



Co-funded by the European Union under project ID 101120497. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or CINEA. Neither the European Union nor the granting authority can be held responsible for them.



D5.2

# Country-specific online Selfscans

August 2025

<b>Project acronym</b>	HORIS
<b>Programme</b>	LIFE
<b>Topic</b>	LIFE-2022-CET-HOMERENO
<b>Type of Action</b>	LIFE Project Grants
<b>Grant Agreement number</b>	101120497
<b>Start day</b>	September 1, 2023
<b>Duration</b>	30 months
<b>Contact</b>	Elsa Agante, DECO PROteste <a href="mailto:elsa.agante@deco.proteste.pt">elsa.agante@deco.proteste.pt</a>

## Document information

### Document fact sheet

<b>Full title</b>	Country-specific online Selfscans
<b>Work package</b>	WP5
<b>Task(s)</b>	T5.1-5.2
<b>Author (organization)</b>	Tessel de Rooij (De Groene Grachten)
<b>Reviewers</b>	Luisa Crisigiovanni (AE); Elsa Agante (DECOP)
<b>Date</b>	August 2025

## Document Dissemination level

### Dissemination level

x	PU – Public
	PP – Restricted to other programme participants (including the EC)
	RE – Restricted to a group specified by the consortium (including the EC)
	CO – Confidential, only for members of the consortium (including the EC)

## Document history

Version	Date	Main modification	Institution
<b>Vo.1</b>		Draft distributed for feedback	De Groene Grachten
		Final version	

## Legal Notice

The sole responsibility for the content of this publication lies with the authors. It does not necessarily reflect the opinion of the European Union. Neither the European Commission nor any person acting on behalf of the Commission is responsible for any use that may be made of the information contained therein.

© HORIS Consortium, 2023 - All rights reserved; no part of this publication may be translated, reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the written permission of the publisher or provided the source is acknowledged.

## Find the Project

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

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

## About

Making our homes and buildings more energy efficient is crucial in the transition to a low-carbon future. An estimated 75% of the EU building stock is energy inefficient. The renovation of public and private buildings is an essential action and prioritised in the European Green Deal. The goal of the HORIS project is to improve the energy efficiency of residential buildings and reduce energy poverty.

HORIS will create a digital one-stop-shop (OSS) with the aim of empowering homeowners during the renovation process. Homeowners face several key barriers when deciding to retrofit, such as uncertainty and lack of trust about reported energy savings. They must also choose a home renovation professional and navigate the complexities of the financial process.

The OSS will help homeowners make decisions to improve energy efficiency; renewable energy solutions and identify support to reduce energy poverty. The Green Menu will simplify the home renovation process – by providing homeowners with relevant and credible information and helping them identify the best and most sustainable options. The HORIS project will build on the success of established tools like the ‘Self Scan’ developed by De Groene Grachten. By offering financial, legal and technical solutions, HORIS will facilitate a smooth customer journey, offering homeowners support on finding renovation professionals and guidance about financial schemes.

The project will engage with small and medium sized stakeholders, including local and regional public authorities and non-profit organisations and establish a network of approved home renovation service providers. Initially, the OSS will be set up in Italy, Spain and Portugal with the ambition of replicating in additional countries if needed.

## Project partners



## Table of contents

<b>HORIS Project Deliverables WP5 .....</b>	<b>6</b>
<b>1. Introduction .....</b>	<b>6</b>
<b>1. a new platform.....</b>	<b>6</b>
<b>2. Specific design requirements.....</b>	<b>6</b>
2.1. Login.....	7
2.2. Building typologies .....	7
2.3. Energy Poverty .....	7
2.4. Calculation tools.....	7
2.5. Connection with professionals .....	8
<b>3. Conclusion .....</b>	<b>8</b>

## HORIS PROJECT DELIVERABLES WP5

### 1. INTRODUCTION

Within the framework of Work Package 5, the HORIS consortium committed to the design, development, and implementation of a **one-stop-shop platform** for sustainable home renovation services. This development builds on the existing **SelfScan** in the Netherlands, adapting this tool to the criteria of an OSS and to the national contexts of Spain, Italy, and Portugal.

