

Deliverable

D4.1:Study trip

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Author	Martina Nemčić; KLIK Energy Cooperative
Review	Anamari Majdandžić, DOOR

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1. Introduction

The general objective of this project is to establish and organise a comprehensive marketplace and one-stop-shops for homeowners and experts, serving as the central point for all key information within the **crOss renoHome** project. Through these efforts, the project will provide holistic renovation packages for homeowners – guiding them throughout the entire customer journey – with the aim of unifying renovation processes across the project’s territorial scope. This approach will ultimately lead to an increased number of renovation projects for family houses and multi-apartment buildings in Croatia, making them more energy-efficient and less dependent on fossil fuels, while maintaining or even improving indoor quality and comfort. Furthermore, the project will contribute to reducing energy demand and CO₂ emissions in the private housing sector, setting a clear pathway towards nearly zero-energy buildings.

1.1 Purpose & Scope

Deliverable **4.1 “Study Trip”** covers the activities defined under Work Package 4 (WP4). The study trip to Prague involved certified OSS energy advisors from DOOR, KLIK, and CGBC, as well as a representative from the Croatian Ministry of Physical Planning, Construction and State Assets. Their participation was essential for the crOss renoHome project, as the Ministry is responsible for managing three national energy renovation programmes for single-family homes and multi-apartment buildings.

Within WP4 Sustainability, Replication, and Exploitation of Project Results, led by KLIK, we are implementing activities focused on the education and certification of OSS energy advisors (T4.1). A key component of this capacity-building process is the study trip for certified energy advisors (T4.1.2). This activity was carried out in July 2024 in Prague, Czechia, with participation from energy advisors representing KLIK, DOOR, and CGBC.

Although the study trip was originally planned to begin in **Month 24**, the project team identified an earlier need to strengthen advisor competencies. The opportunity to join a capacity-building programme in Prague allowed us to accelerate this activity and directly learn from established OSS practitioners across the EU. Including a high-level policy representative from the Ministry of Construction ensured that the study trip strengthened the technical skills and knowledge of Zagreb and Križevci OSS advisors and supported the alignment of national renovation programmes with EU best practices.

1.2 Structure of the document

This document is written in English and is presented as a set of structured meeting minutes, based on the official minutes recorded during the study trip. The content is organised to highlight key insights from the OSSs and public institutions, and conclusions relevant to the development, operation and strategy of One-Stop Shops in Zagreb and Križevci, as well as future online marketplace for energy renovation developed under the crOss renoHome project.

2. First study trip to Prague

During the LIFE/Horizon 2020 contractor workshop on integrated home renovation services, held on 29 April 2024 in Brussels and organized by CINEA, Director of DOOR had the opportunity to meet a representative of the One-Stop Shop (OSS) from Prague. Their presentation of innovative financing model, developed in cooperation with bank, sparked our interest, as it offered a promising perspective for enhancing similar services in Croatia.

Following this exchange, the idea of organising a Study Trip emerged. The goal was to visit the Prague OSS as a Croatian delegation, learn first-hand about their system, and explore possibilities for applying comparable solutions at home. The initiative was soon joined by delegations from the Czech Republic, Spain, and Estonia, which ultimately led to the organisation of the study visit to Prague.

Meeting information

- **Date:** June 25th and 26th 2024
- **Location:** Italska 2581/67, Prague, Czech Republic
- **Name of event:** Joint meeting Prague
- **cross renoHome purpose on event:** Study trip to one well established OSS and Presentation of the **crOss renoHome** OSS project

Number of participants and organizations

Table 1: Number of participants and organizations

Number of participants	24
Number of organizations	16

Partners DOOR, KLIK, and CGBC, participating in the crOss renoHome project, together with the representative from Croatian Ministry of Physical Planning, Construction and State Assets, attended the meeting in Prague organised by the Centrum pasivního domu from Prague. The purpose of the meeting was to learn from mature and well-functioning one-stop-shops operating in Czechia, the Basque Country (Spain), and Estonia's digitalization projects, and to apply these insights to the development and growth of our own one-stop-shops.

A total of 24 participants joined the meeting, representing 16 institutions: Cíclica, Basque Government, G6, Viviendas Municipales de Bilbao, UCEEB, CPD, State Environmental Fund of the Czech Republic, Ministry of the Environment of the Czech Republic, Ministry of Industry and Trade of the Czech Republic, Ministry of Physical Planning, Construction and State Assets of the Czech Republic, KLIK, CGBC, DOOR (Croatia), Ministry of Climate Estonia, and Spatialist Ltd.

