

**A digital one-stop-shop (OSS) empowering renovating homeowners to choose the right measures, professionals and financial support mechanisms.**

When it comes to finding information about home renovation (different products, service providers, financial support) consumers are often unsure of where to go and what sources to trust. The idea behind the One-Stop Shop concept is to create an online platform where consumers can get their questions answered. By designing a user-friendly and engaging platform, the Green Menu seeks to improve consumer confidence in the home renovation market.

HORIS, with a focus on homeowners and quality assurance, will create a digital one-stop-shop (OSS) with the aim of empowering homeowners (of several building types) during the home renovation process, in Italy, Spain and Portugal. The decision of making home renovations belongs to non-professional homeowners, who are usually insufficiently informed, unskilled for their role and with lack of timing to have an appropriated management to this kind of processes. That is why the role of third-party assessors is crucial to address quality assurance services. HORIS will develop a quality assessment scheme to improve awareness and trust towards home renovation integrated services, through clear accountability and dedicated consumer protection policies, by partnering with consumer organisations. The project, funded by the LIFE programme, will run from September 2023 to February 2026.

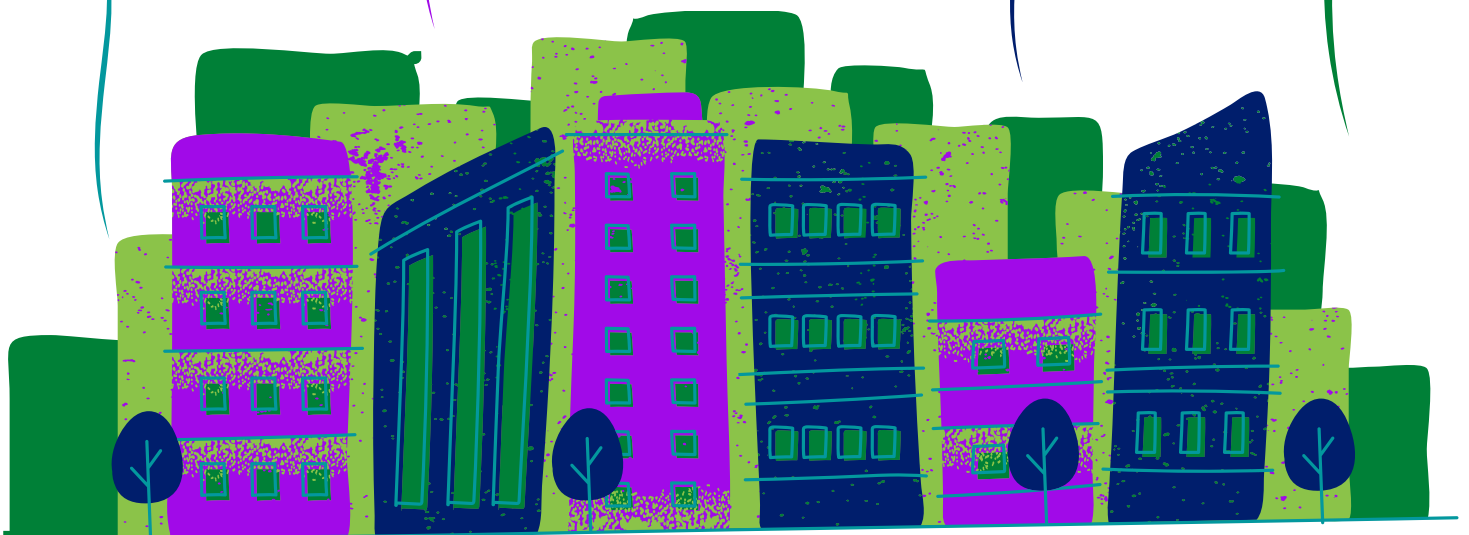
**Build consumer trust and engagement: energy savings awareness and quality insurance**

**Database of professional renovation providers and training advantages**

**Increase the uptake of home renovation measures with financial and legal advice, technical solutions**

**Have a wider impact on policy: energy efficiency in residential buildings and energy poverty reduction**

**Launch and promote OSS digital platforms: design and UX needs self diagnosis**



# The Green Menu one-stop-shop



## WHAT TO DO?

Information

## WHOM TO APPOINT?

Network of professionals

## HOW TO DO THE WORK?

Support in implementation

## HOW MUCH WILL IT COST?

Financial schemes and subsidies

## HOW LONG WILL IT TAKE?

Uptake and replicability

HORIS will help homeowners navigate the complexities of home renovation, through further developing an existing digital platform, the Green Menu and providing homeowners with a customised package of renovation solutions. The platform was created first in The Netherlands, 10 years ago, followed by the first draft of a Portuguese version. In HORIS, it will be enhanced while new platforms will be developed in Spain and Italy.

### The Green Menu OSS will:

- Adapt and add new features from existing platforms in Portugal and The Netherlands.
  - Develop a validation and rating method for companies, services, and products in the renovation sector.
  - Integrate existing validation schemes.
  - Map legal and regulatory aspects for home renovation per country.
  - Compile technical solutions for home renovation by country to define optimized packages of renovation measures.
  - Integrate an extensive database of public and private financing schemes available for home renovation and specific energy efficiency and renewable energy solutions in each country.
- Involve consumer organisations in the design process.



## Project partners

**DECO PROTeste**

**ALTROCONSUMO**

**OCU** La fuerza de tus decisiones

**De Groene Grachten**

**NOVA** NOVA SCHOOL OF SCIENCE & TECHNOLOGY

**IEECP** INSTITUTE FOR EUROPEAN ENERGY AND CLIMATE POLICY

**BUREAU VERITAS**  
1828

**ineqi** driving science & innovation

**GNE FINANCE**  
High Impact Investments

**ANERR**  
Asociación Nacional de Empresas de Rehabilitación y Reforma

## LEARN MORE ABOUT HORIS:

 <https://ieecp.org/projects/horis/>

 <https://linkedin.com/company/life-horis>

 #lifehoris



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