RenovAID

Action Plan for the Establishment of an One Stop Shop for Building Renovation in The Municipality of Tirana

Building renovation is one of the most important measures to improve energy efficiency, reduce carbon emissions, and enhance living conditions.

In Tirana as in all Albania, the majority of buildings were constructed before the 1990s and do not meet today's energy performance standards.

The establishment of a **One-Stop Shop** aims to facilitate the renovation process for individuals and institutions by providing a **single point of contact** for all necessary steps.

Given the wide range of issues involved and the potential solutions it can offer, this is a **complex and multidimensional undertaking**. Many countries have already implemented similar models, and Tirana can benefit from their experience.

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I. Energy Renovation of Buildings

PURPOSE

The purpose of Energy Renovation in buildings is to improve their energy efficiency by reducing energy consumption and financial costs, promoting the use of clean and renewable energy, and decreasing CO_2 emissions — in order to achieve comfortable and sustainable building use, in line with national climate objectives and the legal framework for buildings.

It represents a package of measures aimed at:

a. Achieving an average energy performance corresponding to Class B and C (50–75) for the existing building stock;
b. Improving the energy performance to an average value corresponding to Class A (up to 25) for buildings constructed after 2016, according to the classification of the existing Energy Performance Certificate;
c. Reducing energy consumption in buildings by using less energy for heating, cooling, lighting, and other functions, without compromising occupants' comfort;
d. Lowering greenhouse gas (CO_2) emissions through energy efficiency and the use of renewable energy sources, contributing to the fight against climate change and environmental impact reduction;
e. Improving technical comfort and quality of life by creating a healthier and more comfortable indoor environment for residents;
f. Reducing energy costs for citizens, leading to significantly lower energy bills;
g. Increasing the value of real estate — an energy-renovated building has higher market value;
h. Reducing energy poverty by helping low-income families better cope with energy costs through more efficient buildings;
i. Stimulating economic development and job creation, as the construction and energy efficiency sector becomes more active and generates employment;
j. Extending the lifespan of existing buildings — through structural and technical improvements, buildings become more durable over time;
k. Aligning with European standards and directives — in the context of EU integration, countries like Albania aim to meet the energy efficiency targets set by the European Union.

LEVELS OF INTERVENTION

The levels of intervention for energy renovation of buildings are classified according to the depth of the improvements made in energy performance:

a. **Light intervention**: simple measures with limited impact, representing 10–20% of total costs and with a short investment payback period;
b. **Medium intervention**: measures combining thermal insulation elements and modernization of energy systems (insulation + efficient systems), aiming for a significant reduction in energy consumption (30–50%) and a notable improvement in thermal comfort;
c. **Deep intervention (Deep Renovation)**: the most advanced form of energy renovation, aiming to reach very high energy efficiency standards and energy consumption reduction of 60–90%, ideally achieving the "Nearly Zero Energy Building" (nZEB) level.

TARGET GROUPS

a. **Users/beneficiaries of building energy renovation**: Building owners; individuals (owners/tenants); companies and businesses; public administration; property investors and developers; government organizations and environmental institutions that promote energy efficiency and may be involved in renovation projects for community or institutional buildings.
b. **Service providers**: Promoters; planners/designers; implementing entities; energy efficiency consultants/auditors; manufacturers and suppliers of construction materials; Energy Service Companies (ESCOs); financial institutions and banks; public institutions and energy agencies.

RENOVATION STRATEGIES AND OBJECTIVES

The Albanian government has adopted strategies for building renovation focused on:

- **Deep energy renovation**: to improve energy performance and achieve greenhouse gas reduction targets;
- **Decarbonization of public buildings**: the goal is that by 2050, all public buildings will be renovated to achieve low emission levels.

INVESTMENT AND FINANCING NEEDS

To achieve renovation objectives, substantial investments are required. According to analyses, the renovation of residential and public buildings by 2050 will require investments amounting to **millions of euros**. This includes financing from the state budget, international grants, and **public–private partnerships (PPP)**.

