CONCERTO RENOV



LIFE CONCERTO RENOV – 2022-2026

CONCERTO RENOV

A renovation pathway to scale up energy-efficient renovations in private homes.

Co-funded by the European Union

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TOOLBOX

Explore the CONCERTO RENOV Toolbox:
reports, methods and tools
to replicate the model in your region.

Practical information

Executive summary

CONCERTO RENOV is piloting an integrated energy renovation service model, inspired by Integrated Home Renovation Services (IHRS). The goal is to simplify the renovation journey for households, coordinate local stakeholders, and prepare for the replication of this model across France and Europe.

This document has been restructured as an operational plan, clearly outlining the model being tested, the actionable results, the conditions for success, the replication strategy, and a sample business plan.

Questions	Brief answers
What problem does the project address?	The complexity of the renovation process, the fragmentation of stakeholders, and the lack of clarity for households.
What solution was tested?	A one-stop shop combining human support, a digital platform, local governance, and business coordination.
Where?	The two pilot departments are the Jura and the Landes.
What will we gain from this?	A methodology, a platform, a user journey, local governance, and indicators. case studies of renovations and a model for replication.

CONCERTO RENOV in figures

2 pilot departments

706 households enrolled

€15.3m of works generated

7884 MWh estimated energy savings

1176,4 tCO_2 emissions avoided

60 % average energy savings

Actionable results

Results	Description	Target audiences
CONCERTO RENOV/CIL CLÉA Platform	Data centralisation, case monitoring, pre-qualification, housing information booklet, and post-completion monitoring.	Local authorities, operators, renovation advisers, and funders.
Support pathway	Process for starting the renovation journey, assessment, scenarios, financing plan, monitoring the work, and final visit.	Renovation advisers, France Rénov' accredited operators, and local organisations.
Local governance	Organisation of the roles of local authorities, SOLIHA, businesses, funders, and the coordinator.	Regions wishing to set up an OSS/IHRS.
Indicators and data	Monitoring of households, works, energy savings, CO_2 emissions, satisfaction, and business engagement.	CINEA, funders, local authorities, and European project leaders.
Case studies from Jura/Landes	Examples of renovations, costs, energy performance ratings before/after, and testimonials.	Regions, businesses, and renovation advisers.

The added value of CONCERTO RENOV lies not only in its digital platform but also in the way it brings together tools, personal support, and local cooperation.



The challenges for energy renovation one-stop shops in Europe

Why one-stop shops are necessary

The energy renovation of buildings is a major driver of the European energy transition. Yet, despite the financial support schemes and public policies that are in place, the pace of renovation is still too slow to meet the climate goals set at both the European and national levels.

Households still face many barriers when planning projects, including complex procedures, multiple points of contact, a lack of clarity about the support available, and difficulty coordinating the various parties involved. This fragmentation hinders action and can lead to the abandonment of projects that are actually necessary.

In this context, one-stop shops offer a structured solution that simplifies renovation journeys, strengthens coordination between stakeholders, and provides households with clearer and more reliable support.

What the IHRS model offers compared with a traditional one-stop shop

Integrated Home Renovation Service (IHRS) approaches go beyond a simple information point by offering a fully integrated service that covers the entire renovation journey. They are based on continuous support, from the initial information given to the household through to monitoring after completion of the works.

The IHRS combines several complementary aspects, including assessment of the home, defining the programme of works, administrative support, financial structuring, coordination of construction companies and monitoring of energy performance. This approach simplifies the process for households, helps them make decisions with confidence and improves the quality of the renovations carried out.

At the European level, this approach aligns with the European Union's Renovation Wave initiative, which aims to accelerate the energy renovation of the housing stock by promoting integrated, coordinated, and replicable support models.

The specific contribution of CONCERTO RENOV

The CONCERTO RENOV project, funded under the European LIFE HOMERENO scheme, is contributing to this momentum by piloting an Integrated Home Renovation Service (IHRS) model tailored to the specific conditions of French regions. The project is built on three complementary pillars: enhanced support for households, effective coordination between stakeholders, and the development of a digital platform to facilitate monitoring of renovation journeys.

Supported by LIFE, the European funding instrument for the environment and climate action, and assisted by CINEA (European Climate, Infrastructure and Environment Executive Agency), CONCERTO RENOV benefits from a framework that fosters innovation, demonstration and replication of the solutions developed. In addition to funding, this support helps consolidate lessons learnt, share good practices across Europe and disseminate the models tested.

CONCERTO RENOV, a project tested in two pilot departments, the Jura and the Landes, aims to identify the conditions needed to roll out effective and replicable one-stop shops. The lessons learnt from the project provide a basis for developing a methodology, tools and recommendations that other areas can use to accelerate energy renovation.

Through this approach, CONCERTO RENOV is helping to develop new service models that can meet the challenges of scaling up implementation while adapting to local circumstances and household needs.

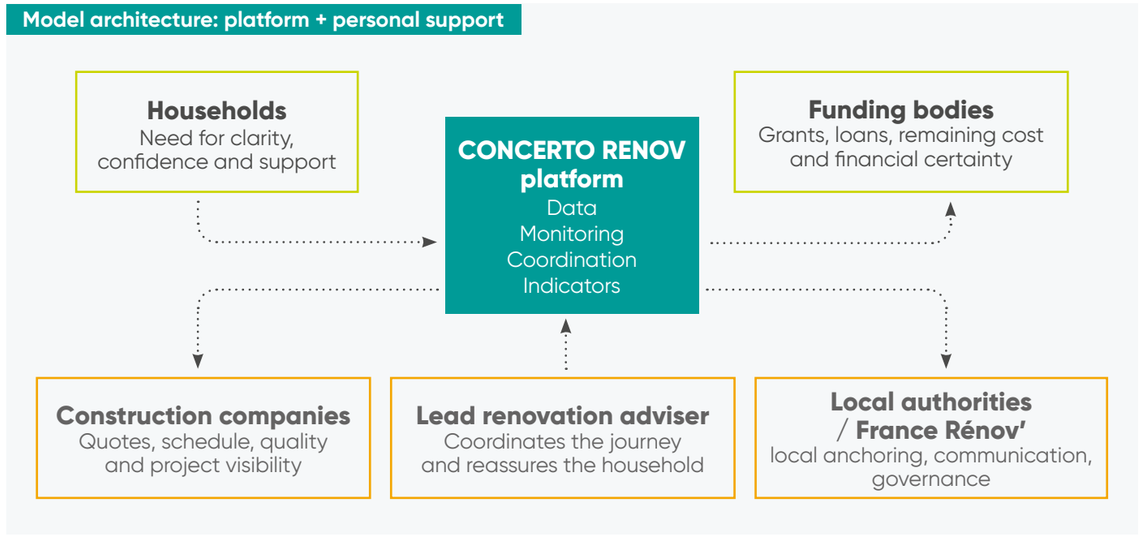


Figure 1. Target architecture of the CONCERTO RENOV model



1. The CONCERTO RENOV project

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1.1 Why this project?

The CONCERTO RENOV project is part of a European effort to accelerate the energy transition in residential housing stock and to scale up high-energy-performance renovation initiatives. Despite existing financial support schemes and public policies in place, many households still struggle to undertake renovation work. This is largely due to the complexity of the application process, the lack of clarity about these schemes, and the multiple stakeholders involved.

The renovation journey remains fragmented, often forcing households to coordinate the various stages themselves: finding information, defining the work, securing funding, selecting contractors, and monitoring the progress of the work. This complexity is a significant barrier to taking action, especially for households with the least access to support services.

In light of this, CONCERTO RENOV aims to pilot an integrated energy renovation service model, known as the Integrated Home Renovation Service (IHRS), which offers simpler, more coordinated, and personalised support. The goal is to create a seamless journey for households while strengthening collaboration between the various stakeholders involved in renovation: local authorities, support providers, construction professionals, financiers, and institutional actors.

Before and after CONCERTO RENOV: from fragmented journeys to integrated services

BEFORE: fragmented journey
- Scattered information
- Grants difficult to understand
- Poorly coordinated quotes and works
- Uncertain funding
- Limited monitoring

CONCERTO RENOV →

AFTER: integrated journey
- Single point of contact
- Shared platform
- Works + financing plan
- Company coordination
- Monitoring and knowledge capture

Figure 2. Before and after CONCERTO RENOV: from fragmented journeys to integrated services

The project also relies on the development of a dedicated digital platform, designed to serve as a tool for coordinating and monitoring progress on the journeys. It centralises information, facilitates communication between stakeholders, improves project management and enhances the quality of the service provided to households.

CONCERTO RENOV aims to do more than just simplify procedures; it seeks to enhance the quality of renovation projects by promoting more efficient solutions that meet occupants' needs and deliver long-term energy savings. By monitoring results and acting on lessons learned, the model can be integrated into a continuous improvement process, paving the way for its replication in other regions.



The project objectives

The CONCERTO RENOV project pursues several complementary objectives aimed at testing, evaluating, and preparing to roll out an integrated energy renovation model.

The primary goal is to pilot the model in two French departments, the Jura and the Landes, to analyse its performance in different regional contexts and identify the conditions necessary for it to succeed.

The project also aims to demonstrate the value of the Integrated Home Renovation Service (IHRS) approach, based on comprehensive support throughout the renovation journey; information, assessment, defining the works' programme, administrative and funding assistance, contractor coordination, and post-renovation monitoring.

The CONCERTO RENOV digital platform is a key tool in this process. It streamlines file management, project monitoring, data collection and analysis, and coordination between stakeholders. By improving the flow of information and providing greater visibility on the progress of projects, it helps simplify the experience for households and enhances the operational efficiency of renovation advisers.

Finally, the project aims to demonstrate the technical, organisational, and economic feasibility of a replicable model. The lessons learned from this pilot scheme will enable the development of a methodology, tools, and recommendations that can be used by other regions looking to implement integrated energy renovation services.

CONCERTO RENOV helps address the challenges of scaling up energy renovation by combining personal support, stakeholder coordination, and digital solutions. This approach simultaneously improves the experience for households, enhances the work of operators involved, and increases the quality of the renovations carried out.

Simpler journeys for households, better coordination for stakeholders, higher-quality renovations.

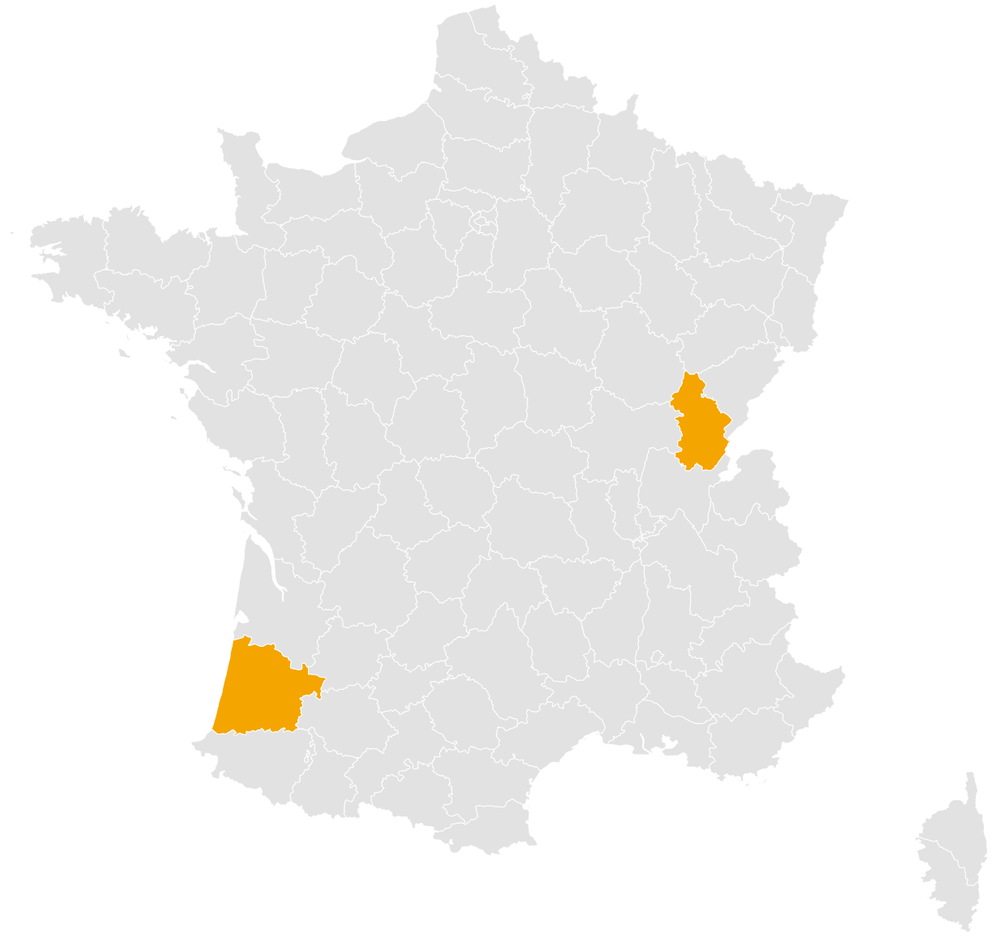
1.2 A regional pilot scheme: two pilot departments

The role of the SOLIHA network in the pilot scheme

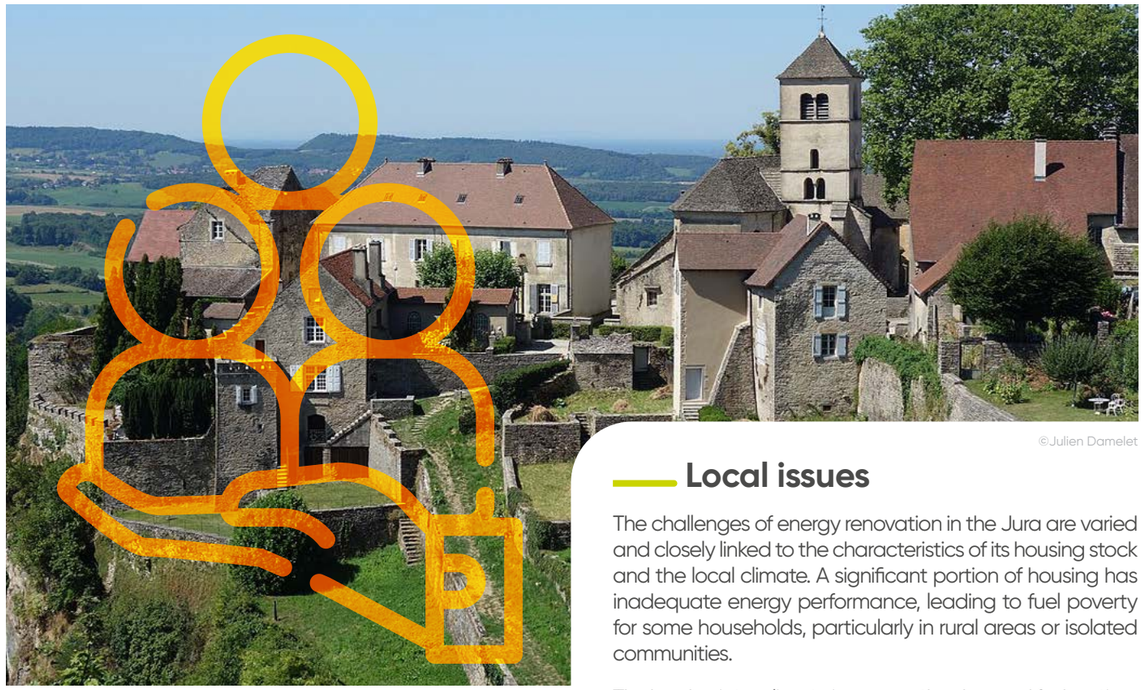
The local implementation of the CONCERTO RENOV project drew on the expertise of the SOLIHA Movement, an established provider of housing improvement services and support for households. SOLIHA, with a presence throughout France through a network of 123 associations, supports several hundred thousand households each year with projects relating to housing, energy renovation, home adaptations and social inclusion. In 2024, the Movement supported over 286,000 households and mobilised more than 3,500 employees to serve local communities.

Through its local presence and proven expertise in supporting households, it successfully implemented the scheme in the pilot departments and helped develop recommendations for future operators of the CONCERTO RENOV model.

This experience proved to be a major asset in piloting the CONCERTO RENOV model in the Jura and Landes departments.



1.2.1 Region 1 – The Jura



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Regional context

The Jura is one of two pilot departments for the CONCERTO RENOV project. This department, located in the Bourgogne-Franche-Comté region, is characterised by significant geographic and socioeconomic diversity, and includes rural areas, small towns, and mountainous regions. This configuration directly influences the challenges associated with the energy renovation of the housing stock, most of which are older detached houses built before the first thermal regulations came into force.

The region is also characterised by scattered housing and a relatively low population density, which makes it more complex to organise and scale up renovation projects. In this context, creating an integrated energy renovation support service makes perfect sense, as it would help households access existing schemes and improve coordination amongst local stakeholders.

The Jura also benefits from a network of institutional and community stakeholders committed to energy transition policies, including local authorities, renovation support providers, and organisations providing technical support for local development. This local momentum is a key driver for testing the CONCERTO RENOV model.

Local issues

The challenges of energy renovation in the Jura are varied and closely linked to the characteristics of its housing stock and the local climate. A significant portion of housing has inadequate energy performance, leading to fuel poverty for some households, particularly in rural areas or isolated communities.

The harsh winter climate increases the demand for heating, making thermal performance issues especially critical. In this context, reducing energy consumption and improving thermal comfort are key priorities for both residents and public authorities.

Households also often have to deal with extremely complex grant programmes and difficulty identifying the right contacts for their renovation projects. This fragmentation of renovation support services is a major barrier to taking action.

The region also faces the challenge of mobilising construction professionals and organising renovation services to ensure high-quality work and the ability to meet the growing demand driven by public energy renovation policies.

In this context, the CONCERTO RENOV project addresses the need to simplify, coordinate, and optimise energy renovation processes at the local level.

This region demonstrates that the IHRS model is particularly well-suited for rural areas with a low density of operators.

Mobilising stakeholders

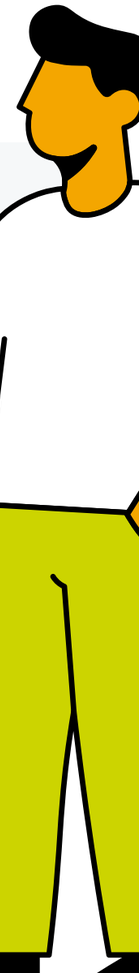
The implementation of the project in the Jura relies on close collaboration with local stakeholders in the field of energy renovation. This partnership brings together household support organisations, renovation service providers, local authorities, and technical and financial stakeholders working in the energy transition field

Among the stakeholders involved, SOLIHA Jura has a central role in providing social and technical support to households. As a local operator, SOLIHA maintains direct contact with residents and helps make access to energy renovation schemes easier, particularly for the most vulnerable groups.

Local authorities also play an active role in project governance by contributing their knowledge of the area and helping to align the project with local public housing and energy policies. Their involvement ensures greater consistency between the project objectives and existing local strategies.

The project also relies on closer coordination between the various stakeholders in the renovation process, with the goal of streamlining information sharing, improving project monitoring, and making the renovation journey clearer for households.

This collective engagement is a key factor in the success of the pilot and allows the integrated IHRS model developed within CONCERTO RENOV to be tested in real conditions.



The solution to scaling up renovation lies in providing local support to both households AND construction companies. Both need a facilitator who can adapt their questions and answers to their audience. It seems essential to offer a suitable solution and simpler procedures for each.

The CONCERTO RENOV pilot in the Jura represents a major opportunity to change the way we provide support. In a rural area where households often have limited access to energy renovation schemes, the need for simplification and coordination is particularly strong.

The project allows us to test a more integrated model, in which all stages of the renovation journey are better structured and better coordinated between stakeholders. This not only makes our support work easier, but also improves households' understanding of and confidence in their projects.

We also find that introducing shared digital tools helps improve information sharing and project monitoring. This represents a real change in our working methods, with a direct impact on the quality of the service provided.

Finally, this pilot scheme strengthens cooperation between local stakeholders, which is essential to scaling up energy renovation in the area.

Loïc Debray
is the technical contact for SOLIHA JURA SAÔNE-ET-LOIRE.

1.2.2 Region 2 – The Landes



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Regional context

The Landes is the second pilot department for the CONCERTO RENOV project. Located in the Nouvelle-Aquitaine, the department is characterised by a high proportion of rural and peri-urban zones, with housing primarily consisting of detached homes scattered across a vast geographical area.

This regional configuration presents specific challenges in terms of energy renovation, particularly related to urban sprawl, accessibility of services, and the organisation of local renovation services. The residential housing stock in this area is generally old and diverse, with a significant portion of homes requiring thermal renovation to improve energy efficiency and reduce consumption.

The Landes benefits from a dynamic regional approach to energy transition and housing, driven by local authorities and organisations that support renovation efforts. This dynamic provides a solid foundation for testing the integrated CONCERTO RENOV model.

Local issues

The challenges of energy renovation in the Landes are closely linked with the geographic spread of households and the variety of residential situations. Distance from services, the limited availability of support, and multiple points of contact are major barriers to households undertaking energy renovation projects.

This area also faces challenges related to fuel poverty, particularly for households living in older homes with poor thermal performance. Improving thermal comfort in summer and winter is becoming an increasingly important issue, especially given the changing climate, which is marked by more frequent hot spells.

Developing the local energy renovation sector is also a major challenge to ensure the availability of qualified professionals and the quality of the works carried out. The expansion of public renovation policies requires more effective organisation across the stakeholders involved.

In this context, the CONCERTO RENOV model aims to address these challenges by providing an integrated support framework that simplifies processes for households and enhances coordination among local stakeholders.

In the Landes, the prevalence of older detached homes, coupled with a wide range of geographical and technical conditions, highlights the need for a one-stop shop that can provide tailored solutions to address households' energy renovation challenges.

Mobilising stakeholders

Implementing the project in the Landes relies heavily on the active involvement of local energy renovation and housing stakeholders. SOLIHA Landes plays a central role in the scheme by providing local support to households, particularly those facing fuel poverty or social vulnerability.

Local authorities are also closely involved in the pilot scheme, in line with their responsibilities for housing, energy and local development. Their involvement embeds the project in local public policies and helps ensure consistency between activities carried out in the area.

The project also draws on a network of technical, financial and operational stakeholders involved in the energy renovation journey. The goal is to improve coordination between these stakeholders to make the journey smoother for households and the range of services clearer.

The digital platform developed within CONCERTO RENOV has a central role in this organisation, facilitating information sharing, project monitoring and coordination of activities. It is a key tool for implementing the integrated IHRS model across the department.

This collective effort allows an innovative organisational model to be tested in real conditions, with the aim of improving the effectiveness of energy renovation schemes and increasing the impact of local public policies.

An approach developed with local stakeholders

In the Landes, the range of services was defined through consultation with local stakeholders. Local authorities, local banks, architects, professional organisations and construction companies were involved in adapting the CONCERTO RENOV model to local conditions and identifying the most appropriate tools to support households.

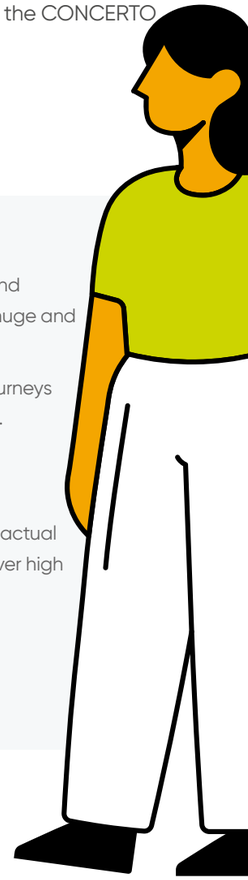
The CONCERTO RENOV pilot project in the Landes highlights the importance of having a structured and integrated framework to support households in their energy renovation projects, especially in such a huge and sparsely populated area.

The IHRS model allows us to coordinate local stakeholders more effectively and simplify renovation journeys for households, who previously often faced highly complex procedures and multiple points of contact.

The use of shared digital tools also represents significant progress, improving information sharing and project monitoring throughout implementation.

This tool helps ensure sound technical and financial decisions, improve data reliability and assess the actual gains achieved objectively. These lessons learnt will make it possible to scale up renovations that deliver high energy performance in the future, with risks properly managed.

Julien Salha
is the Energy Department Manager at SOLIHA Landes.



1.3 A project piloted by SONERGIA and the SOLIHA Federation

The role of SONERGIA, a coordinator and committed actor in energy renovation

The CONCERTO RENOV project is coordinated by SONERGIA, a mission-driven company and delegate under the French Energy Savings Certificates (CEE) scheme. Its goal is to support the energy transition by making home renovation accessible to all households, particularly those facing fuel poverty. Through its role as a funding body and renovation adviser, SONERGIA helps to overcome the financial, technical, and administrative barriers faced by households, making renovation projects more accessible and reducing the risks involved.

