

NEWSletter

Issue no. 4



WE ARE DELIVERING
trainings for creation of
ONE STOP SHOPS
FOR HOME RENOVATION



**Co-funded by
the European Union**

Co-funded by the European Union under GA number - 101167619. 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.

Welcome to the 4th BUSHROSSs newsletter!

Since our first edition, the BUSHROSSs project has been actively developing a learning course aimed at strengthening the skills and capacities of relevant authorities including national, regional and local authorities and energy agencies to effectively establish and operate One-Stop Shops (OSS) supporting homeowners throughout the energy renovation process.

In this issue, discover the latest updates from project meetings and events, meet our project partners, and explore inspiring examples of One-Stop Shops supporting energy renovation and the clean energy transition.

TABLE OF CONTENTS

01	BUSHROSSs 4th progress meeting in Kraków!	p.3
02	BUSHROSSs roundtable in Poland	p.4
03	BUSHROSSs roundtable in Slovenia	p.5
04	The EU Peers Mentoring Study Visit in Torino	p.6
05	Meet our Partners	p.7
06	The role of One-Stop-Shops in public building renovation	p.8
07	A broader role of One-Stop Shops	p.9
08	Behind the scenes of the project	p.10

BUSHROSSS 4TH PROGRESS MEETING IN KRAKÓW!

On 4 March 2026, the 4th partners' meeting of the BUSHROSSs project took place at the Polish Academy of Arts and Sciences in Kraków. Project partners met to discuss the progress of the project and plan the next stages of its implementation.

The meeting began with a discussion of project management topics. The partners discussed matters related to the coordination of activities, quality monitoring and evaluation. They also addressed the sustainability of the project results, their future use, and the potential for replicating the solutions developed within the project in other regions.

The communication strategy and specific activities aimed at effectively disseminating the project results were also discussed. The partners reviewed the dissemination activities carried out so far and identified further actions to promote and share the project's outcomes.

An important part of the agenda focused on progress in developing the training modules, which are being prepared in response to needs identified during previous meetings with stakeholders. These meetings highlighted the importance of a broad approach to the building renovation process, taking into account technical, social, economic and legal aspects. The partners presented the structure of the training courses and discussed their adaptation to the needs of key professional groups involved in the operation of One-Stop-Shops. The online platform on which the training materials will be made available was also presented, along with an explanation of the process for integrating the individual modules into the system.

At the end of the meeting, the partners defined the key tasks for the next six months, focusing on the further development of the training modules. Their implementation will contribute to strengthening the competences of organisations and professionals involved in building renovation and the operation of One-Stop-Shops, ultimately helping to accelerate the renovation of the EU building stock.



The meeting was an excellent opportunity to review progress, strengthen cooperation between project partners and agree on the next steps towards developing practical courses to support effective building renovation through One-Stop-Shops.



HOW TO TRAIN PROFESSIONALS TO WORK AT ONE-STOP-SHOPS

BUSHROSSs roundtable in Slovenia

How should professionals be trained to provide effective and comprehensive support to building owners through OSS points? This question was at the heart of the second BUSHROSSs round table, "How to Train Experts to Work at OSS Points", held on 13 March 2026 in Ljubljana.

Marjana Šijanec Zavrl from GI ZRMK introduced the OSS concept and highlighted that comprehensive renovation involves much more than energy efficiency. It also requires attention to seismic and fire safety, financial and legal issues, organisation and long-term usability. OSS advisors therefore need to understand the whole renovation process, from initial assessment and project preparation to contractor selection, implementation and monitoring.

Participants stressed that technical knowledge alone is not enough. Advisors also need legal, financial, organisational and social competences, as well as strong communication skills. Since no single expert can cover all these areas, OSS points should function as networks of complementary professionals.

The discussion also addressed how these competences can be developed effectively. Rather than relying mainly on traditional lectures, participants highlighted the value of practical, problem-oriented training based on real-life situations. This aligns with the BUSHROSSs training programme, which is being developed in a modular online format for different professional profiles and combines broad knowledge of the OSS process with more specialised expertise.

