

H2020 Save the Homes:

One-Stop Shops as Citizens' Hubs to support the decision-making process for integrated renovations



SAVE THE
HOMES

Ana Tisov

**Huygen Engineers & Consultants,
The Netherlands**



Sustainable Places 2020

**Integrated Home Renovation services
Tuesday, 27 Oct 2020**



This project has received funding from the European Union's H2020 framework programme for research and innovation under grant agreement no 892749.

Why Save the Homes?

Issue: Renovation rate in EU to increase to a minimum of 3%¹.

Solution: EC promotes OSS based services² as appropriate mechanisms that can offer 'integrated renovation solutions' at scale.

Save the Homes builds upon the current activities at:

- **City of Rotterdam**, the Netherlands,
- **Municipality of Valencia**, Spain

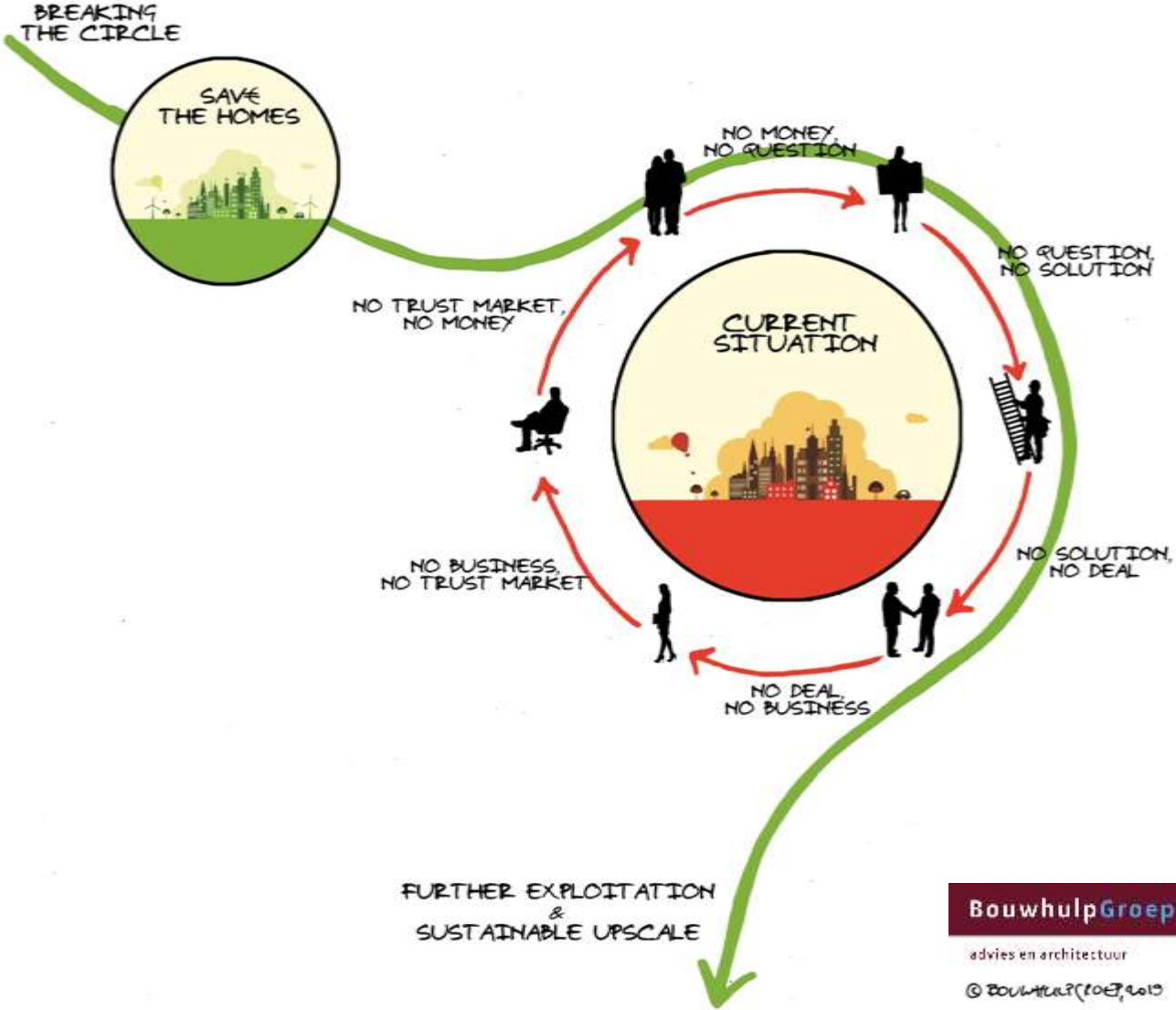
and aims to strengthen them & bring the cities renovation ambitions further within **Citizen Hubs** -> OSS inspired concept.