The operational outcome of this work is represented by the following publicly accessible platforms:

**Deliverable 5.2** entails the online available and operational SelfScan tool for Italy, Portugal and Spain. As proof of this deliverable, we provide hereby the URLs to the SelfScan per country:

- Spain: <https://simula-tu-reforma.ocu.org/>
- Italy: <https://simulatore-ristrutturazione.altroconsumo.it>
- Portugal: <https://renovarcasa-assistente.deco.proteste.pt>

From a consumer journey perspective, the main entrance on the one-stop-shop platform is the Green Menu websites (D5.1– Country specific online Green Retrofitting Menu’s) where homeowners have access to general information about home renovation measures, regulation and financial schemes. From here, there are several CTA’s buttons to the Selfscan tool where tailored measures are provided depending on the specific needs of each homeowner. These online SelfScan enable consumers to self-assess and select relevant measures on technical and financial information in their personal retrofitting challenge. Moreover, the SelfScan tool directly connects consumers with a network of actors in value chain, including construction companies, architects, engineers, urban planners, and all types of professionals that are able to perform the work in each geography.

### 1. A NEW PLATFORM

The new platforms for Italy, Portugal and Spain are adaptations of the already existing and successful Selfscan in the Netherlands. Through customer journey mapping and design sessions, a new platform with new functionalities was designed and then developed.

‘Simula tu Reforma’, ‘Simulatore Ristrutturazione’ and ‘Renovar Casa – assistente de renovação’ are based on the Selfscan and provide:

- Information on what building renovations fit with the specific situation and energy use of the consumer.
- The costs of the works and the expected reduction in monthly costs of the energy bill based on key metrics
- An estimation of the reduction in CO2 emissions based on key metrics

Moreover, these websites enable the consumer to:

- Make a selection of the desired measures

- Obtain information about the relevant financing schemes and subsidies that fit with their selection of measures, situation and location.
- Apply for a quote from a number of companies by filling in one form, quick and easy.

By developing the Green Retrofitting Menu platforms and SelfScan tooling for the Portuguese, Italian and Spanish context, we enable consumers to improve energy efficiency of their houses and reduce the energy poverty of buildings.

## 2. SPECIFIC DESIGN REQUIREMENTS

### 2.1. LOGIN

In order to be able to report on our KPI, we needed to be able to reach out to the users of the Selfscan. Also, for the consumer organizations it was important to know who our users are and provide easy access for all consumers already registered in each consumer organization. So we established a connection with the federated ID of the consumer organizations. The first step of the Selfscan is to login with your consumer organization member account or to subscribe as a fan.

### 2.2. BUILDING TYPOLOGIES

The second step lets the user choose between a single-family home and a condominium. This selection of the building type determines the questions in the following steps and the selection of measures the Selfscan starts with. This way we offer a user experience that fits with the situation of the user.



### 2.3. ENERGY POVERTY

In order to be able to identify the target audience as part of the “energy poverty” group, we added a question about social tariff. If the consumer says yes, we offer specific financing schemes or incentives that take energy poverty into account.

## 2.4. CALCULATION TOOLS

After a questionnaire, the original version of the Selfscan in the Netherlands offered a list of possible measures. During our design sessions, we discovered that this list was too limited to be able to make an educated selection of the measures you as a user wanted to proceed with. So, we added information. Next to a short description of the measure, the most important feature here are the calculation tools. These tools give an insight into the costs and expected energy reduction. This is essential for the users to be able to choose what measures are the most effective in their situation.

Another upside of this feature is that, by using the tools, the user also provides us with more insights into their situation. For instance, to be able to calculate the costs and benefits of roof insulation, the user enters their roof surface. All this information is saved in the PDF report in the last step and can be shared with the professionals. This helps the professionals to better understand the situation and improve their quotes.

## 2.5. CONNECTION WITH PROFESSIONALS

The most important feature that really transformed the Selfscan into an OSS, was the addition of professionals. Based on the selection the user makes in the final step, the Selfscan provides a list of relevant professionals. The user only sees professionals that match the following criteria:

- Location: the user only sees professionals that work in their region.
- Measures: the user only sees professionals that offer services related to the measures the user has selected.

The user is free to select a few professionals that they want to contact. Through one contact form, the user can apply for a quote and get in touch with all selected companies. The user is aware that we send a pdf of their Selfscan result to the professionals. This pdf contains all relevant information from the questionnaire and selection of measures. It is also a useful report for the consumer since it also offers information about the measures, a list of relevant financing schemes and more background information.

## 3. CONCLUSION

The HORIS consortium has delivered the promised platforms in line with the objectives set out in the project milestones. The **SelfScan tools** are now operational in Spain, Italy, and Portugal. These platforms provide homeowners with comprehensive information on renovation measures, cost and savings estimations, and connections to relevant professionals.