

Achieving the 2030 climate goals: One-stop-shops for the residential sector



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Achieving the 2030 climate goals: One-stop-shops for the residential sector

Today's speakers:



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Project Manager



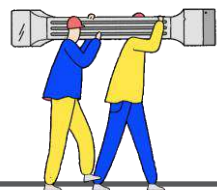
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Consulting



**TURNKEY
RETROFIT**



Benchmarking of promising experiences of integrated renovation services in Europe

Jonathan Volt
Project Manager
BPIE
29/04/2021

Partners

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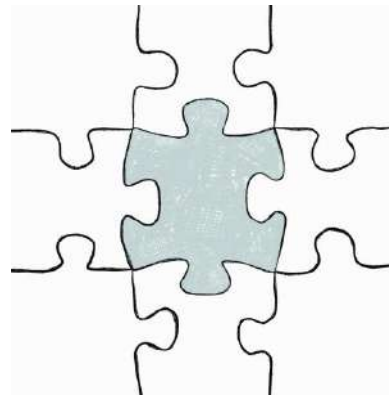
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WHY ONE STOP SHOPS?

Problems we face:

- Low **renovation rate**
- Insufficient **renovation depth**
- Renovations are **perceived as complex**, costly and time-consuming
- The selected measures are too often **suboptimal**, in terms of achieved energy savings and satisfaction
- The preferred quality of individual components is in general too low
- The **level of trust** in renovation advice, actors and expected savings is also insufficient



Solutions One Stop Shops can offer:

- Trigger renovations by **packaging and targeting messages** to the individuals
- Enable a smooth renovation process by bringing together and coordinating a **wide range of services**, including technical diagnosis, alignment of construction value chain, financing support and monitoring of the implemented measures
- Adapt the renovation plan to the **needs and preferences** of the users
- Compile a better renovation package, including **long-term financing solutions**
- Build **trust** through reliable contractors and guarantee of results



TURNKEY RETROFIT

- 9 partners **have joined forces** to develop Solutions4Renovation in France, Ireland and Spain
- The ambition is that elements of the solution will be **replicated** across Europe
- The project is funded and enabled by **Horizon 2020**
- The project wraps up in March 2022 and all findings will be available at turnkey-retrofit.eu



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**TURNKEY
RETROFIT**

Grant agreement ID: 839134

BENCHMARKING STUDY

Analysis of the 9 of the **most interesting integrated renovation services** in Europe, including

