

These municipalities did it, when will you?



Setting up a One-Stop-Shop: Frederikshavn, Denmark

**Frederikshavn,
Denmark**

23 296 inhabitants

Timeframe:
2019- ongoing

+ Quick tour: what's in it for you?



Reducing energy consumption is an important step in Denmark's plan to become 100% fossil free in 2050. However, there is no national or regional strategy that sets renovation targets. In order to engage in energy retrofitting of condominiums and single family houses, the municipality of Frederikshavn has set up a One-Stop-Shop (OSS) for homeowners. The municipality did this in the scope of the EU Horizon2020 project INNOVATE.

In this case study you will learn how the municipality of Frederikshavn worked with partners to set up a One-Stop-Shop to encourage owners to start energy retrofitting and assist them throughout the process.

Accelerating Condominium Energy Retrofitting: how Frederikshavenaced it

To support owners (the demand side)

Information and dialogue meetings were held at the beginning of the One-Stop-Shop project to inform owners and answer questions. The city also organized neighbourhood visits and set up a mobile office to be able to better approach owners and provide on-site information.

The city engaged the energy consultancy Energihuset to be the leading partner of the project. Energihuset acts as the main contact partner for owners. Their energy consultants prepare a renovation plan, which is then coordinated with the owners' wishes (e.g. new kitchens or bathrooms). Energihuset's energy consultants set up a retrofitting plan that prioritizes measures that promise high energy savings with as little investment as possible to keep the costs as low as possible. Owners then take this renovation plan to their bank to ask for a loan. The city does not interfere here. However, it did have information meetings with local banks prior to the start of the project. It also negotiated with local banks to provide loans providing favourable conditions for low-income households..



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To federate building professionals (the supply side)

The city has set up a network of partners, including a kitchen company, an interior designer, carpenters, plumbers, electricians, architects and suppliers of building materials and electrical appliances. The Energihuset energy consultant in charge of a renovation plan selects the professionals needed for the respective retrofitting works.

The professionals that partnered with the One-Stop-Shop benefit from the project, as they gain more contacts, more revenue, positive publicity, free advertising and new collaboration opportunities with other construction companies.

To link the demand and the supply sides

Energihuset links owners and professionals depending on the needs for the renovation works. Owners are not in direct contact with contracting companies, the consultants take care of everything. A Frederikshavn city project manager is in charge of quality control.

How much does it cost?

The average cost for renovation per building is 8,000€. The construction costs are covered by the owners. They do get discounts on services and products when they join other buildings in a cluster renovation project with at least 5 buildings. The individual renovation project gets cheaper then because of mass purchases.

Neither the One-Stop-Shop nor the municipality provide financing services. Owners have to ask their bank for a loan, the bank decides whether to grant it. If the owner's financial status does not qualify for a full loan, the bank advisor can decide to grant a loan for certain renovation measures only. The renovation measures are listed in the renovation plan according to their priority. Owners can also get a loan from "Better Home", an industry-driven, national funding scheme. "Better Home" provides retrofitting packages in form of loans and services for homeowners.

The municipality bears the cost for the city's project manager. It also pays the consultancy firm during the inception phase to get them on board and kick-off the project. The city does not pay the consultancy's project manager, he gets paid from the renovation projects. His salary corresponds to 10-20% of the total of each renovation project. This is paid by the homeowners, as well as all of the construction costs.

And how is the project organised?

The municipality of Frederikshavn participates in the INNOVATE project as a lighthouse city. Their energy department coordinated the setting up of the One-Stop-Shop. They contacted local construction companies and set up a list of professionals that would work with the One-Stop-Shop. Then the municipality chose the energy consulting firm Energihuset as a lead partner for the project. They act as the main contact for owners, set up renovation plans and coordinate the renovation partners and building contractors. They are also responsible for the quality of services and products provided to owners. The municipality is in charge of overall quality control, ensuring that standards are met and the promised results are reached. If the quality standards or the expected energy savings are not met, the Energihuset project manager is responsible for contacting the construction companies so that they modify their work.

The information campaign beforehand was led by the municipality. They provided information and tried share clear information about the project in order to establish trust and with owners and co-owners, so that they would contract with the One-Stop-Shop. Therefore they organized information meetings for owners and housing associations, as well as visits of residential neighbourhoods. The city also set up a mobile office to approach residents and provide on-site information. They also arranged agreements with local banks for specific loans for low-income households.

Owners were only in contact with Energihuset consultants, who coordinated the retrofitting process for them. They were also responsible for financing, as the One-Stop-Shop does not provide any financing options.



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+ Some figures

Retrofitting measures included cellar wall insulation, ceiling insulation, replacement of doors and windows, rubber sealing. Only 10% of the work carried out has involved deep renovation.

At the beginning of the project, the municipality sent out 148 letters to condominium associations, 26 showed interest in the project. Eight dialogue meetings were held. So far, one condominium has been retrofitted through the One-Stop-Shop, further renovation projects are planned. The retrofitted building is the Saeby Soebad condominium in Frederikshavn, which consists of 108 apartments. The retrofitting measures were catered to every owner's individual need however, setting up heat pumps per housing block (condominium) is included in all of the refurbishments.



+ Here is some advice if you'd like to do it in your city

The biggest difficulty was to attract the interest of owners. Thus, it is important to reach out to them strategically. We recommend using communication and marketing experts to establish comprehensive information campaigns using all available kinds of media. Face-to-face meetings with condominium owners or housing associations are also a good measure to inform residents and engage them in energy retrofitting.

Residents tend to focus on the economic savings that come along with energy savings. This leads to the misunderstanding that energy retrofitting should be able to pay for itself within a few years. If it does not do so, owners do not see a reason to invest in renovation at all. Therefore, it is important to put emphasis on the general, long-lasting improvement of living standards and housing comfort achieved through renovation.

When establishing a One-Stop-Shop, it is also important to consider the size of the city. The OSS business model that works in big cities cannot be transferred to smaller cities with fewer condominiums without adaptation. In big cities with an increasing number of inhabitants the value of residential real estate is also increasing. Therefore the motivation for renovation is higher than in smaller cities, like Frederikshavn.



Any question?



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Information



<http://energycity.dk/innovate>
<http://www.financingbuildingrenovation.eu/cases/innovative-partners>

You too are facing the challenge of the energy retrofitting of privately-owned condominiums in your city?

The ACE-Retrofitting project aims to develop a governance model facilitated by cities linking owners and building professionals to accelerate condominium energy retrofitting. The French CoachCopro tool will be upgraded and adapted to other countries.

The consortium is composed of Agence Parisienne du Climat (France), Maastricht University (the Netherlands), Energy House Antwerp (Belgium), the City of Liège (Belgium), Aberdeen City Council (UK), Frankfurt Energy Agency (Germany), the City of Maastricht (the Netherlands), Changeworks (UK) and Energy Cities (coordinator). Study visits are organised in the partner cities of the consortium.

www.nweurope.eu/ace-retrofitting

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