- ¹ Study 'Boosting Building Renovation: What potential and value for Europe?' done for European Parliament's Committee on Industry, Research and Energy, 2016: [LINK](#)
- ² Report on maximising the energy efficiency potential of the EU building stock (2020/2070(INI), Committee on Industry, Research and Energy, Rapporteur: Ciarán Cuffe (April 2020) [LINK](#)



Save the Homes solution

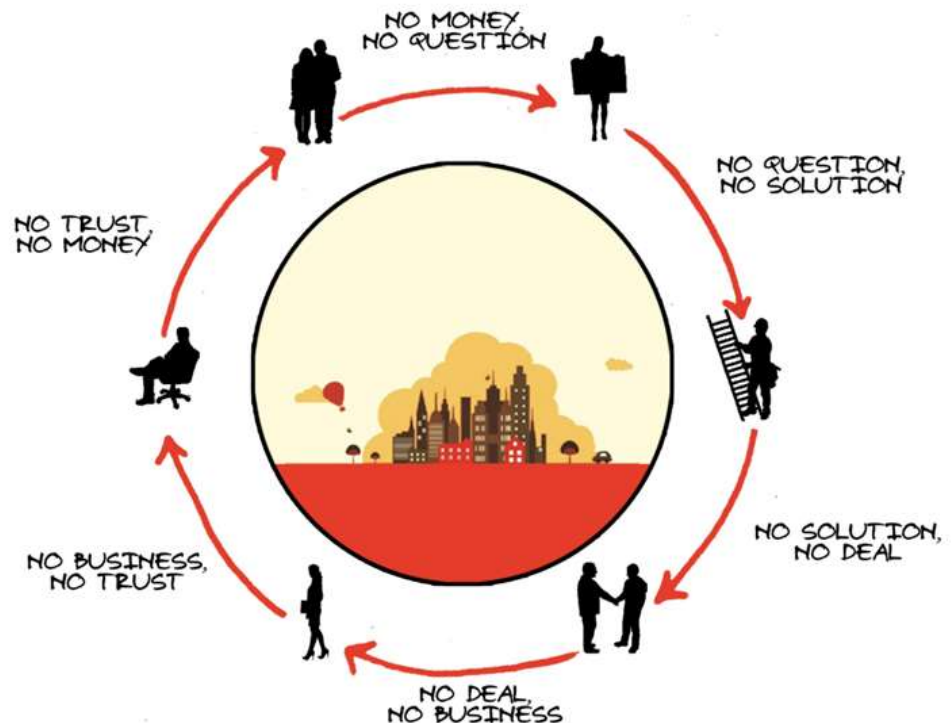


Save the Homes challenges

Save the Homes responds to the specific challenges posed in the call: LC-SC3-EE-2-2018-2019: Integrated home renovation services.