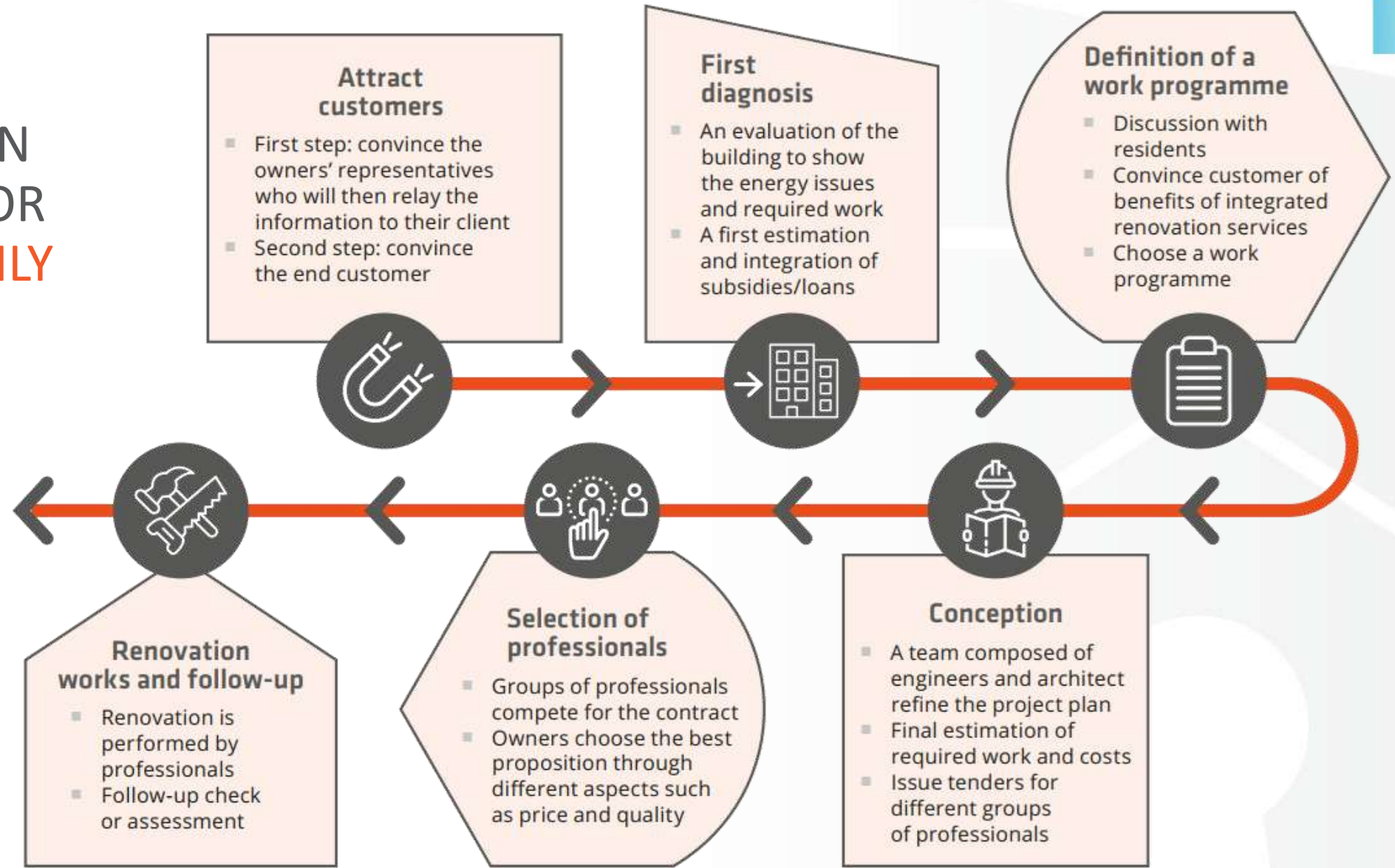
- Heero, Operene and Oktave in France,
- Sire in Spain
- SuperHomes and Proenergyhomes in Ireland
- BetterHome in Denmark
- Energiesprong in The Netherlands
- RetrofitWorks in the UK

The **9 services are very diverse**, with different purposes, revenue streams, organisational structures, renovation solutions, and models of collaboration with other value chain actors and stakeholders

The study provided useful insights into **what is it** that makes one stop shops for renovation work?

Description of renovation services	France			Spain	Ireland		Denmark	Netherlands	United Kingdom
	izigloo	Operene	Oktave	SIRE	Super-Homes	ProEnergy Homes	BetterHome	Energiesprong	Retrofit-Works
Launch									
Active since (first renovation)	2015	2014	2016	2015	2015	2019	2014	2013	2015
Host organisation type									
Service provider	Independent org.	Independent org.	Semi public	Private association	Energy agency	Energy service company	Component manufacturers	PPP	Co-operative
Target building typology									
Single-family houses	+		+	+	+	+	+		+
Multi-family buildings		+		+		+	+	+	+
Other (non-residential, social housing, public buildings etc.)		+					+	+	+
Renovation level									
Nearly Zero Energy			+		+			+	
Deep renovation (=50%)		+							
All renovation levels	+			+		+	+		+
Data gathering									
On-site		+	+	+	+	+	+	+	+
Extrapolation (based on climate, building typologies etc.)	+								
User-inserted data	+						+		
Key partners									
Contractors/installers	+	+	+	+	+		+	+	+
Products/energy suppliers			+	+	+	+	+	+	+
Energy auditor		+	+		+		Installer	+	+
Financial institutions			+		+	+	+	+	
Outreach channels									
Online	+	+		+			+		
Network of actors	+		+		+	+	+	+	
Renovation advice centres		+	+					+	

TYPICAL RENOVATION JOURNEY FOR MULTI-FAMILY BUILDINGS



TO BECOME SUCCESSFUL, ONE STOP SHOPS NEED TO:

- build **strong networks with local actors** in the regions it will be implemented
- be the **single-point contact** for the homeowner and project manager of the renovation works (for larger buildings it is also necessary to collaborate with co-contractors)
- have a value proposition focusing on the **overall customer experience** and renovation outcome. The process should be transparent and **minimise any unpleasant surprises** for the customer, such as a final cost that surpasses the initial budget or delays in the renovation process
- have a strong **online platform** to get people interested and ensure a good conversion rate
- consider **different revenue streams**, including project (management) fees and charges for connecting a potential customer with the right professionals
- Facilitate an effective collaboration among professionals, while **enabling a smooth renovation process** for the homeowners



BUSINESS MODEL CANVAS



LESSONS LEARNED FOR THE RENOVATION WAVE

- One stop shop is **not a single-bullet solution** but a necessary component in an effective policy mix
- The service is **only as good as its weakest link** – need for more and better trained advisors and contractors, reliable local suppliers and engagement from local authorities and banks
- It needs to be **adapted to the local market**, policy framework and needs
- Reliable and granular **building data** (provided by EPC databases or Digital Building Logbooks) enable a better service
- Use one stop shops to enable **district solutions**
- Involve both **public and private actors** in the model
- Use one stop shops to **steer investments towards deep renovations**, e.g. by integrating Building Renovation Passports
- One stop shops will only become more relevant by bringing together **different Renovation Wave provisions**, incl. innovative financing, issuing of EPCs, life-cycle analysis and information on how to comply with Mandatory Minimum Energy Performance Standards