The roundtable session concluded that effective OSS points require more than qualified individual advisors. Clear roles, cooperation between different professional profiles, practical training and a stable, independent and user-friendly advisory system are all necessary to help building owners navigate the most challenging stages of the renovation journey.



The event highlighted that OSS points will play an important role in promoting high-quality and comprehensive building renovations in Slovenia, but their success will depend directly on the quality of training for professionals, a clear division of roles, the integration of different profiles, and sufficiently practical support tools.



BUSHROSSs roundtable in Poland

KEY COMPETENCES OF ONE-STOP-SHOP ADVISORS FOR AN EFFECTIVE ENERGY TRANSITION

What skills should advisors have to effectively support residents in improving the energy efficiency of their homes? Participants sought to answer this question during the roundtable session entitled "Developing Competences for an Effective Energy Transition, with a Focus on the Role of One-Stop-Shops", held on 14 May 2026 in Jadwisin as part of the seminar "Energy Transition in Polish Local Governments."

The session began with a presentation by Izabela Kuśnierz from the Association of Municipalities Polish Network "Energie Cités" (PNEC), who presented the objectives of the BUSHROSSs project. As part of the project, training programmes are being developed for One-Stop-Shop staff. She presented the main barriers and training needs identified within the project, with particular emphasis on the need for a holistic approach to the building renovation process.

Participants were then invited to take part in a workshop during which they jointly identified the competences needed by advisors working in One-Stop-Shops in Poland. In terms of digital skills, they highlighted, in particular, knowledge of digital tools such as Excel, mObywatel and Profil Zaufany (polish digital platforms for), as well as the ability to use software for energy audits. Participants stressed that advisors should have a good understanding of available sources of financing and grants, as well as the economic aspects of investments.

During the discussion, they also emphasised the importance of knowledge of legal regulations, including public procurement law, as well as awareness of the rights and responsibilities of both investors and contractors. Soft skills were considered equally important, including empathy, a high level of professionalism and the ability to communicate information clearly and in a way that is easy for residents to understand.



The discussion clearly confirmed that the renovation process requires a broad approach and that the role of a One-Stop-Shop advisor goes far beyond technical knowledge alone.



BUSHROSSS AT THE EU PEERS MENTORING STUDY VISIT IN TORINO

BUSHROSS is a member of EU Peers, the European Community of Practice for Integrated Home Renovation Services. Within the framework of the EU Peers project, a dedicated mentoring programme was implemented to support the establishment and development of emerging One-Stop-Shop (OSS) initiatives. As part of this programme, the Mentoring Study Visit for OSS took place in Turin on 30–31 March 2026. CRES, representing the BUSHROSS project, participated in the study visit alongside representatives of OSS offices and energy agencies from Italy, Slovenia, Belgium, Ireland and Austria.

The study visit addressed Renewable Energy Communities (RECs), support for homeowners and public buildings, and the importance of effective communication. Drawing on the communication campaign implemented in Piemonte, participants explored how to tailor communication strategies to different target groups.

Italian case studies on tackling energy poverty were presented, followed by a joint exercise on monitoring the impact of One-Stop Shops (OSS) involving BUSHROSS, ELENA SE-ES, Roscommon Decarbonization Zone and Re-LEAF. The visit also introduced new tools and mechanisms under the EPBD and Regione Piemonte's action plan for developing a regional community of practice for RECs.

Innovative OSS models can help overcome these barriers by combining building renovation advice with Renewable Energy Communities, enabling households to reduce energy demand while benefiting from locally generated renewable energy.

The updated Energy Performance of Buildings Directive (EPBD) further strengthens the role of OSSs, moving them from optional best practices towards a more structural element of EU energy policy. In this context, initiatives such as BUSHROSS can make an important contribution to achieving the EU's energy and building renovation objectives.