Within CONCERTO RENOV, SONERGIA acts as the overall consortium coordinator and ensures consistency across project implementation. In this capacity, it has a central role in planning, managing, and monitoring the various activities carried out by partners. It ensures, in particular, that activities are properly coordinated and that the objectives set under the LIFE programme are met.

As the lead partner, SONERGIA is responsible for the proper technical and administrative implementation of the project, in accordance with the grant agreement and the requirements of the European Commission. This responsibility includes monitoring progress, consolidating deliverables, managing reporting obligations and coordinating information sharing between consortium members.

SONERGIA also contributes to establishing the methodological framework for the project, particularly through the development and rollout of the Integrated Home Renovation Service (IHRS) model. With its expertise in supporting households and financing energy renovation projects, SONERGIA ensures that the solutions offered meet the real needs of beneficiaries, especially those who face challenges accessing existing schemes. It also supports the harmonisation of practices, tools and methods used in the pilot departments.

Another major aspect of its role is managing the development of the CONCERTO RENOV digital platform. This tool is a core element of the project, as it centralises data, facilitates monitoring of renovation journeys, improves coordination between stakeholders and helps assess the performance of the scheme.

Finally, SONERGIA liaises with the European Commission and ensures compliance with LIFE programme requirements, particularly regarding the quality of deliverables, financial monitoring, communication and dissemination of results.

Through these responsibilities, SONERGIA draws on its expertise as a delegate under the CEE scheme and its commitment as a mission-driven company to help roll out an energy renovation model that is more inclusive, more structured and more accessible to the most vulnerable households.

Making home renovation accessible to all households.

Coordination with partners

The success of the CONCERTO RENOV project depends on close coordination between SONERGIA and all consortium partners, particularly the SOLIHA Federation, SOLIHA Jura and SOLIHA Landes. This partnership draws on expertise that is highly complementary and on operational coordination to ensure the consistent rollout of the Integrated Home Renovation Service (IHRS) model in the pilot departments.

SONERGIA provides overall coordination and strategic management of the project, ensuring that the objectives set under the LIFE programme are met. SOLIHA Jura and SOLIHA Landes have an essential role in testing the model on the ground. Drawing on their detailed knowledge of local challenges and their expertise in advising households, they implement the renovation journey, engage local stakeholders and support beneficiaries, particularly the most vulnerable households.



The strategic role of the SOLIHA Federation

Within the consortium, the SOLIHA Federation has a central role as coordinator of the SOLIHA network and a major contributor to sharing the practices developed within the project. With its national network of organisations committed to improving housing and tackling fuel poverty, it provides an essential channel for consolidating lessons learnt, sharing experience and disseminating the findings from CONCERTO RENOV.

The SOLIHA Federation therefore coordinates discussions between stakeholders, facilitating information and good practice sharing and the pooling of feedback from the pilot departments. It also helps analyse the project's findings to identify the conditions needed for the model's success and its adaptation to other regional contexts.

Its role is also crucial in the project's dissemination strategy. Through its national presence and links with a wide network of housing stakeholders, the SOLIHA Federation is a major contributor to raising awareness of the results of CONCERTO RENOV and encouraging their uptake in other areas. It helps promote the tools, methods and recommendations developed within the project, to facilitate their transfer and use beyond the pilot departments.

The SOLIHA Federation also contributes directly to the potential for replicating the model by identifying the conditions needed for rollout and supporting organisations wishing to draw on the CONCERTO RENOV experience. Its role as network coordinator therefore offers scope for gradually extending the IHRS model more widely, taking local circumstances into account while retaining the fundamental principles of the scheme.

This partnership relies on regular coordination mechanisms, including progress meetings, collaborative workshops and sessions to consolidate lessons learnt. These exchanges ensure consistent project implementation and support continuous improvement of the tools and methods developed.

The CONCERTO RENOV consortium, therefore, brings together complementary expertise covering the entire energy renovation journey: social and technical support for households, energy expertise, financial structuring, digital innovation and network coordination. This synergy is a key factor in the project's success, while also enhancing the robustness of the model developed and its potential for replication in other regions across the country.

2. The CONCERTO RENOV journey

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2.1 An engaged local network

One of the main lessons learnt from the CONCERTO RENOV project is the ability to bring local stakeholders together around a shared objective: facilitating renovations that deliver high energy performance for the benefit of households. As well as the digital tools and methods developed within the project, the success of the pilot scheme depends above all on engaging a local network of renovation advisers, construction companies and public stakeholders.

This collaborative approach is one of the foundations of the Integrated Home Renovation Service (IHRS) model, which aims to offer households an easier renovation journey through better coordination between the parties involved. The experience in the pilot departments showed that this collective effort makes renovation journeys smoother, improves project quality and increases household confidence.

Building on existing schemes

One of the founding principles of CONCERTO RENOV was to work within existing local networks. The pilot scheme was not intended to create an additional organisation but to improve coordination between existing schemes. In the pilot departments, the project, therefore, worked alongside France Rénov' networks, local authorities, planned housing improvement schemes and institutional stakeholders in energy renovation. This integrated approach made it possible to build on existing expertise and make the journey clearer for households.

The Jura pilot scheme, for example, was based on one fundamental principle: building on structures already established within the local energy renovation network rather than creating a new organisation. The project therefore aimed to reinforce and extend the range of services offered by existing service providers, in coordination with France Rénov' schemes, Anah, AJENA, local authorities and other local stakeholders. This approach increased the scheme's acceptability and made it easier to integrate into households' existing journeys.

> **Not another organisation, but better coordination between existing schemes.**

Renovation advisers are essential to the renovation process.

Renovation advisers have a central role in the CONCERTO RENOV model. They are the main point of contact for households and liaise between all the stakeholders involved in renovation projects.

Their work begins with the initial awareness raising and information stages. They help households understand energy issues, identify what their homes need, and assess possible solutions. This support continues throughout the renovation journey to help individuals develop a coherent project, secure available funding and coordinate the various stages of implementation.

The experience gained from the pilot projects emphasised the importance of this close relationship. Households express a strong need for a designated contact who can answer their questions, guide them through what is often perceived as a complex process and help them in making decisions.

The methodology developed within CONCERTO RENOV also allows renovation advisers to use shared tools and a digital platform that facilitates information sharing and case monitoring. This organisation helps improve the quality of the service provided and reduce risks throughout renovation journeys.

More broadly, renovation advisers have an essential role in coordinating the local network. Their knowledge of the area, existing schemes and potential partners is an important factor in improving the effectiveness of the integrated one-stop shop.

Businesses are essential partners in the success of projects.

Construction companies are an essential part of the renovation journey. Their involvement from the earliest stages of a project helps ensure its technical feasibility and the quality of the works carried out.

One of the objectives of CONCERTO RENOV was to strengthen links between households, renovation advisers and building professionals. Feedback collected during the pilot schemes showed that this cooperation improved understanding of what each party expects and helps projects run more smoothly.

Construction companies pointed out the value of a scheme that allows projects to be better prepared in advance. The quality of the assessments carried out, clearer household requirements and sound funding plans make their work easier and reduce the risk of unforeseen problems during the works.

As one tradesperson involved in the pilot scheme put it:

When projects are well prepared and households receive support from the outset, communication is easier and the works run more smoothly. Everyone knows their role and decisions are made more quickly.

Introducing this type of platform is an opportunity for individuals to keep track of their renovation projects. As tradespeople, we get more information and quickly know if we have been selected to do the work.

Franck BONJOUR
director of ISOGREEN, FFB representative.

Several construction companies also highlighted the value of better coordination between the various parties involved. Information sharing, case monitoring, and visibility of the different stages of the renovation journey improve the organisation of the works and increase customer satisfaction.

Beyond operational matters, this cooperation helps build trust between professionals and households, which is essential to encouraging commitment to ambitious renovations.

The organising role of public stakeholders

The engagement of public stakeholders is another key factor in the success of the CONCERTO RENOV model. Local authorities, central government services, local agencies and public housing bodies have a decisive role in coordinating energy renovation policies and supporting local areas.

In both pilot departments, their involvement helped establish the project locally and engage local partners. Local authorities helped raise awareness of the scheme among residents, share project communications and encourage links with existing programmes.

Public stakeholders also have an important part to play in organising the provision of services. They help define local priorities, identify local needs and coordinate the various support schemes.

The CONCERTO RENOV experience shows that creating an integrated one-stop shop cannot depend on a single stakeholder. It requires shared governance involving all relevant stakeholders. This cooperation makes it possible to develop responses tailored to local circumstances while ensuring a consistent renovation journey for households.

More broadly, public stakeholders help create favourable conditions for scaling up energy renovation by facilitating access to information, supporting innovation and encouraging new forms of cooperation.



A collective effort to support households

One of the main lessons learnt from the project is that the success of a renovation journey depends above all on the quality of interactions between stakeholders. Renovation advisers, construction companies and public stakeholders pursue complementary objectives that can only be achieved through close and lasting cooperation.

Beyond developing tools, the project also helped improve the skills of professionals involved in renovation journeys. Renovation advisers developed their skills in IHRS methods and use of the platform, while businesses were informed about the quality requirements associated with the CONCERTO RENOV model. This human dimension is an important factor in ensuring the quality of the renovations carried out.

The model tested within CONCERTO RENOV shows that an organised local network can simplify procedures, improve project quality and improve the experience of the households involved. This collective engagement is now one of the main ways to accelerate the energy renovation of homes and support the development of effective and replicable integrated one-stop shops in other areas.

2.2 The CONCERTO RENOV platform

The CONCERTO RENOV platform is one of the core elements of the project. Designed as a digital tool to support the energy renovation process, it aims to simplify, organise, and reduce risks at the various stages of a project by facilitating information sharing between households, renovation advisers, businesses, and other stakeholders.

Its development is based on a collaborative design process involving project partners and users in the demonstration areas. Unlike a solution designed and then deployed in a fixed form, the platform evolved gradually throughout the pilot schemes in response to feedback from households, renovation advisers and construction companies. Each testing phase helped identify priority needs, adjust existing features and develop new services to meet practical requirements on the ground as closely as possible. This iterative approach resulted in a mature tool designed primarily around the working practices of the stakeholders involved.

The platform was designed to address one of the major challenges of energy renovation: the number of parties involved and the complexity of renovation journeys. Renovation projects involve many stakeholders, including households, support providers, construction companies, local authorities, funding bodies and housing stakeholders. This diversity can lead to coordination difficulties, information loss or gaps in project monitoring. In this context, CONCERTO RENOV acts as an intermediary by providing a shared space to centralise relevant data, monitor the progress of cases and improve collaboration between stakeholders.

The platform, therefore, aims not to replace existing schemes, but to facilitate coordination between them by providing digital continuity throughout the renovation journey. It supports households all the way from identifying their project through to post-completion monitoring, enabling the collection of information about the home, the organisation of support stages, the development of renovation scenarios, the preparation of funding applications and monitoring of the works.

As well as managing technical and administrative information, the platform helps improve operational coordination between stakeholders. Monitoring, notification and automated information sharing features can inform construction companies about the progress of projects, the approval of quotes or the availability of the funding needed to start work. This improved flow of information makes decision-making easier, reduces delays and gives everyone a clearer view of progress.

The pilot schemes in the Jura and the Landes allowed the use of the platform to be assessed in real-life conditions and its usability to be gradually improved. User feedback highlighted several benefits: a clearer view of project progress, simpler communication between stakeholders, improved monitoring of administrative procedures and better support for households throughout their renovation journeys.



2.2.1 Identification and initial self-assessment

Identifying needs and starting the renovation journey

The first stage of the CONCERTO RENOV journey is designed to help households get started with their energy renovation projects. When they access the platform, users are guided through a simple process to identify suitable energy renovation works and carry out an initial energy assessment.

This phase is an essential stage of the journey. It collects basic information about the home, its occupancy and the main characteristics known to the household. The aim is not to produce a detailed analysis, but to gain an initial understanding that will guide the support provided.

By integrating various data sources and using tools developed within the project, some information can be pre-filled or ticked automatically. This approach reduces manual data entry and makes it easier for households to engage with the scheme.

The initial assessment also helps raise occupants' awareness of energy issues in their homes. By asking a few simple questions, it pinpoints the main potential issues: thermal discomfort, high energy consumption, ageing equipment or the need for whole home renovation.

This initial stage is also an important point of contact between the household and the renovation adviser. The information collected helps guide the actions to be taken and prepare the next stages of the journey.

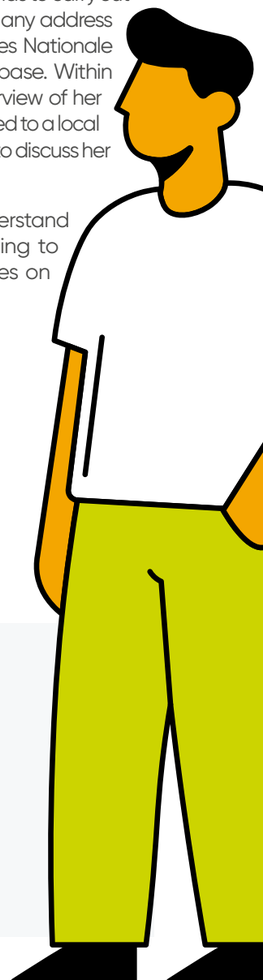
The initial self-assessment tool makes it easier to start the renovation journey by offering a preliminary evaluation that is both quick and accessible to all households. It provides an entry point that helps households engage with the renovation process and proceed with renovation works.

This stage first helps reduce barriers caused by complex procedures, making the scheme easier for users to understand. It then directs households more quickly towards the solutions best suited to their circumstances. It also helps prepare renovation advisers for their work by providing an initial basis for assessment. It also improves the quality of the information collected at the start of the project, making subsequent monitoring more relevant.

This tool, therefore, has a key role in making it easier to start the renovation journey while optimising the scheme as a whole.

For example, wishing to reduce her heating bills, the owner of a house built in the 1970s accesses the CONCERTO RENOV platform and enters the requested information about her home. The Concerto tool allows households to carry out an initial energy self-assessment using any address in France through the Base de Données Nationale des Bâtiments (BDNB) buildings database. Within a few minutes, she gains an initial overview of her home's energy performance and is referred to a local renovation adviser who will contact her to discuss her project in more detail.

This initial stage helps her quickly understand the next steps to take without having to research the various existing schemes on her own.



Testimonial

I knew my house used a lot of energy, but I didn't know where to start. The initial self-assessment gave me an overview of the condition of my home and, above all, helped me understand that support was available to help me move forward with my project

Homeowner
participating in the CONCERTO RENOV pilot scheme.

2.2.2 Energy analysis and visit

Understanding the home to develop a suitable project

Following identification of the home and the initial assessment, the CONCERTO RENOV journey includes a detailed analysis phase to establish an accurate picture of the building. This stage involves a visit to the home by a qualified professional and an analysis of the energy characteristics of the building fabric.

The aim is to collect the information needed to understand how the home performs: the quality of the building envelope, the heating and hot water systems, ventilation, thermal comfort, occupancy patterns and any defects identified. This visit provides a valuable opportunity for discussion between the household and the renovation adviser.

The data collected is entered into the platform to provide a sound basis for developing renovation scenarios. This approach goes beyond theoretical estimates and takes account of the actual condition of the home and the expectations of its occupants.

This stage provides a detailed understanding of the home and helps avoid unsuitable recommendations. It also helps households better understand energy issues.

During a visit to a house, the renovation adviser identifies significant heat loss through the loft and an ageing heating system. Discussions with the occupants also reveal problems with being comfortable in winter in some rooms. These findings will help develop renovation scenarios suited to their needs.

Testimonial

The visit helped us put into words the problems we had been experiencing for several years. We gained a better understanding of why some rooms were difficult to heat and what solutions could be considered.

Household
supported through CONCERTO RENOV.

2.2.3 Renovation scenarios and quotes

Developing a project suited to household needs

Using the data collected during the energy analysis, the platform allows different renovation scenarios to be developed. This stage aims to help households identify the most appropriate works for their objectives, budget and desired energy performance.

Several options can be proposed, ranging from targeted measures addressing specific elements to whole home renovation projects that significantly improve the energy performance of the home. Each scenario is presented clearly to make the expected impacts easier to understand.

The platform also centralises quotes prepared by partner construction companies and makes them easier to analyse. Households, therefore, have an overview of their project before they make any decisions.

This stage helps households compare different solutions and make informed choices. It also encourages more ambitious and more coherent renovations.

Following the energy analysis, a couple who own their home are offered three scenarios: one focusing on loft insulation, one combining insulation with replacement of the heating system, and one involving renovation of the whole home. The energy savings, estimated costs, and available funding are presented for each option.

Testimonial

Seeing the different scenarios helped us understand the implications of each choice. In the end, we opted for a more extensive renovation than we had originally envisaged.

Homeowners
participating in the pilot scheme.

2.2.4 Funding plan and Anah application submission

Securing project funding

Funding is often one of the main concerns for households undertaking an energy renovation project. To simplify this stage, the CONCERTO RENOV platform includes features to identify available financial support and develop a funding plan suited to the circumstances of the household.

The renovation adviser can then estimate the grants available, assess the remaining cost to the household and prepare the necessary administrative procedures. Where appropriate, the platform also facilitates the preparation and submission of applications to funding schemes, particularly those run by the Agence nationale de l'habitat (Anah).

This stage helps reduce financial uncertainty, which is often a barrier to taking action.

Centralising financial information makes the project clearer and helps households plan their investment.

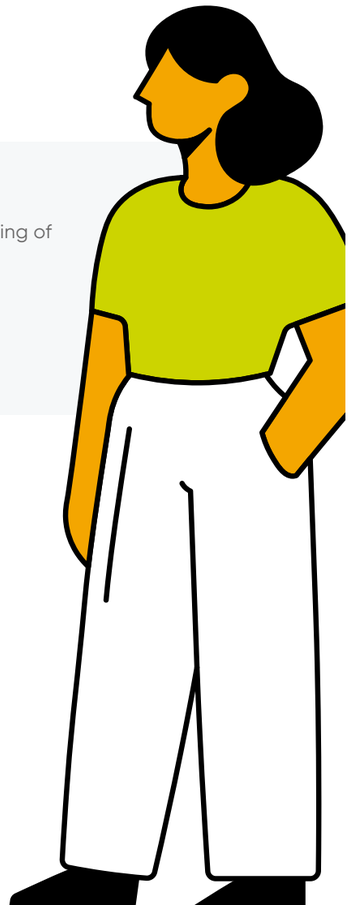
As the project progresses, the platform becomes a shared space for monitoring progress and coordinating the actions of households, renovation advisers and construction companies. Each approved stage generates the information needed to prepare for the next, ensuring continuity throughout the journey and better coordination between the parties involved.

A household eligible for Anah financial support receives personalised assistance to prepare its application. Using projections prepared with the help of its housing adviser, the household can see the estimated amount of financial support and the remaining amount to be financed before work starts.

Testimonial

We thought the process would be complicated. Having support and a clear understanding of the benefits we were entitled to gave us a great sense of reassurance.

Beneficiaries
of the CONCERTO RENOV scheme.



2.2.5 Monitoring renovation works and the progress visit

Ensuring works run smoothly

Once funding has been approved and construction companies selected, the CONCERTO RENOV journey enters its operational phase. This stage aims to monitor the work carried out and support the household throughout, until their completion.

The platform centralises information about the works, monitors the progress of the various activities and maintains regular contact between the stakeholders involved. Renovation advisers have an overview of the project and can intervene quickly if difficulties arise or adjustments are needed.

Interim visits can be arranged to check that the works are being carried out correctly, answer households' questions and ensure effective coordination between the various parties involved. This presence throughout the works helps reduce risks along the journey and limit misunderstandings or delays.

Another objective of this phase is to maintain household engagement and ensure that the works carried out meet the objectives defined during the design phase.

Monitoring the works helps improve their quality, improve coordination between stakeholders and reduce risks throughout the renovation journey.

Encouraging results in the Jura

More than 21% of sites where works have started have already been visited, and all the visits will take place even after the official end of the programme

No defective workmanship was identified, some minor remedial work was needed on certain sites

A valuable collection of information and photos for the programme

During whole home renovation works, a technical difficulty was identified with the insulation of an old wall. Through monitoring by the renovation adviser and communication facilitated by the platform, a suitable solution was quickly found in consultation with the construction company and the owner.

Testimonial

The work took several months, and we appreciated being able to rely on a renovation adviser who could answer our questions. We really felt supported from start to finish.

Homeowners
supported through CONCERTO RENOV.

2.2.6 Completion of work and the final visit

Checking the quality of the completed works

Completion of the works is an essential stage of the CONCERTO RENOV journey. It provides an opportunity to ensure that the planned works have been carried out in accordance with the original project and that the renovation objectives have been met.

A final visit is arranged to check that the completed works meet requirements, and to discuss the experience with the occupants. This stage also allows all relevant documents to be handed over to the household and preparations to be made for monitoring after all the work is completed.

Beyond the technical checks, this visit provides a valuable opportunity to review the results achieved and assess the initial benefits experienced by occupants in terms of comfort, quality of life or control over energy consumption.

This stage also helps increase household confidence in energy renovation schemes and gather valuable feedback for the continuous improvement of the services provided.

The final visit helps ensure that the project is properly wrapped up, checks the quality of the completed works and helps occupants make lasting use of the improvements to their home.

Following a programme of works that includes insulation of the building envelope and replacement of the heating system, a final visit was carried out with the household. The works were approved, and the occupants received advice on making the best use of their new equipment.

Testimonial

The visit at the end of all the work allowed us to review everything that had been done. We also received practical advice on making the most of the improvements to our home.

Household
participating in the pilot scheme.

2.2.7 The CIL CLÉA CONCERTO RENOV and the complementary functionalities

In keeping with the spirit of the Climate and Resilience Act, the Building Information Logbook provides a lasting record to support energy improvement works. Within CONCERTO RENOV, it becomes the central repository for housing data, technical documents, records of completed works and energy consumption monitoring. It therefore ensures continuity of information throughout the life of the building.

The role of the CIL as a lasting record of the home

The Building Information Logbook is one of the distinctive features of the CONCERTO RENOV model. It preserves the technical characteristics of the home, the history of works carried out, and the energy performance achieved after renovation. This digital record of the building can be used for future works or in a property transaction, helping to enhance the value of the renovated property.

Supporting households after completion of the works

The CONCERTO RENOV scheme stands out for its focus on post-construction care as well. Energy renovation doesn't end once the project is completed; it continues through the use of new equipment and the adoption of energy-saving habits.

Following this logic, the project developed the CLÉA CONCERTO RENOV system, also known as the Housing Information Logbook (CIL). This tool is designed to preserve all information related to the renovated housing and to provide ongoing support to its occupants.

The CIL centralises information about the characteristics of the home, the works carried out, the equipment installed and the associated technical documents. It provides a digital record of the home that can be used for future works, a sale or a transfer of ownership.

The platform also offers additional features to support energy consumption monitoring and continuous improvement of the energy performance of the home. Occupants can therefore monitor specific indicators, access personalised advice and better understand how their use of the home affects energy consumption.

This approach allows the benefits of renovation to be sustained and households to become more committed to energy sufficiency.

The CIL helps preserve the results achieved through the works, improve understanding of the home and support better control over energy consumption over time.

Initial feedback shows that consumption monitoring features are of particular interest to households wishing to measure the actual effects of their works. This demand is particularly evident among homeowners who have made substantial investments and want to assess the energy savings achieved objectively. These observations confirm the value of integrating tools for monitoring after completion of the works into future integrated renovation services.

After renovating his home, a homeowner regularly used his CLÉA CONCERTO RENOV space to retrieve documents related to the renovation and monitor his energy consumption trends. A few months after the project was completed, he noticed a significant decrease in his heating expenses.

Testimonial

We thought the project ended when the works were completed. As it turns out, the platform allows us to keep all the information about our home in one place and monitor our energy consumption more effectively. This is a real bonus for maintaining the benefits of renovation over the long term

User
of the CONCERTO RENOV platform.

2.3 Contributions from technical partners

Going beyond engaging local stakeholders, the CONCERTO RENOV project drew on the expertise of specialist technical partners to design, test and improve the tools developed during the pilot. Their contribution allowed complementary expertise to be made available to stakeholders on the ground and improved the reliability of the model implemented.

Among these partners, QUALITEL Solutions had a particularly important role in providing methodological support for the project, evaluating the user experience and continuously improving the digital tools developed. Their involvement helped ensure that the proposed solutions met households' expectations while remaining tailored to the needs of professionals involved in the renovation process.

This collaboration highlights the importance of involving technical experts in the design of energy renovation initiatives to ensure their effectiveness, relevance, and scalability.

