



ITALY

Lessons learned from one-stop shops

- **One-stop shops (OSS)** are an emerging service in Italy, offering a single point of access for different services.
- **Primary users of OSS** are communities of owners.
- **Multi-family buildings** constitute a large portion of the housing stock.
- **National schemes** such as the Superbonus program (110% tax deduction for energy-efficient renovations) have significantly impacted the renovation market, leading to a surge in renovation.
- **Monitoring the data** on renovations triggered by OSS remains a challenge.

Insights from existing OSS

- **Communication** and outreach to homeowners is key.
- **Strong local presence** - tailoring services to meet the specific needs of different areas is essential.
- **Engage with key stakeholders**- working with property managers of multi-family buildings and getting them onboard is vital.
- Spend time on digital platform design: user-friendly, database integration.
- Keep in mind the changes in national legislation - the superbonus period highlighted the importance of having **clear and attractive incentives to drive participation** and interest among stakeholders.