THE ROLE OF THE OSS IN BUILDING RENOVATION

In this context, a **One-Stop Shop (OSS)** can play a key role in:

- **Providing consultancy services** — for citizens and businesses wishing to renovate their buildings;
- **Managing applications for grants and financing** — to provide financial support for renovation projects;
- **Coordinating with various institutions** — to ensure a simplified and efficient process for building renovation.

II. One-Stop Shop (OSS) for Energy Renovation of Residential Buildings

The **One-Stop Shop (OSS)** for energy renovation is a single structure or platform that provides integrated services for individuals or businesses seeking to improve the energy efficiency of their buildings. It functions as a **single point of contact**, simplifying a process that is typically complex and requires coordination among multiple stakeholders.

The OSS is **key to helping citizens carry out smart, affordable, and sustainable renovations**, improving living conditions and protecting the environment.

VISION

The vision of an OSS is to transform the energy renovation process into **an accessible, reliable, and efficient experience**, where every actor, from individual citizens to public institutions, can find technical, financial, and administrative support in one place.

This vision aligns with Albania's broader goal of a green transition and integration into the European Union's Internal Energy Market.

The primary purpose of the One-Stop Shop (OSS) is to facilitate, guide, and support citizens, businesses, and public institutions throughout the entire process of building energy renovation, by providing a single point of contact for information, technical advice, financial assistance, and institutional coordination.

IDENTIFICATION OF KEY STAKEHOLDERS

- Owners of individual and collective dwellings
- Public buildings – schools, kindergartens, hospitals
- Small and medium-sized construction enterprises
- Building administrators
- Public institutions – Municipality of Tirana, Energy Efficiency Agency, Ministry of Infrastructure and Energy
- Financial partners – banks, renovation funds, donors
- Non-governmental and community organizations operating within the territory of the Municipality of Tirana

MAIN MODELS OF THE ONE-STOP SHOP (OSS)

The main models of an OSS for building renovation relate to how services are organized, operations are managed, and client support is provided. In general, several key models are used in practice, particularly in the energy and building renovation sectors:

1. Public OSS

Operated and funded by public institutions (municipalities, ministries, or state agencies).

Characteristics:
- Focus on services for citizens and public buildings.
- Supported by state funds and EU programs.
- High priority on legal and energy standards.

Advantages:
- Ensures reliability, transparency, and broad accessibility.

Disadvantages:
- May have higher bureaucracy and limited flexibility.

2. Private OSS

Operated by a private company, often as an energy service provider or consultancy.

Characteristics:
- Provides consulting, project management, and access to private financing.
- May integrate technology and digital platforms for higher efficiency.

Advantages:
- Fast, flexible, innovative, and customer-oriented services.

Disadvantages:
- Potentially higher costs for clients and lack of public transparency.

3. Public–Private Partnership (PPP OSS)

A collaboration between public institutions and private operators.

Characteristics:
- Combines public sector credibility with private sector efficiency and flexibility.

- Mixed financing: public funds, private investments, grants, and loans.
- Can provide services for all types of buildings: private, public, and social.

Advantages:
- Balances accessibility and efficiency.

Disadvantages:
- Requires good coordination and clear legal agreements.

4. Combined / Multisectoral OSS

Acts as a coordination center for various services (energy, construction, legal, and financial) for all stakeholders.

Characteristics:
- Integrates procedures for citizens, businesses, and institutions.
- Can operate both as a physical office and a digital platform.

Advantages:
- Integrates multiple services in one place, increasing efficiency and transparency.

Disadvantages:
- Requires a multidisciplinary staff and complex management.

Recommended model for the Municipality of Tirana

In Albania, the most suitable OSS model for building renovation is the Public–Private Partnership (PPP OSS), for the following reasons:

a. Combination of resources and expertise
- The public sector ensures reliability and access to national and EU funding.
- Private operators bring technical expertise, project management, and implementation flexibility.

b. Reduction of bureaucracy
- The partnership allows service concentration in a single point (OSS), simplifying the process for citizens and building owners.

c. Comprehensive approach
- Can address all building types: private, public, and social.
- Provides integrated technical, financial, and legal services.

d. Financial sustainability
- Combining public and private funding increases OSS durability over the long term.

e. Adaptability to market and citizens
- Enables innovative services and digital platforms for monitoring and advisory purposes.