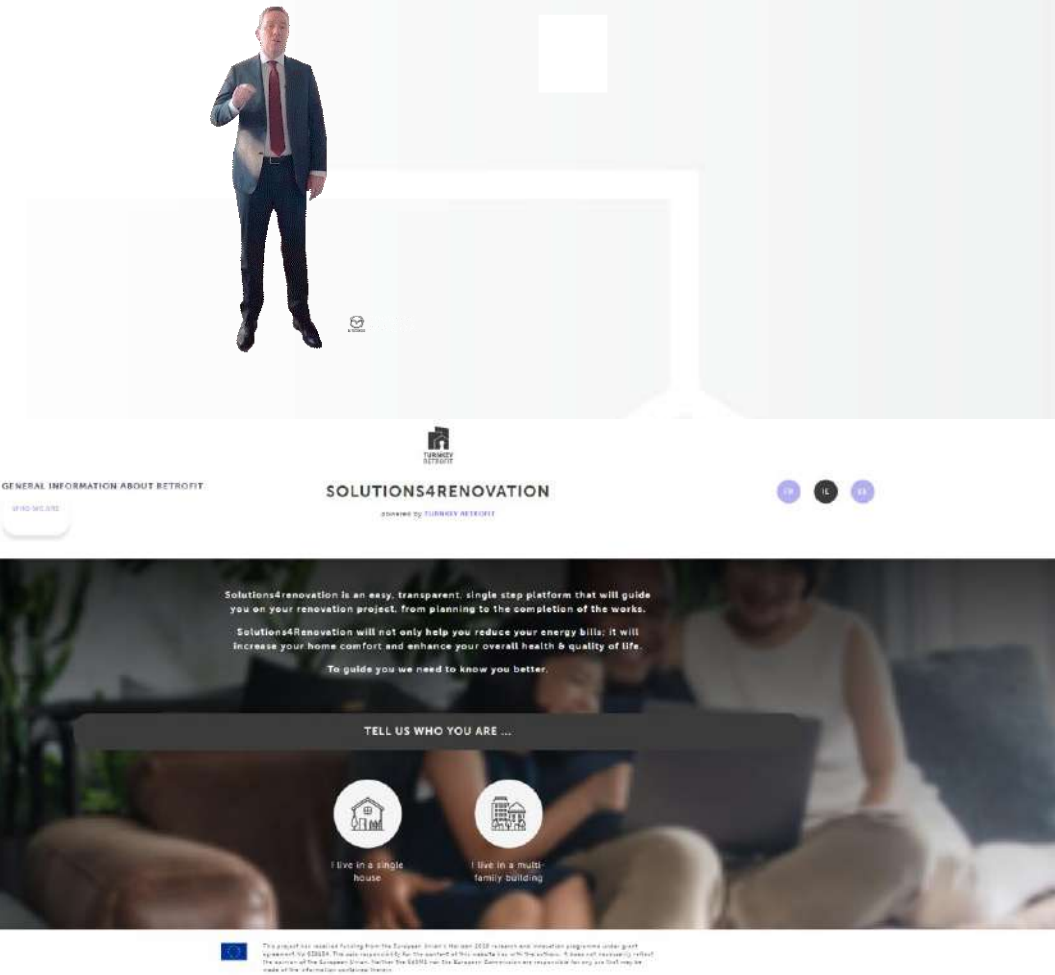
NEXT STEPS

For One Stop Shops

- Maximize the use of digital solutions and big data
- Become fit-for-purpose - adapt to support the pending Renovation Wave
- Widen the scope – integrate expertise on aesthetics, IEQ, LCA, etc.
- Prepare to move from being a niche idea to become mainstream

For Turnkey Retrofit

- The replications are underway in Ireland and France
- We (BPIE and NUIG) are working to derive specific lessons learned for the Renovation Wave
- If you are interested to replicate any of the elements that we have developed within the project - get in touch



www.Solution4renovation.eu

Thank you for your attention!



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www.turnkey-retrofit.eu



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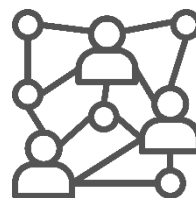


OPERENE SERVICES - MULTI-FAMILY BUILDING



Deep renovation

Global energy retrofit in order to maximise energy performance and asset value



Network coordination

Coordination of consortium of SME's that are dedicated to energy performance



Energy performance contract

Energy consumption reduction is guaranteed under an EPC

RENOVATION JOURNEY – PRIVATE SECTOR

The renovation process for the Operene integrated renovation follows 5 main steps:

- 1- The contractor provides Operene with the work programmes
- 2- Select SMEs specialized in each work package that we need to realize in the work programmes
- 3- We define and outline a project with companies including the cost, the means used and the objective to be achieved
- 4- Project supervision made by Operene which is the unique contact point for the client
- 5- Operene ensure quality control during the construction phase to guarantee the proper performance of the work

In collective buildings, the project design is done by an architect, a thermal study engineers or surveyors then voted by the co-owner's assembly

Controls regarding the energy performance of the works that are conducted

KEY-FIGURE OF MULTI-FAMILY BUILDING RENOVATION

- ✓ Operene targets : multi-family building with renovation working starting at around 500 k€ (renovation work only)
- ✓ Investments costs : from 20 k€/apartments (only works)
- ✓ Grants : min 4-5 k€/apartments

Grants : public (Eco-prest, Maprimerenov', ...) & private (White certificate)

White certificates can cover in average 10% of the cost of the works (+ bonus in case of an EPC)