The discussions highlighted that European OSSs face similar challenges in addressing energy poverty, although national support frameworks vary significantly. Where OSSs are recognised and adequately supported as essential infrastructure, they can effectively guide citizens through the renovation process and support the development of energy communities, contributing to a more inclusive energy transition.

Key barriers include limited engagement of vulnerable households, complex administrative and financial procedures, high upfront investment costs, and difficulties in reaching households affected by energy poverty. Effective communication is essential to ensure that citizens are aware of available support and can take informed action.



Meet our partners

THE INTERNATIONAL ENERGY RESEARCH CENTRE



The International Energy Research Centre, IERC, at Tyndall National Institute is Ireland's leading not-for-profit professional energy research centre. IERC conducts independent, collaborative research to support the transition to a secure, sustainable and low-carbon energy system. Its multidisciplinary research covers areas including energy-efficient buildings, smart energy services, energy policy and regulation, intelligent electricity grids, energy informatics, renewable energy, and the decarbonisation of heat, transport and industry. Within the BUSHROSSs project, IERC is coordinating the project and contributing its expertise in energy efficiency, stakeholder engagement and the development of skills for residential energy renovation.

DR PÁDRAIG LYONS



Pádraig Lyons is Head of Group at IERC. He has held roles across academia and in industry including a senior strategy role with the Irish Distribution System Operator (DSO), ESB Networks and as Lecturer in Electrical Power Systems at Newcastle University, UK. He received his BE degree in electrical and electronic engineering and an MEngSc degree in electrical engineering (range extender hybrid electric vehicles) from University College Cork, Cork, Ireland in 1999 and 2002 respectively. He received his PhD degree from Durham University, Durham, UK, 2010. His research focus is on the integration of existing (electricity) and new (hydrogen) energy vectors to decarbonise the energy system. To support the research objectives in this area requires multidisciplinary approaches and thus he has developed experience in and has worked collaboratively with researchers in adjacent areas such as new business models for decarbonisation, policy innovation, renewable generation, big data and artificial techniques for energy and social sciences.

RUCHI AGRAWAL



Ruchi Agrawal is a PMI Certified Project Management Professional, PG Cert in Sustainability in Enterprise from University College Cork, Energy Auditor certified by Government of India and holds master's degree in Energy Studies from University of Pune, India. She has been working with International Energy Research Centre since 2019 where she is supporting research work and coordinating several European Commission funded H2020, LIFE-CET projects and SEAI R&D projects. She has extensive experience of project management and stakeholder engagement in research projects which includes but not limited to activities like conducting online surveys, focus groups and interviews, organising workshops, online and in-person presentations etc.

The role of One-Stop-Shops in public building renovation



Public buildings should play a leading and exemplary role in improving energy efficiency and reducing greenhouse gas emissions. For municipalities, this means tackling the renovation of a large and diverse building stock, including schools and kindergartens, municipal offices, sports facilities, and cultural centres.

The scale of the challenge is significant. Buildings account for around 40% of final energy consumption in the European Union and approximately 36% of greenhouse gas emissions. At the same time, the vast majority of existing buildings do not meet today's energy efficiency standards. EU policies therefore set an ambitious direction: gradually transforming the building stock towards zero-emission buildings by 2050 and increasing the pace of renovation in the public sector.

However, setting ambitious targets is not enough. Experience with the renovation of public buildings shows that carrying out an energy efficiency investment does not always translate into the expected energy savings. Municipalities need not only access to financing, but also the right knowledge, tools and support throughout the different stages of preparing and implementing renovation projects.

This is where One-Stop Shops (OSS) can play an important role by providing comprehensive support and helping building owners navigate the entire renovation process. And OSS are not only relevant for private homeowners: they can also be a valuable solution for municipalities.

 **RenOSS (Renovation of Social and Affordable Housing Network and Solutions)**

An example of this approach is currently being developed in Poland through RenOSS, a nationwide project supporting municipalities in planning and implementing energy renovations of public buildings. The project aims to accelerate the pace of renovations and improve the quality of investments in line with European energy efficiency standards.