For the reality of the Municipality of Tirana, a **hybrid model** is most appropriate, where:

a. Initial phase: A public OSS establishes the structure, standards, and credibility.
b. Medium term: Evolution toward a PPP model to leverage private expertise, flexibility, and capital.

This approach ensures a balance between public interest and economic efficiency, making the OSS a sustainable mechanism for the city's energy transition.

SERVICES PROVIDED BY THE OSS FOR ENERGY RENOVATION

The OSS for energy renovation, as a structure or platform offering integrated and comprehensive services for citizens, businesses, or institutions wishing to implement energy efficiency or renewable energy projects in buildings, aims to simplify the process, save time, and reduce user costs, through the following services:

a. Initial Information and Consultation
- Assessment of client needs and objectives (household, business, or institution).
- Information about the benefits of energy renovation and renewable energy use.
- Guidance on the most suitable technologies (insulation, solar panels, heat pumps, etc.).

b. Energy Audit / Technical Assessment
- Conducting an energy audit of the existing building.
- Identifying potential energy-saving measures.
- Preparing a cost–benefit analysis report for possible investments.

c. Renovation Project Design
- Organizing, verifying, and ensuring quality in the technical design (insulation, window replacement, heating system, PV systems, etc.).
- Providing technical guidance and quality assurance for selecting materials and technologies.
- Preparing financial and scheduling forecasts, assisting in bid comparison and financing.

d. Financial Assistance and Subsidies
- Assistance in identifying financing sources (grants, loans, subsidies).
- Support for applying to national or international programs (EU, EBRD, donors).
- Facilitating access to financing through the institutional OSS network.

e. **Coordination with Third Parties / Legal Procedures**
- Assistance in preparing documentation for building permits or renovation approvals.
- Connection with certified contractors for implementation.
- Technical supervision during the execution phase.

f. **Implementation of Works (via contractors) can:**
- Provide a list of reliable contractors;
- With good organization and technical partners, act as an efficient project manager on behalf of the client.

g. **Post-Renovation Monitoring and Warranty**
- Post-implementation checks to verify achieved results and energy savings.
- Ensuring maintenance services are available and functioning properly in the market, by creating a network of maintenance providers, offering advice, and follow-up support.
- Ensuring contractors provide warranties, monitoring quality, and mediating in case of disputes.

h. **Digital Services (if the OSS is online)**
- Platform for application submission and project status tracking.
- Online calculators for savings and cost estimation.
- Webinars and educational materials for users.

OSS SERVICE PROVIDER (PORTAL MANAGER)

Between the **Municipality of Tirana** and the **National Energy Efficiency Agency (NEEA)**, the selection of the managing entity for an OSS portal depends on the objectives, level of decentralization, and institutional capacities of each party.

a. **National Energy Efficiency Agency (EEA)**

The EEA could serve as the national level OSS manager, with the following advantages:
- Holds a national mandate for developing energy efficiency policies.
- Covers technical, legal, and strategic aspects of energy renovation.
- Can establish a central OSS portal for all of Albania, including information for all municipalities, financing schemes, and technical guidelines.
- Has access to and collaborates with ministries, the EU, and international donors involved in energy renovation financing.

A suitable scenario for the EEA as OSS manager would be when the OSS functions as a **national platform for information, coordination, and standardization**, including data, technical guidelines, and lists of certified service providers.

b. Municipality of Tirana

The Municipality could act as a **local level OSS manager**, with the following advantages:

- Has direct contact with citizens, communities, and specific buildings.
- Can coordinate renovation works in local public buildings (schools, health centers) and mediate for private ones.
- Possesses greater operational flexibility to develop interactive platforms and "one-stop" services for Tirana's residents.
- Can serve as a **pilot model** for other cities.

A suitable scenario for the Municipality as OSS manager would be when the OSS is a local digital platform focused on end-user support: assistance with funding applications, links to local companies, energy audits, building permits, etc.