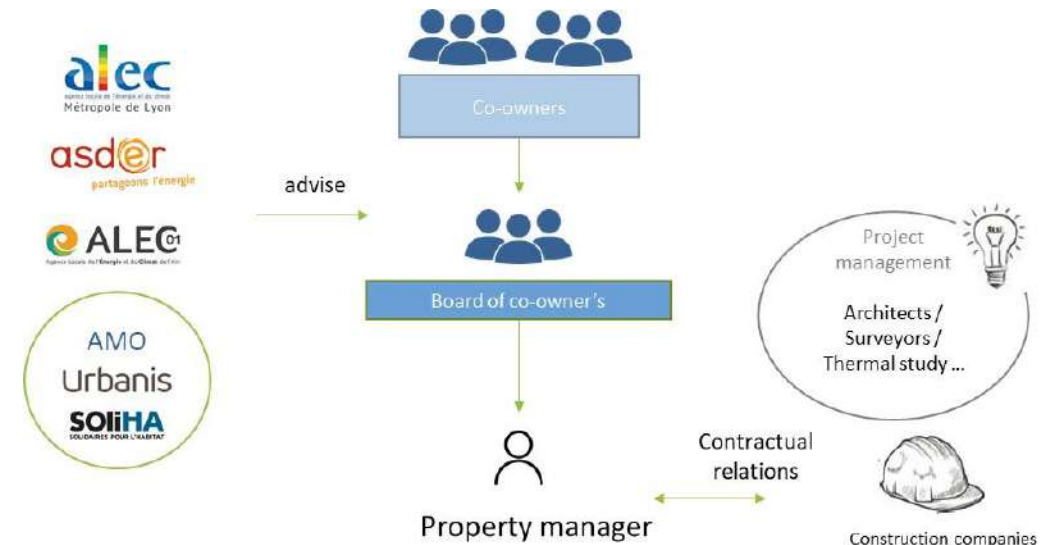


	MWh _{cumac}	Prime €	% CEE / coût travaux TTC
Travaux	11 452	80 169 €	9%
Bonus CPE	6 299	44 093 €	5%
Total	17 751	124 262 €	14%
Total (avec nouveau bonus CPE)	24 051	168 355 €	18%

IS IT DIFFICULT TO REFURBISH MULTI-FAMILY BUILDINGS ? AND WHY SO ?

Main barriers :

- ✓ A deep renovation project has to be voted by a large majority of co-owner's and there is no legal obligations
- ✓ No one is responsible for the refurbishment project (assembly ? Property manager ?) - hence a strong motivation from the assembly of co-owner's is needed
- ✓ Human resources - property manager cannot handle several deep renovation project & renovation companies have a lot of labour issues
- ✓ *Cost of renovation - largely reduced by all the funding available (local and national)*





CONTACT

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EuroPACE: Unlocking the Market for Eco-Sustainable Renovation

GNE FINANCE
High Impact Investments



8 Projects in 4 Countries

GNE Finance is a trusted partner in designing and developing the technical and financial aspects of the following successful home renovation projects



Horizon 2020 funded projects



EUROPACE - SPAIN



OPENGELA
OPENGELA - SPAIN



ORFEE - FRANCE



THE WORLD BANK
SUSTAINABLE FINANCE - CHILE



EENVEST - ITALY, SPAIN



SAVETHEHOMES -
NETHERLANDS, SPAIN



FITHOME - NETHERLANDS



REGENERATE - BALEARIC ISLANDS:
PALMA, MENORCA, IBIZA



SER - ITALY, BULGARIA, FRANCE,
SLOVAKIA, POLAND, CZECH REPUBLIC
AND GERMANY



EU-PACE - NORWAY,
SWITZERLAND

Effective Home Renovation Formula



01

Technical Assistance

Coordination and advice to support customers throughout the renovation journey, including contractor training and verification.



02

Affordable Financing

Affordable, long-term financing, integrating subsidies and rebates to make it accessible to all citizens.



03

Smart Funding

Creating a risk-sharing facility to enable vulnerable groups to access long-term financing, thus facilitating equitable energy transition.



**Trust to
Renovate**

- **One-Stop-Shop co-designed with a public authority**
 - Public-private partnership
 - Economically self-sustainable
 - Laser-focused on sales and project uptake
- **Innovation in financing**
 - Affordable and long terms financing
 - Explore home-based financing - attached to a property and not an individual
 - Social Guarantee Fund

8 partners from 4 countries:

GNE FINANCE



The role of the public authority

Establish legal basis for the program



1

Olot adopts a local ordinance



Olot and GNE Finance establish a Public-Private Partnership

2

Establish an entity to operate the program

Fundació
EuroPACE

Design a scalable financing platform



3

GNE Finance develops an investment vehicle

Program Launched in Q4 2019

4

Launch the program



Create a strong pipeline and position it for expansion



5

GNE Finance and Olot are developing a pipeline of projects and recruiting cities in Catalonia

