

# Promoting Building Retrofits in the Private Residential Sector through One-Stop-Shops in Germany



Photos: Getty Images

Anyone who owns a residential building wants to maintain its value and save energy costs. Yet energy saving renovations are a complex matter: How do I plan the project? What subsidies are available? Which installation contractors can I trust? In order to implement cost-effective and profitable solutions, you need experience. We are working on a solution for this: One-Stop-Shops bundle the necessary competences and can help as needed.

## What are One-Stop-Shops?

One-Stop-Shops facilitate energy efficiency renovations by being a single point of contact. They are able to fulfil all tasks associated with an energy efficiency renovation or organise that third parties will fulfil these tasks: financing, planning, commissioning, supervision and quality assurance of the refurbishment activities.

## Tasks of ProRetro

- The task of ProRetro is to develop and test One-Stop-Shops for building refurbishments for the regions of Böblingen and Hanover and the cities of Berlin, Bottrop and Wuppertal.
- In developing the One-Stop-Shops, the German project partners receive support from organisations from other European countries that already offer such a business model successfully (“peer-to-peer learning”).
- The Wuppertal Institute supports the local implementing partners in their work and coordinates the project.

## Objectives of ProRetro

- overcome barriers to residential energy efficiency renovations by offering new One-Stop-Shop services to customers in five German cities/regions
- conceptualise, plan, implement and monitor/evaluate the new One-Stop-Shops
- cover the whole customer journey of a building renovation from audit/advice, planning, contracting, implementation and monitoring and approval
- prepare the continuation of the One-Stop-Shop business models beyond the project lifetime

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