Recognised expertise in digital housing information booklets

The contribution of QUALITEL Solutions draws on several years of research and testing in the field of digital housing information booklets. The organisation participated in the national pilot of the digital housing information booklet under the Plan de Transition Numérique dans le Bâtiment, followed by several European projects dedicated to Digital Building Logbooks. This expertise allowed the CLÉA solution to be adapted to the specific needs of CONCERTO RENOV and the features needed to monitor renovation journeys to be incorporated.

The role of QUALITEL Solutions in the project

QUALITEL Solutions, a recognised partner in housing quality and housing improvement, contributed its expertise in analysing usage, evaluating the user experience and supporting innovation to the CONCERTO RENOV project.

Throughout the project, QUALITEL Solutions helped to identify end-users' needs and to assess the services offered as part of the renovation process. This approach allowed household expectations to be incorporated from the design stages and the tools developed to be tested in practical real-world conditions.

The work carried out allowed user feedback to be collected regarding understanding the journey, access to information, ease of procedures and the overall perception of the service provided. These analyses informed discussions within the consortium and contributed to the gradual improvement of the solutions implemented.

This user-centric approach aligns perfectly with the philosophy of Integrated Home Renovation Services (IHRS), which prioritises the needs of occupants in energy renovation initiatives.

The CONCERTO RENOV platform is built on the integration of several complementary components. An energy self-assessment allows households to start their project and prepare for discussions with their renovation adviser. The Housing Information Booklet, developed by QUALITEL Solutions, serves as the primary repository for housing information and records of completed work. All of this forms part of the support provided by the SOLIHA Accompagnateurs Rénov' in the Landes and Jura, who ensure continuity throughout the renovation journey until the project is completed.

As a representative of QUALITEL Solutions explains:

"One of the main challenges of the project was to design tools capable of addressing the varied circumstances of households. Listening to users and analysing their feedback were essential to adapting the services provided and helping users make better use of them.

We are pleased to have shown that a well-designed housing information booklet allows the renovation journey to run more smoothly."

Bertrand LECLERCQ,
President of QUALITEL Solutions.

Technical expertise used to improve renovation journeys

As well as analysing the user experience, the technical partners provided valuable expertise to structure support methods and improve the overall quality of the renovation journeys offered to households.

The CONCERTO RENOV project required tools designed to meet several objectives simultaneously: simplify access to information, facilitate coordination between stakeholders, improve the quality of assessments and allow effective monitoring of renovation projects.

The technical partners helped define the features needed to address these challenges and formalise processes that allow the various parties involved in the journey to work consistently.

Their expertise also allowed the quality of the project to be improved by paying particular attention to how the tools developed were used in practice. This approach helped avoid an exclusively technological view of energy renovation by prioritising a user-centric service approach.

Feedback gathered throughout the pilot scheme showed that this approach helps households better understand the systems in place, increases their engagement in renovation projects, and improves the quality of interactions among the various stakeholders involved.

A platform developed collaboratively through the pilot scheme

One of the strengths of the CONCERTO RENOV project lies in the continuous improvement approach adopted throughout the pilot scheme. The platform was not designed as a fixed tool delivered at the start of the project, but as an evolving solution, developed in close collaboration with partners and gradually enhanced through feedback from the field.

The pilot schemes in the Jura and the Landes allowed the different user journeys to be tested under real conditions of use. Renovation advisers, construction companies and households were regularly consulted to identify barriers, development needs and features that could improve the user experience. This approach led to improvements in platform usability, simpler stages in the journey, better information sharing between stakeholders and new features addressing needs expressed during the pilot scheme.

This iterative approach involved all the technical partners in the consortium. Feedback from the pilot schemes was analysed collectively to prioritise changes, test new solutions and check their suitability before incorporating them into the platform. This collaborative approach ensured that developments met the practical rather than theoretical needs of renovation advisers and households.

Beyond the development of a digital tool, this collaborative design process is a major lesson learnt from the project. It shows that the success of an integrated renovation service depends as much on the quality of cooperation between partners as on the technical performance of the platform. By adapting the tools in response to feedback, CONCERTO RENOV was able to develop a more reliable and intuitive solution that was better suited to local conditions, making future replication easier.

Continuous improvement of the CONCERTO RENOV platform

One of the main contributions of the technical partners concerned the continuous improvement of the CONCERTO RENOV digital platform. Designed as a tool for coordinating and monitoring renovation journeys, this platform is one of the core elements of the model tested.

From the earliest stages of the project, particular attention was paid to evaluating its use by different groups of users: renovation advisers, local operators, institutional partners and households. This approach allowed the strengths of the scheme and the areas for improvement needed to increase its effectiveness to be identified.

User feedback led to several adjustments aimed particularly at simplifying certain features, improving overall usability and facilitating information sharing between stakeholders. This continuous improvement approach allowed the tool to evolve gradually throughout the pilot schemes carried out in the demonstration areas

.The CONCERTO RENOV experience shows that the success of a digital platform does not depend solely on its technical performance. It also depends on its ability to fit into user practices and meet the operational needs of local stakeholders.

The technical partners therefore had an essential role in adapting the platform to the practical realities of the renovation journey and taking user feedback into account. This collaborative approach allowed a more reliable and intuitive tool to be developed that was better suited to the requirements of an integrated energy renovation one-stop shop.

An essential contribution to the replicability of the model

Beyond the results achieved in the demonstration areas, the contribution of the technical partners directly supports the replicability of the CONCERTO RENOV model. By documenting usage, analysing feedback and continuously improving the tools developed, they help establish a methodological foundation that other areas can reuse.

This continuous improvement approach is one of the main lessons learnt from the project. It shows that the success of an integrated energy renovation service depends as much on the quality of partnerships as on the ability to adapt the solutions offered to user needs.

The experience gained through the contributions of QUALITEL Solutions and other technical partners will help inform future implementations of the CONCERTO RENOV model and improve the quality of services offered through energy renovation one-stop shops in the future.



3. Review of the CONCERTO RENOV project

Co-funded by the European Union

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Co-funded by the European Union. 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.

credit: SOLIHA

After several years of experimentation in the pilot departments of Jura and Landes, the CONCERTO RENOV project successfully tested a one-stop shop service model. This model relied on strong coordination amongst stakeholders, enhanced support for households, and the development of a dedicated digital platform.

The results now allow the benefits of the model tested to be assessed, opportunities for improvement to be identified, and preparations to be made for its introduction in other regions. Beyond the quantitative indicators, the project also generated many lessons about organising renovation journeys, engaging professionals and supporting households.

WHAT THE PILOT SCHEME CONFIRMED

In addition to the quantitative results, the pilot schemes rolled out in the Jura and the Landes **departments** have helped to confirm several key lessons for the design of an integrated energy renovation service. These findings, drawn from feedback from households, renovation advisers and project partners, are now one of the main legacies of CONCERTO RENOV.

1. A single point of contact is essential for households.

The number of schemes, parties involved and procedures remains a major barrier to taking action. Households express a strong need for support from a designated adviser capable of coordinating the entire project, from the initial considerations through to monitoring after completion of the works.

2. Construction companies need a clearer view of projects.

Professionals want reliable and shared information on the progress of projects to plan their work more effectively, limit last-minute changes and make the organisation of works smoother.

3. Renovation advisers expect simple and interoperable tools.

The pilot scheme showed that digital tools are only useful when they allow administrative tasks to be reduced, information to be centralised and coordination between stakeholders to be made easier. Conversely, the proliferation of platforms or duplicate data entry creates complexity.

4. The flow of data is a key factor in success.

Automated information sharing between the parties involved improves continuity throughout the journey, limits data entry errors and reduces processing times. Interoperability between tools appears to be an essential condition for scaling up high-energy performance renovations.

5. Technology does not replace personal support.

The pilot schemes confirmed that the platform is an effective tool for improving efficiency, but that it cannot replace the expertise of renovation advisers. The combination of personalised support and effective digital tools is one of the foundations of the CONCERTO RENOV model.

6. Local governance remains the main factor in success.

Beyond the tools developed, the pilot scheme showed that the success of the renovation journey depends on the quality of cooperation between local authorities, service providers, construction companies, technical partners and funding bodies. Trust between stakeholders and a shared vision are the real drivers of an effective and replicable integrated one-stop shop.

Results to be analysed in the context of the pilot scheme

The results presented in this chapter must be analysed in light of the experimental nature of CONCERTO RENOV. Throughout the project, partners adapted their working methods, tools and organisation to take account of feedback from the field, needs expressed by users and changes in the regulatory framework. The key performance indicators (KPIs) served as practical management tools, allowing partners to identify the strengths of the schemes, assess the scope for improvement and guide the necessary adjustments.

Some of the changes observed in the KPIs, therefore, do not indicate a departure from the initial goals, but reflect the ability of the consortium to adjust its approach gradually. The pilot scheme allowed household expectations to be defined more clearly, the support pathway to be refined, platform features to be improved, and coordination between partners to be strengthened. Operational objectives were, therefore, regularly assessed against practical conditions on the ground to develop a more reliable and more easily replicable model.

In addition to the numerical results, the project generated a set of lessons that can be directly applied to the implementation of one-stop shops for the future. These lessons cover everything from governance of the system to the organisation of schemes, engagement of stakeholders, use of digital tools, and the conditions necessary for ensuring the long-term sustainability of the economic model. They represent one of the key added values of CONCERTO RENOV and form the basis for the recommendations outlined in the following chapters.

3.1 Key figures

The KPIs presented below are used to measure the key outcomes achieved through the CONCERTO RENOV pilot scheme. They provide an initial assessment of the project's impact on the pilot departments.

Households assisted

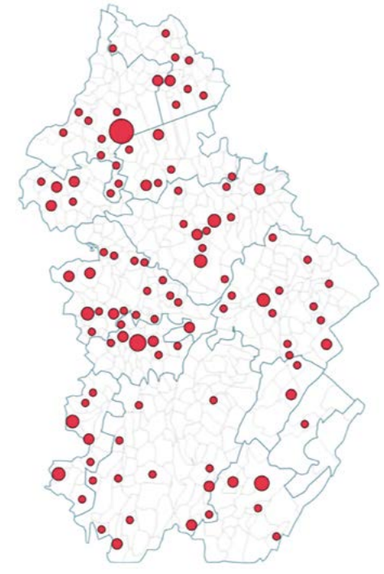
One of the project's main goals was to make it easier for households to access energy renovation schemes by providing simplified and coordinated support.

During the pilot scheme, a total of **706 households** were enrolled in the CONCERTO RENOV scheme.

Departmental distribution:

- Jura: **164 households**
- Lands: **542 households**

Top 10 municipalities	Number
Dole	11
Lons-le-Saunier	5
Saint-Claude	4
Arbois	3
Bletterans	3
Champagnole	3
Cousance	3
Poligny	3
Saint-Amour	3
Aromas	2



164
cases in total

Number of CONCERTO RENOV cases

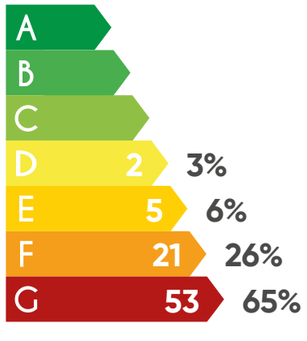
11 10 5 1

On average

2.5
people per household

135 m²
floor area per home

Figure 3. SOLIHA Jura's statistics on the number of households assisted



97%
of cases are energy-inefficient homes in the Jura

Among these households:

77%
were cases of fuel poverty.

60%
of them continued their project through to the works phase.

Figure 4. SOLIHA Jura's figures for the percentage of energy-inefficient buildings.
The breakdown by energy rating is based on 81 cases analysed, a representative sample of all cases.

Breakdown of energy ratings before works

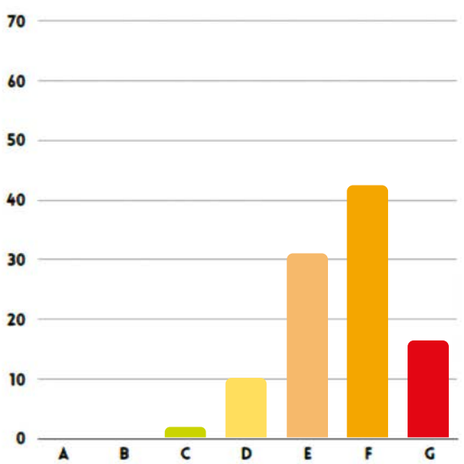
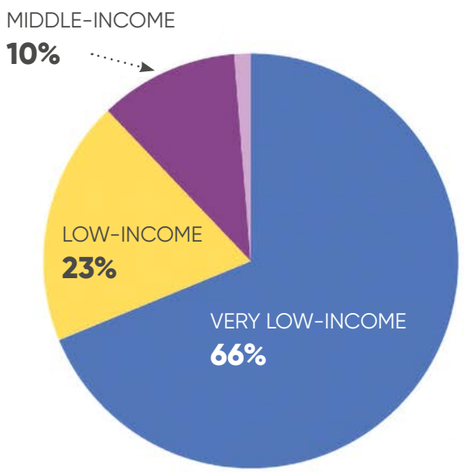


Figure 5. SOLIHA Landes' figures for the percentage of energy-inefficient buildings

Breakdown of households by income category



Renovations completed

The project aimed to turn renovation plans into concrete, high-performance projects.

In total:

164 renovation projects were started.

20 renovations were completed by the project's closing date.

144 cases are still under consideration.

The works generated
€15.3m

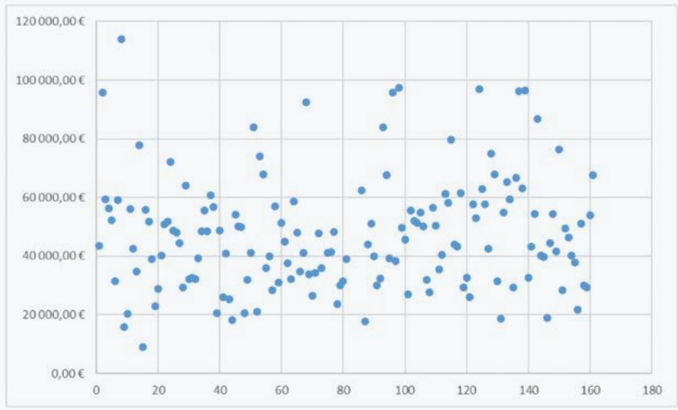
Total amount of works generated in the Jura:
€7.33m

Average cost of works:
€72k



Figure 6. SOLIHA Jura figures for the cost of renovation works

Breakdown of works costs per case



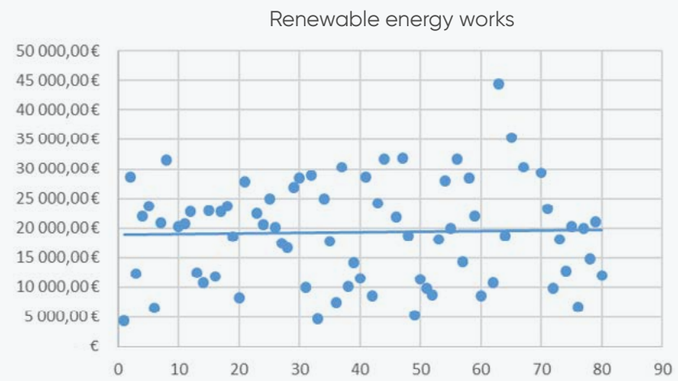
€8.33m
The works generated

€46k
average cost of works per case

Figure 7. SOLIHA Landes figures for the cost of renovation works

The projects mainly involve whole home renovations:

- Thermal insulation
- Replacement of heating systems;
- Changing the ventilation systems;
- Installation of equipment that uses renewable energy sources.

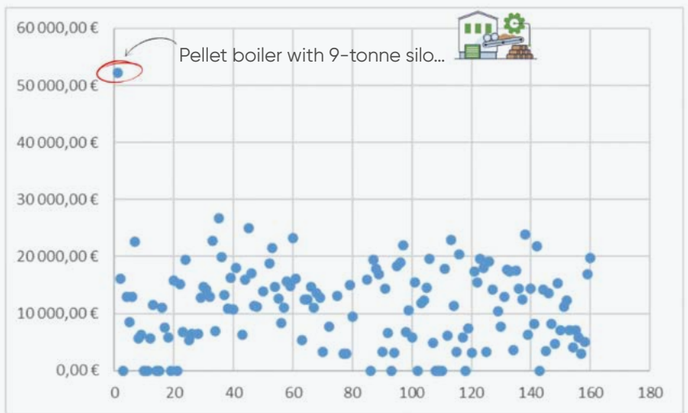


Of the €7.33m of works undertaken in the Jura,
€1.7m
relates to renewable energy

Average cost of these works:
€19k

Figure 8. SOLIHA Jura figures for renewable energy works

Breakdown of renewable energy works costs per case



€1.98m
total cost of renewable energy works generated

€13k
average renewable energy works cost per case

Figure 9. SOLIHA Landes figures for renewable energy works

Energy savings

The renovations supported as part of the project have significantly improved the energy efficiency of the homes involved.

The results observed show:

- Estimated energy savings of **5,907 MWh**.
- A reduction of greenhouse gas emissions of **1,000 tonnes of CO_2**.

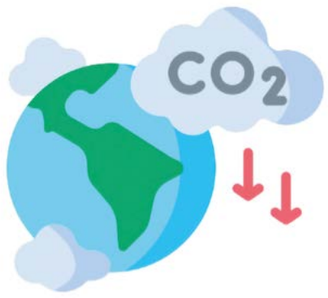
The works prevented emissions of
631,4 tonnes of CO_2

Average saving per case of
6 tonnes

=

1 000 Paris-New York flights

Figure 10. Figures in tonnes of CO_2 for the Jura pilot scheme



631,4 T
total CO_2 emissions avoided

Figure 11. Figures in tonnes of CO_2 for the Landes pilot scheme

The proportion of homes that have achieved a significant improvement in their energy efficiency rating is estimated to be:

- **80 %** of the projects supported.

The works delivered energy savings of
3 672 MWh

Average saving of
37 000 kWh
per case in primary energy

=

Equivalent to annual consumption of around
170 detached houses

Figure 12. Figures in MWh for the Jura pilot scheme



4 212 MWh
total final energy saved

Figure 13. Figures in MWh for the Landes pilot scheme

Construction company engagement

The project also helped strengthen cooperation between households, renovation advisers and construction companies.

In total:

412
construction companies were engaged.

The feedback collected shows better project preparation and improved coordination between the various parties involved.

Department	Top 10 municipalities	Number
39	Lons-le-Saunier	39
39	Gevry	14
39	Dole	13
39	Arbois	11
39	Foucherans	8
39	Poligny	7
39	Saint-Amour	7
39	Rochefort-sur-Nenon	6
39	Annoire	5
39	Courlans	5

Department	Number of companies
Jura	93
Saône-et-Loire	17
Doubs	9
Ain	5
Côte-d'Or	3
Haut-Rhin	1
Rhône	1
Haute-Saône	1

Figure 14. Locations of participating construction companies by municipality and department for the SOLIHA Jura pilot scheme

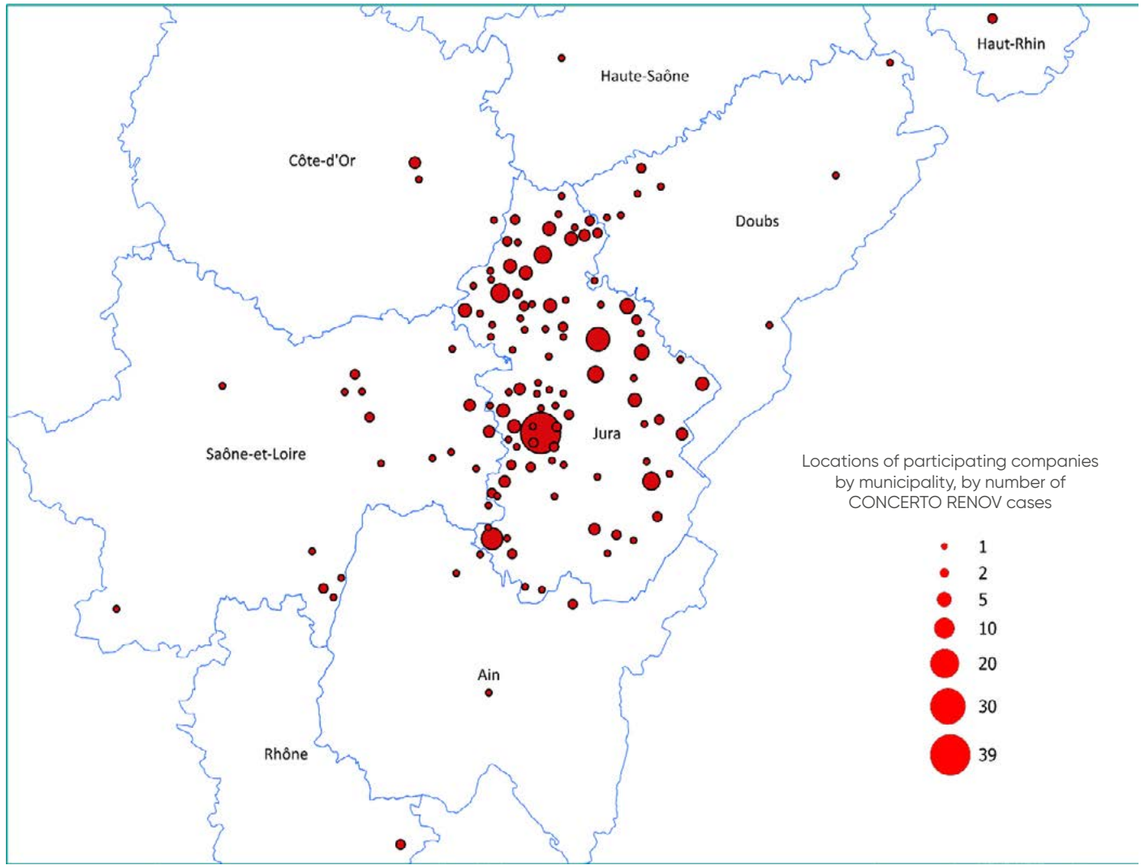


Figure 15. Locations of participating construction companies for SOLIHA Jura Saône-et-Loire

Key performance indicators (KPIs)

In accordance with the evaluation plan defined within the project, several KPIs were monitored throughout the pilot scheme.

KPI	RESULT
Rate of entry into the renovation journey	80 %
Rate of progression to works	60 %
Household satisfaction	90 %
Professional satisfaction	Not enough perspective yet / Few completed projects.

These results allow the suitability of the CONCERTO RENOV model to be assessed and the conditions for its replication in other areas to be identified.

3.2 Examples of completed projects

In addition to the overall results, the projects completed during the pilot scheme provide practical examples of the benefits of the CONCERTO RENOV model for households. The following examples highlight the variety of circumstances encountered and solutions implemented.

Promoting technical solutions suited to the area

In addition to improving the renovation journey, the pilot scheme in the Jura, for example, also allowed technical solutions particularly suited to local conditions to be pinpointed. Discussions with local professionals emphasised interest in materials and techniques that combine energy performance, occupant comfort and the use of local resources.

The solutions identified include bio-based materials, which have considerable potential to address the challenges of renovating existing buildings while limiting the environmental footprint of the works. Hemp-lime renders were highlighted for their thermal and hygrothermal properties, which are particularly suited to certain older buildings. Similarly, external wall insulation (EWI) systems using wood fibre offer promising performance while encouraging the use of renewable materials.

Local stakeholders also highlighted the value of certain innovative heat recovery solutions that allow the overall energy efficiency of renovated homes to be improved. This feedback shows the ability of the CONCERTO RENOV project to promote effective technical practices suited to local conditions.

Alongside the pilot scheme renovation journeys, CONCERTO RENOV launched several calls for expressions of interest to identify innovative solutions that could be incorporated into the projects supported. These initiatives allowed innovations in energy efficiency, renewable energy generation and storage, and tools for managing and monitoring consumption to be promoted. Particular attention was also paid to solutions contributing to the development of smarter buildings, in line with European guidance on the Smart Readiness Index (SRI).

This technical dimension complements the approach adopted by the project. By facilitating discussions between renovation advisers, construction companies and experts, the CONCERTO RENOV model helps not only to simplify administrative procedures but also to promote quality renovation solutions suited to local specific and household needs.

