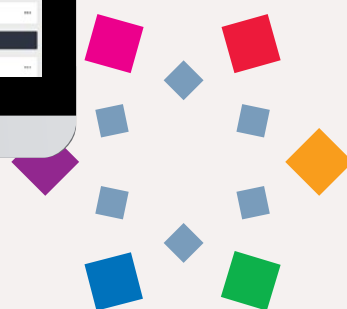
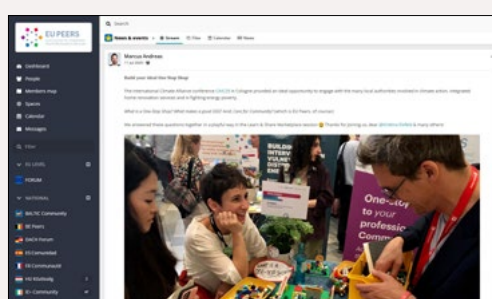
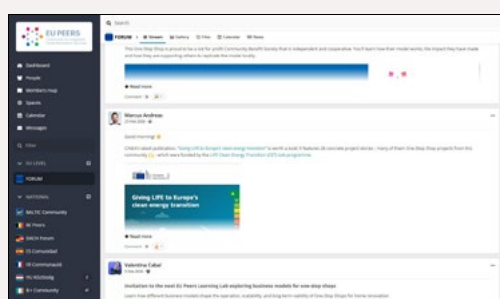
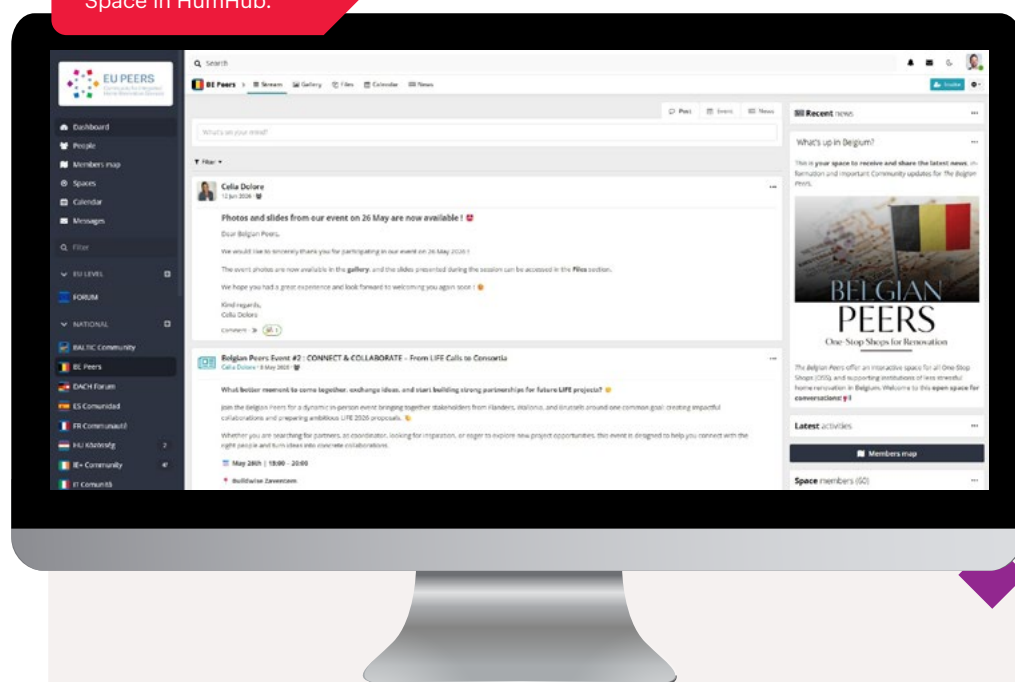
Two other formats also stand out. RenoChats, produced by Filao Labs, are talk-show-style interviews with experts on how to structure renovation services and navigate the market. The internal "Who is Who" series profiles a different one-stop shop and its team each month in a short online session.

### HumHub: the Community working space

For members, the Knowledge Hub is complemented by HumHub, the Community intranet. It hosts the national and thematic discussion spaces in local languages where members share experiences and access their national repositories of materials. It is where the Community meets between events, to swap tips on upcoming events and new publications, raise questions from their daily work, and work together on

documents. Sections are dedicated to each Community platform, alongside one shared forum open to members from across the EU.

Example of the Belgian  
Space in HumHub.



## 4. CHANGE & ADVOCACY

# TURNING EXPERIENCE INTO ADVOCACY

Whilst the Support chapter focused on strengthening the community from within, Change & Advocacy is about turning that collective experience outward — to key stakeholders at local, regional and national level, who can establish OSS as permanent public infrastructure.

## A home renovation gift box for your citizens

The Cities and Regions Campaign makes the case directly to local and regional authorities: opening a One-Stop Shop as a “gift box” for citizens, bundling

independent advice, project design, company selection, financing and quality assurance under one roof. The campaign frames three reasons to act as a political win, giving every homeowner access to ambitious, safe and simple renovation; boosting the local economy and keeping savings in the region; and delivering on EU and national climate goals. Practical materials like leaflets and postcards in eleven languages, plus step-by-step guidance on setting up a service that help authorities move from interest to action.

