



RenovAID

Summary report on the One-Stop Shops (OSS) study visit

This project is part of the European Climate Initiative (EUKI) of the German Federal Ministry for Economic Affairs and Climate Action (BMWK). The project “RenovAID – Multi-level Structural Support for Improving Energy Efficiency in Buildings in Kosovo and Albania” aims to enhance the energy efficiency of buildings in these regions. Energy efficiency is crucial for reducing greenhouse gas emissions, lowering energy costs, and ensuring sustainable development. This report consolidates findings from comprehensive studies conducted in Kosovo and Albania, providing insights into current barriers and proposing actionable recommendations for policy frameworks and practical implementations to improve energy efficiency in buildings.

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



ENERGIACLUB
SZAKPOLITIKAI INTÉZET
CLIMATE POLICY INSTITUTE

Summary report on the One-Stop Shops (OSS) study visit

In the frame of the RenovAID project, 19 representatives of municipalities, ministries, NGOs, expert and other stakeholder organisation from Albania and Kosovo participated in a study visit trip to Budapest, at 15-17 September 2025.

THE PROGRAM OF THE 3-DAY LONG VISIT CONSISTED OF THREE PARTS:

- I. Participants were provided with presentations of Hungarian experts on general and specific matters about the matter of how OSSs can be established and operated, especially related to Hungarian experiences on the field on the RenoHub and RenoPont OSSs. The invited experts also gained insight into how energy poverty can be handled by an OSS, and what renovation services the Municipality of Budapest provides for the residents of panel buildings in Budapest.
- II. The participants visited external locations, to study how the renovation process of an existing multi-apartment house in Budapest looks like, and what services are provided by the RenoPont OSS office in Budapest.
- III. Beyond presentations and field visits, the participants, working in teams by country, took part actively in exploring the situation about energy efficiency and renovations in Albania and Kosovo, and, inter alia, with carrying out stakeholder mapping and with developing OSS scenarios, helped in the preparation of action plans for both countries, aiming to establish OSSs.

The presentations were:

1. Hungarian situation and best practices in energy efficient renovation, subsidies, energy prices (András Perger, Energiaklub Climate Policy Institute)
2. Energy Efficiency Obligation Scheme in Europe and Hungary (Anikó Pálffy, Hungarian Energy Efficiency Institute, MEHI)
3. Presentation about RenoHUB and RenoPonts (Ilona Szécsi, Energiaklub)
4. Customer journey, selection of companies, RenoPont professionals' database and trainings for constructors (Gergely Schum, former RenoHUB project leader)
5. One-stop shop for energy poor households (Zsuzsanna Koritár, Habitat for Humanity Hungary)
6. Introduction of Budapest Subsidy for Panel Buildings - one-stop shop service in subsidy scheme, cooperation with Budapest Municipality (Balázs Nattán, BKM, Budapest Public Utilities)

The 5th and 6th presentations (on energy poverty and on the customer journey, selection of companies, RenoPont professionals' database and trainings for constructors) were also held as the two last sessions of the online training in the RenovAID project; for those who could not participate in person, opportunity was provided to join online.

The site visits were:

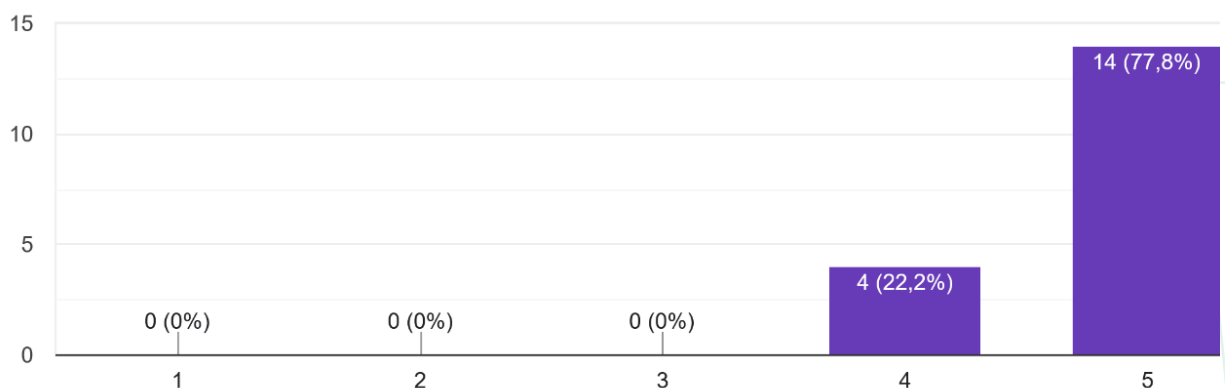
- Renovation of a multi-apartment house: experiences, results, financing solutions (Mihály Czabarka, Projectdoctor Ltd; Location: Székpatak utca 14, XIV., Budapest),
- Introduction and experiences of RenoPont at the Housing Office with energy efficiency consultancy (Ádám Bölcsföldi, RenoPont consultant; Location: Housing Office of Budapest, Bárczy István utca 1-3., V., Budapest)