Best Practice - Co-Management Model

In many EU countries, the OSS operates under a co-management model, where:

- A national platform is managed by a national agency (e.g., EEA); and
- Local OSS offices (such as in the Municipality of Tirana) deliver the service directly to citizens.

PHASES FOR ESTABLISHING A ONE-STOP SHOP

The establishment of an OSS for Building Energy Renovation typically develops in three main phases, ensuring that the center is functional, reliable, and sustainable over time.

Phase 1: Planning and Design

Objective: To analyze needs, define the structure, and create the operational model.

Key components:

- Needs assessment – Evaluate the current condition of buildings, understand the market, and identify existing barriers to renovation.
- Definition of services to be offered, (consultation, energy auditing, financial assistance, etc.).
- Selection of the operational model: public, private, or public private partnership (PPP).
- Preparation of a business plan and financial model to ensure the center's economic sustainability.

Phase 2: Implementation and Operationalization

Objective: To establish and make the center fully operational.

Key components:

- Creation of physical and/or digital infrastructure an office, online portal, or mobile application serving citizens.
- Recruitment and training of staff including energy advisors, engineers, and financial consultants.
- Building a network of local partners construction companies, energy audit firms, banks, etc.
- Information and promotion campaign to attract citizens and increase awareness.

Phase 3: Monitoring, Improvement, and Scaling Up

Objective: To ensure continuous performance, improvement, and long-term sustainability.

Key components:

- Performance monitoring number of users, completed renovations, and achieved energy savings.
- Collection of feedback from citizens and partners to identify gaps and challenges.
- Process and service improvement based on experience and analysis.
- Geographical scaling replication or expansion to other regions if successful.

Phase	Objective	Main Activities
1. Planning	Develop the operational model	Market analysis, business plan, definition of services
2. Implementation	Establish the OSS center	Office setup, staff recruitment, partner network
3. Monitoring & Scaling	Improve and expand	Evaluation, feedback, adaptation, expansion

III. Analysis of the Existing Situation

This phase is essential to understand the current building stock, citizens' needs, and barriers preventing energy renovation. It establishes the baseline and context for developing the OSS and includes:

- **Assessment of existing infrastructure:** Review of current services related to building energy renovation in Tirana (institutions, private companies, NGOs, financial schemes, technologies).
- **Identification of key stakeholders:** Mapping public institutions, municipal authorities, international organizations, and private partners involved or potentially involved in the renovation process.
- **Assessment of technical and human capacities:** Evaluation of available expertise, skills, and workforce in the field of energy renovation.
- **Analysis of citizens' needs and expectations:** Surveys or focus groups to understand residents' expectations and barriers to undertaking renovation projects.
- **Preparation of an existing situation report:** Compilation of data and assessments to serve as a basis for decision-making and planning.

City of Tirana

Following the implementation of Law No. 115/2014 "On the Administrative and Territorial Division of Local Government Units in the Republic of Albania" and the consolidation of 61 local government units (LGUs), the Prefecture of Tirana now consists of the municipalities of Tirana, Vorë, and Kamëz.

Most of the land area and population belong to the Municipality of Tirana. Its territory is now 25 times larger than before 2015, and the population has more than doubled, from about 420,000 to nearly 800,000.

Tirana is the capital of Albania with a population of 759,981 (Source: instat.gov.al / 2025). 62% of the population lives in urban are and 38% in rural.

According to the national address system, the total number of buildings (urban + rural) is **73,744**, divided by typology as follows:

- Residential buildings: **64,883**
- Institutional (public/private) buildings: **1,543**
- Service buildings: **4,041**
- Industrial/warehouse buildings: **2,141**
- Auxiliary buildings: **1,136**

Residential Buildings as the main target are classified (by use):

- Individual buildings (1–4 floors, 1–4 apartments per building): 59,567 (≈ 92%)
- Collective buildings (≥4 floors, >4 apartments per building): 5,316 (≈ 8.2%)

Residential buildings are classified by construction period

a. Built before 1993: 11,743 buildings (≈ 18%)
- Individual: **9,495** (≈ 81%)
- Collective: **2,248** (≈ 19%)

