



SESSION IV

An intergrated support offer for private home renovation: The “One-Stop-Shop” (OSS) concept

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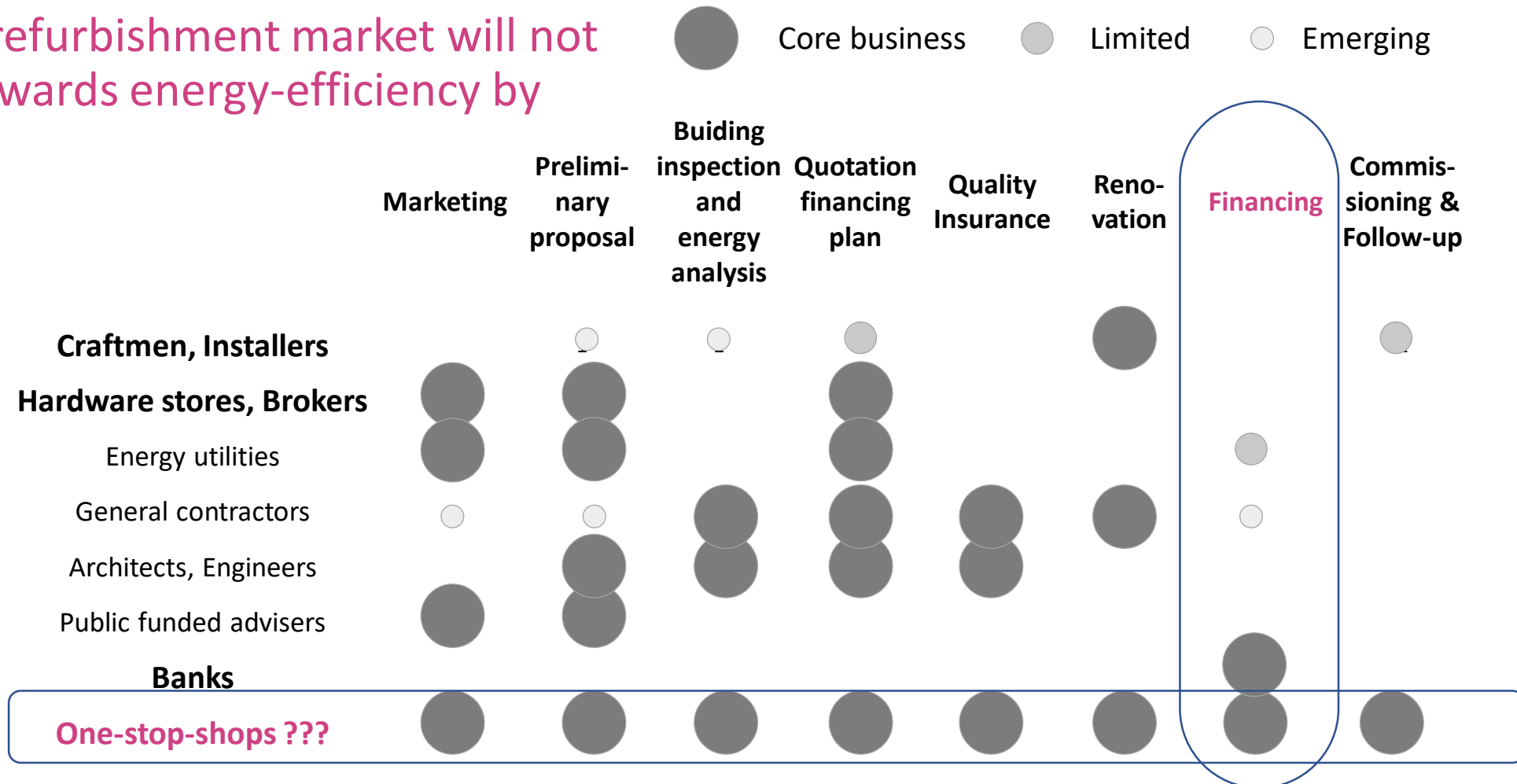
**Interreg
Europe**

European Union | European Regional Development Fund



Understanding Financial Instruments – Application to the financing of refurbishment of private homes