Home renovation pilot in Catalonia, Spain



TECHNICAL SUPPORT

Ensures lower project risk



TRUSTED CONTRACTORS

Verified and trained by the program



CUSTOMER SUPPORT

Advice throughout the renovation journey



AFFORDABLE FINANCING

Combined with subsidies and grants



6 Simple Steps

1

Initial assessment

Energy diagnosis and preliminary proposal

2

Technical solution

Contractor selection and project proposal review

3

Financing

Tailored financing offer, including subsidy advice

4

Project execution

Work performed by validated contractors

5

Verification

Project verification by the program

6

Repayment

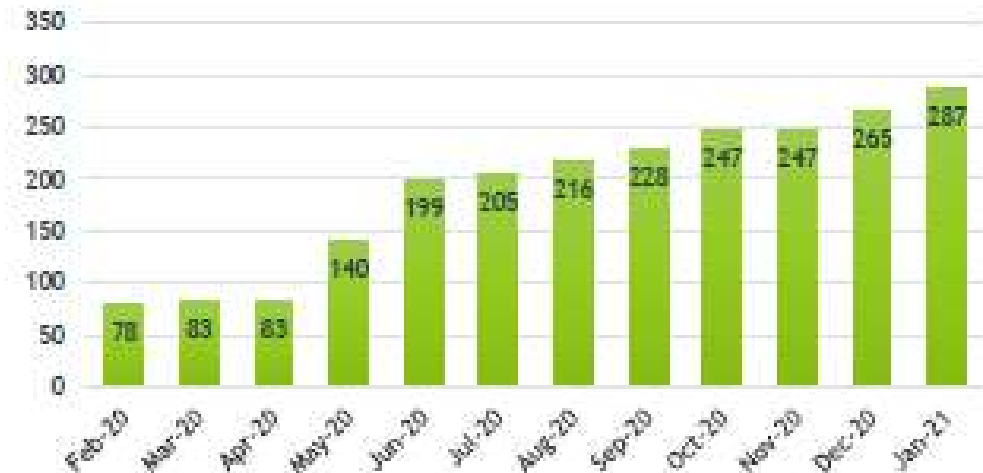
Monthly repayment to the financing provider

HolaDomus Achievements



- Total investment of €1.4M mobilized
- The majority of projects are single measure (61%) in single unit homes (67%), followed by apartments (21%)
- Most leads come from family and friends
- **Users rate the program 8.6/10**
- **100% of surveyed users would recommend the program**
- Users value simple process, personalized assistance, and centralized interaction with contractors, retrofit license, and grants

Total leads



Projects generated

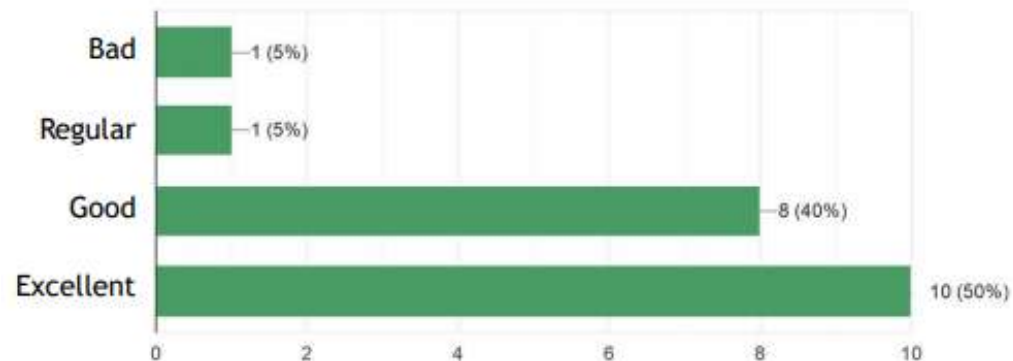


Contractor Relations

Users rate the contractors 8,6/10

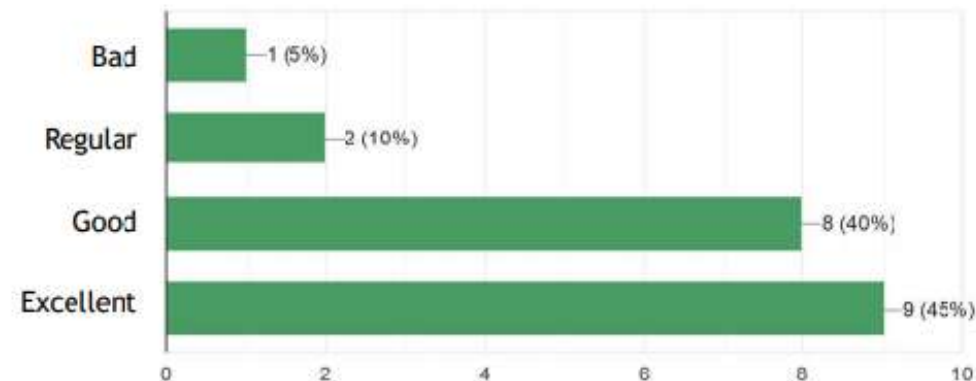
How do you rate the contractor communication with you?