QUESTIONNAIRE FOR THE PARTICIPANTS

Energiaklub asked the participants about their experience of the study visit, which were filled by 18 participants. According to the answers, the impressions of the participants were positive. They gave usually 4 or 5 for the questions, regarding their satisfaction with the visit generally (program and organisation both), relevance of the program (including site visits), usefulness of the given information, and quality of the presentations.

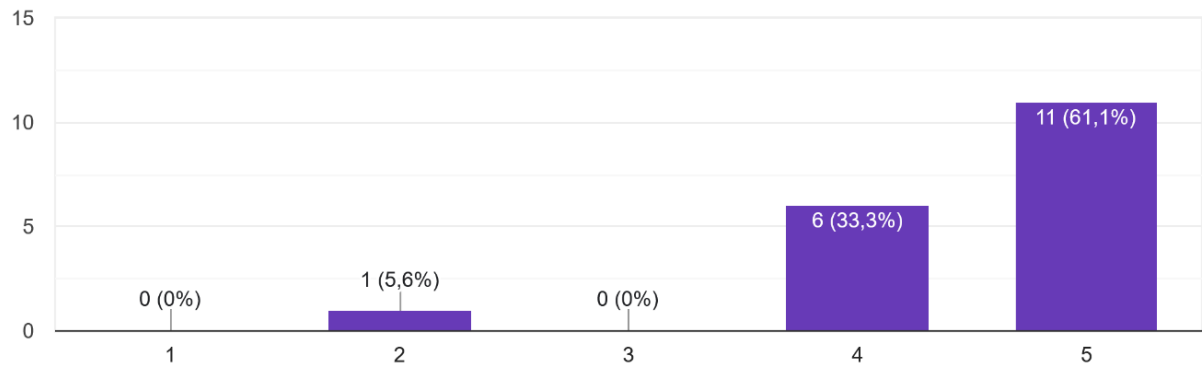
In general, how satisfied were you with the One-Stop Shop study visit?

18 válasz



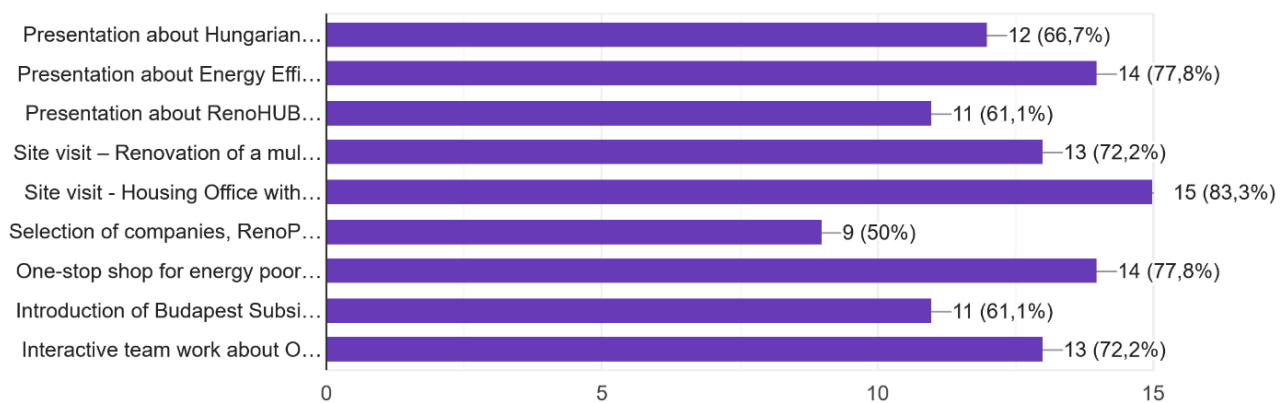
Was the study visit relevant to your job or responsibilities?