→ Home refurbishment market will not shift towards energy-efficiency by itself



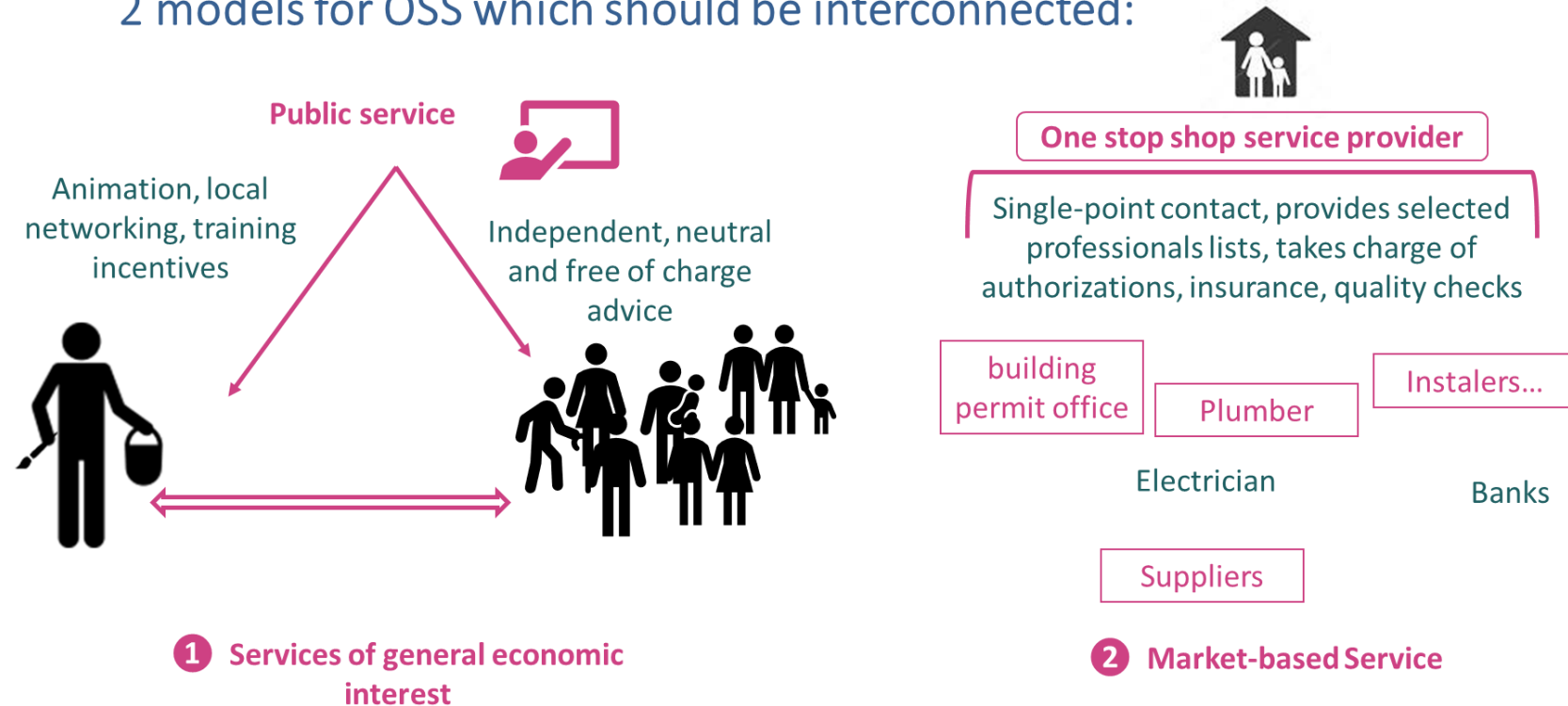
⇒ Financing is a key to enhance integrated energy-efficient renovation offers

An intergrated support offer for private home renovation

The “One-Stop-Shop” (OSS) concept

Clarify the business models of one-stop-shops

2 models for OSS which should be interconnected:



Interesting energy-efficient refurbishment OSS experiences to follow

⇒ Exemple of Hauts de France



⇒ And from Innovate Project partners: Innovate is an ongoing H2020 project: Setting-up innovative energy efficiency packages for home renovations

- ✓ Near London: RetrofitWorks is a multi-stakeholder cooperative through which around 450 SMEs collaborate and develop delivery models for energy efficient retrofitting, thereby including community-based organisations. The online One-Stop-Shop bringing practitioners, homeowners and municipalities together is being developed with INNOVATE

<http://retrofitworks.co.uk/>

- ✓ Reimarkt shops have opened in 6 Dutch cities, where homeowners can simply pop by and leave with a comprehensive ready-made refurbishment package comprised of advisory, financing support services and installation. The products offered are tailored to different housing types with an emphasis on fixed prices, installation times and guarantees. With INNOVATE, Reimarkt is being developed for condominiums

<http://reimarkt.nl/>



RETROFITWORKS
BUILDING EFFICIENCY TOGETHER

REIMARKT

The importance of creating trust in the performance of the technical energy refurbishment works

Building Quality Control and Compliance Procedures

Qualification of construction companies: **implemented nationally**



Procedures for Quality Control and Compliance of top performing works: **implemented at regional level**

DESIGN		EXECUTION OF WORKS		COMMISSIONING AND FOLLOW-UP
Prescription of Works <i>Audit / Technical and Architectural Diagnosis</i>	Materials and systems <i>Nature et performance des matériaux</i>	Implementation <i>Referencing / club / quality charter</i>	Meters / sensors <i>Maintenance</i>	
<i>Targeted performance level (element by element / overall)</i> <i>Random control - evaluation grid</i>	<i>Label,</i> <i>Construction start-up meeting</i> <i>Management of singular points (thermal bridge, steam migration, air permeability)</i>	<i>Site supervision</i> <i>In situ measurements</i> <i>Visual control</i> <i>Final leak test</i> <i>Thermography</i> <i>Simulation of thermal losses</i> <i>Evaluation grid - random control & reporting</i>	<i>Point or continuous measurements</i> <i>Quality survey</i>	



Setting up innovative
energy efficiency service packages
for home renovations

Thank You

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[Financingbuildingrenovation.eu](https://financingbuildingrenovation.eu)