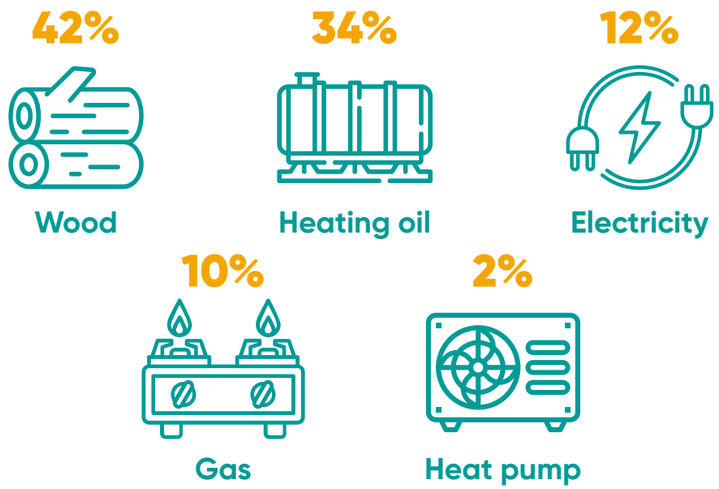


Figure 16. Breakdown of energy sources before renovation in the Jura

3.2.1 Project n°1 – Jura in the Val d'Amour



Description of the renovated home

- Type of home: detached house
- Year of construction: 1978
- Floor area: 118 m²
- Energy rating before the works: F
- Number of occupants: one person with one dependent child

Total project cost = €78k with 4 local construction companies involved
Total grants received = **€32k**
(2025 scheme)

Works carried out allowing an improvement of 3 energy rating bands

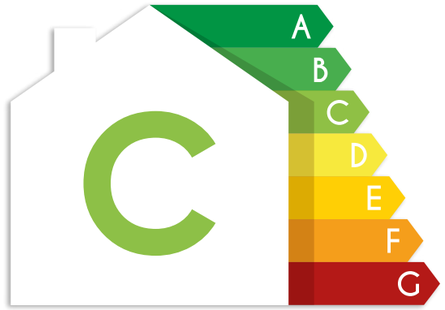
- External wall insulation;
- Insulation of converted loft spaces;
- Replacement of the cellar door;
- Installation of humidity-controlled ventilation;
- Installation of a heat pump supplying the radiators.

Energy performance results

64% Energy saving

67% Reduction in emissions

€2,880/year Estimated savings

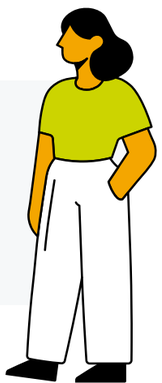


128 kWh/m²·year
3 kg CO^2/m²·year

Testimonial

This programme allowed me to plan my renovation properly to improve the home I share with my child. We were able to define the scheme and the assistance we required, and we opted for a more self-sufficient central heating solution.

The property owner
was assisted as part of the CONCERTO RENOV scheme.



3.2.2 Project n°2 – in the northern part of the Jura region


credit: SOLIHA

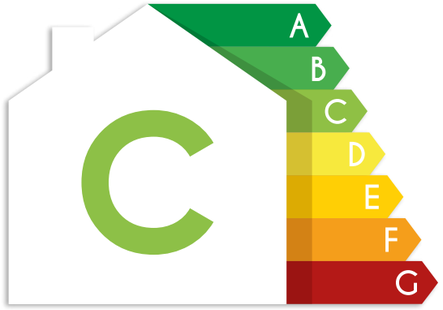
Description of the renovated home
- Type of home: detached house
- Year of construction: 1900
- Floor area: 173.2 m²
- Energy rating before the works: F
- Number of occupants: a single-parent family with three children.

Total project cost = €59 k with 5 local construction companies involved
Total grants received = **€50k** (2024 scheme)

Works carried out allowing an improvement of 3 energy rating bands
- Internal wall insulation;
- Insulation of the unconverted loft;
- Installation of double-glazed windows and insulating shutters;
- Installation of humidity-controlled ventilation;
- Installation of a biomass boiler for heating and hot water.

Energy performance results

50% Energy saving | **45%** Reduction in emissions | **€2,676/year** Estimated savings



177 kWh/m²·year
5 kg CO^2/m²·year

Testimonial

The support provided by SOLIHA Jura meant I was able to complete my renovation project after putting it off for several years. The procedures have been simplified, and I can now see a clear improvement in the comfort of our home.

Homeowner
supported through CONCERTO RENOV.



3.2.3 Project n°3 – Landes, municipality of Léon


credit: SOLIHA

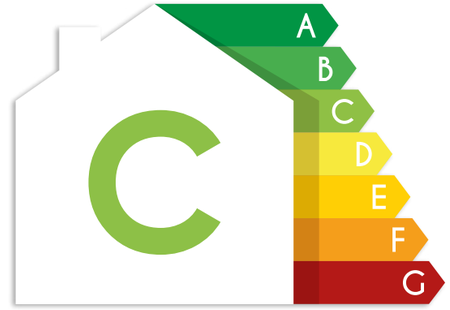
Description of the renovated home
- Type of home: detached house
- Year of construction: 1927
- Floor area: 54,5 m²
- Energy rating before the works: G
- Number of occupants: one person with one dependent child under 18

Total project cost = €51,165 (inc. tax)
Grant funding mobilised: **€38,109**
Remaining cost: **€13,056** (inc. tax)
i.e. **74,50%** covered

Works carried out allowing an improvement of 4 energy rating bands
- Internal and external wall insulation;
- Insulation under the rafters;
- Replacement of windows and doors;
- Replacement of skylights;
- Installation of a pellet stove.

Energy performance results

66% Energy saving | **67%** Reduction in emissions | **€2,010/year** Estimated savings



142 kWh/m²·year
4 kg CO^2/m²·year

Testimonial

Thanks to the support received from CONCERTO RENOV, I was finally able to complete my renovation project. The process was straightforward and explained very clearly. Today, my home is more comfortable, and I feel better in it.

Homeowner
supported through CONCERTO RENOV.



3.2.4 Project n°4 – Landes, municipality of Mont-de-Marsan


credit: SOLIHA

Description of the renovated home

- Type of home: detached house
- Year of construction: 1950
- Floor area: 101,7 m²
- Energy rating before the works: E
- Number of occupants: Five people

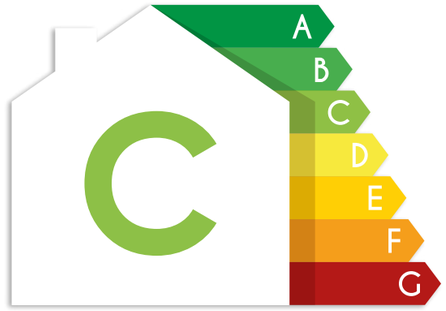
Total cost of the work:
€56,113 (inc. tax)
Total grants received: **€32,000**
Balance remaining: **€24,113** (inc. tax)
This equates to a coverage rate of **57%**.

Works carried out allowing an improvement of 2 energy rating bands

- External wall insulation;
- Insulation under the rafters;
- Replacement of windows and doors;
- Installation of solar-powered roller shutters.
- Replacement of the mechanical ventilation system with a humidity-controlled system (B).

Energy performance results

61% Energy saving | **62%** Reduction in emissions | **€1,460/year** Estimated savings



123 kWh/m²·year
25 kg CO^2/m²·year

Testimonial

With support from CONCERTO RENOV, I was able to carry out my renovation project with much greater peace of mind. I was guided at every stage, and the procedures were easier. Today, my home is more pleasant to live in, and I'm saving energy.

The property owner
was assisted as part of the CONCERTO RENOV scheme.



3.3 Lessons learnt from the projects supported

Analysis of the completed projects reveals several common lessons.

First, having a designated renovation adviser throughout the journey appears to be a decisive factor in project success. Households also stress the importance of simpler administrative procedures and the clearer view of progress provided by the digital platform.

The projects also show that coordination between stakeholders encourages more ambitious renovations and helps improve the overall quality of the works carried out.

These results confirm the value of the CONCERTO RENOV model and provide a sound basis for its rollout in new areas.

Key success factors for CONCERTO RENOV

The pilot scheme carried out in the pilot departments identified several essential conditions for rolling out an integrated energy renovation service. In addition to the tools developed, the combination of these factors determines the success of the model.

KEY FACTOR	WHAT THE PILOT SCHEME SHOWED
Support for households throughout the journey	A single point of contact helps ensure sound decisions and reduces project abandonment.
Strong local governance	Coordination between partners ensures a smooth journey.
A shared platform	A shared tool facilitates communication, monitoring and project traceability.
Reliable and interoperable data	Data informs assessments, reduces repeated data entry and improves project management.
Partners engaged	Local authorities, construction companies, funding bodies and service providers each contribute to project success.
Continuous improvement	Tools and methods evolve through feedback from the field and pilot schemes.

A scheme capable of adapting to public policies

The CONCERTO RENOV pilot scheme took place against a backdrop of major changes in French energy renovation policy. The introduction of the Mon Accompagnateur Rénov' scheme, changes to the conditions for accessing grant aid and successive adjustments to national schemes led the consortium to adapt its tools, procedures and organisation throughout the project.

This experience shows that an integrated renovation service cannot be designed as a fixed scheme. Instead, it must have governance arrangements and tools that are flexible enough to adapt to regulatory changes, while ensuring continuity of support for households.

This adaptability is one of the main lessons learnt from CONCERTO RENOV and will be an essential factor in its replication in other areas.

4. Views from stakeholders on the ground

Co-funded by the European Union

This project and the research leading to these results has received funding from the European Community's Life 2021 program under grant agreement 101077038

Co-funded by the European Union. 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.



4.1 Meeting household needs

One of the main lessons learnt from the CONCERTO RENOV project is the need to develop support that meets the actual needs of households throughout their renovation journeys. Feedback from local stakeholders shows that these needs evolve as the project progresses and require suitable responses at each stage. In addition to technical matters, households have high expectations regarding information, trust, simpler procedures and personalised monitoring.

Households express a great need for financial security throughout the renovation journey. In addition to the amount of grant aid available, they want a clearer picture of the total cost of the works, the expected savings and the available financing options. The support provided through CONCERTO RENOV directly addresses this expectation by helping households develop technically coherent and financially sustainable projects.

Before the work: providing information, reassuring and helping with decisions

The preliminary stage is often the most decisive part of the renovation journey. Many households have limited knowledge of the solutions available, the grant aid they can access or the expected benefits of energy renovation. They also face a mass of sometimes contradictory information that makes decision-making difficult.

Local stakeholders stress the importance of early support that allows the different options to be clarified, the steps to be taken to be explained and the available funding schemes to be presented. Households need a trusted contact who can answer their questions and help them develop a project suited to their circumstances.

This stage is also essential for setting realistic objectives for energy performance, comfort levels and budget. Having a renovation adviser allows an intention to renovate to become a concrete and structured project. The CONCERTO RENOV experience shows that the more support households receive at an early stage, the more likely they are to undertake ambitious and coherent works.

During the works: coordinating the journey and reducing risks

Once works have started, household needs shift towards project coordination and risk management. This period is often a source of concern because of the organisational constraints involved, dealings with construction companies and any unforeseen problems that may arise during the works.

The stakeholders consulted during the project stress the importance of maintaining active support during this phase. Households particularly appreciate having a designated adviser who can monitor project progress, facilitate communication between stakeholders and help them resolve difficulties.

This support also helps ensure that the administrative and financial procedures associated with the works are handled properly. Discouragement is reduced, and it helps occupants keep better control over their project. Feedback shows that this presence throughout the works is an important factor in satisfaction and trust.

The importance of post-works monitoring

In addition to carrying out the works, several stakeholders stress the value of support after renovation that allows the installed equipment to be checked for correct operation, changes in usage to be supported, and the expected energy savings to be sustained. This phase also helps increase household confidence and encourages recommendations of the scheme to other homeowners.

After the works: helping occupants make the most of their renovated home

Household needs do not disappear when the works are completed. The period after renovation is an important stage in ensuring that the results are lasting, and allowing occupants to benefit fully from the improvements made.

Local stakeholders find that households often need additional support to understand how their new equipment works, use it appropriately and optimise the energy performance of their renovated home. This phase also provides an opportunity to assess occupant satisfaction and measure the benefits experienced in terms of comfort, quality of life and control over energy costs.

The CONCERTO RENOV experience shows that monitoring after completion of the works helps increase confidence in energy renovation schemes and encourages households to share positive experiences. It also provides valuable information for improving the services offered and adapting schemes to the expectations of future beneficiaries.

Feedback from local stakeholders therefore points to a common finding: the success of a renovation journey depends on continuity of support. By meeting household needs before, during and after the works, integrated one-stop shops can not only make projects easier to carry out, but also increase their impact and ensure their benefits last.

Adapting support to household profiles

The pilot scheme also revealed the varied motivations of households undertaking energy renovation projects. For some homeowners, particularly those in the middle and higher-income categories, renovation is primarily seen as an investment that allows the value of their property to be increased and the energy performance of their home to be improved over the long term. These households generally show greater interest in monitoring consumption and assessing the return on investment from the works carried out.

By contrast, low and very low-income households more frequently express expectations relating to improved thermal comfort, reduced fuel poverty and immediate control over energy costs. These varied expectations show the importance of providing personalised support suited to the motivations and specific needs of each household.

Reducing risks in renovation journeys as schemes change

The pilot scheme also revealed the impact of regulatory and funding changes on household confidence. In 2025, changes to the eligibility conditions for certain energy renovation grants available led to many projects being stopped or postponed despite already being underway. In some cases, households had already signed their support agreement, had an energy audit carried out and selected a renovation scenario when the regulatory changes took effect.

This situation caused considerable confusion among households and weakened their confidence in support schemes. Feedback from service providers also shows a decline in household enquiries, with some households no longer able to distinguish clearly between whole home renovation schemes and approaches involving individual measures. This experience shows the importance of ensuring greater stability in public schemes to reduce risks throughout renovation journeys and sustain household engagement.

4.2 Meeting the needs of construction companies

During the CONCERTO RENOV pilot scheme, discussions with construction companies specialising in energy renovation revealed several key expectations concerning the organisation of energy renovation journeys. Although support schemes are generally designed to meet household needs, their effectiveness also depends on their ability to make professionals' work easier and create favourable conditions for carrying out projects.

Feedback from local stakeholders shows that construction companies are particularly concerned about three issues: simpler administrative procedures, reduced project risks and stronger measures to combat fraud. These are key factors in encouraging professionals to engage with energy renovation schemes and in supporting market growth.

Feedback collected from construction companies revealed several recurring difficulties: repeated revisions to quotes, complex coordination of works and a lack of visibility over the progress of cases. These situations can delay the start of works and make it harder for construction companies to organise their work. The CONCERTO RENOV platform specifically aims to improve this coordination by giving each stakeholder a shared view of the project stages.

Discussions with construction companies also showed the importance of limiting the administrative burden associated with digital tools. Professionals expressed a desire for simple solutions that are compatible with their existing practices and avoid the need for multiple software interfaces. This expectation led the project to prioritise simple document sharing mechanisms and features that make the tools easier for tradespeople to use.

Simplifying procedures

Construction companies involved in renovation projects regularly face complex administrative procedures and multiple points of contact. Preparing applications, monitoring grant aid requests, submitting supporting documents and coordinating with the various stakeholders involved in the journey can impose a considerable burden, particularly on small and medium-sized companies.

The CONCERTO RENOV experience demonstrates that a one-stop shop can play a key role in simplifying these processes. By centralising certain information and facilitating communication between stakeholders, it helps reduce the time spent on administrative tasks and allows construction companies to focus more on their core business.

The digital tools developed within the project are also an important means of improvement. They improve information sharing, limit the risk of errors and allow projects to be monitored more effectively. The construction companies consulted stress the value of harmonised procedures and a clearer framework for their work.

Reducing project risks

Professionals also express a strong need to reduce risks associated with energy renovation projects. This applies to the technical, financial and organisational aspects of projects.

Structured support at an early stage allows the quality of projects presented to construction companies to be improved. Assessments are better prepared, household



credit: SOLIHA

needs are identified more clearly, and renovation scenarios are more consistent with the intended objectives. This preparation helps reduce the risk of changes during the works and improve the conditions in which they are carried out.

Construction companies also stress the importance of having a clearer picture of the funding schemes being used. When financing plans are settled and clearly defined before works begin, the risks associated with payment delays or administrative uncertainty are significantly reduced.

The findings from CONCERTO RENOV demonstrate that a one-stop shop can help create a safer environment for all project stakeholders, fostering trust among households, renovation advisers, and businesses.

Involving construction companies more closely in project monitoring

Discussions during the Landes pilot scheme showed that construction companies want to be more closely involved in monitoring renovation cases. Professionals express a particular need for a clearer view of project progress, the selection of quotes and the various administrative stages that may affect the start of works. These expectations confirm the value of developing features that support transparency and information sharing between the stakeholders involved in the journey.

The platform therefore includes communication mechanisms that allow professionals to be informed about the selection of quotations, funding decisions or the actual start of works. This transparency helps improve the organisation of works and increase the involvement of construction companies in the renovation journey.

Combating fraud

Finally, construction companies stress the importance of strengthening measures to combat fraud in the energy renovation sector. Fraudulent practices undermine the credibility of public schemes, weaken household confidence and create unfair competition for professionals who comply with the rules in force.

The stakeholders involved in the project believe that one-stop shops can play a significant preventive role by ensuring better monitoring of renovation journeys, verifying the consistency of files, and promoting traceability of operations. Centralising information and sharing data between partners allow certain anomalies or inconsistencies to be identified more easily.

Enhanced support for households also helps reduce the risk of aggressive sales approaches and poor commercial practices. With a trusted contact throughout the journey, individuals are better informed and better able to identify offers that do not comply with requirements or make unrealistic promises.

The CONCERTO RENOV experience therefore confirms that combating fraud depends not solely on checks, but also on the quality of support provided and the organisation of renovation journeys. By enhancing transparency, coordination, and traceability of projects, one-stop shops help create a safer and more ethical environment for all stakeholders involved in energy renovation.

4.3 Meeting the needs of renovation advisers

The CONCERTO RENOV project confirmed the central role of renovation advisers in successful energy renovation journeys. Whether they are local service providers, renovation advisers or housing support organisations, these stakeholders liaise between households, construction companies, funding bodies and local authorities. Their ability to support projects over time is one of the main factors in the success of integrated renovation schemes.

Feedback from the professionals involved in the pilot scheme departments highlights several recurring needs. Renovation advisers express high expectations for a clearer framework for their work, better coordination between stakeholders and stronger fraud prevention measures.

A clear and stable framework for their work

Renovation advisers stress the importance of a clearly defined framework for their work. With regular changes to grant aid schemes, eligibility criteria and regulatory obligations, stable rules are a major concern in providing effective support to households.

Professionals need shared reference frameworks, harmonised procedures and common tools that allow them to carry out their work with risks properly managed. Clearer roles and responsibilities for each party also help limit the risk of overlaps or gaps in project support.

The CONCERTO RENOV experience shows that a structured methodology, based on the principles of Integrated Home Renovation Services (IHRS), makes the work of renovation advisers considerably easier. By providing a standardised journey while allowing adaptations to local circumstances, this approach encourages greater consistency in professional practices.



Improving coordination between stakeholders

Renovation advisers are well-placed within the energy renovation network. They are in contact with all project stakeholders and often mediate between the various parties involved.

Feedback from the Jura and the Landes shows that coordination is one of the professionals' main expectations. Renovation advisers frequently face difficulties with information sharing, multiple points of contact or a lack of visibility over certain stages of the renovation journey.

In this context, the establishment of a one-stop shop appears to be a particularly relevant solution. By organising communication between stakeholders and encouraging information sharing, it helps make renovation journeys smoother and reduce case processing times.

The digital tools developed within CONCERTO RENOV have also proved useful in improving this coordination. They allow better project traceability, facilitate monitoring of completed activities and provide a shared view of progress. This ability to share reliable and current information is an important factor in the efficiency of renovation advisers.

Improving fraud prevention

Fraud is a major concern for renovation advisers, just as it is for construction companies and households. Professional renovation advisers are often the first to identify potential risks, whether they involve aggressive commercial practices, incomplete applications or projects with technical or financial inconsistencies.

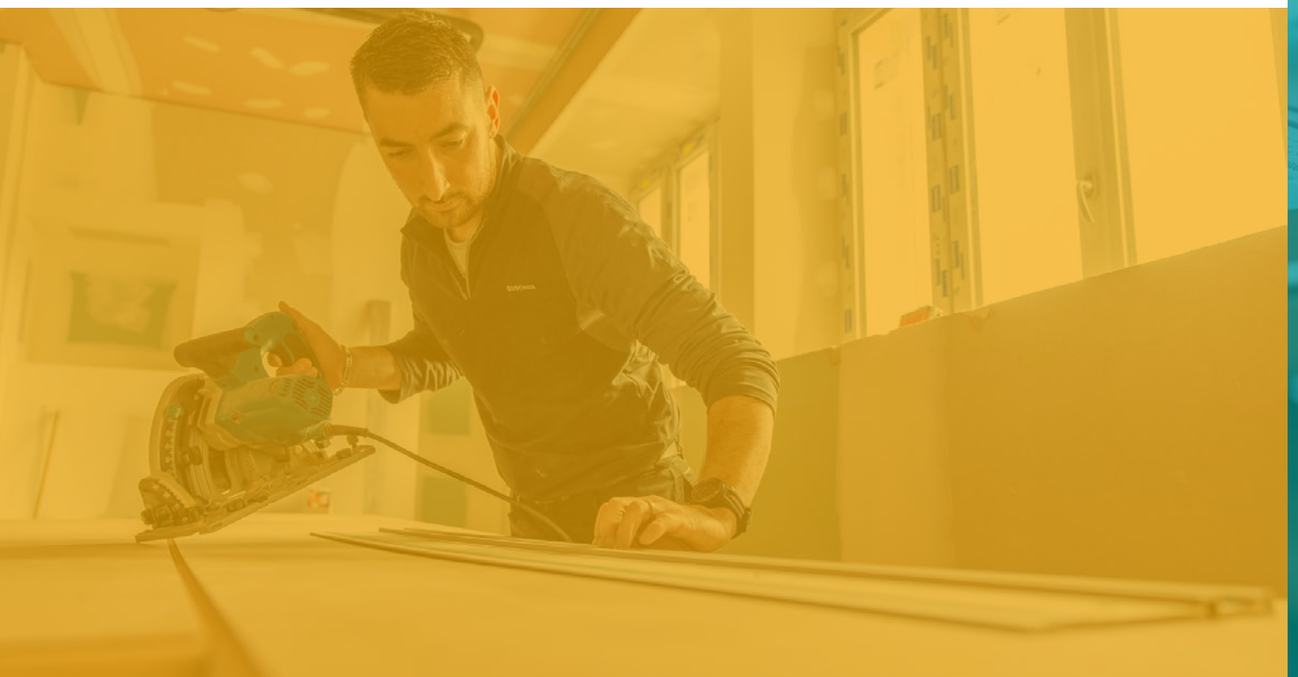
The CONCERTO RENOV experience shows that renovation advisers play an essential role in preventing these problems. Through their knowledge of the schemes and their close contact with households, they help reduce risks throughout renovation journeys and guide individuals towards suitable solutions that meet regulatory requirements.

This monitoring role complements the way they work with construction companies. While the fight against fraud allows professionals committed to quality to be protected and unfair competition to be limited, it helps improve the credibility of support schemes and boost household confidence.

Renovation advisers nevertheless stress the need for suitable tools to carry out this role fully. Information sharing between partners, access to reliable data and common checking procedures appear to be important conditions for making prevention measures more effective.

The lessons learnt from the project therefore show that combating fraud cannot be separated from the quality of support provided. By improving coordination between stakeholders, increasing transparency throughout renovation journeys and reducing project risks from the design phase, integrated one-stop shops help create a safer environment for all stakeholders.

Ultimately, the feedback from the renovation advisers points to the same conclusion: the success of an integrated energy renovation scheme depends on a clear framework for their work, closer cooperation between stakeholders and a collective ability to reduce risks throughout renovation journeys. These are the essential conditions for ensuring the quality of the service provided to households and supporting the sustainable development of energy renovation projects.



5. Recommendations for setting up an integrated one-stop shop

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5.1 Stakeholder engagement

The CONCERTO RENOV project demonstrates that the success of an energy renovation one-stop shop hinges primarily on the ability to organise and engage all the stakeholders involved in the renovation process effectively. An Integrated Home Renovation Service (IHRS) cannot be conceived simply as an administrative entry point, but must be designed as a system coordinating multiple complementary areas of expertise.

Stakeholder engagement is, therefore, a decisive factor in the performance and long-term viability of the integrated one-stop shop. It determines the quality of the service provided to households, how smoothly renovation journeys progress and the ability of the scheme to achieve a critical mass of operations.

Organising a complex network of stakeholders

One of the main lessons learnt from CONCERTO RENOV is that the energy renovation value chain is highly fragmented. It involves a range of stakeholders whose roles are complementary but often insufficiently coordinated: renovation advisers, social and technical support providers, local authorities, public and private funding bodies, tradespeople and construction companies, as well as data managers and digital platforms.

With a one-stop shop, this diversity should not be reduced but structured within a common operational framework. The aim is to move from separate interventions to an integrated journey in which each stakeholder acts in coordination with the others and has a role that is clear for the household to see.