This created an opportunity for direct knowledge exchange between operational OSS teams, public administration bodies, and political-level stakeholders. The presence of the Ministry representative enabled valuable learnings from their EU peers, discussions on policy design, implementation challenges, and opportunities for integrating OSS models into national renovation frameworks.

 Joint meeting Prague  Co-funded by the European Union	
June 26-27, Prague, Italská 2581/67, nám. Winstona Churchilla I	
Agenda	
Aim of the meeting and core topics: <ul style="list-style-type: none"> • Sharing experiences with One-Stop Shops and their pilot implementation. • Insights into Building Renovation Passports: Approaches, experiences, gaps, opportunities for further development, and problem-solving. • Proposal of collaborative projects for the upcoming LIFE project call. • Discussion and transfer of experience, the most important observations and knowledge. 	
DAY I	DAY II
12:00 Arrival	9:00–12:00 Meeting II <i>Meeting with representatives from Czech ministries</i>
13:00–17:00 Meeting I (Welcome meeting) <i>Meeting of partners, sharing, discussion</i>	9:00–10:30 Presentation on attitudes toward the Building Renovation Passport (30 minutes each) <ul style="list-style-type: none"> • Czechia, Basque, Spain, BuildEST Estonia
13:00–14:00 Short presentations of OSS (15 minutes each) <ul style="list-style-type: none"> • OneStopShop Czechia • DOOR Croatia • Opengela and BIRTUOSS, Basque, Spain • LIFE IP BuildEST Estonia 	11:00–12:00 Discussion and transfer of experience, the most important observations and knowledge.
14:15–15:00 Discussion - the most important observations and lackness, needs and necessities	12:00 Lunch
15:30–17:00 Proposals of collaborative projects <ul style="list-style-type: none"> • Building digital log-book • Building renovation passports - automatic energy label generation and renovation passport. • Thermal bridges and construction details • Other 	14:00–16:00 Meeting III <i>Proposals of collaborative projects for the upcoming LIFE project call</i> <ul style="list-style-type: none"> • Building digital log-book • Building renovation passports - automatic energy label generation and renovation passport. • Thermal bridges and construction details
18:00 Dinner and Networking (Sightseeing tour)	17:00 Dinner, good practice example and Networking or Departure
contact person: Vítězslav Malý, CENTRUM PASIVNÍHO DOMU, z.s., Údolní 33 602 00 Brno Czech Republic. +420 606072121, vitezslav.maly@pasivnidomy.cz	

3. Key points

The presentations of the energy renovation processes and OSS models in the Czech Republic, Basque Country (Spain), Estonia, and Croatia highlighted several key conclusions about the effectiveness, scalability, challenges, and unique features of each model.

3.1 Czech Republic - Centrum pasivního domu (CPD)

The OSS is focused on commercial services. When it comes to the Czech market, with more than 100 member companies, renovation is the focal point. Specifics of the market / the ills of Czech renovations:

- 2/3 renovations are partial (standard vs deep renovation)
- 3/4 renovations are of poor quality

The main barriers are financing, lack of time for preparation, limitations in household operations, and a low willingness to use professionals (over 1/3 of citizens carry out reconstruction on their own). OSS has a strong collaboration with banks like ČSOB which facilitates financing for renovations, ensuring a high-quality project pipeline. The bank serves as a source for clients (70% of the clients).

Challenges: Scalability and education. Despite being sustainable, the model struggles with scalability due to high costs and limited market penetration. There is a need for better education and training for both financial institutions and citizens to improve the quality and scope of renovations.

3.2 Basque Country – Spain (Opengela, BirtuOSS)

The Opengela model offers a comprehensive support system, including technical, social, administrative, legal, and financial advice. The role of the OSS is trust - for people to understand they're not alone in the project. Strong emphasis on community engagement and addressing social vulnerabilities makes the model effective in building trust and encouraging participation.

However, Opengela has significant government support and involvement at the municipal and regional levels to facilitate the model's implementation and expansion. For Croatian national authorities, Opengela serves as a concrete example of how national programmes, regional governments, and municipalities can work together effectively to implement renovation strategies. These insights were particularly valuable to the Ministry of Construction representative for improving the governance of Croatian renovation programmes.

Challenges: The model has successfully scaled within the Basque Country and is being adapted by other regions in Spain and across the EU, showing its adaptability and potential for widespread adoption. However, the model requires substantial investments, which can be a barrier for wider adoption without sufficient subsidies or financial support.