18 válasz



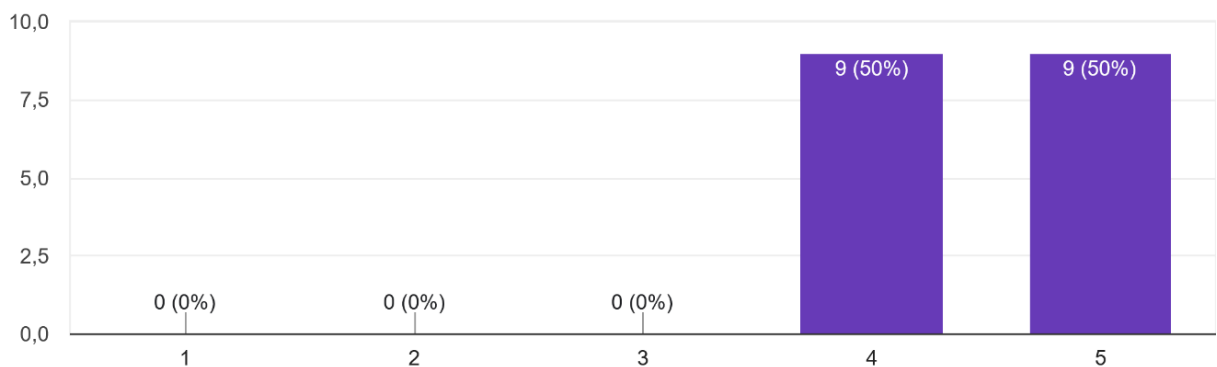
Which one did you consider the most useful?

18 válasz



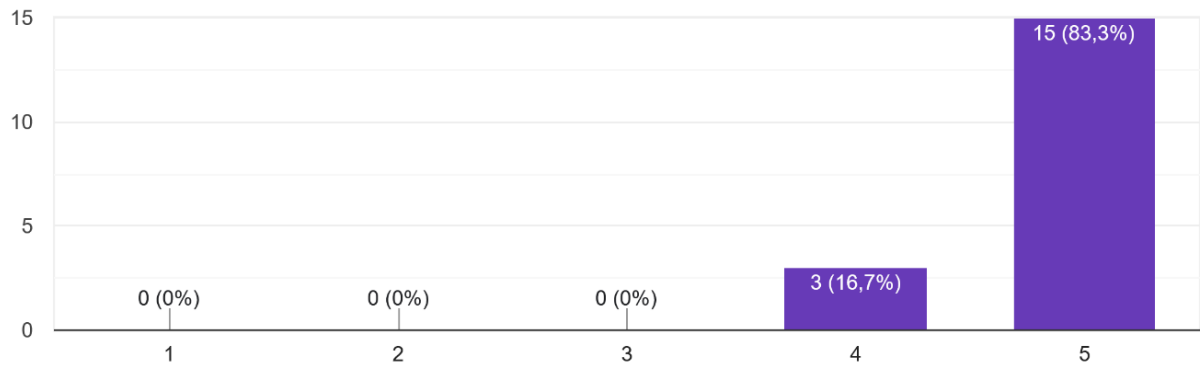
To what extent was the information presented during the study visit new and useful to you?

18 válasz



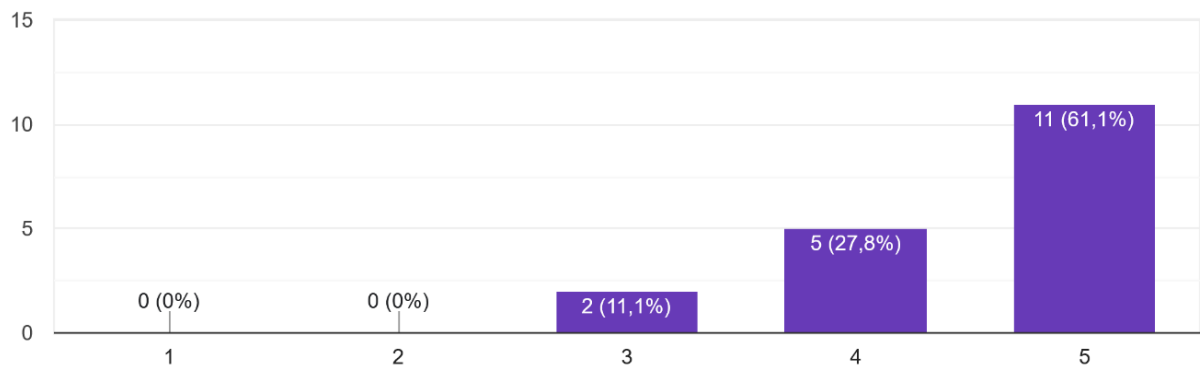
How clear were the presentations and how difficult was it to understand the new information?