Addressed StH challenges:

- *Lack of technical skills and capacity;*
- *Fragmented market;*
- *Lack of attractive and adequate financing;*
- *Uncertainty and lack of trust;*
- *Lack of performance data.*



© BOUWREKUP (2019), 2019



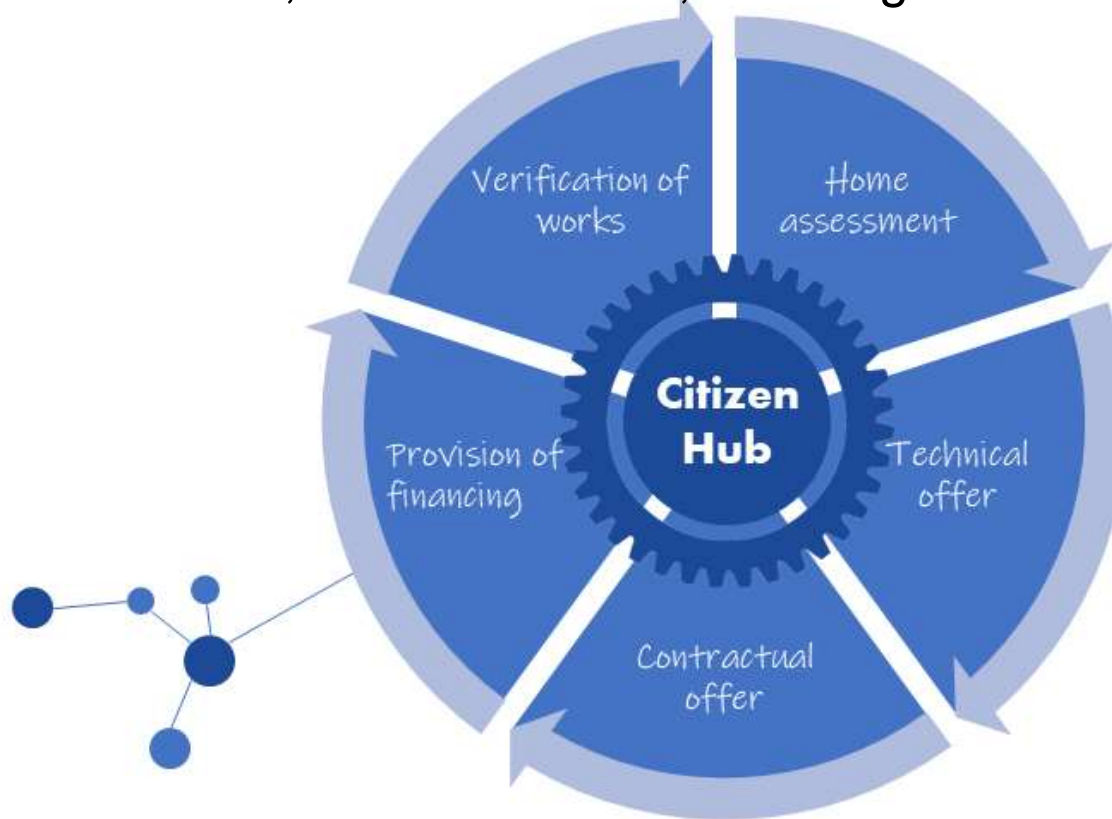
Save the Homes Objectives

- To make home renovation easier, faster and more affordable for homeowners by designing **an economically sustainable citizen-oriented OSS model, 'Citizen Hub'**, to be deployed by municipalities. – **1800 renovations within 3 years.**
- To facilitate deep home renovation by introducing an **attractive and transparent customer journey.**
- To offer easy access to **affordable financing** for deep renovation.
- To deliver **real benefits** to citizens and other stakeholders in two cities as a result of the Citizen Hubs operating locally.
- To **roll out** the Citizen Hub concept **on a wider scale** (regional, national and European) by mobilizing interest groups and policy makers.