20 responses



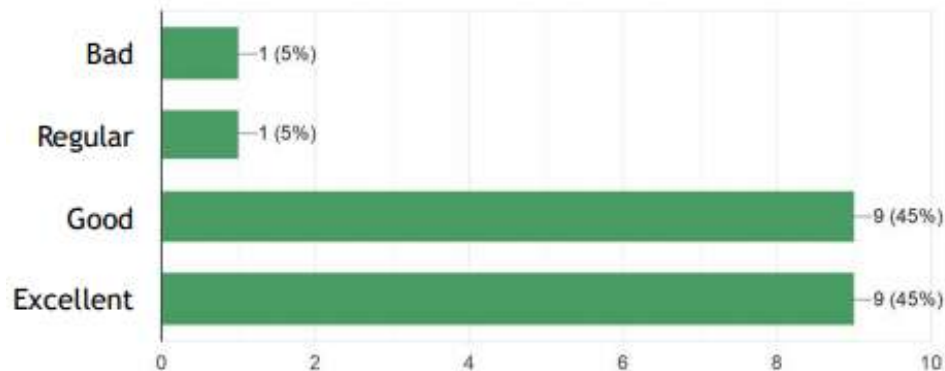
How do you rate the contractor cleanliness during works?

20 responses



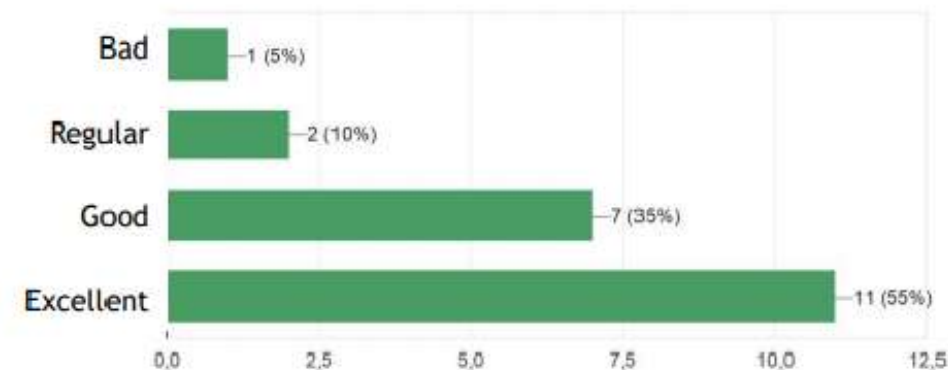
How do you rate the contractor punctuality and rigor on deadlines?

20 responses



How do you rate the contractor works quality?

20 responses



Completed Projects in Olot, Spain

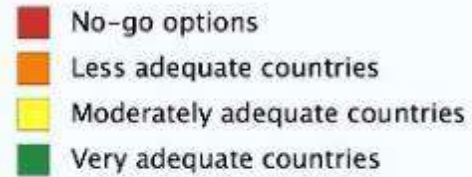
GNE FINANCE
High Impact Investments





Affordable and Accessible Financing

- **Type of Loan:** Home renovation loan recorded in the property registry
- **Loan size:** €5 - 100K in residential properties, 100% up front
- **Average size:** €20K for multi-family and 30K for single family
- **Duration:** from 5 to 15 years
- **Payment terms:** affordable financing, depending on credit assessment and term.
- **Monthly installment:** Starting at € 39
- **Support for vulnerable groups:** Public funds used as a guarantee Fund to create a higher leverage



Market Readiness Assessment

1. Analyse the **legal and fiscal conditions** in each EU28 member state
2. Rank each of the EU28 member state and produce a **readiness map**
3. **Select 7 countries most suitable for EuroPACE**
4. Analyse market suitability of the seven countries to further narrow it down to **4 countries**.