3.3 Estonia – buildEST and HeritageHOME (Ministry of Climate)

buildEST – Building Registry / Building Logbook is Estonia’s digital building registry that serves as a comprehensive database of the entire built environment. It centralizes information for all key stakeholders such as homeowners, architects, construction and real estate companies, public authorities, utilities, municipalities, and more. For the crOss renoHome project representatives, especially the Croatian Ministry representative, this demonstrated how a national digital platform can streamline renovation processes, improve data quality, support programme monitoring, and simplify communication across institutions involved in renovation schemes.

The HeritageHOME project focuses on renovating protected cultural monuments (approx. 5,300 buildings) and valuable structures in 12 designated heritage areas. This offered the Croatian Ministry representative a useful example of how to integrate heritage buildings into national renovation strategies while respecting conservation requirements.

3.4 Croatia - CrOss renoHome - DOOR

Cross renoHome participated in the event with the objective of presenting and discussing the project aimed at establishing two OSSs in Croatia, specifically in Zagreb and Križevci, and developing a digital Marketplace that connects professionals with citizens interested in energy renovation. DOOR has shared experiences with energy renovation, especially highlighting the significant impacts of COVID-19 and the earthquakes in 2020 and 2021 on the energy renovation efforts and highlighting the importance of citizen engagement to implement energy efficiency measures and change behavior to reduce energy consumption.

Since Croatia has a high share of multi-apartment buildings, especially in Zagreb, learning from Opengela’s experience with homeowners’ associations, consensus-building, and phased renovation planning can directly support and accelerate progress toward national renovation goals.

For the OSSs in Zagreb and Križevci, further learning from Opengela would directly contribute to their professionalisation by providing insights into a fully operational, socially inclusive, and financially innovative OSS framework.

Since this second study trip is planned for 2026, **it will be presented in the final project report**, and not in Deliverable 4.1, which is delivered in November 2025.



Image 1: One Stop Shop Czechia



Image 2: Opengela-BIRTUOSS model

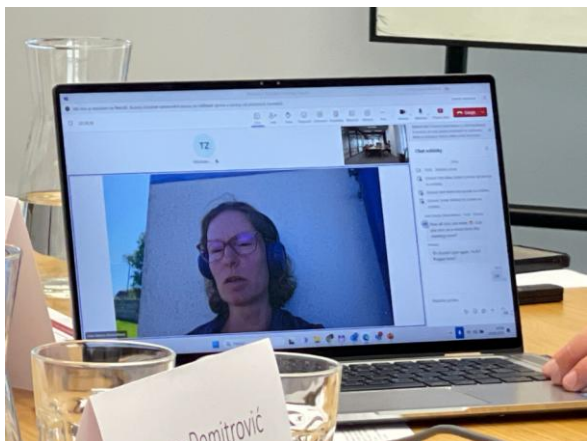


Image 3: LIFE IP BuildEST Estonia



Image 4: crOss renoHome Croatia



Image 5: Day 2 introductions



Image 6: OSS representatives in Prague

4. Conclusions

The Study Trip provided us with an exceptionally valuable experience, allowing us to gain first-hand insight into different models and approaches applied in other countries. Throughout the visit, we developed a deeper understanding of concrete solutions, challenges, and successful practices, all of which will be highly beneficial for the further development of our own initiatives.

Beyond the official programme, the exchange of experiences and knowledge among the Study Trip participants, and during the meeting in Prague, proved to be one of the most meaningful aspects of the visit. The discussions, reflections, and informal conversations opened space for new ideas, comparisons, and the development of shared perspectives.

As a result of these interactions, we also agreed to continue collaborating, including working together on several additional initiatives that emerged as relevant. This means that our visit has effectively become the starting point for new professional connections and collaborative projects.

Moreover, the visit to Prague significantly contributed to shaping the business plan of OSS of DOOR and KLIK within the project. It became clear that, in the next phase, we need to place a strong emphasis on involving banks, who are emerging as essential stakeholders for the implementation of the crOss renoHome project.

These experiences and conclusions represent an important step forward in our ongoing work and in the strategic development of the project.

4.1 Opportunity to visit Opengela in 2026 (2nd Study trip)

A key takeaway from the meeting was the strong relevance of further learning from the Opengela project, given the many similarities between Croatia and the Basque Country. **As there is a remaining study trip budget after the Prague visit, we have decided that it is feasible and strategic to organise an additional study trip to the Basque Country.**

A visit to Opengela, one of Europe's most advanced and socially oriented OSS models, would be highly valuable for Croatian OSS development. Opengela places a strong emphasis on tackling energy poverty, community engagement, and supporting vulnerable households throughout the renovation process. These areas are equally critical in Croatia, where energy poverty and social vulnerability are key barriers to renovation uptake.

