



SPAIN

# Lessons learned from one-stop shops

- **One-stop shops (OSS)** are emerging as key players in the energy-efficient renovation market in Spain.
- OSS serve as centralised resource hubs for accessing information, expertise, and financial support for renovation projects.
- Substantial share of the housing stock is multi-family buildings, presenting challenges and opportunities for energy renovation efforts.

## Insights from existing OSS

- A coordinated communication strategy is key.
- Invest in **training for professionals** to deliver a high-quality service
- For an effective and completed home renovation, there's a need to **go beyond advice** and offer financial and administrative support.
- Establish a sustainable financial model for the long-term.
- **Direct communication** with communities for better engagement and to understand specific needs.
- Choose strategic partners for commercial viability.