EuroPACE Amendment under Climate Change Law

PROPUESTA DE ENMIENDA AL PROYECTO DE LEY DE MEDIDAS URGENTES PARA LA TRANSICIÓN ENERGÉTICA Y LA PROTECCIÓN DE LOS CONSUMIDORES (PROCEDENTE DEL RDL 15/2018, DE 5 DE OCTUBRE)

ESTABLECIMIENTO DE UNA PRESTACIÓN PATRIMONIAL DE CARÁCTER PÚBLICO NO TRIBUTARIA CON RÉGIMEN DE COBRO Y DE GARANTÍAS PROPIO PARA PROGRAMAS DE MEJORA DE LA EFICIENCIA ENERGÉTICA, DE SUPRESIÓN DE BARRERAS ARQUITECTÓNICAS EN INMUEBLES, Y DE MEJORA DE LAS CONDICIONES DE HABITABILIDAD EN VIVIENDAS ANTIGUAS.

El preámbulo del RDL considera que, para los hogares y las familias, la energía es un bien imprescindible para satisfacer las necesidades básicas y explica que el sistema energético ha iniciado un proceso de transición hacia un nuevo paradigma caracterizado por la descarbonización, la descentralización de la generación, la electrificación de la economía, la participación más activa de los consumidores y un uso más sostenible de los recursos.

Sin lugar a dudas las características energéticas de las viviendas concitan varios de los anteriores elementos. Adecuar los edificios residenciales de manera que resulten más eficientes o que introduzcan sistemas de autoconsumo requiere un gran esfuerzo inversor y de gestión. Son muchos los municipios españoles que han acometido políticas públicas con el objetivo de potenciar la rehabilitación del parque residencial, articulando operaciones en las cuales se procede a la remodelación de los edificios en una triple vertiente, su adecuación a la plena accesibilidad, la mejora de su eficiencia energética y de las condiciones de habitabilidad de las viviendas.

A pesar del esfuerzo de las administraciones públicas, resulta complejo atender la magnitud de la problemática que afecta a un porcentaje elevado de las viviendas en buena parte de las ciudades del país. Las iniciativas de los ciudadanos chocan con graves dificultades a la hora de conseguir la financiación necesaria para las actuaciones de rehabilitación. En la actualidad, los particulares que se plantean realizar estas obras o bien no pueden acceder a préstamos –dados sus perfiles de solvencia–, o bien, pudiendo acceder al crédito, en las condiciones que se les ofrecen (garantías personales, tipo de interés, plazos breves de devolución), hacen que sean reticentes a recurrir al crédito para emprender estas obras.

Valid
Public
Purpose

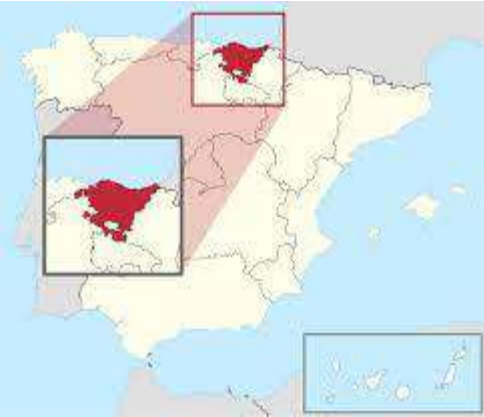
Establish a public-private partnership between program entity and public authorities

Special
Conduit

Enable local governments to intervene in the payment recovery process = 'credit enhancement that will attract private capital'

Non-fiscal measure leverages on an existing mechanism - the “Prestaciones Patrimoniales Publicas de carácter no Tributario”

Scaling EuroPACE



- Public-private partnership with the Basque Government
- **Innovative financing model** combining public and private funds to support **vulnerable groups via local offices.**
- Project pipeline of **€ 15 million** across Eibar, Durango, Lasarte, and Otxarkoaga



- Public-private partnership with the **Palma de Mallorca, Menorca and Ibiza.**
- **Affordable financing** is combined with **technical assistance** in a OSS with local offices.
- Identified a project pipeline of **€ 44 million** or 3,000+ homes.

Scaling OSS to Galvanize the Renovation Wave

Strong policy support is key:

- Mandatory minimum energy performance requirements
- Fiscal incentives
- Optimized the use of subsidies and grants
- Smart use of public funds for de-risking

Focus on effective models: attract private players to develop effective & economically self-sustainable renovation programs to achieve scale

Stimulate the eco-system of professionals: PPP have a tremendous potential to generate new business opportunities while creating jobs and paving the road for post Covid-19 recovery.





Thank you!

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