CONCERTO RENOV shows that this structure requires strong management and a shared methodological framework, ensuring consistent activities and continuity throughout the user journey.

The central role of local service providers

The experience of the pilot scheme departments of the Jura and the Landes shows the essential role of local service providers in the success of an integrated one-stop shop. These stakeholders provide the operational foundation of the scheme, maintaining direct contact with households and helping them engage in renovation projects.

They have a key role in:

- Understanding households' needs;
- Directing households towards suitable schemes;
- Providing administrative, technical and social support;
- Monitoring renovation projects over time.

Within an integrated one-stop shop, these service providers must be fully included in a structured coordination framework that allows them to work continuously with the other stakeholders involved in the journey. CONCERTO RENOV shows that the performance of the system depends largely on the quality of this local coordination.

Institutional and local coordination

In addition to local service providers, engaging institutional stakeholders is a major strategic factor. Local authorities play a crucial role in managing the integrated one-stop shop, ensuring its alignment with local policies on housing, energy, and development policies.

The CONCERTO RENOV project shows that the involvement of local authorities allows the legitimacy of the scheme to be strengthened, its local presence to be established and local stakeholders to be engaged more easily. It also helps ensure consistency between public interventions and supports the pooling of resources.

In a one-stop shop, it is essential to clearly define governance roles, distinguishing between strategic management, operational coordination, and service delivery functions.

Integrating technical and financial stakeholders

Engaging technical and financial stakeholders is another essential pillar for the integrated one-stop shop. Energy renovation involves a complex sequence of technical, economic and financial decisions, requiring close coordination between engineering consultancies, construction companies, banks, public grant aid schemes and funding platforms.

CONCERTO RENOV stresses the importance of making these interactions smoother to reduce processing times, clarify funding offers and reduce risks throughout renovation journeys. Integrating these stakeholders into a common framework also allows project quality to be improved and operational risks to be limited.

Example of governance for an integrated one-stop shop

National level	Local level
Anah	Local authorities
Group of associations	Housing stakeholders
France Rénov'	France Rénov' advice centres
FFB / CAPEB	Local construction companies
Private funding bodies	Banks

The central role of digital tools

The project scheme experience clearly shows the central role of digital tools in engaging and coordinating stakeholders. The CONCERTO RENOV platform has allowed information to be centralised, communication between partners to be facilitated and renovation journeys to be monitored more effectively.

Within a one-stop shop, these tools essentially act as the nervous system, ensuring the coherence and smooth execution of everything involved. They, therefore, have a central role in the overall operation of the scheme.

First, they allow activities to be traced, ensuring better monitoring of the work carried out. They also help communication flow more smoothly between stakeholders, improving coordination. Furthermore, they make it possible to share reliable and current data, improving the quality of the information available. Finally, they allow the performance of the scheme to be managed using common KPIs, making it easier to assess and adjust activities.

These tools are essential to the effective operation of the integrated one-stop shop, as they improve transparency, coordination and the overall efficiency of the scheme.

Digitisation of the one-stop shop is, therefore, not a secondary consideration, but a key factor in the scalability and replicability of the model.

Involving all stakeholders in the renovation journey

The CONCERTO RENOV project scheme has confirmed that a one-stop shop can only function effectively through broad and coordinated engagement of local stakeholders Renovations that deliver high energy performance involve a range of parties working at different stages of the household renovation journey. Local authorities have an essential role in coordinating local activities, identifying needs and ensuring consistency between public policies. Housing service providers, France Rénov' advice centres, and Anah services support households and help reduce the risks involved in projects.

Their early involvement allows financial uncertainty to be reduced, and project implementation to be accelerated. Banks, credit providers, Action Logement, pension funds, insurers, and local grant aid schemes are essential partners in developing financing plans suited to household circumstances and helping households take action. Their early involvement allows financial uncertainty to be reduced and project implementation to be accelerated.

Finally, technical stakeholders have a central role in the scheme. Construction companies, tradespeople, design firms, architects, and CAUE. ADIL, estate agencies, and notaries all play a role in disseminating information, identifying renovation opportunities, and carrying out the works. Their involvement in a collective effort supports the quality of renovations and increases household confidence in the proposed journey.

One of the project's key takeaways is that the one-stop shop should not replace these stakeholders, but, rather, facilitate coordination between them. Its added value lies in its ability to connect different areas of expertise, improve information sharing and offer households a clearer journey through a network often perceived as complex.

Avoiding overlapping schemes

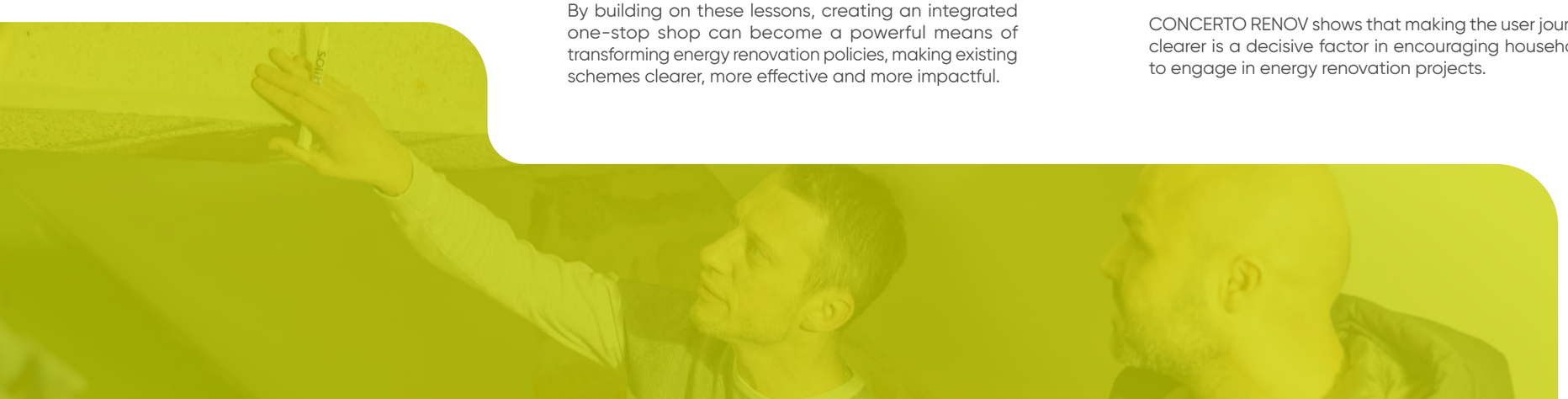
Discussions with stakeholders stressed the importance of avoiding a proliferation of support organisations. The primary goal of creating a one-stop shop is to improve coordination of existing services and to organise interactions between the various stakeholders involved in the renovation journey. This approach makes services clearer for households while limiting the risk of competition or duplication between schemes.

Towards structured cooperation

Finally, CONCERTO RENOV shows that the success of an integrated one-stop shop depends on structured cooperation between stakeholders, based on trust, transparency and clearly defined responsibilities.

This cooperation must be formalised through shared governance frameworks, common working protocols and operational coordination tools. It must also be supported by arrangements for local coordination and ongoing feedback.

By building on these lessons, creating an integrated one-stop shop can become a powerful means of transforming energy renovation policies, making existing schemes clearer, more effective and more impactful.



5.2 Communication with households

The LIFE CONCERTO RENOV project scheme shows that communication with households is essential to the success of an integrated energy renovation one-stop shop. In addition to organising stakeholders and tools, the ability to inform, raise awareness among and engage households directly determines the rate of progression to action and the scaling up of renovations that deliver high energy performance.

With complex existing schemes, multiple points of contact and grant aid that is sometimes difficult to understand, communication has a strategic role in simplifying information and building confidence. It must allow households to envisage a renovation journey that is clear, accessible and risk-free.

Communication messages must also be adapted to different household profiles. While some groups respond to economic arguments about property value and return on investment, others give priority to thermal comfort, health or lower energy bills. Targeted communication is, therefore, a factor in successfully encouraging households to engage in renovation projects.

Households' motivations for undertaking energy renovation works vary according to their profiles, so their support must be personalised.

Finally, the project scheme experience shows that communication is not simply a means of raising awareness. It also has an essential role in maintaining household engagement throughout the project by providing a clear view of the next stages, answering questions and reducing the risk of projects being abandoned.

Simplifying messages to remove barriers to action

One of the main lessons learnt from CONCERTO RENOV is that households do not necessarily lack information, but often face information overload and difficulty understanding the system as a whole. This situation creates significant psychological barriers, particularly fear of complexity, concern about the cost of works and uncertainty about the energy performance achieved.

In this context, communication by an integrated one-stop shop must prioritise simpler messages. The aim is to turn a complex network into an understandable journey, organised around clear and identifiable stages: assessment, support, funding, works and monitoring.

CONCERTO RENOV shows that making the user journey clearer is a decisive factor in encouraging households to engage in energy renovation projects.

Developing communication centred on the user journey

Communication should be designed not on the basis of existing systems, but on the basis of households' actual experiences. The approach developed within CONCERTO RENOV shows the importance of adopting the user's perspective to make the system more intuitive and accessible.

This involves structuring communication around real-life situations:

- "I want to reduce my energy bills";
- "I want to make my home more comfortable";
- "I want to renovate, but I do not know where to start;"
- "I want to know what grants I am entitled to."

This approach allows technical and administrative schemes to be presented as understandable solutions directly linked to households' needs.

The role of one-stop shops as recognised points of entry

Within an integrated one-stop shop system, communication must also help make the single point of entry more visible and its role clearer. One of the main challenges identified in CONCERTO RENOV is the difficulty households face in identifying a central contact who can support them throughout their project.

The integrated one-stop shop must, therefore, be clearly positioned as an easily identifiable service that households recognise as their single point of entry for energy renovation.

This requires consistent communication across the region, involving local authorities, local service providers and institutional partners, to ensure that the service is easy to identify and presented consistently.

Diversifying communication channels

The experience of the Jura and the Landes pilot scheme departments shows that communication with households must use a range of channels to reach all groups, particularly households with the least access to institutional schemes.

Digital channels (websites, platforms, social media) have an important role in sharing information and directing households to suitable services. However, they must be complemented by local activities, particularly through local authorities, local service providers and voluntary sector networks.

Local events, in-person advice sessions, public meetings and awareness-raising activities are essential ways to build trust and encourage households to engage in renovation projects.

CONCERTO RENOV, therefore, stresses the importance of a multichannel communication strategy combining digital communication with a local presence.

Improving households' confidence

Energy renovation represents a substantial investment for households, as it involves particularly complex technical and financial decisions. Communication by an integrated one-stop shop must, therefore, also aim to build households' confidence in the scheme offered, as confidence is a key factor in encouraging uptake.

This confidence depends on several complementary elements. First, it depends on the transparency of the information provided, which allows households to better understand the issues involved. It then relies on clear stages in the journey to make the process easier to understand and more accessible. It also depends on having a clear view of the expected results, which helps households understand the purpose of the actions taken. Finally, it is strengthened by personal support throughout the project, which reassures households as they proceed.

CONCERTO RENOV, therefore, shows that a relationship of trust with households is a key success factor, particularly in areas with high levels of fuel poverty or where households are unfamiliar with renovation schemes. Building this confidence is, therefore, an essential condition for the success of the scheme.

Communication integrated into the operational framework

Finally, the project experience shows that communication cannot be separated from the operational functioning of the one-stop shop. It must be fully integrated into the scheme, with direct links to local service providers and digital tools.

The CONCERTO RENOV platform illustrates this integration by allowing information to be shared, household journeys to be monitored and access to the services offered to be made easier. It, therefore, provides essential support for operational communication.

Drawing on the CONCERTO RENOV experience, setting up an integrated one-stop shop must, therefore, include a structured and clear communication strategy centred on users, and capable of turning a complex system into a simple, understandable and engaging journey for households.

Adapting messages to real motivations

Feedback shows that household motivations are often more pragmatic than ideological. Energy savings, control over bills and improved comfort are generally the main reasons for taking action, ahead of environmental considerations. Communication strategies must, therefore, prioritise the practical and immediate benefits of energy renovation while gradually introducing climate and property value considerations.



credit: SOLIHA

5.3 Service provision, delivery methods and the user journey

One of the main lessons learnt from the CONCERTO RENOV project concerns the need to organise an integrated range of services that can support households at every stage of their energy renovation project. This approach follows the Integrated Home Renovation Services (IHRS) methodology, developed at European level to address the limitations of traditional schemes, which are often fragmented and difficult for households to understand.

The IHRS is based on one fundamental principle: providing continuous, coordinated and personalised support that allows risks to be reduced throughout the renovation journey, from the initial project idea through to monitoring after completion of the works. The aim is to make procedures less complex, help households make decisions and improve the quality of the renovations carried out.

The CONCERTO RENOV experience shows, however, that the success of an integrated one-stop shop does not depend solely on the quality of the support provided. It also depends on the ability to effectively coordinate the different delivery methods, the expertise involved and the available funding mechanisms. Energy renovation combines several complementary aspects: technical, administrative, financial and sometimes social, which require an overall and coordinated approach.

The pilot schemes carried out in the Jura and the Landes confirmed that households still face many barriers throughout their journey: complex administrative procedures, difficulty identifying available grant funding, a lack of coordination between the parties involved or an absence of monitoring after completion of the works. The CONCERTO RENOV range of services was, therefore, designed to address these difficulties by providing structured support that allows households to be guided throughout their project.

Nevertheless, the pilot scheme shows that there is no single model applicable to all areas. Delivery methods must be adapted to local conditions, particularly the characteristics of the housing stock, household profiles, the stakeholders present and the existing schemes. However, several common principles can be identified to guide the development of future one-stop shops: a user-centric approach, improved stakeholder coordination, effective alignment of funding solutions, and the ability to adapt to local contexts.

Identifying opportunities for renovation

European experience shows that energy renovation projects are often prompted by particular events in the life of a home or household, such as a property purchase, an inheritance, replacement of a heating system or maintenance works.

These occasions, therefore, provide opportunities to raise household awareness and direct households towards suitable support. Future integrated one-stop shops would, therefore, benefit from developing partnerships with stakeholders likely to be in contact with households at these key moments, particularly estate agents, notaries, banks, local authorities and construction professionals.

Integrating the one-stop shop into the existing ecosystem

An integrated one-stop shop is not intended to replace existing schemes, but to improve coordination between them. The CONCERTO RENOV model, therefore, complements schemes already in place, particularly those run by France Rénov' and the Espaces Conseil advice centres.

Its main role is to ensure operational continuity throughout the journey by facilitating coordination between the parties involved and supporting households during stages requiring more specialist input. This complementary role allows breaks in the journey to be limited and procedures to run more smoothly.

An approach centred on household needs

Energy renovation schemes have long been organised around administrative procedures, institutional stakeholders and funding mechanisms. This organisation can lead to complex journeys in which households have to coordinate the various stages and contacts themselves.

The IHRS approach offers a change of perspective by placing the household at the centre of the scheme. The journey is designed around its needs, constraints, and level of independence. This approach is based on several principles: a clearly identified point of entry, accessible information, support tailored to each situation, and continuous coordination between stakeholders.

The pilot schemes carried out in the Jura and the Landes show that this approach helps increase household engagement, reduce project abandonment during the journey, and improve satisfaction.

Organising the renovation journey into stages

The IHRS methodology is based on a structured journey covering the entire renovation cycle.

The first stage involves raising awareness and establishing contact with the household. It aims to explain the benefits of energy renovation, answer initial questions and build the trust needed to commit to a project often perceived as complex.

An assessment phase then allows the characteristics of the home and the expectations of its occupants to be analysed. It includes collecting information about the building, identifying energy needs and examining initial options for improvement. Within CONCERTO RENOV, the digital tools developed helped make this information collection more reliable and the information easier to use.

The assessment is the next essential stage in defining a coherent programme of works. Support allows the household to identify suitable technical solutions, assess different renovation scenarios and access available funding schemes. This phase has a decisive role in ensuring sound decisions.

During the works, the integrated one-stop shop provides coordination to facilitate communication between the parties involved, monitor project progress and limit the organisational burden on the household.

Finally, post-completion monitoring of the works allows the results to be assessed, occupants to be supported in using their renovated home and the gains achieved to be measured, particularly in energy performance and comfort.

An integrated and coordinated range of services

In addition to the user journey, the IHRS approach is based on a range of services organised around several complementary aspects: information and awareness raising, technical advice, administrative support, financial structuring, coordination of works and evaluation of results.

The aim is not for a single stakeholder to carry out all these tasks, but for the different services to be coordinated so that households experience a smooth and uninterrupted journey. This organisation requires clear governance, shared procedures and precisely defined roles for each partner.

The CONCERTO RENOV experience confirms that the quality of coordination is a decisive factor in ensuring the effectiveness of the scheme and its ability to be replicated in other regions.



Digital tools to support the journey

The digital tools developed within CONCERTO RENOV provide essential support for implementing the IHRS model. They allow project information to be centralised, communication between stakeholders to be facilitated and monitoring of renovation journeys to be improved.

The platform also helps improve the quality of the data collected, reduce processing times and provide useful KPIs for managing the scheme.

However, the pilot scheme shows that digital technology is not a be-all-and-end-all. Its primary role is to support personal assistance, make the work of service providers easier and improve coordination between stakeholders. Digital tools must, therefore, be designed to support the relationship of trust established with households.

Adapting delivery methods to household profiles

Households undertaking energy renovation projects have widely varying circumstances. Some already have a defined project and mainly seek technical or financial support, while others need more detailed support to develop their project and understand existing schemes.

The CONCERTO RENOV experience, therefore, stresses the importance of offering different levels of support. An initial level may consist of general information and guidance towards suitable solutions. A second level involves personalised support that allows the project to be structured and the necessary funding to be secured. Finally, some households, particularly those experiencing fuel poverty, may require enhanced follow-up, covering social, financial and technical aspects.

This graduated approach allows resources to be matched to actual household needs while ensuring an appropriate response to each situation.

Towards a replicable integrated one-stop shop model

Drawing on the lessons learnt from CONCERTO RENOV, setting up an integrated one-stop shop must be based on a balanced combination of personal support, stakeholder coordination and digital tools. The aim is to offer households a simple, coherent and risk-free journey while allowing regions to adapt the model to their own circumstances.

The IHRS approach tested within the project, therefore, provides a methodological basis that allows more integrated, accessible and effective energy renovation schemes to be developed, capable of supporting the scaling up of energy renovation over the long term.



credit: SOLIHA

5.4 Funding

Ensuring clear and stable funding schemes

One of the main lessons learnt from CONCERTO RENOV concerns the importance of ensuring that households have a sufficiently clear view of available funding schemes. Successive changes to eligibility criteria, grant aid amounts or conditions for accessing schemes can put projects under review at risk and slow down decision-making.

In addition to their direct financial impact, these changes can cause households to lose confidence when they already find it difficult to understand an often-complex grant aid system. To scale up energy renovation, stable, clear and predictable funding schemes are, therefore, essential to encouraging households to take action.

Supporting households in drawing up their funding plans

Funding is one of the main barriers to households undertaking energy renovation works. Even when the expected benefits in terms of comfort, energy performance or reduced consumption are understood, the initial investment can be a significant obstacle.

In this context, the role of the integrated one-stop shop is to provide support that allows households to understand the available options and develop a funding plan suited to their circumstances. This support includes identifying available national, regional or local grant funding, assessing the remaining cost to the household and assisting with the associated administrative procedures.

The experience of CONCERTO RENOV shows that households need a comprehensive and simplified overview of how their project will be funded. The number of existing schemes and the complexity of their rules can create uncertainty and delay decisions. The integrated one-stop shop, therefore, acts as a trusted third party by providing a consolidated view of the different funding options and reducing risks throughout the renovation journey.

Coordinating different sources of funding

Successful energy renovation on a large scale requires several complementary funding mechanisms. Public grant aid provides essential support, but generally does not allow the full cost of the works to be covered. It is, therefore, necessary to combine different solutions: grants, loans, local schemes, energy savings certificates and financial contributions from the household.

An integrated approach allows all project parameters to be analysed together: the cost of works, available grant funding, the remaining amount to be funded and expected energy savings. This overview makes decision-making easier and helps projects to be more ambitious and improve their energy performance.

Future integrated one-stop shops would, therefore, benefit from developing partnerships with financial institutions, specialist organisations and local authorities to offer a wider range of solutions and better meet the needs of different household profiles.

Managing risks in pre-funding mechanisms

The CONCERTO RENOV pilot scheme also revealed the importance of pre-funding mechanisms in helping households commit to renovation. These schemes can be a major means of easing cash flow constraints, particularly for households with limited resources.

However, implementing them presents a significant challenge for the organisations responsible, which may need to advance funds, provide financial guarantees or take on greater risk. These difficulties can limit the ability of local service providers to offer such solutions over the long term.

The lessons learnt from the project, therefore, stress the need to seek models involving specialist partners, particularly financial institutions or private stakeholders able to bear part of the financial risk. Such an arrangement would allow risks for service providers to be reduced while retaining solutions suited to household needs.

Developing a sustainable business model for the integrated one-stop shop

In addition to funding the works themselves, the financial sustainability of the integrated one-stop shop is a strategic issue. Implementing such a scheme requires lasting funding for support services, stakeholder network coordination, digital tool management and project monitoring.

The CONCERTO RENOV experience shows that a sound business model must account for all service operating costs and identify funding sources that allow the service to continue over time. This work may also include assessing the value provided by the services offered and examining possible contribution arrangements for certain services with high added value.

Building a balanced economic model is therefore essential to ensure that future one-stop shops can operate sustainably beyond the pilot phase.

Suitable governance to support the funding model

The success of an integrated one-stop shop also depends on clear and coordinated local governance. Funding schemes, digital tools and the services offered can only be fully effective within a collective organisation involving all stakeholders.

The pilot projects in the Jura and the Landes showed the importance of bringing stakeholders together around a shared objective: offering households a simple and risk-free journey. This organisation requires a clear allocation of responsibilities, defined cooperation arrangements and regular exchanges between local authorities, support providers, construction companies, funding bodies and central government services.

Within this framework, the role of the coordinator is essential. The coordinator manages the network, facilitates information sharing and ensures consistency throughout the journey. The digital tools developed within CONCERTO RENOV support this governance by facilitating data sharing and project monitoring, but they cannot replace cooperation between stakeholders.

The organisation of people and partnerships is, therefore, an essential complement to the funding and technical solutions in place.

Developing a model that can be replicated nationally

Finally, the experience gained through CONCERTO RENOV shows that funding mechanisms and delivery methods must be designed with replication in mind. Whilst each region has its own specific characteristics, the future one-stop shops will be able to draw on common principles, tried-and-tested methods and shared tools.

The ability to replicate the model is a major factor in accelerating the scaling up of energy renovation. It will allow new areas to benefit from the lessons learnt from the pilot schemes and reduce the time needed to put operational schemes in place.

So, the combination of integrated support, tailored financial engineering, structured governance, and a sustainable business model appears to be one of the essential foundations for the success of future energy renovation one stop shops.

6. Replicability of the model in France

Co-funded by the European Union

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Co-funded by the European Union. 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.



6.1 Usable project results

One of the main objectives of the CONCERTO RENOV project was to show that the model tested could be replicated in other areas. In addition to the results achieved in the pilot schemes in the Jura and the Landes, the project aimed to develop a sound methodology, practical tools and transferable resources that other energy renovation stakeholders could use.

This ambition aligns fully with the European Commission's Integrated Home Renovation Services (IHRS) initiative, which promotes the development of one-stop shops capable of supporting households throughout their renovation journey.

The replication strategy adopted by CONCERTO RENOV involves helping stakeholders already providing renovation support move towards an integrated service model, rather than creating new dedicated structures. This approach encourages local adoption of the model and allows existing resources, skills and cooperation arrangements to be put to use.

The work carried out within CONCERTO RENOV now provides a sound basis for supporting the rollout of new schemes throughout France.

The CONCERTO RENOV pilot scheme allowed a set of results to be produced that can be used directly by stakeholders wishing to develop an integrated energy renovation one-stop shop.

The first contribution concerns the support methodology developed throughout the project. The different phases of the user journey were tested, documented and optimised using feedback collected from households, renovation advisers, construction companies and partner local authorities.

The project also allowed recommendations to be formalised on engaging local stakeholders, structuring partnerships, communicating with households, organising renovation journeys and coordinating the parties involved. These lessons provide a methodological foundation that other areas can reuse.

The pilot scheme also allowed a set of digital tools to be tested to facilitate renovation project monitoring and improve cooperation between stakeholders. The CONCERTO RENOV platform and associated services are resources that can be used directly for a wider rollout.

The project also produced measurable results in household support, construction company engagement and improvements in renovation quality.