18 válasz



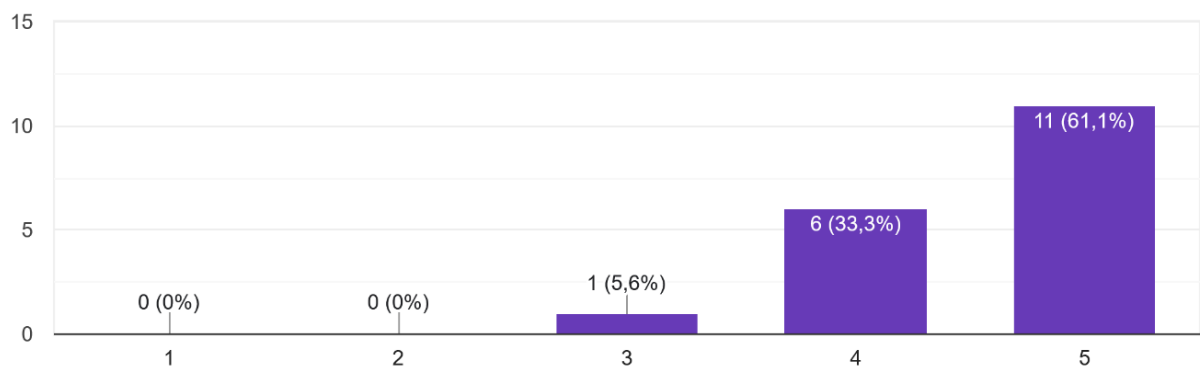
To what extent were your goals supported by external programmes (site visits in a multi-apartment house and in Housing Office)?

18 válasz



How would you rate the organisation (venue, shuttle bus, catering, etc.)

18 válasz



To the question “What are the most useful knowledge or insights you gained?” 13 answers were given, expressing satisfaction, like,

- “How to plan one stop-shop”
- “New practices and practical case studies”
- “How an OSS work and what expectations and remarks to implement in my city
- “Monitoring”
- OSS-Organizing
- “The real examples of OSSs in Hungary, how they work and how we can replicate in Albania.”
- “Seeing how OSS operate”
- “Regarding the OSS here in Budapest.”
- “Learning about innovative renovation practices and exchanging experiences with partners was very valuable”
- “OSS action plan”
- “Hungarian experience”

LESSON LEARNT:

Participants found both the theoretical presentations and the practical site visits very useful. They considered the **site visit in RenoPont Office** the most valuable: seeing a one-stop shop (OSS) in operation convinced them that, despite the obstacles, it is feasible; and being on site allowed them to put questions to the adviser and receive first-hand answers.

The group work that supported the development of the action plans was also highly valuable: participants could discuss their country-specific challenges in their native language, and experts from a range of fields within each country were able to test views, challenge assumptions and inspire one another in finding solutions. The two countries' experts also learned from each other and picked up practical ideas.

During the group work, it also became clear how the theory they had heard could be put into practice in their own context, and the extent to which that theoretical knowledge could be adapted to their specific circumstances.

Presentations, site visits and group work were complemented by **informal social activities** (a joint dinner and sightseeing in Budapest), which brought participants closer together and fostered new friendships. This emotional bond may provide additional motivation when negotiating with the municipalities in Tirana and Pristina to establish a one-stop shop (OSS): setting out the benefits and prerequisites and encouraging decision-makers to act.

“This document was developed as part of ‘RenovAID – Building Energy Efficiency’ project. RenovAID project is part of the European Climate Initiative (EUKI), a project financing instrument by the German Federal Ministry for Economic Affairs and Climate Action (BMWK). The EUKI competition for project ideas is implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH. It is the overarching goal of the EUKI to foster climate cooperation within the European Union (EU) in order to mitigate greenhouse gas emissions.”