  This group (mainly multistory apartment blocks) should be a renovation priority. About 300 apartments have already been renovated with 50% subsidies through Tirana Municipality's "Community Fund Program."

b. Built after 1993: 53,139 buildings (≈ 82%)
- Individual: **50,072** (≈ 94%)
- Collective: **3,067** (≈ 6%)

Residential buildings are classified by construction period and envelope quality. The construction period directly affects the thermal envelope quality:

- **Older buildings (60+ years)**, including those built after **1957**, show significant issues in wall, roof, window, and floor insulation.
- **Buildings from 1981–1990** generally lack any envelope insulation.
- **Underground levels ("basements")** in both categories are often unused, with stagnant water causing humidity and structural deterioration.
- **Buildings constructed between 1991–2015** offer better thermal comfort but limited full-envelope insulation, due to improved materials but inconsistent insulation standards.
- **Buildings constructed after 2016**, following the enforcement of **Energy Performance in Buildings Legislation**, generally meet legal insulation requirements during both permitting and construction stages. However, issues remain in **implementation accuracy and detailing**.

Building Stock and Renovation Needs. According to the classification by construction period, most buildings in Tirana exhibit low energy performance, creating an urgent need for renovation, especially for those with poor efficiency. The National Building Stock Renovation Strategy targets the renovation of 116,204 residential buildings by 2030, with an average annual renovation rate of 2.28%.

Energy Use in Residential Buildings. The residential building sector in Albania consumes about 25% of total energy and 54% of total electricity. Per capita total energy consumption is **7,860 kWh/year**, while the **EU average** is **38,056 kWh/year**, a clear indicator of **energy poverty**. Albania's **energy poverty rate** is **37%**, compared to **9.3%** in the EU.

As a result, in the coming years, both nationally and in Tirana specifically, energy consumption is expected to increase, driven by economic growth and improved living standards. This trend will enhance citizens' comfort and housing quality, helping reduce energy poverty. To limit the growth of total energy consumption in line with national and EU energy frameworks, it is crucial to analyze the main factors driving energy use in residential buildings.

Energy Performance of Residential Buildings. Most residential buildings fall under Energy Class F (126–150 kWh/m²/year), with an average consumption of around 150 kWh/m²/year. Energy performance varies widely depending on building type and age. Newly constructed buildings (per building permit requirements) generally achieve Energy Class B (26–50 kWh/m²/year). From 2006–2024, 3,721 new residential units (individual + collective) have been approved for construction.

The energy-saving potential from improving only the building envelope is about 20%, rising to 40–60% when technical systems and renewable energy sources are included in the renovation.

Socio-Economic Context of Building Users Residential building users are mainly owners, with a smaller share of tenants although this trend is changing due to increasing housing prices and the growth of short-term rental and hospitality activities.

Estimated financial data:

- Average household income: €850/month.
- Average gross monthly salary in Tirana: 73,641 ALL.
- Average national income per capita: 35,725 ALL.

This indicates that the building stock most in need of energy renovation is occupied by middle- and low-income households. Therefore, their inclusion in the renovation process will require financial support and subsidies to ensure affordability and participation.

ESTABLISHING INITIAL PARTNERSHIPS

After assessing the existing situation, the next step is to create partnerships and connections that will ensure the success of the center:

- **Building strategic partnerships**: Engage and collaborate with key institutions such as the Ministry of Infrastructure and Energy, banks, donor organizations, and private sector companies.
- **Creating a network of experts and service providers:** Identify and cooperate with energy auditors, engineers, builders, and consultants who will contribute to the services offered.
- **Drafting cooperation protocols:** Formalize agreements and define the roles of each actor within the One-Stop Shop framework.

- **Organizing inter-institutional meetings and workshops:** Establish spaces for continuous communication and coordination between stakeholders.
- **Planning initial communication and promotion:** Develop strategies to inform the public and raise awareness about the new services being provided.

