

Digital one-stop-shops (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 (OSS) concept is to create an online platform where consumers can get their questions answered. Our user-friendly and engaging platforms improve consumer confidence in the home renovation market.

HORIS, with a focus on homeowners and quality assurance, has created a digital one-stop-shop 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 developed 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.

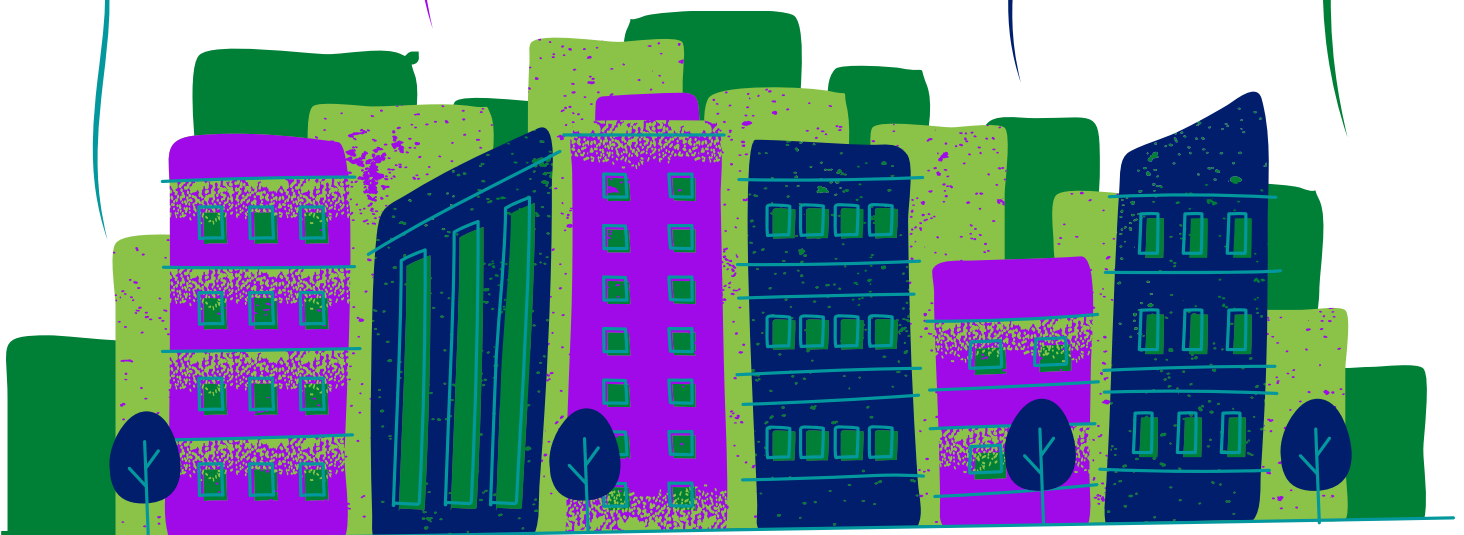
Launch and promote OSS digital platforms: design and UX needs self diagnosis

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



The HORIS one-stop-shops



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 is helping homeowners navigate the complexities of home renovation through a digital platform, providing homeowners with a customised package of renovation solutions. The platform was created first in The Netherlands, 10 years ago, and followed by the first version of a Portuguese platform.

The platforms are now available in Spain and Italy, in addition to an updated version in Portugal!

The HORIS OSSs:

- Adapt and add new features from existing platforms in Portugal and The Netherlands.
- Offer a validation and rating method for companies, services, and products in the renovation sector.
- Integrate existing validation schemes.
- Map legal and regulatory aspects of 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.
- Involved consumer organisations in the design process to ensure the best user experience.

Platforms



Project partners



LEARN MORE ABOUT HORIS:



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



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



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