706
projects supported via the CONCERTO RENOV platform

96
SOLIHA associations – as part of the CONCERTO RENOV call for expressions of interest

2
cases abandoned

Figure 17. The principal results achieved in the two pilot scheme departments

6.2 Exploitation strategy

The project was designed to proceed in stages. Following a phase of model and tool design between 2023 and 2024, two local pilot schemes were carried out in the Jura and the Landes. 2026 is devoted to consolidating lessons learnt and drawing up recommendations. This initiative is now paving the way for a dissemination and replication phase aimed at encouraging the emergence of new integrated renovation services in other regions from 2027 onwards.

To maximise the impact of the project after its implementation period, the consortium defined an exploitation strategy aimed at encouraging other energy renovation stakeholders to adopt the CONCERTO RENOV model.

Disseminating the methodology

One of the main drivers of replication is the dissemination of the methods, tools and lessons learnt developed as part of the project.

To encourage the development of new integrated one-stop shops, SONERGIA launched a Call for Expressions of Interest (AMI) for organisations wishing to draw on the CONCERTO RENOV approach and develop a similar scheme in their region.

This initiative aims to support future service providers in adopting the methodology tested, share feedback from the pilot scheme departments and help establish a community of stakeholders committed to developing IHRS.

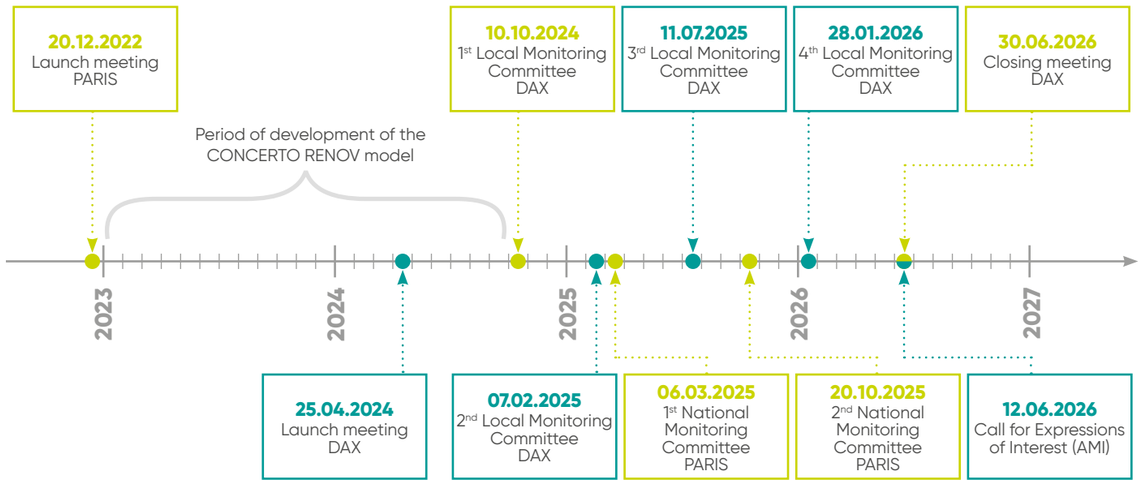


Figure 18. The different phases of the CONCERTO RENOV project as seen by SOLIHA Landes

Open access to the tools and platform

The project also aims to encourage access to the resources developed during the pilot scheme.

In accordance with the commitments made under the LIFE programme, some of the methods, deliverables and tools produced will be made accessible to facilitate their reuse in other regions.

Specific arrangements for disseminating and exploiting the CONCERTO RENOV platform and its features will be defined by the project partners.

Support for future service providers

The project exploitation strategy does not rely solely on making tools available. It also aims to support new areas in adopting the CONCERTO RENOV model. The organisations selected through the Call for Expressions of Interest will benefit from experience shared by the demonstration areas, access to the tools developed during the project and support in implementing the integrated one-stop shop. This initiative aims to help new service providers develop their skills and reduce risks during the initial rollout phases.

Rollout perspectives

The CONCERTO RENOV model was designed to be gradually rolled out in new areas. Shared digital tools, a documented methodology and the engagement of a network of local service providers should allow the scheme to expand gradually beyond the pilot scheme regions.

Use in other regions

The lessons learnt from CONCERTO RENOV show that the model tested can be adapted to varied regional contexts, provided that local characteristics and available resources are taken into account. This adaptation depends on a detailed understanding of conditions in each region.

The recommendations produced within the project also make this adaptation easier by providing a methodological framework that is both structured and replicable. They, therefore, provide essential support for rolling out the scheme.

In future, other regions wishing to set up an integrated one-stop shop in France will be able to draw on several other complementary resources. First, they will be able to use the IHRS methodology developed within the project. They will then be able to draw on feedback from the pilot scheme projects, which will allow them to improve their practices. They will also be able to use the associated digital tools to improve operational efficiency. The guides and recommendations produced by the consortium will also provide a valuable resource. Finally, the community of stakeholders established around CONCERTO RENOV will provide important support for communication and experience sharing.

This approach should, therefore, allow good practice to spread more quickly while helping to scale up energy renovation nationally.

Favourable conditions for replication

The work carried out as part of the CONCERTO RENOV project forms part of a wider drive to develop the public service for energy-efficiency renovation. Many local authorities have taken steps to make support pathways clearer and to develop single points of contact for households. This alignment between the project's findings and public policy directions creates a favourable context for replicating the model in new regions.

A common methodology to adapt to local conditions

One of the main lessons learnt from CONCERTO RENOV is that replicating an integrated energy renovation service does not mean reproducing an existing pilot scheme in exactly the same way. The pilot schemes carried out in the Jura and the Landes showed that each area has its own characteristics: stakeholder organisation, available support services, institutional context, local schemes, the activity of professional sectors and the needs of households. These specific characteristics make any approach based on simply duplicating the model unrealistic.

The replication strategy adopted by CONCERTO RENOV is, therefore, based on disseminating a common methodology that is sound enough to ensure the quality of the renovation journey while remaining flexible enough to adapt to local conditions. The fundamental principles of the model, which are stakeholder coordination, personalised support, data sharing, a structured journey, local governance and the use of interoperable digital tools, provide a common foundation that each area can adapt to its organisation and priorities.

This approach allows existing networks and skills to be put to use, rather than creating new structures. It encourages gradual adoption of the model by local stakeholders and improves the conditions for its long-term viability. The replicability of CONCERTO RENOV, therefore, depends less on reproducing a single organisational model than on the ability to share a proven method, tools that can be used by all, and lessons learnt, to support the transformation of energy renovation services nationally.

Open dissemination under a Creative Commons licence

To share knowledge and disseminate the innovations developed within the project, the consortium plans to make the CONCERTO RENOV methodology freely accessible under a Creative Commons licence, in accordance with the commitments made under the LIFE programme.

This initiative aims to allow local authorities, housing service providers, support organisations and energy renovation stakeholders to adopt the lessons learnt from the project and adapt them to their own working context.

Making these resources available will help spread the practices developed within CONCERTO RENOV and support the rollout of new integrated energy renovation services in France and Europe.

The resources made available will include the methodological guide to implementing an IHRS, recommendations from the pilot scheme and some of the tools developed within the project.

Arrangements for ongoing management

Ensuring the long-term viability of the CONCERTO RENOV model does not depend solely on disseminating the methodology and tools. It also requires governance arrangements that allow the rollout of the scheme to be monitored over time. The experience gained during the project led to the identification of three complementary levels of monitoring: operational monitoring of activities undertaken, annual monitoring of results achieved and regular impact assessment using the performance indicators defined in the project.

This approach should allow the model to be adjusted gradually, necessary corrective actions to be identified and the services offered to households to be continuously improved.

6.3 A business plan template for replicating the CONCERTO RENOV model

Different possible levels of integration

European experience shows that integrated renovation services can take different forms depending on local needs and the maturity of local stakeholders.

The first level is an advisory model focused on informing and guiding households. The second level involves enhanced support, including assistance with project design, engagement of construction companies and help with administrative procedures. Finally, some schemes go as far as offering integrated delivery of works and taking direct responsibility for carrying them out.

The CONCERTO RENOV pilot scheme mainly follows an enhanced support approach, combining technical expertise, stakeholder coordination and risk reduction throughout the renovation journey.

One of the core principles of the CONCERTO RENOV model is its independence from the delivery of works. The support offered to households is based on neutral and objective advice, separate from the commercial interests of the construction companies carrying out the works. This neutrality helps increase household confidence and is an important distinguishing feature when considering replication of the model.

6.3.1 An integrated energy renovation service

The CONCERTO RENOV model combines two complementary components.

The first is the digital platform, which provides the technical foundation of the scheme. It allows journeys to be structured, communication between stakeholders to be facilitated, housing data to be centralised and project progress to be monitored. It uses data in a way that allows homes to be characterised more accurately, assessments to be prepared and the support offered to households to be personalised.

The second component is personal support. The model tested within the project shows that digital tools can only be fully effective when combined with local support. This allows households to be guided, the parties involved to be coordinated and risks to be reduced at the various stages of the renovation journey.

The CONCERTO RENOV model is, therefore, based on a “phygital” approach, combining digital tools and local support. The platform allows certain administrative tasks to be automated, data to be centralised and communication between stakeholders to run more smoothly. Alongside this, the renovation adviser retains a central role in understanding household needs, developing the project and reducing risks throughout the journey. This complementary relationship is one of the foundations of the business model developed within the project.

This combination of a digital platform and support is one of the main factors in the success of the CONCERTO RENOV model.

The components of the service

Component	Function
Digital platform	Journey and data management
Assessment tools	Characterisation of homes
Support	Advice and coordination
Network of construction companies	Delivery of works
Monitoring after completion of the works	Maintaining results over time

6.3.2 A model based on two complementary pillars

The CONCERTO RENOV experience confirms that the performance of an integrated energy renovation service depends on close coordination between two inseparable components: a digital platform connecting stakeholders and local personal support. Far from being mutually exclusive, these two aspects reinforce one another in order to provide households with greater certainty, improve the quality of projects and optimise coordination amongst all those involved in energy-efficient refurbishment.

This "phygital" approach, which combines the capabilities of digital tools with the expertise of renovation advisers, is one of the main factors in the success of the CONCERTO RENOV model. It allows personalised support to be provided while standardising processes, improving information sharing and reducing coordination costs.

The platform: structuring, objectifying and streamlining the journey

The CONCERTO RENOV platform provides the technical foundation of the scheme. Developed from the Housing Information Booklet (CIL) provided by QUALITEL Solutions, it covers the entire household support journey and the interactions between the various professionals involved in the renovation project.

It provides structure for the entire renovation journey while ensuring continuity of information between households, renovation advisers, construction companies, funding partners and local authorities. By centralising data, it improves coordination of activities and helps the overall process run more smoothly.

The platform performs many functions throughout the renovation journey. It first allows homes to be characterised using the available data, then allows all the technical, administrative and financial information needed for project monitoring to be centralised. It also supports each stage of the journey by facilitating case monitoring and creating a digital housing information booklet recording the history of works carried out on the home. The platform also allows energy consumption to be monitored, and the improvements achieved after the works to be assessed. It also helps simplify procedures by automating many administrative and document-related tasks. Finally, it produces KPIs for service providers and local authorities, making it easier to monitor, evaluate and continuously improve the scheme.

The platform, therefore, facilitates the process and ensures consistency. It reduces information loss, limits interruptions in households' journeys and improves the quality of project monitoring. Its interoperable architecture also lets it evolve to exchange information with the main tools used in the renovation journey (energy audit software, funding platforms, France Rénov' schemes, etc.), limiting duplicate data entry and improving data quality.

As part of model replication, the platform is made available to local service providers through a shared service offer whose maintenance and development costs can be shared between partners according to local needs.

Far from being mutually exclusive, digital tools and personal support reinforce one another.

Support: reducing risks, advising and coordinating

The second pillar of the model is based on personalised, local support, which remains essential despite the possibilities offered by digital tools. The CONCERTO RENOV experience shows that the success of a renovation project depends largely on the ability to guide households through a complex system involving technical, administrative, regulatory and financial issues.

The support covers the entire energy renovation journey and guides households at every stage of their project. It begins with an information and guidance phase that allows existing solutions to be presented and needs to be identified. It then includes audits and assessment of the energy needs of the home, which provide the basis for defining a suitable renovation scenario. Support continues with the engagement and coordination of construction companies, alongside assistance with administrative procedures. It also includes financial structuring to identify and secure available grant funding and ensure a sound funding plan. Finally, it provides monitoring of the works and support after completion, particularly through energy performance monitoring and guidance for households on using their renovated homes.

The renovation adviser is the single point of contact for the household throughout the project. The adviser ensures continuity throughout the journey, coordinates the parties involved and oversees the quality of the services provided. Their independence from the construction companies carrying out the works is a founding principle of the CONCERTO RENOV model. This neutrality increases household confidence and ensures objective advice centred on their needs.

Depending on the complexity of each situation, support can be adjusted to meet different levels of need, from basic information to enhanced support for households experiencing fuel poverty, living in poor housing conditions or undertaking whole home renovation.

Complementary roles at the heart of the business model

The relationship between the digital platform and personal support is one of the main lessons learnt from the CONCERTO RENOV project. The platform allows information processing to be structured, made more objective and optimised while personal support ensures a tailored service, quality advice and reduced risks throughout the journey.

This complementary relationship is also central to the proposed business model. Digital tools allow certain functions to be shared, working methods to be standardised and management costs to be reduced, while personal support provides the added value essential to project success and household satisfaction.

This organisation makes it easier to scale up the scheme while maintaining a high standard of service. It also allows local policies to be managed more effectively using data produced by the platform, which gives local authorities a consolidated view of projects, the energy performance achieved and the resulting environmental impacts.

The CONCERTO RENOV model, therefore, shows that a balanced combination of digital innovation, local support and local governance is essential to scaling up energy renovation sustainably while ensuring the quality of the journeys offered to households.

6.3.3 The CONCERTO RENOV business plan

Defining the CONCERTO RENOV service commitment and scope

The CONCERTO RENOV service commitment was designed to fit into local and national networks while ensuring consistent and measurable service provision throughout France. It clearly distinguishes between free services, funded through national and local schemes (particularly France Rénov'), services covered by the regulated Mon Accompagnateur Rénov' (MAR) scheme, and services that may be charged for and are provided by construction companies.

Structure and cost of the CONCERTO RENOV model

The CONCERTO RENOV model is intended to fit into the France Rénov' network through a single accredited service provider, such as SOLIHA France Rénov', working with specialist partners in complementary fields, particularly funding and digital tools.

Regional coordination of the model requires approximately 1 FTE, at an estimated cost of €100k per year. This role covers governance monitoring, operational coordination of the scheme and training and support for local stakeholders.

An additional budget for regional communication, estimated at €50k per year, is needed to promote the scheme, raise household awareness and engage local partners.

Model	Strengths	Risks	Conditions for success
Direct management	Public control and integration into local policies	Recruitment challenges and inflexibility	Dedicated team, expertise, clear management
Single independent service provider	Clarity, unified responsibility, support from local authorities and FRANCE RENOV'	Dependency, less diversity	Stringent specifications, quality control, specialist partners: CEE scheme delegate, bank, IT services
Consortium / Group	Complementary expertise, local coverage	Complex coordination and data sharing	Lead partner, shared reference framework, regular governance meetings
Platform for multiple service providers	Capacity and choice for the user	Risk of fragmentation and competition	Transparent referral rules, centralised monitoring

Determining CONCERTO RENOV staffing needs

Role	Responsibilities	Skills	Workload guideline
Reception / user relations	Initial assessment, appointments, initial monitoring	Listening, digital inclusion, procedures	To be adjusted according to call volumes, visits and seasonal variation
Renovation adviser - Single point of contact throughout the journey	Technical and financial advice, referrals, continuity, reminders, coordination	Building knowledge, grant aid, clear explanation, impartiality, mediation	Allow time for preparation and reporting
Engagement officer	Outreach, professionals, communication	Local knowledge, event organisation, partnerships	Annual engagement plan
Social / housing adviser	Vulnerabilities, failure to access support, poor housing conditions	Social work, housing law, network	Internal or contracted
Quality / data manager	Dashboards, audits, GDPR, improvement	Data, internal control, procedures	Role that can be shared
Project manager	Project management, contracts, budget, governance	Management, housing, change management	Clearly assigned responsibility

Use of the CONCERTO RENOV platform connecting stakeholders is essential to facilitating the rollout of the model. Developed from the Housing Information Booklet provided by QUALITEL Solutions, it includes a dedicated support pathway that allows the households and construction companies involved in energy renovation projects to be monitored.

Any additional development and associated maintenance costs are then defined and covered by the stakeholders according to specific needs, rollout objectives and local contexts.

To encourage local adoption, the platform is offered to local stakeholders through a tailored commercial package, at an estimated cost of €25 excl. VAT per household supported in 2026.

Rolling out CONCERTO RENOV services

The rollout of CONCERTO RENOV services follows a structured approach that can be adapted to different households' needs. Support for the journey is organised into four levels of service, allowing the level of support to be adjusted according to how far the project has developed, the complexity of the planned works and the needs identified.

Level	Situation	Service	Designated contact	Monitoring
1 – Information	Specific question, project at an early stage	Answer, resources, fraud warning	Reception/adviser	Project closure or a brief follow-up
2 – Individual measures pathway	Limited project, moderate risk	Advice, consistency, grant aid, quotations	Adviser	Key milestones
3 – Extensive renovation	Project involving multiple work packages or grant aid requiring support	Referral and coordination with MAR	Journey adviser + MAR	Monitoring throughout the journey
4 – Complex / vulnerable	Poverty, poor housing conditions, independence, legal issues, dispute	Enhanced multidisciplinary support	Case coordinator	Intensive monitoring

Each level of support follows a specific protocol, defined according to household characteristics and the difficulties encountered during the renovation journey. This segmentation allows a suitable response to be offered, ranging from information and guidance to enhanced support covering technical, administrative and financial aspects and monitoring of the works.



FUEL POVERTY
Identification of arrears and households going without essentials, budget analysis, coordination with CCAS / SLIME / social support organisations, enhanced grant aid, prevention of project abandonment and monitoring of usage.

SUMMER COMFORT
Solar shading, night ventilation, thermal mass, planting and limiting reliance on air conditioning before specifying the equipment.

OLDER AND HERITAGE BUILDINGS
Specific assessment, material compatibility, ventilation, appropriate workmanship and approvals.

To facilitate rollout, each journey has a clear and understandable pricing schedule. Where possible, this pricing draws on existing France Rénov' funding schemes to limit the remaining cost to households and ensure that the service is accessible. This organisation, therefore, allows support to be adapted to beneficiaries' needs while ensuring the financial sustainability of the model and the replicability of the scheme in different areas.

SUPPORT FUNDED THROUGH THE MAR SOLIHA SCHEME - EXTENSIVE RENOVATION

> **Level 1: 2,000 to 2,500 euros excl. VAT per project**

SUPPORT FUNDED THROUGH THE MAR SOLIHA CONCERTO RENOV SCHEME

Fuel poverty, support for construction companies, project management during the works with an interim visit, advice after completion of the works, financial structuring if needed (advances, introductions to partners).

> **Level 1 + 1,000 euros excl. VAT per project**

SUPPORT BY SINGLE MEASURE – PARTIAL RENOVATION

Energy standards for decent housing, timetable for rental requirements, resident information, possible rental agreement with Anah, profitability, taxation and usability.

> **1,000 euros excl. VAT - no MAR funding**

The sustainability of the CONCERTO RENOV model

The long-term viability of the CONCERTO RENOV model depends on developing a business plan suited to each area, taking account of local characteristics, the number of projects supported and the resources available. The pilot scheme shows that an integrated one-stop shop can only operate sustainably by combining several funding sources and reaching a critical mass of households supported.

Sharing digital tools, standardising support methods and engaging local partners are essential to optimise operating costs and improve the financial balance of the scheme. Depending on local circumstances, the model can, therefore, combine activities serving the public interest and funded through public schemes with additional services offering high added value that could generate further income.

To assess the viability of the model, an economic and environmental sustainability threshold must be identified. This is based on several key indicators: the number of households supported annually, the average support cost per case, the rate at which support leads to completed works, and the environmental effectiveness of the scheme measured by the cost per tonne of CO_2 avoided or per MWh saved.

Funding the remaining cost to households and the role of financial stakeholders

Funding the remaining cost to households is a central issue in accelerating energy renovation.
The CONCERTO RENOV pilot scheme showed that pre-funding mechanisms can have a decisive role in helping households take action, particularly those with limited financial means.

However, these mechanisms require a secure financial framework. Local service providers do not always have sufficient capacity to bear cash advances, the risks associated with delays in grant aid payments or the necessary guarantees on their own. For a large-scale rollout, it is, therefore, essential to clarify the role of each stakeholder: who supports the household in arranging funding, who provides the cash advance and who bears the associated financial risk.

Replicating the CONCERTO RENOV model, therefore, requires greater involvement from specialist financial stakeholders to share risks, reduce risks for service providers and offer households suitable funding solutions. This coordination between support, financial structuring and risk bearing is essential to scaling up renovations that deliver high energy performance.



6.3.4 The stakeholders involved

The national service provider

The national service provider is responsible for developing, maintaining and updating the platform. It also ensures consistency of methods, coordinates the user community and shares good practice. Within the CONCERTO RENOV project, this role was fulfilled by SONERGIA with support from the SOLIHA Federation.

Regional service providers

Regional service providers are the local point of entry for the scheme. They maintain contact with households, coordinate local partners and deliver support services in their area.

THEY CAN TAKE DIFFERENT FORMS:

- France Rénov' organisations;
- Housing service providers;
- Local authorities;
- Local energy agencies;
- Specialist associations.

Within the CONCERTO RENOV project, this role was fulfilled by SOLIHA Landes and SOLIHA Jura, local associations specialising in energy renovation that also act as housing service providers and France Rénov' organisations in their respective regions.

Technical partners

Technical partners provide expertise in various fields, including housing quality, energy performance, digital tools, evaluation and innovation.

In this capacity, they contribute to developing and improving the solutions implemented within the project. Their involvement is essential to ensuring the quality of the services offered while supporting the continued development of the model.



credit: SOLIHA

6.3.5 A hybrid business model

The CONCERTO RENOV experience shows that rolling out an integrated one-stop shop depends on securing several complementary sources of funding.

Public funding

Public funding is currently a major means of supporting the rollout of renovation support services. It comes from various sources, including central government, Anah, local authorities and European programmes.

Other mechanisms supporting the energy transition can also be used to increase the resources allocated to supporting households with their renovation projects.

Private funding

The model can also draw on private resources to improve its financial sustainability and diversify its funding sources. Several options have been identified, including Energy Savings Certificates (CEE), partnerships with private stakeholders and the provision of specific services.

Local innovation mechanisms can also be used to support the development and dissemination of the model.

Services for local authorities

In addition to the benefits for households, the model developed by CONCERTO RENOV also provides a management support tool for local authorities. Centralised data, project monitoring and the KPIs produced allow local energy renovation policies to be better targeted and their effectiveness to be assessed over time.

Developing services for local authorities also offers an opportunity to generate value from the model. The tools and data produced can be used to help identify priority homes and support the management of renovation policies at local level. They also contribute to monitoring the objectives set by local authorities while allowing the energy and environmental impacts of the activities undertaken to be assessed.

These services, therefore, support decision-making and improve the effectiveness of local renovation strategies.

Conditions for model viability

The CONCERTO RENOV pilot demonstrates that the long-term viability of a one-stop shop depends on combining multiple funding sources and achieving a critical mass of supported projects. Sharing digital tools, standardising methods and engaging local partners help reduce operating costs and improve the long-term financial sustainability of the scheme.

Depending on local circumstances, the model can be adapted to ensure a balance between publicly funded activities serving the public interest and services offering added value that could generate additional income.

Bearing financial responsibility

The pilot scheme showed that pre-funding mechanisms are a key factor in accelerating the delivery of works but require a sound financial framework. Local service providers do not always have sufficient financial capacity to bear the risks associated with cash advances or the required guarantees on their own.

To replicate and scale up the model, greater involvement from specialist financial stakeholders would be desirable to distribute risks and protect the operations of future integrated renovation service providers.

6.3.6 A model adapted to changes in public policies

The CONCERTO RENOV model operates in a constantly changing environment shaped by changes to energy renovation support and funding schemes. Recent changes to MaPrimeRénov', the supported renovation pathway and the Mon Accompagnateur Rénov' scheme reinforce the value of an integrated approach that can coordinate the parties involved and simplify the procedures for households.

The experience gained during the project shows that the model can adapt to regulatory changes while retaining its fundamental principles: local support, stakeholder coordination and the use of data to improve project quality.

The CONCERTO RENOV pilot scheme, therefore, allowed the main principles of the proposed business model to be validated. The demonstration projects confirmed the value of an organisation based on a shared digital platform, local service providers delivering local support, a network of local partners involved at each stage of the journey and shared tools that facilitate coordination of activities. This organisation proved capable of helping projects run more smoothly while optimising the resources used by each stakeholder.

