



- Financing & Funding
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## // One-Stop-Shop for Böblingen district (*Pro Retro* project)

### Böblingen | Germany

#### Short description

An activity and result of the EU-funded und *ProRetro* project, a →one-stop-shop (OSS) at the Böblingen Energy Agency (EABB) was installed for the target group of homeowners' associations (HOA). It serves as the first point of contact for questions around the energy-efficient refurbishment of buildings and supports homeowners during renovation processes, from the initial decision through to implementation. It doesn't matter whether a building is being completely or partially renovated in terms of energy efficiency or whether individual measures such as replacing the heating or insulating the roof are concerned.

#### Year // Duration

Established between 2020 and 2023 as part of the →Horizon2020-funded *ProRetro* project (completed); in operation

#### Objective

Between June 2020 and September 2021, the model for a one-stop store was developed as part of *ProRetro*, in which HOAs are advised on the current legal framework conditions, informed about funding opportunities and given neutral and independent support in decision making processes. The model was implemented for the district of Böblingen by the EABB. The energy agency is available as a contact partner, supports HOA in the process

of taking decisions and accompanies the implementation of the agreed measures.

#### Initial situation

As in all federal states and across Germany, there is also a large renovation backlog in the Böblingen district, particularly in buildings owned by HOA. Many homeowners' associations are unaware of the current legal framework and have reservations about new technologies or how they work. Due to the sometimes lengthy decision-making processes and differing views and situations of the owners, a lot of time can pass before a HOA decides to carry out an energy-efficient refurbishment or measure like replacing the heating system<sup>1</sup>. In addition, the financial resources and reserves of a HOA and the individual owners must be taken into account.

#### Implementation & Measures

Refurbishment poses many challenges for HOA. The relationship between letting and ownership plays just as much a role as individual interests and reservations. The HOA's financial situation is a decisive factor in whether measures are implemented or not. The EABB provides support here, points out financing options and advises on available development loans and grants. Preparing the

<sup>1</sup> The new Home Ownership Act provides a partial remedy here by enabling renovation measures to be accelerated by means of a simple majority resolution.

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necessary information for the HOA is the key to a timely and successful decision and implementation of a refurbishment project. The necessary information for the HOA is the key to a timely and successful decision and implementation of a refurbishment project. If the decision is made to renovate, the EABB offers to support the HOA during the implementation process.

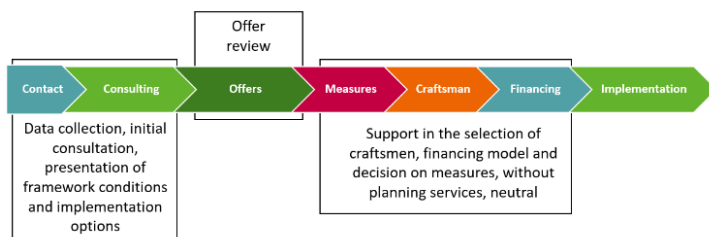


Figure: Refurbishment process and how the energy agency supports it.

Source: Energieagentur Kreis Böblingen (EABB)

Range of services (including):

- Initial advice on: energy-saving measures, legal framework and subsidies
- Referral to an energy consultancy to draw up a refurbishment roadmap (iSFP)
- Advice on subsidies
- Coordination with local authorities
- Contact person during the construction phase
- Practical support regarding
  - Selection of measures
  - Application for funding
  - Search for and selection of craftsmen

### Results

During the implementation of the *ProRetro* project, the energy agency was able to support 136 homeowners' associations in the district, mostly through initial consultations or presentations at homeowners' meetings with information on energy-efficient refurbishment options. Only when all owners have the same level of knowledge can the HOA make well-founded decisions. Experience shows that **→Knowledge of feasibility, implementation options, funding and legal regulations is important and lays the foundation for acceptance and trust (link to campaign website in German).**

Due to rising energy prices and uncertain supply from conventional energy and raw

material sources, a shift in thinking towards renewable energies is evident and is reflected in the interest in heat pumps and pellet heating systems in the consultations offered by the energy agency.

### Parties involved

EABB with the One-Stop-Shop, District of Böblingen, project partners of *ProRetro*, homeowners/HOA.

### Beneficiary groups

Homeowners' associations with renovation plans or a need for information on renovation measures.

### Financing // Funding

The One-Stop-Shop for the Böblingen district was set up at the EABB as part of the *ProRetro* project – funded by the EU through the Horizon2020 programme – and will continue to be operated there.

### Lessons Learned

#### Need for action

The EABB is pursuing further funding approaches so that free support for HOA will also be possible in the future. In general, demand for EABB services from homeowners' associations is at a high level. By advising and supporting HOAs, the EABB is aware of the demand and tailors its free services accordingly. The focus on initial consultation and the initial provision of information has proven to be the right approach.

The search for skilled craft enterprises is sometimes difficult. The shortage of skilled workers is reflected in long waiting times for offers and implementations. In order to remedy this situation and lower the barriers to energy-efficient renovation projects, the EABB is initiating a craftsmen's platform in collaboration with the district craftsmen's association (de: Kreishandwerkerschaft). At [→EABB's website \(in German only\)](#), HOA and private households can view companies from all trades in the region. The aim is to quickly find suitable companies according to the respective requirements without making a qualitative selection.