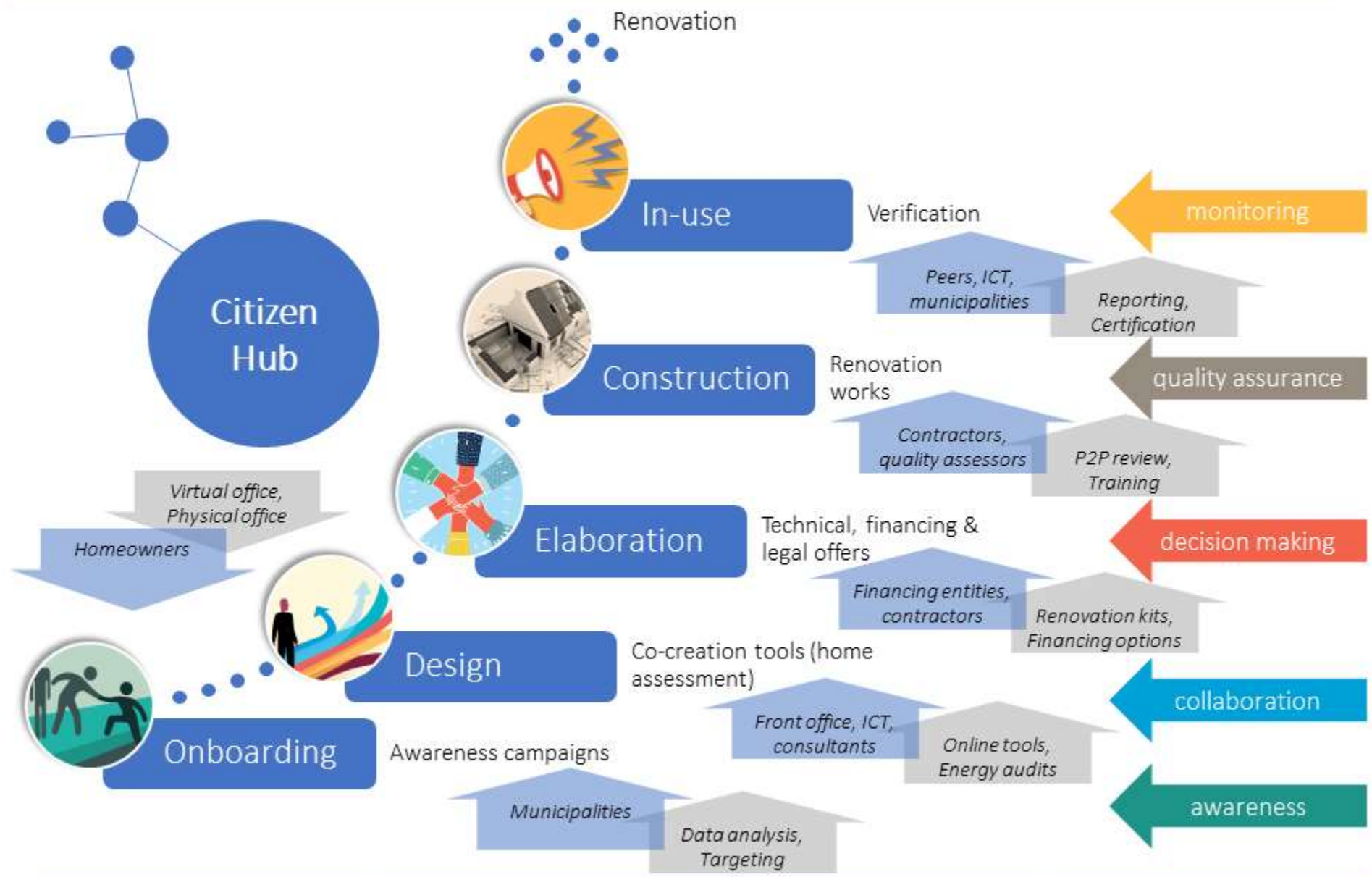
Citizen Hub - a One-Stop-Shop inspired concept

Save the Homes aims to create innovative 'integrated home renovation services', by introducing a novel OSS based model, the *Citizen Hub*, covering the whole *homeowner's customer journey* by including:



It is endorsed by a municipality, a trustworthy entity ensuring that the process is independent, transparent and of high quality for their citizens.





Save the Homes Consortium

To 'Feel good' at your home is our goal!