*One-Stop Shops create an environment of trust and proximity.*

— **Raquel Zulaica**, Head of Refurbishment Promotion, NASUVINSA, Navarre (Spain)

**Delve deeper:** EU Peers Cities and Regions Campaign · “How to set up a One-Stop Shop” step-by-step guidance: [eu-peers.eu/cities-and-regions-campaign](https://eu-peers.eu/cities-and-regions-campaign)

Give  
your citizens  
a **home  
renovation  
gift box**



## LEARNING ACROSS BORDERS: SPAIN AND FRANCE

The Community advocacy work is not only about reaching authorities directly; it is also about helping countries learn from one another. One of the best examples of this took place in November 2025, when EU Peers brought Spanish and French policymakers together in Barcelona, hosted with the support of the Diputació de

Barcelona — for the second in its series of European policy meetings. Coordinated by the Spanish and French Community managers, Green Building Council España and Filao Labs, it sat senior officials from Spain's housing ministry and France's national renovation agency alongside academics and practitioners.

The comparison was revealing. Both countries are formalising a new market actor to accompany homeowners (Spain's *Agente Rehabilitador* and France's *Mon*

*Accompagnateur Rénov'*) yet they approach funding, the balance of public and private roles, and support for vulnerable households differently. Shared themes emerged too: comfort and value persuade homeowners more than energy savings alone; roughly two-thirds of potential demand cannot be reached through traditional banking; and summer energy poverty is a growing concern that renovation policy has barely begun to address.

— **Delve deeper:** Report on Policy Meeting #2: Spain & France (Barcelona, November 2025): [eu-peers.eu/knowledge-hub](https://eu-peers.eu/knowledge-hub)

*People do not identify renovation as a need in terms of energy, but they do in terms of accessibility and comfort.*

— **Javier Martín**, General Director of Housing and Land, Spanish Ministry of Housing and Urban Agenda (MIVAU)  
— EU Peers Policy Meeting #2, Barcelona, November 2025



Javier Martín, DG Housing and Land of the Spanish Ministry of Housing and Urban Agenda • Vincent Feuillette, then Strategy Director of the French National Agency of Renovation • Miguel Segovia, head of Policies at GBCE

Exchange of ideas at the Paton Manning, Barcelona.  
Photo credit: GBCE

## FROM PRACTICE TO POLICY

The question is no longer whether One-Stop Shops work — but how best to support them in doing so. On average, 16% of the homeowners who receive their advice go on to renovate, and the EU's Joint Research Centre estimates they could deliver around 100,000 renovation projects a year. European policy is now catching up. The recast Energy Performance of Buildings Directive (2024/1275), whose transposition deadline fell at the end of May 2026, requires Member States to provide One-Stop Shops, as does the Energy Efficiency Directive (2023/1791); and the European Affordable Housing Plan, presented in December 2025, commits the Commission to issue guidance on One-Stop Shop services for renovation.

Drawing on its surveys, policy meetings and stakeholder consultations, EU Peers sets out six recommendations:



Underlying all six, the recommendations stress the conditions that make or break the model: independent advice and homeowner trust, political and regulatory continuity, clear responsibilities across EU, national, regional and local levels, and a renovation supply chain ready to meet the demand One-Stop Shops create.

—  
**Delve deeper:** EU Peers Policy Recommendations — OSS for Residential Building Renovation (2026): [eu-peers.eu/knowledge-hub](https://eu-peers.eu/knowledge-hub)

## THE ROAD TO 2035

Europe's climate targets run to 2050, but the choices that decide whether One-Stop Shops can help meet them fall now. Community policy work points to a phased direction, aligned with the EU's legislative calendar and the move from the current EU budget to the next. Member States enter it from very different starting points, some already run established, even accredited, OSS services; others are only beginning, so the stages below describe a shared direction, not a single timetable every country follows in step.

### Foundation

2026-2028



Translate the EPBD and EED into functioning national and territorial OSS frameworks, with clear roles, governance, funding and quality requirements. Build the capacity, partnerships and monitoring needed for sustainable delivery.

### Scale-up

2029-2032



Expand OSS coverage and operational capacity through predictable funding, stronger partnerships and streamlined processes. Align OSSs, market actors and financial institutions to turn growing renovation demand into high-quality completed projects.

### Consolidation

2033-2035 and beyond



Establish OSSs as permanent renovation infrastructure. Use evidence to close remaining gaps, improve accessibility and outcomes, and continuously adapt services to evolving technologies, regulations and homeowner needs.

Above all, this depends on continuity. The principal risk to One-Stop Shops is not the policy framework itself but its instability — the funding gaps and shifting priorities that have stalled renovation programmes in the past. Scaling One-Stop Shops will require sustained investment from both public and private sources, underpinned by a stable policy framework that gives households, investors, the construction sector and operators alike the confidence to commit. Over the coming decade, that stability will prove more decisive than any single measure.

## A COMMUNITY, AND AN INVITATION

Over three years, the EU Peers Community grew from a handful of partners into a network spanning the continent: practitioners who became visible to one another, exchanged what works, supported emerging services, and carried a shared voice into the rooms where renovation policy is made.

That work does not end with this report. The work of advocacy continues as the policy landscape evolves. Practitioners understand from experience, what helps homeowners renovate and what holds them back. The Community task now is to make sure that experience reaches the people shaping those decisions.

The Community is open to all those who support the One-Stop Shop ecosystem, each contributing independently to making home renovation easier. Members exchange what works, find peers working on the same questions and draw on the shared body of practice the Community has built. If you are a city or region, the Cities and Regions Campaign is your starting point. It is an opportunity to join a settled Community for getting maximum benefits out of it.

→ [eu-peers.eu/  
membership-application](https://eu-peers.eu/membership-application)

→ [eu-peers.eu/  
cities-and-regions-campaign](https://eu-peers.eu/cities-and-regions-campaign)



EU Peers Summit, 11 June 2024, Brussels, interactive get-to-know-you session.



High-level panel discussion at EU Peers Summit, 2024, Brussels.



Group photo from EU Peers Summit 2024.