RenOSS implements a comprehensive One-Stop-Shop model, bringing together technical, financial and legal support for municipalities. The project combines regional OSS centres with nationwide online services, providing local governments with practical tools, expert knowledge and tailored support throughout the renovation process.

A broader role of One-Stop Shops



The One-Stop Shop approach can go beyond individual renovation projects. Local support centres can provide a broader range of services, helping municipalities, homeowners, businesses and other stakeholders access information, expertise and financial guidance, while also fostering cooperation around local energy and climate objectives. This makes them a useful tool not only for accelerating individual investments, but also for building local capacity for the wider clean energy transition.



CETAC (Clean Energy Transition Assistance Centers)

Another example is the CETAC (Clean Energy Transition Assistance Centers) project, which supports municipalities and local stakeholders in their transition towards clean energy and climate neutrality. CETAC establishes dedicated local centres that serve as a bridge between municipalities, citizens, businesses and other stakeholders, helping local governments translate climate and energy objectives into concrete local action.

The CETAC project offers a wide range of services to support municipalities, homeowners and other stakeholders in improving energy efficiency and advancing decarbonisation. For municipalities, this includes guidance, training, expert support and practical tools to strengthen their capacity to plan and implement local energy and climate measures. The centres also support municipalities in engaging residents and businesses and fostering cooperation around local energy and climate goals.

Homeowners can receive tailored support on energy renovation, including advice on renovation options, available financial support schemes and an assessment of their individual needs. The centres also contribute to information and awareness-raising campaigns aimed at helping residents better understand the benefits and opportunities associated with energy efficiency and decarbonisation.

CETAC focuses on Central and Eastern Europe, with pilot centres established in Czechia, Lithuania, Latvia, Poland and Romania. The pilot centres have been operating since 2026, providing practical support to local governments and other stakeholders as they navigate the challenges of the clean energy transition.

CETAC therefore provides another example of how dedicated local support structures can help municipalities and communities turn climate and energy objectives into concrete action, while strengthening cooperation between local governments, citizens, businesses and other stakeholders.

BEHIND THE SCENES OF THE PROJECT

Our project is now moving into an exciting phase as we develop the training programme and prepare for its implementation across our six partner countries. Over the coming months, we will focus on building the knowledge, resources and training opportunities that will ultimately reach participants across Europe.

**OCTOBER
2026**



Train-the-Trainer Event

In October 2026, we will bring together experts from our six partner countries for a Train-the-Trainer event. The aim is to equip national trainers with the knowledge, tools and methodologies needed to deliver the programme in their countries. The event will also support the exchange of experiences and create a strong multiplier effect, enabling trained experts to share their knowledge with wider groups of learners.

**FIRST HALF OF
2027**



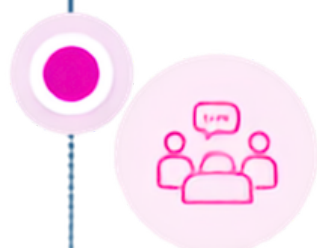
BUSHROSSs online course launch

In the first half of 2027, we will launch an online course available in six languages on a self-learning platform. Participants will be able to complete the course at their own pace and will receive a Europass Mobility document upon completion.

The course will be available here:

<https://moodle.nisbg.org/course/index.php?categoryid=11>

**FIRST HALF OF
2027**



National workshops

In parallel, we will organise national workshops in all six partner countries. These workshops will provide participants with an opportunity to explore the topics in greater depth, exchange experiences and gain practical knowledge with the support of local trainers.



OUR PARTNERS



Comhairle Cathrach Chorcaí
Cork City Council



SOCIAL MEDIA

Follow us on Facebook!



[Link to Facebook.](#)

Follow us on LinkedIn!



[Link to LinkedIn.](#)

www.pnec.org.pl/index.php/en/bushrosss