Participant organisation	Short name	Country	Role
Huygen Engineers & Consultants	HI&A	NL	Coordinator, Dutch Citizen Hub member
Global New Energy Finance S.L.	GNE	ES	High impact investment company
Bouwhulp Groep	BHG	NL	Dutch LPL
City of Rotterdam	RDAM	NL	Dutch Citizen Hub member (front office)
Valencia Institute of Building	IVE	ES	Valencia LPL
Fundación Valencia Clima i Energia	VCE	ES	Valencia Citizen Hub member (energy office)
Valencian Regional Council of Property Administrators Associations	VRCP	ES	Valencia Citizen Hub member (condominium manager)
Sant Cugat Municipality	Scug	ES	Follower cities
City of Ljubljana	CoL	SI	
International Union of Property Owners	UIPI	EU	EU umbrella organizations for replication, exploitation
ICLEI Local Governments for Sustainability	ICLEI	EU	



Relevant initiatives in Rotterdam



(<http://www.triple-a-interreg.eu/>)



Popup consultancy center: De Duurzaamheidswinkel (the sustainability shop)

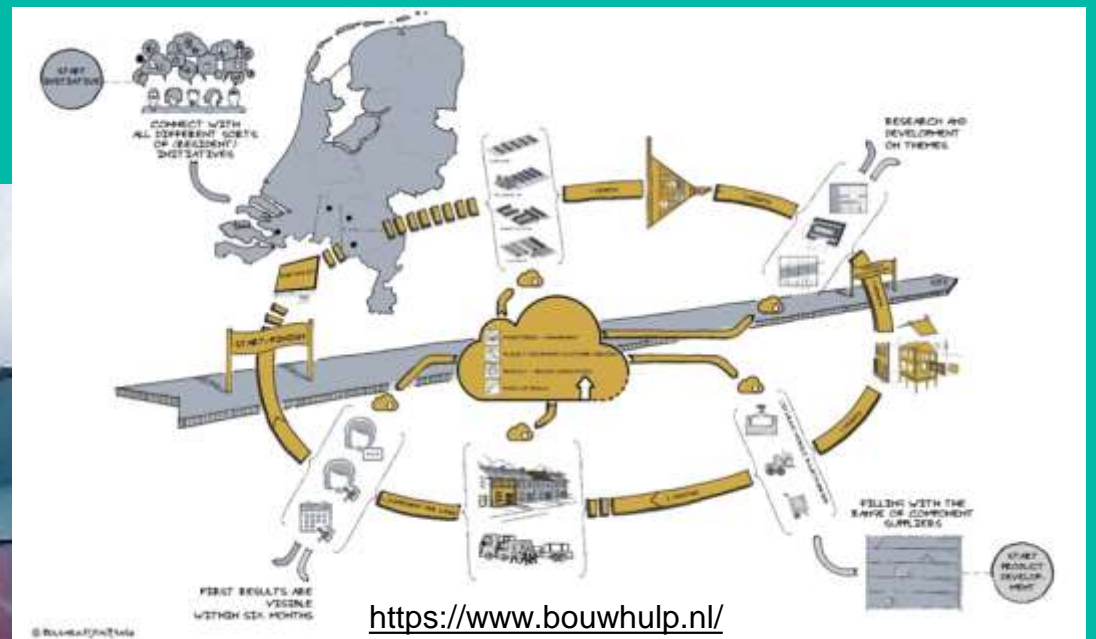


Example from the ground:



<https://www.woonwijzerwinkel.nl/>

WoonWijzerWinkel -> Regional energy counter (Energie loket)



Step-by-step renovation

Component renovation concept



Relevant initiatives in Valencia

ACCENT - <https://www.accentproject.com/>
 TABULA / EPISCOPE - <https://episcope.eu/>
 TripleA-Reno - <https://tripplea-reno.eu/>
 IMPULSE - <https://impulse.interreg-med.eu/>
 HAPPEN - <http://medzeb-happen.eu/>
 EPISCOPE - <http://episcope.eu/>
 RENHATA - <https://calab.es/>



Housing Strategy 2030



<https://www.five.es/>



Example from the ground:

Energy Office in Valencia
<http://canviclimatic.org/es>



Previous experience:



SAVE THE HOMES

Thank you for your attention

Ana Tisov, a.tisov@huygen.net



SAVE THE HOMES

www.savethehomes.org

(coming soon...)



This project has received funding from the European Union's H2020 framework programme for research and innovation under grant agreement no 841850.