IMPACT AND NEEDS ASSESSMENT

a. Needs Assessment

- **Housing market analysis:** Understand the characteristics of Tirana's buildings (age, materials, structure, and current energy performance).
- **Identification of barriers:** Determine the obstacles faced by citizens in undertaking renovations, such as lack of information, financing, bureaucracy, or technical expertise.
- **Assessment of potential demand:** Estimate how many families or buildings are interested in energy renovations, and evaluate their awareness and willingness to invest.
- **Definition of priority services:** Identify which types of services are most needed (technical consultancy, financial assistance, support with documentation, etc.).

b. Impact Assessment

- **Energy impact:** Estimate potential energy savings from a given number of renovated homes and the environmental benefits (e.g., CO_2 emission reduction).
- **Economic impact:** Calculate the reduction in household energy costs and assess effects on the local economy (job creation, increased construction and service activity).
- **Social impact:** Evaluate improvements in living conditions, public awareness, and community involvement in sustainable practices.
- **Success indicators:** Define how the OSS's impact will be measured (number of renovated buildings, household savings, emission reductions, user satisfaction).

c. Tools and Methods

- Field studies and surveys to collect data from citizens and professionals.
- Analysis of energy and economic data from relevant institutions.
- Simulation and modeling of energy-saving scenarios.
- Collaboration with multidisciplinary experts to interpret data and develop strategies.

This assessment enables a precise understanding of priorities, efficient resource allocation, and ensures that the One-Stop Shop delivers measurable, positive community impacts.

IDENTIFICATION OF EXISTING BARRIERS TO ENERGY RENOVATION AND MEASURES TO OVERCOME THEM

Energy renovation, despite its long-term benefits, requires substantial investment. Several barriers can hinder its implementation. Identifying these is essential to understand why the renovation rate remains low, despite ambitious national and European objectives.

a. **High initial costs:** Renewable technologies (solar panels, thermal systems, geothermal heating) often require significant upfront investment, which may discourage widespread adoption.
b. **Lack of financing and support:** Financial aid, grants, or preferential loans are often limited or difficult to access, restricting renovation opportunities.
c. **Technical and administrative barriers:** Older buildings may lack proper documentation or have complex structures, making renovation difficult. Insufficient technical standards, limited expertise (designers, engineers, energy auditors), and bureaucratic delays add further obstacles.
d. **Infrastructure and technological limitations:** Certain buildings may not be suitable for solar installations or grid connection due to orientation or technical constraints.
e. **Institutional and regulatory barriers:** Lack of coordination between public institutions, unclear legal frameworks, and complex application procedures discourage participation.
f. **Cultural and social dimensions:** Many residents perceive energy renovation as an unnecessary expense. Limited trust in public institutions or service providers further delays decisions.
g. **Grid integration challenges:** Energy renovation may require upgrades to the electricity grid to safely integrate renewable energy sources. In many cases, the current infrastructure is not prepared.
h. **Competition with conventional energy:** In many countries, traditional energy remains cheaper due to subsidies, reducing incentives for renewable energy adoption.
i. **Collective building ownership issues:** Reaching consensus among co-owners can be difficult. Differing financial capacities and priorities often delay or block renovation decisions.

Barriers are multifaceted economic, technical, institutional, bureaucratic, and social. Only through an **integrated approach** combining financial incentives, technical support, legal improvements, and awareness-raising can Albania achieve large-scale transformation of its building stock toward energy efficiency.

Measures to overcome barriers are:

- Promote financial support and fiscal incentives (grants, subsidies, low-interest loans).
- Educate and train professionals to strengthen technical capacity in renewable energy systems.

- Improve infrastructure to facilitate the integration of renewable energy technologies.
- Conduct public education campaigns to change perceptions and promote an energy-saving culture.

POLICY OBJECTIVES AND RELATED STRATEGIES

To create an efficient, transparent, and digital mechanism that supports the building renovation process in Albania aligned with national objectives for energy efficiency, sustainable development, and digital governance.

