



- Financing & Funding
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// One-Stop-Shop at BAUinfo Berlin

Berlin | Germany

Short description

As an accompanying project and as a result of the findings of the EU-funded *ProRetro* project, the Berlin Energy Agency (BEA) set up a →one-stop shop (OSS) on behalf of the Berlin Senate Department for Mobility, Transport, Climate Protection and the Environment. It serves the target group of (non-commercial) apartment owners and homeowners / homeowners' associations (HOA) as well as small businesses intending to renovate as the first point of contact for questions regarding the energy-efficient renovation of existing buildings and supports HOAs during the renovation process, from the preparation of the decision-making process to the initial decision and implementation. The counselling service is free of charge and follows the approach of a counselling pilot by pooling existing services in Berlin.

Year // Duration

Established between 2022 and 2024 and supported as part of the →*ProRetro* project funded by Horizon2020, BAUinfo Berlin is an ongoing service commissioned by the Berlin Senate.

Objective

Between June 2020 and September 2021, the model for a one-stop shop was developed as part of *ProRetro* to advise HOAs on the

current legal framework conditions, inform them about funding opportunities and give neutral and independent support when taking decisions around renovation projects. In Berlin, the model was implemented by the Berlin Energy Agency (BEA).

Initial situation

Current refurbishment activity is far too low in Berlin, as it is nationwide. One of the reasons for this is the effort involved in comprehensive energy-efficient refurbishment, especially for private homeowners. Among other things, energy consultants must be consulted, financing options sought, funding applications submitted, tradesmen and service providers commissioned, and work approved. The number of people and companies that need to be consulted and negotiated with quickly becomes very large.

Implementation & measures

This is where the one-stop-shop concept comes in. It provides a single point of contact that organises and supports all steps on the way to an energy-efficient building or, depending on the range of services on offer and the wishes of the owners/HOA, even takes them over completely. By preparing information about the refurbishment process for owners' meetings, it can also support the often lengthy and complex decision-making process in HOA.

// GOOD PRACTICE Factsheet

For Berlin, →BAUinfo Berlin has been operating a one-stop shop of this kind since 2022 to provide support and advice to homeowners' associations, for example on complete refurbishments as well as individual measures such as heating modernisation or building insulation. The OSS acts as a guide by offering orientation aids and referring interested parties to suitable partners and offers. On the BAUinfo Berlin website, those interested in refurbishment have the opportunity to carry out so-called →Vorab-Checks (= preliminary checks): With just a few clicks, they receive an initial overview of the property, can determine the current energy consumption, are given initial indications of possible measures and information on available subsidy programmes. The results of these checks are incorporated into an independent initial consultation. The consultation also includes financing options and available subsidised loans and grants, as the financial situation of a HOA is a decisive factor in whether measures are implemented or not.

Scientific partners supported the development and implementation of the Berlin OSS; they analysed statistical data and asked homeowners about their expectations and wishes. Also, organisations that have developed and implemented one-stop shops in other European countries acted as peers.

Range of services (including):

- Independent initial consultation at BAUinfo Berlin
- Support in commissioning an energy consultant for drafting a refurbishment roadmap
- Referral to specialist consultants
- Participation in homeowners' meetings
- Provision of information material such as guidelines and checklists
- Support in the selection of renovation measures
- Support in the search for planners and architects
- Contact person for technical and organisational questions
- Support in liaising with the local authorities
- Support with the application for funding

- Contact person during the entire process
- Support with the acceptance and/or quality assurance of the construction work

Parties involved

Berlin Energy Agency (BEA), BAUinfo Berlin, Verbraucherzentrale (Consumer advice centre) Berlin, Innovation City Management GmbH, partners/consortium of the *ProRetro* project

Beneficiary parties

Homeowners/Homeowners' associations intending to renovate or requiring information on renovation measures.

Financing // funding

The One-Stop-Shop for Berlin was set up by the Berlin Energy Agency at BAUinfo Berlin as part of the *ProRetro* project – funded by the EU through the Horizon2020 programme – and will continue to operate with the support of the Berlin Senate.

Results & outlook

By mid-2024, BAUinfo Berlin had carried out more than 1,100 initial consultations and referred those interested in renovation directly or indirectly to suitable partners and offers almost 4,000 times.

BAUinfo Berlin successfully cooperates with the Landesverband für Energieeffizienz e.V. (LFE) (Regional Association for Energy Efficiency) to enable interested parties to access energy efficiency experts as quickly and easily as possible.

BAUinfo Berlin regularly organises smaller and larger events with its partners in order to increase the outreach and direct contact with the target group/s and to promote the topic and the advantages of energy-efficient renovations.



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