Feedback collected throughout the project also allowed the model to be refined by identifying the conditions needed for its rollout in other regions. It shows that the long-term viability of an integrated service depends not solely on the tools developed, but also on the ability of partners to share certain functions, share the data needed for project monitoring and rely on structured local governance. The business model proposed by CONCERTO RENOV is the result of real-world experimentation, with lessons learned gradually enhancing its robustness and replicability.

The proposed business plan is therefore not a rigid model, but rather a framework designed to help regions establish an integrated energy renovation service by adapting their organisation, business model, and partnerships to local needs.



6.3.7 Conditions for replication

The CONCERTO RENOV pilot scheme reveals several decisive factors for successfully rolling out an integrated energy renovation service.

These include clearly defined local governance, early engagement of local stakeholders and effective coordination between digital tools and personal support. Reliable and interoperable data is also essential, as is a business model based on a combination of public funding and additional resources.

Gradual expansion

Experience from European initiatives shows that an integrated renovation service needs several years to reach full organisational and financial maturity. The first few years are generally devoted to structuring partnerships, improving processes and building sufficient awareness among households. An IHRS generally reaches maturity after 4 to 6 years of operation, with public funding remaining essential during the early years.

During this development phase, public funding has a decisive role in covering the costs of specialist support, network management and coordination. The long-term viability of the model then depends on a combination of public funding, private resources and a gradual increase in the number of projects supported.

Potential improvements to the model

The pilot scheme allowed several areas for improvement to be identified that could support the future rollout of the model. Proposed developments include introducing electronic signatures, developing price benchmarks, improving interfaces for construction companies and increasing interoperability with the professional tools used by renovation advisers. Features designed for banks could also make it easier to secure private funding and process applications for interest-free eco-loans.

A platform designed for interoperability

The work carried out within the project also examined data exchanges with other tools used in the renovation journey, particularly energy assessment software and platforms for managing grant aid. This work on interoperability is a major factor in replicating the model, limiting duplicate data entry and facilitating information sharing between the stakeholders involved in the journey.

Key success factors

The pilot scheme allowed several essential conditions for a successful rollout to be identified. First, strong engagement from local stakeholders is essential to coordinating activities and gaining support for the project. The model must also be able to adapt to regulatory changes, ensuring its long-term viability in a constantly changing environment. A configurable platform that can evolve is also a key factor in meeting specific local needs and supporting the development of the scheme.

Suitable pre-funding solutions must also be available to help households commit to renovation projects. At the same time, reliable monitoring of key performance indicators allows the effectiveness of the activities undertaken to be assessed and areas for improvement to be identified. Ongoing communication with households and partners also helps maintain their involvement throughout the project. Finally, governance involving all stakeholders supports collective decision-making and improves the overall consistency of the scheme.

Taken together, these lessons provide a sound reference base for other areas wishing to implement an integrated energy renovation scheme based on the CONCERTO RENOV experience. By capitalising on lessons learned, we can not only ensure more risk-free rollout conditions, but also increase the likelihood of success for future projects.

7. Replicability of the model in Europe

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7.1 Analysis of the model's transferability

One of the objectives of the CONCERTO RENOV project was to assess whether the model developed in France could be replicated in other European contexts. This analysis forms part of a broader European Union initiative to accelerate the energy renovation of buildings through integrated household support services like Integrated Home Renovation Services (IHRS) and better use of building data.

The transferability of the model depends on two complementary elements: a favourable framework for energy renovation and reliable data that allows effective initial assessments to be carried out and suitable support to be offered to households.

THE COUNTRIES STUDIED

The study covered five countries initially identified during project development: Belgium, Luxembourg, Germany, Italy and Spain. To broaden the analysis and identify European best practice in making public data openly available, two additional countries were included in the study: the Netherlands and Denmark.

These countries have different levels of maturity in energy renovation policies, data governance and the development of public digital infrastructure. This diversity allowed the reliability of the CONCERTO RENOV model to be assessed in varied contexts.

BELGIUM

Belgium has a relatively advanced energy renovation framework, supported by both the federal authorities and the regions. Public policies strongly encourage improvements in the energy performance of the residential housing stock and rely on widely established energy certification systems.

Access to data varies, however, between regions and levels of government. Cadastral, planning and energy data is available but is often spread across several platforms.

Despite this fragmentation, conditions appear favourable for implementing a model similar to CONCERTO RENOV, particularly because of the availability of quality technical data and existing household support schemes.

LUXEMBOURG

Luxembourg benefits from a highly digitised public administration and an ambitious national energy transition strategy. Cadastral data and building information are widely available and accessible.

The small size of the country is an advantage for rolling out an integrated model. The technical and institutional conditions are in place to allow a service based on CONCERTO RENOV to be established, with considerable potential for sharing data and services.

GERMANY

Germany has a particularly well-developed energy renovation market and a large volume of technical building data. However, the federal structure of the country means that data is highly decentralised, with availability varying between the Länder.

These differences present a challenge to implementing a consistent national model. Nevertheless, extensive energy databases and renovation support schemes provide favourable conditions for adapting the CONCERTO RENOV model at regional level.

ITALY

Italy has considerably stepped up its renovation policies in recent years, particularly through several tax incentive schemes. Cadastral data is relatively well structured, and several national initiatives aim to improve access to energy data on the building stock.

The study shows, however, that connections between the different data sources remain limited. A rollout of the CONCERTO RENOV model appears feasible but would require preliminary work to structure and harmonise the available data.

SPAIN
In recent years, Spain has made substantial investments in the energy renovation of buildings, supported particularly by European funding. The country has particularly well-developed digital cadastral databases and a high level of public data openness.

Building information and energy certificate data are widely accessible, creating favourable conditions for developing decision support tools comparable to those developed within CONCERTO RENOV.

THE NETHERLANDS AND DENMARK: TWO LEADING EXAMPLES OF OPEN DATA
The Netherlands and Denmark are among the most advanced European countries in opening up and reusing public data. They have particularly complete national registers of buildings, addresses, cadastral parcels and certain technical characteristics of homes.

These two countries show that an ambitious open data policy is a major factor in developing innovative services in the energy renovation sector. They are important sources of inspiration for developing a future European building data foundation.

Overall, the analysis shows that the conditions needed to establish a model based on CONCERTO RENOV exist in most of the countries studied. The differences observed mainly concern how well data is structured, its accessibility and the governance arrangements in place at national or regional level.


credit: SOLIHA

7.2 Benchmark case: the French BDNB

The development of the Base de Données Nationale des Bâtiments (BDNB) is now a European benchmark for consolidating and using housing stock data. This database combines information from multiple sources to provide a consistent and usable overview of the French housing stock.

The study carried out within CONCERTO RENOV drew on this experience to assess the possibility of developing similar approaches in other European countries.

Analysis of available data in the countries studied

The analysis covered several categories of data essential to the operation of a model such as CONCERTO RENOV.

Cadastral data generally provides the first level of information available across all the countries studied. It allows parcels of land, buildings and their locations to be identified. The quality of this data is generally satisfactory, although its level of openness varies considerably between countries.

Housing data is more varied. Some public authorities hold detailed information on construction dates, floor areas, uses or technical characteristics of buildings, while others provide only partial data.

Energy data is a particularly important issue. Several countries have energy performance certificate registers or statistical databases that allow building energy consumption to be estimated. However, access to this data often remains limited for regulatory or organisational reasons.

Finally, the analysis reveals significant differences in open data provision. While some countries have adopted ambitious data openness policies that allow extensive reuse of public data, others retain substantial restrictions that limit the development of innovative tools.

Towards a European data foundation

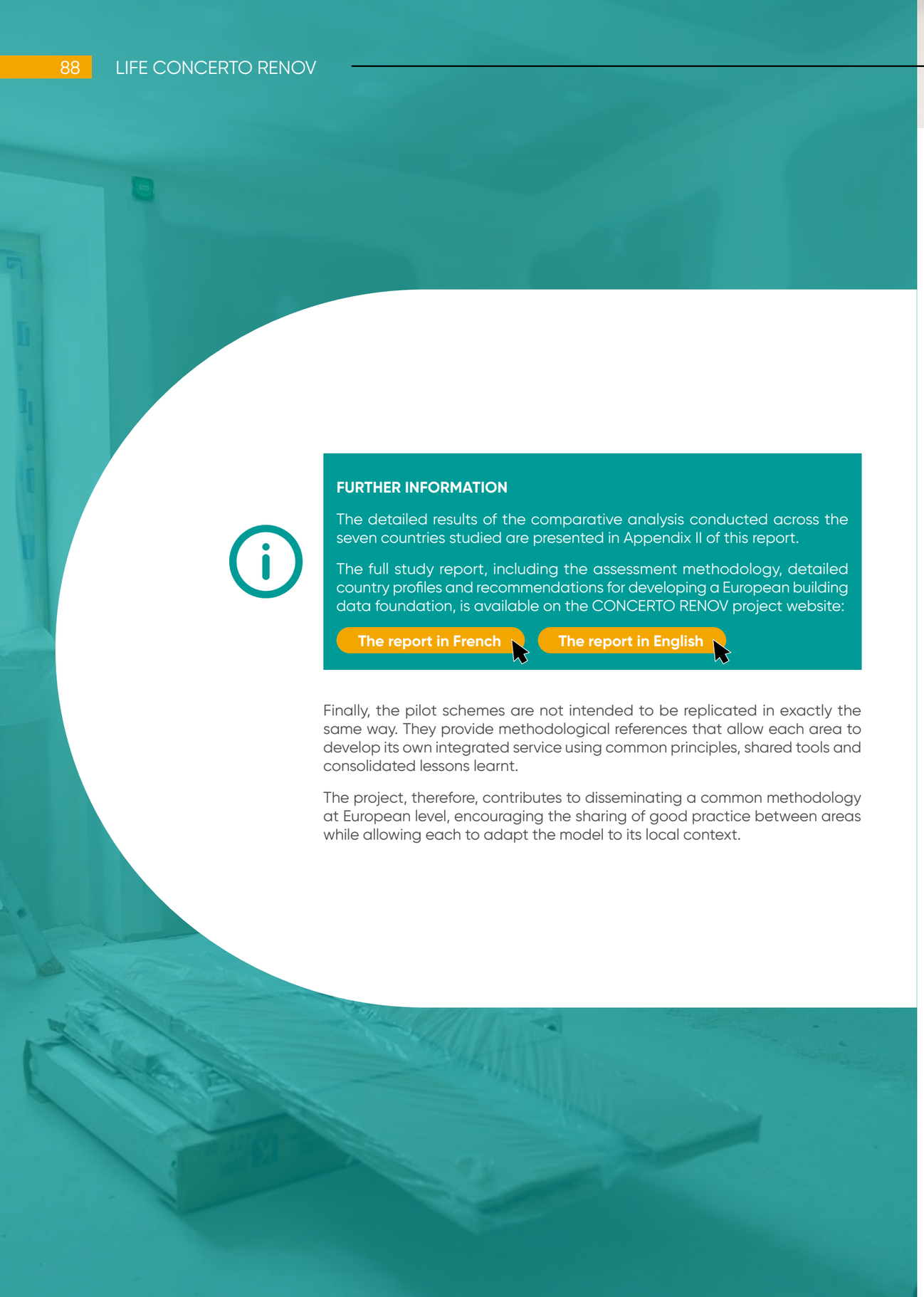
The study results show that there is currently no European database equivalent to the French BDNB. However, several European initiatives, particularly under the INSPIRE Directive, the Open Data Directive, the Data Act and the revision of the Energy Performance of Buildings Directive, create favourable conditions for a common foundation to be developed.

The first recommendation concerns data harmonisation. Common standards for describing buildings and their energy characteristics are essential to facilitate comparisons and exchanges between countries.

The second recommendation concerns stronger data openness policies. Access to reliable and reusable data is essential to developing effective digital services and improving the quality of energy assessments.

Finally, interoperability must become a core principle of future European data architectures. The different national databases must be able to communicate through standardised formats and shared reference frameworks to support the development of services across national borders.

The experience gained with the BDNB shows that an integrated approach to data can considerably improve understanding of the housing stock and support the development of new energy renovation support services. The lessons learnt from CONCERTO RENOV confirm that this approach offers a promising way to accelerate the energy transition at European level.



FURTHER INFORMATION

The detailed results of the comparative analysis conducted across the seven countries studied are presented in Appendix II of this report.

The full study report, including the assessment methodology, detailed country profiles and recommendations for developing a European building data foundation, is available on the CONCERTO RENOV project website:

The report in French **The report in English**

Finally, the pilot schemes are not intended to be replicated in exactly the same way. They provide methodological references that allow each area to develop its own integrated service using common principles, shared tools and consolidated lessons learnt.

The project, therefore, contributes to disseminating a common methodology at European level, encouraging the sharing of good practice between areas while allowing each to adapt the model to its local context.



Conclusion and outlook

The lessons learnt from CONCERTO RENOV are fully in line with recent developments in European building renovation policy. The revision of the Energy Performance of Buildings Directive strengthens the role of one-stop shops and encourages greater involvement of construction companies and the use of innovative energy renovation solutions. The project results, therefore, provide practical evidence to support the regional implementation of these new policy directions.

The CONCERTO RENOV project, therefore, allowed an integrated approach to energy renovation support based on the principles of Integrated Home Renovation Services (IHRS) to be tested in the departments of the Jura and the Landes. By bringing together households, renovation advisers, construction companies, local authorities and technical partners around a structured journey and shared tools, the project showed the value of a coordinated approach in helping households take action and improving renovation quality.

One of the distinctive features of CONCERTO RENOV is its ability to support households after the works have been completed. The model developed aims to cover the entire journey, from initial information through to monitoring actual energy savings after renovation. This approach helps improve project quality, households' confidence and the assessment of the impacts achieved.

In addition to the quantitative results achieved, CONCERTO RENOV allowed new forms of cooperation between stakeholders to be tested, digital tools for managing renovation journeys to be developed and recommendations to be produced to support the creation of future integrated one-stop shops. The pilot scheme also confirmed that households express a growing need for support in dealing with the complexity of existing schemes and the technical, administrative and financial issues associated with renovation projects.

The lessons learnt from the project nevertheless suggest several areas for consideration to improve the model further and address the remaining challenges in scaling up energy renovation.

The limitations of independent client advisory services

One of the main lessons learnt from the project concerns the role of the renovation adviser in the renovation journey. The approach adopted within CONCERTO RENOV is based on independent support, intended to ensure impartial advice for households and help them make sound decisions.

This independence is a strength of the model, as it builds households' confidence and allows projects to be developed around their actual needs. It also helps limit the risk of conflicts of interest and improve the quality of the recommendations made.

However, the pilot scheme also revealed certain limitations. Renovation advisers sometimes face complex situations requiring additional technical, legal, financial or social expertise. In some cases, households expect a level of support that goes beyond the traditional scope of client advisory services and is closer to overall project management.

The number of stakeholders involved throughout the journey can also sometimes cause coordination difficulties or uncertainty about individual responsibilities. These findings highlight the need for further reflection on how the role of renovation advisers is evolving and how different stakeholders can collaborate more effectively.

Governance must be adapted to local contexts.

The CONCERTO RENOV pilot scheme confirms that there is no single model for a one-stop shop. Depending on the region, the skills available, the organisation of stakeholders, and local public policies, various forms of governance can be envisaged. The main challenge lies not in the legal status of the system, but in its ability to sustainably coordinate stakeholders, ensure quality support, and effectively meet households' needs.

ENERGY RENOVATION IS HELD BACK NOT ONLY BY THE COST OF WORKS BUT ALSO BY THE COMPLEXITY OF THE JOURNEY

The lessons learnt from the project pilot scheme confirm that scaling up energy renovation does not depend solely on increasing grant aid. It also requires a simpler journey for households, better coordination between stakeholders and local support that can turn an intention into an actual project. The CONCERTO RENOV model provides practical responses to these challenges.

The need for stability to support scaling up

Feedback from the pilot departments shows that the success of energy renovation policies depends as much on the quality of support as on the stability of public schemes. Regulatory changes during the pilot scheme sometimes put projects already underway at risk and caused confusion among households. Where trust is a decisive factor in taking action, consistent rules and clear grant aid schemes are major means of supporting the scaling up of renovations that deliver high energy performance.

Towards a broader range of support for households

The experience gained through CONCERTO RENOV shows that the success of an energy renovation project does not depend solely on the quality of the assessment or on securing funding. It also depends on the ability to support households over time and address all the difficulties they may encounter.

Several additional needs were identified during the project. Some households, for example, express high expectations for administrative assistance, mediation with construction companies, budget monitoring and guidance on using the equipment installed during the works.

These observations suggest a broader approach to support, bringing together different areas of expertise within the same journey. Such a development could allow greater attention to the social, behavioural and educational aspects of energy renovation while improving continuity of service.

Developing services for the period after completion of the works is another promising area. Consumption monitoring, help with learning to use equipment, advice on energy sufficiency and making better use of the Housing Information Booklet (CIL) could help preserve the benefits of renovations and increase household engagement in the energy transition.

This broader approach to support is fully in line with European policy directions aimed at placing users at the centre of renovation schemes and encouraging renovations that deliver better energy performance and are more sustainable.

Improving coordination between the platform and support

The pilot scheme confirms that a digital platform, however effective, is not enough on its own to prompt renovation projects. Trust, stakeholder coordination and personal support remain essential factors in success. The value of the CONCERTO RENOV model lies precisely in combining these two aspects.

The CONCERTO RENOV experience shows that the success of an integrated energy renovation service depends as much on the quality of the tools developed as on the ability of stakeholders to work within shared governance arrangements. Coordination between local authorities, support providers, funding bodies, construction companies and public services is now an essential condition for accelerating the energy renovation of homes and ensuring the quality of the journeys offered to households.

THE SUCCESS OF THE PROJECT DOES NOT DEPEND SOLELY ON A QUALITY DIGITAL TOOL, BUT ON A NEW WAY OF BRINGING RENOVATION STAKEHOLDERS TOGETHER

In addition to the tools developed, CONCERTO RENOV showed that the success of an integrated one-stop shop depends above all on the ability of local stakeholders to share a common vision of supporting households. The platform acts as a facilitator, but it is cooperation between the partners that makes it possible to build a truly integrated, replicable and sustainable pathway.

Monitoring actual energy consumption

The consumption monitoring module integrated into the platform allows households to compare their consumption before and after the works to assess the actual effects of the energy renovation carried out. This feature helps assess the gains achieved objectively and gives occupants a better understanding of the results.

A move towards commitments to results

One of the lessons learnt from the project concerns the possibility of going further than basic renovation support to develop services with greater commitments to the results achieved. Discussions within the project suggest possible new support models combining monitoring of the quality of works, securing funding and measuring the actual energy savings.

This development could help increase households' confidence and accelerate the rollout of renovations that deliver high energy performance.

Prospects for developing the CONCERTO RENOV model

The results achieved within the project provide a sound basis for considering the future development of the CONCERTO RENOV model.

The first prospect concerns its introduction in other areas. The work carried out has resulted in the development of a replicable methodology, the creation of shared digital tools, and the formulation of a set of recommendations that can be directly implemented by future one-stop operators. The activity generated through the Calls for Expressions of Interest provides an initial means of spreading the model nationally.

The second prospect concerns greater use of data and digital tools. The work on the CONCERTO RENOV platform and on housing data shows the value of making better use of available information to improve household targeting, facilitate assessments and personalise support.

In the longer term, discussions within the European study on model replicability and housing databases also suggest new possibilities for developing interoperable digital services at European level.

The work undertaken within CONCERTO RENOV also offers scope for new forms of support with greater commitments to the results achieved. The consortium is considering developing an integrated service provider offering that combines support, monitoring of the quality of works, securing funding and measuring the actual energy savings. This development could be a further step towards scaling up renovations that deliver high energy performance and reducing risks throughout household renovation journeys.

Finally, changes in public policies and support schemes could lead to greater integration among the various stakeholders involved in energy renovation, resulting in increasingly coordinated processes. In this context, the experience gained through CONCERTO RENOV provides particularly valuable lessons for local authorities, service providers and decision makers wishing to help scale up energy renovation. The pilot scheme also showed the need to develop more reliable pre-funding solutions to avoid exposing local service providers to financial risks that could undermine their operations. Engaging specialist funding partners is an important option for supporting the scaling up of the model.

At the end of the pilot scheme, CONCERTO RENOV showed that it is possible to develop an integrated energy renovation service combining digital innovation, personal support and local cooperation. More than a tool or a platform, the project offers an organisational method that can be adapted to the varied contexts of areas across France and Europe. This adaptability is probably the main legacy of the project and one of its major contributions to European energy renovation policy.

The innovation offered by CONCERTO RENOV lies less in developing a new platform than in the ability to combine digital tools, personal support and local governance within an integrated journey. This complementary relationship is the real added value of the model and explains its potential for replication in varied regional contexts.

More than a local pilot scheme, CONCERTO RENOV showed the feasibility of an integrated approach based on stakeholder cooperation, simpler journeys and digital innovation. The lessons learnt from the project now provide a foundation for future schemes to accelerate the energy transition in homes across France and Europe.

Appendices

I. Presentation of the CLEA CONCERTO RENOV platform

This project and the research that led to these results received funding from the European Community's Life 2021 programme through a 101077038 grant agreement.

1. INTRODUCTION

1.1. CREATION OF THE CONCERTO RENOV PLATFORM

To achieve its objective, the project has an essential component: the coordinated mobilization of the local ecosystem with the creation of the CONCERTO RENOV orchestrator tool in order to stimulate the demand for renovation, reduce the complexity of the process and simplify decision-making and the execution of the work. These elements are at the heart of the CONCERTO RENOV platform.

The objective is to develop an orchestrator tool to connect all the players in the value chain. The CONCERTO RENOV platform was built on an existing tool that already provides part of the solution in terms of diagnosis and work scenarios.

SONERGIA proposed a plan to adapt the tool to become the integrated CONCERTO RENOV platform as well as the development of the "contextualized financing plan" module in a first version. This second version essentially consists of the development of the "link between actors" module.

In this task, SONERGIA with the support of the SOLIHA Federation has led the development of the following bricks, workspaces for a coordinated follow-up of renovation projects:

- SONERGIA, through its partner, has developed dedicated workspaces for the players in the ecosystem (companies, CONCERTO RENOV operators and other potential players) and for the household. These tailor-made accesses make it possible to collect all the necessary information about the renovation project for each user of the CONCERTO RENOV platform.
- A brick to connect "households / CONCERTO RENOV operators / companies".

We have developed and implemented a dedicated brick to facilitate and simplify the cleaning process at the following stages:

- Choice of companies: find a trusted company with the CONCERTO RENOV label, contact them and exchange with them;
- Selection of quotes;
- Management of household requests during the works;
- Project acceptance and invoicing.

This building block is essential to streamline the contracting phase, a phase where most of the fears and difficulties are expressed by the owners.

The first version of the CONCERTO RENOV platform has been launched and implemented in the two territories, Jura and Landes, since September 2024.

This deliverable presents the second version of the CONCERTO RENOV platform via screenshots of the interface with explanations of the associated tools.

Given the private nature of the booklets, it is not possible to give access to them. Indeed, accessing a household's housing information booklet is not compatible with the GDPR.

However, it is possible to have access to the platforms of SOLIHA advisors in the Jura and in the Landes via an account created specifically for the occasion. These access codes can be transmitted outside of this deliverable, on request. They will allow you to navigate through the different notebooks and to have an overview of the support of the different SOLIHA structures via the CONCERTO RENOV platform.

1.2. PRESENTATION OF THE CONCERTO RENOV PLATFORM

As a reminder, the CONCERTO RENOV model is based on 3 modules:

- MODULE 1: the overall technical and energy diagnosis and recommendations for efficient work;
- MODULE 2: an intermediation space for all stakeholders to facilitate the actors' journey;
- MODULE 3: Measuring real energy savings.

In addition to the 3 CONCERTO RENOV modules, we have added tools and information documents to the CONCERTO RENOV platform.

These modules are therefore integrated into a Housing Information Booklet (CIL) that brings together all the stakeholders around a household's "work" pathway.

These modules are offered as part of the Housing Information Booklet by integrating all the stakeholders of the "works" course

A common language and tools understood and used by all: Equip / Simplify / Coordinate

In order to facilitate the setting up of a work project, in particular energy renovation, the following have been created:

- A “works path” file with management of all the project parts at all stages of the process (7 stages in the works path):

1. Self-pre-diagnosis of your home (Concerto tool);
2. Visit of the accommodation;
3. Definition of the work project;
4. Request for funding;
5. Work progress report;
6. After work: assessment, financing and advice;
7. Other services of the CONCERTO RENOV platform as a CIL.

- A system for exchange between the stakeholders of the work path: the household, SOLIHA advisors, companies or craftsmen or architects / project managers:
- Opening up specific rights for stakeholders: SOLIHA advisors, companies or craftsmen or project managers;
- Alerts in the form of notifications and by email;
- Sending and receiving documents.

