

How to set up an Integrated Home Renovation Service?

Deep dive into the strategies & business models of the six French one-stop shops

Peer-to-peer workshop

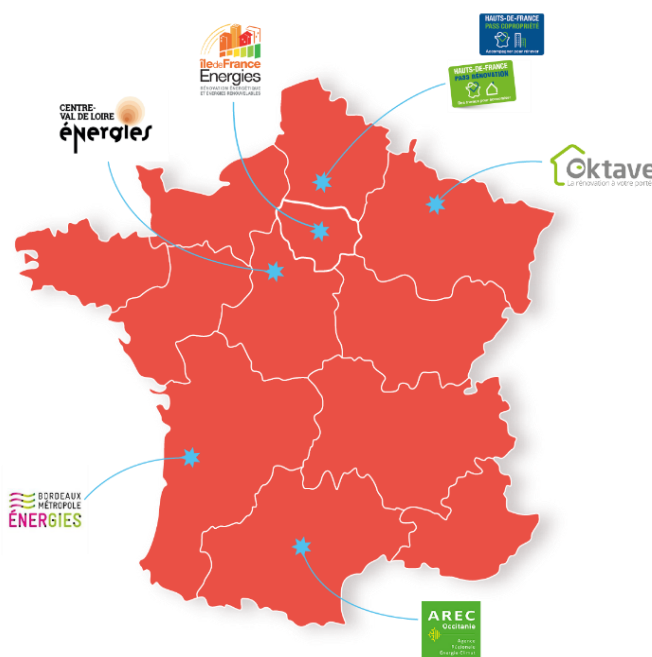
WHEN: 20 June 2023 // 14h00 - 18h00

WHERE: La Tricoterie, Rue Théodore Verhaegen 158, 1060 Brussels, Belgium

This peer-to-peer workshop is a unique occasion to learn from the experience of the six French one-stop shops - the regional public or semi-public organisations offering integrated advisory, technical and financial solutions for the energy renovation of housing. They make ambitious energy renovation simpler and accessible to all homeowners, reducing their energy bills in average by 50%. To date, they have carried out global renovations of more than 6,000 dwellings, representing an investment of €132 million, and have issued 1,300 loans for a total amount of €40 million.

A successful model that is worth replicating throughout Europe. But the devil is in the details. What are the profiles and objectives of the territories that decided to open a one-stop shop? What support one-stop shops receive from governments and private organisations? What are the legal and economic models they opted for? How are they organised internally? What processes and work flows they follow?

Join the event, raise your own questions and get tailor-made advice from experts who have been successfully growing their activities for over more than 10 years!



Targeted participants: local and regional integrated home renovation service providers, local, regional & national governments that intend to support the creation of one-stop shops on their territories, EU institutions.

This event is organised in the framework of the [European Horizon 2020 project ORFEE](#).

AGENDA

13h30 – 14h00	Welcome coffee & tea
14h00 - 14h10	Introduction & icebreaker <i>Thibaut Maraquin & Jana Cicmanova, Energy Cities</i>
14h10 - 14h20	LIFE programme: what support for the creation & replication of One-Stop Shops? <i>Christophe Milin, Project Advisor, CINEA, European Commission</i>
14h20 - 15h00	Case study of Bordeaux Métropole Energies <i>Pierre Levi, Director of energy transition, Bordeaux Métropole Energies</i> <ul style="list-style-type: none"> What were the necessary conditions for setting up the Integrated Home Renovation Services (IHRS) in Bordeaux Métropole? Which steps did you take to create an IHRS? Which is the legal model of your IHRS? Which is the economic model of your IHRS? How do your operational organisation, processes and work flows look like? What difficulties have you faced? What have you learnt? What recommendations would you give to your peers?
15h00 - 15h15	Break
15h15 – 16h00	Focus on the customer journey, working with installers & quality check <i>Gabriel Quentin, Technical Expert, Oktave</i> <ul style="list-style-type: none"> Q&A Comparison of the Oktave's model with other existing models
16h00 - 16h30	Focus on the legal model <i>Pierre Levi, Director of energy transition, Bordeaux Métropole Energies</i> <i>Françoise Réfabert & Marie Pourchot, Energies Demain</i> <ul style="list-style-type: none"> Comparison of the Bordeaux Métropole Energies' legal model with other existing models Q&A
16h30 – 16h45	Break
16h45 - 17h15	Focus on the economic model <i>Pierre Levi, Director of energy transition, Bordeaux Métropole Energies</i> <i>Françoise Réfabert & Marie Pourchot, Energies Demain</i> <ul style="list-style-type: none"> Comparison of the Bordeaux Métropole Energies' economic model with other existing models Q&A
17h15 - 18h00	Discussion & Conclusion
18h00 - 20h00	Networking cocktail with Energy Cities' members