

An aerial photograph of a densely populated city, likely Tirana, Albania, with a large mountain in the background. The city is filled with multi-story residential buildings. In the foreground, there's a large, modern building with a red and black facade. The sky is blue with some clouds. There are several white geometric shapes (triangles and rectangles) overlaid on the image, some pointing towards the text.

RenovAID

# Summary report on the OSS training

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Multi-level structural support  
for improving energy efficiency  
in buildings in Kosovo and Albania



**ENERGIACLUB**  
CLIMATE POLICY INSTITUTE  
APPLIED COMMUNICATIONS

In the series of the training, the participants were provided with a comprehensive online training series dedicated to the concept and implementation of One-Stop Shops (OSS) for home renovation support. The six-session course provided a deep understanding of OSS models, their benefits, and practical applications through the best national practices from European countries. The language of the series was English.

Each session focused on a key component of OSS implementation: starting with an introduction to renovation barriers and the role of OSSs, followed by a closer look at the services they offer, stakeholder engagement, financing models, legal frameworks, marketing strategies, and digital tools. The training also explored the customer journey and monitoring processes, culminating in a focused discussion on addressing energy poverty through inclusive OSS approaches.

The first four online sessions were approximately 1.5 hours long and generally consisted of a 40–45 minutes long presentation sections with one or two presenter which was followed by a Q&A segment, but there were sessions for teamwork as well. To engage participants, an interactive tool (mentimeter) was used during the sessions.

The last two sessions were held in the frame of the Budapest study trip; for those who could not participate in person, opportunity was provided to join online.

On the first four online sessions, 40 attendees participated. Participants who attended at least four sessions received a certificate upon completion of the training series. The video recording of the sessions and the presentations (ppt) were made available after the training series for the participants.

# Data regarding the training sessions

## 1. Introduction, barriers of renovations, benefits of OSSs, types of OSSs

- a. date: 23.06.2025
- b. presentation by Ilona Szécsi (Energiaklub)
- c. number of participants: 32

## 2. Services, stakeholders, good national examples

- a. date: 30.06.2025
- b. presentation by András Perger (Energiaklub)
- c. number of participants: 17

## 3. Marketing, digital tools, data management; online energy-saving calculator

- a. date: 07.07.2025
- b. presentation by Ilona Szécsi; Áron Horváth (Hungarian Energy Efficiency Institute)
- c. number of participants: 17

## 4. Business plan, setting up an OSS, legal forms and financial sustainability of an OSS; One-Stop-Shop (OSS) in Vilnius

- a. date: 14.07.2025
- b. presentation by Ilona Szécsi, Eglė Randytė (Atnaujinkime miestą, Vilnius, Lithuania)
- c. number of participants: 21

## 5. Customer journey, selection of companies, monitoring

- a. date: 16.09.2025
- b. presentation by Gergő Schum (former head of RenoPont program at Energiaklub)
- c. number of participants:

## 6. Energy Poverty

- a. date: 16.09.2025
- b. presentation by Zsuzsanna Koritár (Habitat for Humanity Hungary)
- c. number of participants:

# Questionnaire for the participants

Energiaklub asked the participants about their experience of the training, after the online sessions. Of the altogether 40 attendees, six answered the questionnaire. According to the answers, the impressions of the participants were positive.

## 1. In general, how satisfied were you with the One-Stop Shop training sessions? (1-5)

Answer: 4,33

## 2. Was the training relevant to your job or responsibilities? (1-5)

Answer: 4,83

## 3. What were your favorite parts of the sessions?

|                                         |        |
|-----------------------------------------|--------|
| a. Presentation about OSS concept       | 100%   |
| b. Presentations about stakeholders     | 66,67% |
| c. Presentation about marketing         | 33,33% |
| d. Presentation about online calculator | 50%    |
| e. Presentation about sustainability    | 66,67% |
| f. Team works                           | 66,67% |
| g. Polls (mentimeter)                   | 33,33% |

## 4. To what extent was the information presented during the training new and useful to you? (1-5)

Answer: 4,33

## 5. How clear are the presentations and how difficult is it to understand the new information? (1-5)

Answer: 4

## 6. How satisfied are you with the presenter, Ilona Szécsi (1, 3, 4. training)? (1-5)

Answer: 4,5

**7. How satisfied are you with the presenter, András Perger (2. training)? (1-5)**

Answer: 4,5

**8. How would you rate the quality of the training materials (slides, handouts, tools)? (1-5)**

Answer: 4,5

**9. What is the most useful knowledge or insights you gained? (Free answers)**

Answers:

- Calculator
- Great experiences from other countries and a lot of opportunities to explore
- Especially the positive examples presented
- About energy efficiency, everything has its meaning and while doing it you get a lot more.

**10. What else would you improve, and how? (Free answers)**

Answers:

- Audit for energy efficiency
- More time for the group work
- Not much, it was a good training online session

**11. Do you have any additional comments or suggestions? (Free answers)**

Answers:

- Thank you
- No
- No, thanks for your effort