2. PLATFORM USAGE REPORT

2.1. ASSESSMENT OF THE DISCUSSIONS AT THE LOCAL AND NATIONAL COMMITTEES

To ensure the proper execution of the project and to ensure its follow-up, steering committees have been organised. These meetings bring together not only the members of the consortium, but also various professional players involved in energy renovation and representative of this ecosystem.

For the period 2024-2025, four local committees were held, two in the Landes and two in the Jura, as well as two national committees. Reports aimed at providing a detailed account of the exchanges, ideas and conclusions resulting from these committees have been drafted, as part of a process of continuous improvement of the project and the CONCERTO RENOV platform. Aiming to evolve the platform from its V1 version to a V2 version, more functional and ergonomic. This evolution is based on the feedback of professionals collected during the committees, testifying to their growing interest in this tool.

It was recalled that the opening of the support booklet occurs when the AMO contract is signed between the household and the MAR SOLIHA. It should be noted that the activation of the account by the household, following an email issued by the platform, is a necessary condition for the continuation of the process. Indeed, the creation of the accounts is ensured by the MAR SOLIHA. The household has access only to its personal space, while the deposit of documents is taken care of by the MAR SOLIHA or by the household, with a system of automatic alerts sent to the household and/or the MAR SOLIHA. The latter can also transmit his audit to the craftsman via the platform, which then offers temporary and limited access to the documents explicitly shared, thus guaranteeing the confidentiality of the data.

We can cite as feedback in particular the question of the possible access of craftsmen to the files, by the representatives of professional organizations. This suggestion was taken into account as an avenue for improvement of the platform and was developed in V2. It was also noted that craftsmen currently have no visibility on the follow-up of their quotes, which is a major area for improvement.

The improvement in the usefulness of the platform for craftsmen was strongly emphasised. In particular, the integration of renovations using bio-sourced materials, which are considered innovative, comes up against obstacles linked to the fear of not obtaining subsidies. It was proposed to intensify communication with professional federations, in particular via contact with the FFB and the CAPEB, and to work with technical referents to bring the theoretical recommendations closer to the reality of the construction sites.

In addition, sending documents by email via the platform is considered faster and more efficient than the phone calls currently practiced.

It was also suggested to consider putting people in touch with the France Rénov’ advice centre platform for better coordination, a proposal that will be integrated into a future version.

In terms of aid, it was stressed that local schemes, apart from Anah and Energy Savings Certificates (CEE), exist and that the platform must be able to adapt to these regional or departmental specificities while remaining harmonised at the national level. On the banking side, positive feedback was received from Crédit Agricole. It was suggested that timely access to the documents necessary for the examination of the ecoPTZ would be an asset to facilitate exchanges.

Finally, the question of extending the tool to the national level for all operators was raised. Indeed, these additional development efforts aim to promote, in the long term, the appropriation of the platform by other MARs, although this ambition is currently slowed down by the numerous modifications of the MaPrimeRénov’ system by the government.

2.2. ASSESSMENT OF THE FEEDBACK FROM SOLIHA ADVISORS

In use, the advisors and thermal engineers noted possible improvements for a better use of the platform. For example, it was requested that an automatic email be sent to their destination when households deposit documents on their space in the platform. In order to improve their responsiveness and to be able to better organize their work and their contact with households.

It was also asked to modify some automatic emails for households, such as the one for the first registration, which lacked clarity, after several feedbacks from them.

In order to find household files more quickly, the addition of a filter on the SOLIHA advisor-side platform was requested. Indeed, a lack of legibility between the files opened by households and those waiting to be opened was identified.

This has also led to the development of an additional clickable button on the SOLIHA advisors’ interface to remind the household so that it connects to its platform. This saves time for advisors but also allows for better care and improved monitoring of households benefiting from CONCERTO RENOV support.

3. PRESENTATION OF THE IMPROVEMENTS TO THE PLATFORM

3.1. SPECIFICATIONS AND DESIGN WORKSHOPS

In order to make the necessary improvements to the platform, a specification (Appendix 1) was drafted and submitted to Qualitel Solutions, partner and holder of the initial CIL Cléa.

These specifications were drawn up following the recommendations made to us during the various committees, exchanges with the federations of craftsmen and companies, but also feedback from the field by SOLIHA advisors in the Jura and the Landes.

Previously validated by the rest of the consortium, it was sent to Qualitel Solutions in June 2025.

It is composed of two main parts: requests for better use of the platform by advisors and households and a second part concerning the development of a module allowing improved integration of craftsmen into the platform. This module has been renamed “quote module”, being mainly focused on the monitoring of the work path, the monitoring of craftsmen’s quotes and the agreement of State aid subsidies.

Thus, two design workshops (Appendix 2) were carried out in collaboration with SONERGIA and Qualitel Solutions in order to develop the quotation module in the CONCERTO RENOV platform.

3.2. IMPROVEMENTS IN THE PRIVATE SPACE

First of all, to access their private space, the household must open their personal account.

To do this, he receives an email for the creation of his CIL CLÉA CONCERTO RENOV by a SOLIHA Landes or Jura advisor, who tells him how to open their account and access the CONCERTO RENOV platform.

This email has been reworked for a better understanding by the household following feedback from the SOLIHA advisors of the two territories.


CLÉA

Je suis mon projet de rénovation avec la plateforme CLÉA CONCERTO RENOV !

CONCERTO RENOV

Bonjour,

Dans le cadre de votre projet de rénovation, SOLIHA JURA- SAONE ET LOIRE, partenaire du projet CONCERTO RENOV, vous propose un accès gratuit à la plateforme CLÉA CONCERTO RENOV.
Cette plateforme « facilitatrice » est soutenue par la Commission européenne dans le cadre du projet CONCERTO RENOV financé par le programme LIFE.
Elle a été conçue pour vous aider dans votre parcours de travaux.

Vous trouverez, dans votre CLÉA CONCERTO RENOV, les informations et documents nécessaire pour le suivi de votre projet de rénovation ainsi que des conseils pour maîtriser vos dépenses d'énergie.
Pour accéder à votre compte, cliquez sur le lien suivant Mon connexion et enregistrez votre mot de passe personnel et confidentiel.
Pour vous connecter les fois suivantes, il vous suffira d'aller sur CLÉA CONCERTO RENOV et de saisir votre identifiant (votre adresse email) et votre mot de passe.

Pour le suivi de votre projet de travaux, connectez-vous à votre espace personnel. A partir de cet espace, vous serez accompagné par votre conseiller SOLIHA à toutes les étapes de votre projet de rénovation.
Pour tout renseignement en lien avec les fonctionnalités de votre espace CLÉA CONCERTO RENOV, cliquez ici.
Nous vous souhaitons une excellente navigation dans CLÉA CONCERTO RENOV !

Cordialement,
Votre conseiller SOLIHA

Cofinancé par l'Union européenne

Email received by the household to make its 1st connection and open its CONCERTO RENOV platform

Once the household has logged in with their email and password, they access the home page of their CIL

Once on their home page, the household can access their work project by clicking on the corresponding tab on the left or by clicking directly on the “Work Path Progress” button on their home page.

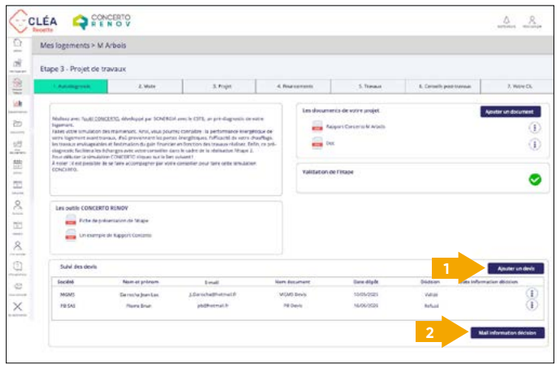


Home screen explaining the project process

On this page, the household can now access the module for exchanging with external partners. They can directly click on the “share/receive documents” button.

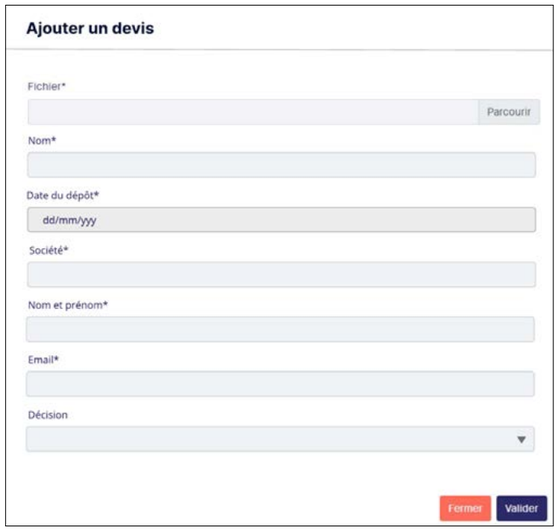
Then, the household can access the 7 stages of their work project. They can either click on the 1st step and scroll down to the next ones. Or click directly on the step they want to consult.

Only steps 3 and 4 have been reviewed and improved in order to add the newly developed quote module.



Presentation of step 3 of the work pathway: the work project chosen by the household

The quote tracking module has been integrated, there is a list of quotes added by the household and/or the SOLIHA advisor. When the work project becomes clearer, the household can validate or refuse a quote. It can do this in several stages. Either as it receives its quotes, or once all the quotes have been received.



Pop-up to add a quote to the list

The SOLIHA household and/or advisor has the option of modifying a quote or deleting it as long as it has not been validated. They can also share it with a third party.

Once the choice has been made, the household clicks on the "email information decision" button, which allows an email to be sent automatically to the companies that have been selected but also to those that have not.

Hello [Company Name],

As part of the renovation project of Mr./Mrs. [Name of the person], we inform you that your estimate [name of document] has been selected by Mr./Mrs. [Name of the person].

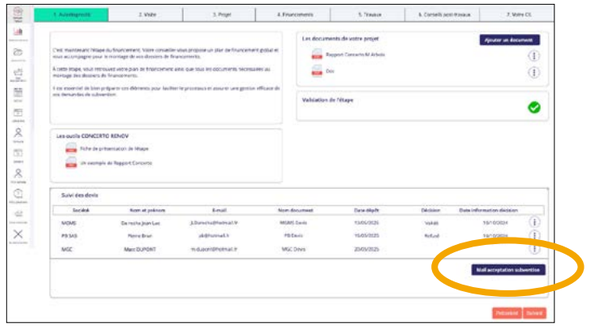
A second email will be sent to you once the subsidies have been granted by the Anah so that you can proceed with the launch of the work.

N.B: If you have produced several quotes for this project, not all of them may be accepted. We invite you to contact [name of the household] or wait to receive the signed quote(s).

Sincerely,

[User Name and Position]
CONCERTO RENOV LOGO + PROGRAM LIFE

The quote tracking module has also been integrated in step 4, where you will find the list of quotes previously added by the household and/or the SOLIHA advisor.



Presentation of stage 4 of the works pathway: applications for funding

When the financing plan is finalised and the aid application has been granted by the funders, the household and/or the SOLIHA adviser can click on the "Mail grant acceptance" button and thus an email is automatically sent to the craftsmen whose quotes have been previously validated which tells them that the work project has been validated by the funders and that therefore the work can begin.

In this way, the household and the craftsmen can organize themselves more quickly to launch the site and coordinate in order to reduce the time before the start of the work. Companies can also start buying their supplies for the work and thus ask the household for the first deposits.

Hello [Company Name],

We are pleased to inform you that the grants for Mr./Mrs. [Name of person] project have been awarded by Anah. You can contact [Name of household] to plan the intervention.

Sincerely,

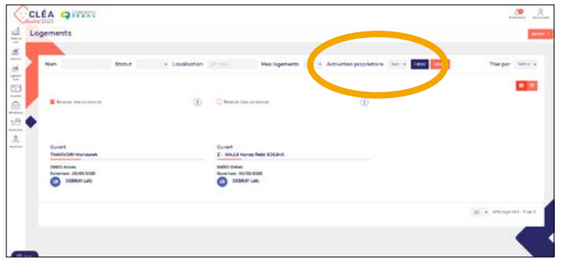
[name and user function]

CONCERTO RENOV LOGO + PROGRAM LIFE

3.3. IMPROVEMENTS TO THE PRIVATE SPACE COUNCILLOR SOLIHA

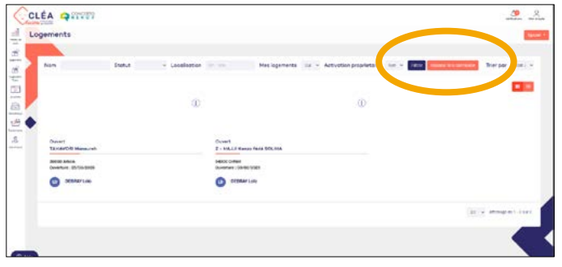


In order to find household files more quickly, the addition of a filter on the SOLIHA advisor-side platform has been developed. Advisors can therefore filter the files according to whether the household has opened its space or not.

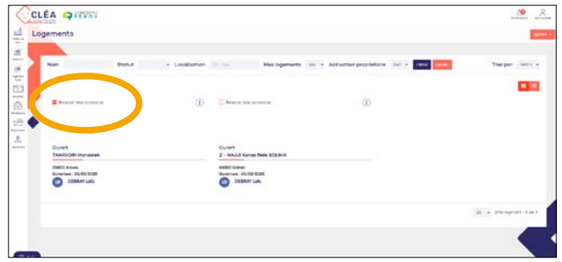


Addition of a filter on the SOLIHA advisor side to find household files more quickly

A second development has been made, the creation of a clickable button on the interface of SOLIHA advisors allowing the household to be contacted so that it connects to its platform.



Addition of a button on the SOLIHA advisor side to remind households



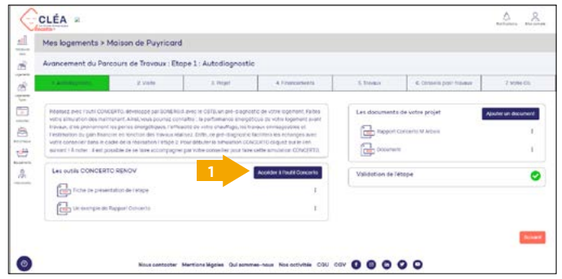
Choice of notebooks to follow up for their 1st connection

4. TOOL IMPROVEMENTS

4.1. IMPROVEMENT OF THE CONCERTO TOOL

The Concerto tool is a tool for self-pre-diagnosis of household needs based on housing data. It was developed by SONERGIA with the CSTB, to establish a diagnosis of housing and work scenarios. It is offered free of charge to the general public.

This tool is integrated in step 1 in the Housing Information Booklet in the same way as the other tools necessary for the implementation of integrated services.



The Concerto tool has been reviewed and corrected in order to integrate the 3CL calculation method. In accordance with the energy audits provided by the SOLIHA thermal engineers during the visit to the dwelling in step 2.

This allows for a better analysis of the home by the household, but also a result that is more in line with the energy audit issued by the thermal engineer.

Better reading therefore allows for improved advice and therefore quality follow-up for the households supported.

4.2. DOCUMENT IMPROVEMENTS: FACT SHEETS, MILESTONES AND REPORTS

Stage sheets that include the key points of each stage, can be downloaded by the household and provide a complete information guide "my work path". They are always made up in the same way: one front with the explanation of the step and one back with a user manual containing explanatory screenshots.

These progress sheets have not been improved.

In addition to these stage sheets, there are listed business tools that are present at each stage. These are standard documents used throughout the work process and adapted to each territory (Jura/Landes). At each stage, an anonymised standard PDF is listed, giving an example to the household and adapted to its location, it is identical to the document that will be used by the SOLIHA advisor when following the household's work pathway.

The 16 business tools created with SOLIHA for the CONCERTO RENOV course have been modified and updated on the platform in order to provide better support by following the recommendations and changes in French regulations. Thus, all the reports have been reviewed and are different according to the Landes/Jura territories in order to provide households with the most precise support possible according to the specificities of the territories. In addition, a clarification has been made on the notion of "standard estimate", following a question from the ADIL : it is a blank estimate including all the regulatory elements required for the project to be eligible for aid.

Other documents, such as the AER, have been added in the various territories. These are documents that are requested by the funding bodies and that allow for a file to be put together that is more in line with the reality on the ground.

Work has been carried out with Perrenoud (a thermal simulation software publisher) to propose a new audit report that is better suited to the needs identified in the field.

Commentaires généraux / Conclusion :

Travaux en cours d'exécution avec notamment la partie la plus importante qui est l'isolation de la partie haute. L'articulation entre plaquiste et couvreur semble bien faîtes, rien n'est oublié par l'un ou l'autre. Les conditions sont réunis pour obtenir un résultat correct, avec un phasage des travaux dans le bon ordre.

QUESTIONS POSEES PAR LE MAITRE D'OUVRAGE

Question(s) :

Pas de question sur la chantier, une question sur le déblocage des fonds.

Réponse(s) apportée(s) :

Proposition faite par nos soins de demande d'acompte sur la subvention accordée.

INFORMATIONS COMPLÉMENTAIRES

Date pressentie d'achèvement des travaux :	**15 mai 2025**	
Aide à l'outil CIL CLEA CONCERTO RENOV' :	☒ OUI	☐ NON
Intégration Linky	Raccordé au compte CLEA CONCERTO RENOV	
Gaz	En attente retour GRDF partage données.	

Example of Editing the Progress Visit Report

4.3. IMPROVEMENTS TO THE DOCUMENT SHARING MODULE

This module is a mechanism for exchange between the stakeholders of the work pathway: the household, SOLIHA advisors (CONCERTO RENOV operators), companies / craftsmen or architects / project managers.

In particular, it allows:

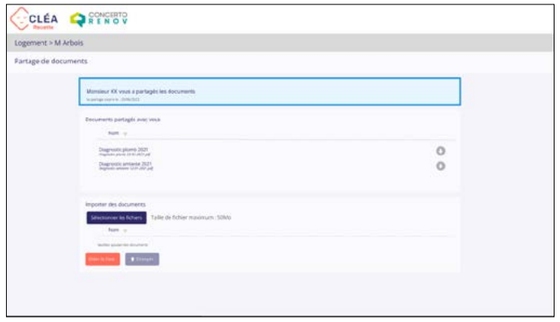
- The opening up of specific rights for stakeholders: SOLIHA advisors, companies or craftsmen or project managers and financiers (public and private);
- Receive alerts in the form of notifications and by email;
- Sending and receiving documents.

When the household and/or the SOLIHA advisor wishes to share one or more documents with one or more companies. They can do so either directly on the current stage or via the appropriate module.

Then an email is sent directly to the craftsman, which allows him to download the documents but also to reply by uploading his own documents by adding a comment that is addressed to both the SOLIHA advisors and the household.

Finally, it is possible to choose a limited response time in order to motivate craftsmen to respond as quickly as possible to the request but also to allow access to companies that are not selected by the household for the rest of the work project. The deadline for sharing can be extended if necessary.

This module has been revised for better use and ergonomics for all stakeholders.



The module for sharing documents with companies mainly via the document sharing button on the home screen



Another way to share documents, via the documents folder directly



A new page opens to set up the shipment

5. CONCLUSION

Two other complementary lots to the platform were initially planned, in accordance with the first specifications for the consultation on the creation of the CONCERTO RENOV platform (deliverable D2.1).

In parallel with these developments, it was planned to carry out the V2 of the platform thanks to the various field feedback from the SOLIHA Jura and Landes advisors. But also thanks to the feedback from companies and craftsmen from the two different territories who were mobilised on the platform when creating the work course for an individual.

This co-creation of the V2 of the platform was therefore possible thanks to meetings in the field with companies, craftsmen, architects / project managers (deliverables D5.6 / D5.7 / D5.8).

However, we were questioned during these exchanges about the digital nature of the platform. As digital inclusion is at the heart of the concerns of the two SOLIHA structures, difficulties were encountered in getting to grips with the platform by some households. Either due to a lack of knowledge and ease, or a lack of technical and digital equipment or mistrust and fear of fraud or identity theft.

For example, additional services, such as consumption monitoring via Linky or Gazpar meters, features that aim to extend the relationship with the household beyond the work phase, have raised certain limits.

A reassurance phase has therefore been set up. Regarding access to the files, as soon as the work is carried out and the file closed, the operators no longer retain control of the data: only the household then retains full access to its entire personal space. In the event of a change of ownership, all the documents required by the legislative framework governing the CIL are kept on the platform. For the sake of discretion, the others are deleted. The same owner with several dwellings can consult all of his or her books via a single interface on the platform.

Support for households to get to grips with the tool was therefore addressed. Thus, the time of the initial visit is used to verify the capacity of households to use the platform and to clarify its operation if necessary.

Finally, on the side of craftsmen and companies, the use of the first version of the CONCERTO RENOV platform varies according to the territory: adoption is rapid in the Landes, while it remains limited in the Jura, where contact with craftsmen is still mainly by telephone or face-to-face.

It is therefore expected that this new version of the platform, which will best integrate craftsmen into the exchanges, and will be implemented in October 2025, will generate better interest and greater involvement from the actors concerned.

In conclusion, we are counting on these various improvements in order to strengthen the collective dynamic around the CONCERTO RENOV project and its platform.

II. CSTB BDNB study – details

1. EXECUTIVE SUMMARY

The acceleration of the energy transition within the European building sector, driven by the Green Deal and the "Renovation Wave" strategy, depends on the availability of reliable, interoperable, and continuously updated data infrastructures. The creation of well-organized national databases, such as the BDNB in France, is essential for an objective assessment of the building stock, the simulation of various renovation scenarios, and for enabling public policymakers to access transparent, accessible, and trustworthy information. The French model—characterized by the integration of multiple sources, comprehensive documentation, ongoing updates, and the dissemination of data under well-defined licences, including open data licences—now functions as a benchmark for the potential expansion of this approach across Europe.

This report, produced as part of the LIFE-2021-CET-HOMERENO project, investigates the feasibility of extending the BDNB model to additional Member States within the European Union. Through a comprehensive comparative analysis and systematic review of existing initiatives, it evaluates the maturity, accessibility, structure, and quality of open or licensed databases across seven nations: Germany, Belgium, Denmark, Spain, Italy, Luxembourg, and the Netherlands. For each country, the study delineates the necessary conditions for establishing an equivalent reference data layer, emphasizing both the benefits and the primary challenges associated with regulatory, technical, and institutional diversity.

Finally, this work proposes a reproducible methodological framework accompanied by operational and strategic recommendations, explicitly targeted at policymakers and stakeholders involved in national and European initiatives. The aim is to identify the most effective levers for action and to encourage a federated, progressive, and open approach to data building. This framework is presented as a vital foundation for the success of public policies focused on the renovation, adaptation, and sustainable management of Europe's building stock.

2. INTRODUCTION

Improving energy efficiency and reducing the carbon footprint of the building sector lie at the heart of European ecological transition policies, driven by the Green Deal and the "Renovation Wave" initiative, with the aim of achieving carbon neutrality by 2050. In this context, the availability, consolidation, and utilisation of robust building databases at national or European level have become crucial levers for objectively assessing the state of the building stock, planning and guiding energy renovation, and supporting decision-making based on reliable and transparent data.

It is within this framework that the National Building Database (BDNB) was created in France. The BDNB catalogues and provides an identity record for every residential and tertiary building in mainland France, by combining data from more than 30 sources. This creates a rich information base for identifying the building stock, conducting simulations, and planning multi-scale strategies. The BDNB methodology stands out due to its integration of multiple attributes: morphological characteristics, uses, energy performance, materials, exposures, and risks, paving the way for cross-cutting data exploitation across numerous fields of analysis.

Building on these initiatives, the present report forms part of the European LIFE-2021-CET-HOMERENO project and aims to deliver a scientific and technical analysis of the feasibility of extending the BDNB model to other Member States of the European Union. The structure of this analysis is based on three main areas:

- a technical and comparative analysis of open data or restricted building databases across a panel of seven Member States, selected according to objective criteria (energy consumption, GHG emissions, climate risk, open data maturity), by conducting a thorough review of available data foundations, their volume, structure, and access conditions;
- an assessment of each country's capacity to reproduce a foundational data layer compatible with a BDNB-type approach, analysis of database interlinkages, and proposals for methodological principles to stimulate and support the emergence of equivalent mechanisms across Europe;
- an investigation of the main European initiatives structuring knowledge of the building stock through a documentary approach (e.g. European Building Stock Observatory – BSO, EUBUCCO database, GISCO project);

At each stage, the report will endeavour to provide:

- systematic references (links, data sheets, official documentation),
- and, where necessary, explicit mention of any weaknesses, gaps, or uncertainties regarding the robustness of sources or existing systems.

This study therefore aims to provide a comparative analysis of the conditions required to generalise a national building database, in support of European public policies for the renovation and management of the building stock.



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