National strategic objectives

No.	Objective	Link with OSS
1	Increase energy efficiency in buildings	OSS acts as an advisory and coordination center for citizens and businesses, facilitating audits, certifications, and financing.
2	Reduce energy consumption and carbon emissions	OSS promotes energy-saving measures and renewable energy use in all renovation processes.
3	Simplify administrative procedures	OSS consolidates permits, approvals, and financial applications in one point, reducing time and costs.
4	Improve building quality and construction standards	OSS provides technical guidance aligned with national and EU sustainable construction standards.
5	Digitize and ensure transparency of public services	Integration with the e-Albania platform increases accessibility and transparency.
6	Strengthen institutional cooperation and stakeholder engagement	OSS serves as a contact point among ministries, municipalities, the private sector, and NGOs.

Alignment with national strategies

Strategy / Document	Supported Objectives
National Energy and Efficiency Strategy 2024–2030	Promotes energy-efficient building measures and institutional mechanisms for renovation.
National Energy Efficiency Action Plan (NEEAP) 2025–2030	Supports the renovation of public and private buildings to achieve energy-saving targets.
Digital Governance Strategy 2022–2026	Aligns with the goal of providing fully online “one-stop” public services.
National Development and Integration Strategy (2021–2030)	Contributes to sustainable development and a green economy.
National Energy and Climate Plan (NECP)	Supports emission reduction and energy efficiency improvements in buildings.
EU Renovation Wave Guidelines	Aligns with EU objectives to double renovation rates and make buildings more sustainable and affordable.

OSS implementation strategies

Strategic Area	Specific Strategy	Expected Outcome
Institutional management	Establish OSS structure with inter-institutional cooperation (MIE, AKPT, AKEE, Municipalities)	A unified coordination mechanism for renovations
Digitalization	Develop an online platform for applications, permits, and real-time reporting	Increased efficiency and transparency
Energy efficiency	Provide audits, certifications, and advisory services	Reduced energy consumption and costs
Awareness & education	Public campaigns and training for citizens, architects, and engineers	Stronger culture of sustainable construction
Financing & sustainability	Create a Building Renovation Fund linked to EU funding schemes	Long-term financial sustainability for OSS

OSS integrates three key national priorities:

- Environmental efficiency and sustainability;
- Institutional reform and digital transformation;
- Social inclusion and service transparency.

LEGAL AND REGULATORY FRAMEWORK

Purpose

The regulatory framework defines the legal, institutional, and administrative basis for establishing and operating a One-Stop Service Center (OSS) for building renovation in Albania. The OSS aims to centralize all renovation-related services—from technical consulting and energy audits to administrative approvals and financing access.

Existing Legal Framework

Field	Legal Act	Key Provisions
Territorial planning and development	Law no. 107/2014 (amended)	Regulates building and renovation permits; defines municipal and AKPT roles. The OSS can act as an intermediary to simplify these procedures.
Energy efficiency	Law no. 124/2015 "On Energy Efficiency"	Establishes obligations for energy audits and savings measures. OSS will guide citizens in meeting these requirements.
Building energy performance	Law no. 116/2016	Requires energy certification of buildings; OSS will assist through licensed experts.
Renewable energy	Law no. 7/2017	Enables integration of renewable sources (solar panels, alternative heating) during renovations.
Electronic and digital services	Law no. 10279/2010 "On Electronic Services"	Supports digital OSS service delivery through e-Albania integration.
Public-private partnerships	Law no. 125/2013 "On Concessions and PPPs"	Provides the basis for cooperation between public institutions and the private sector in establishing or operating the OSS.

Institutional Framework

Institution	Role
Ministry of Infrastructure and Energy (MIE)	Develops policies and bylaws on energy efficiency and territorial development.
National Territorial Planning Agency (AKPT)	Provides guidance on permitting and construction standards.
National Energy Efficiency Agency (AKEE)	Licenses energy auditors and monitors building performance.
Municipalities	Responsible for on-site permit issuance and renovation implementation.
National Agency for Information Society (AKSHI)	Ensures integration of OSS digital services into national e-government systems.

Need for Regulatory Improvement

Currently, no specific act establishes an OSS for building renovation. To fully implement the model, the following are required:

- Decision of the Council of Ministers (DCM) to:
  - Define the OSS's role, structure, and functions;
  - Regulate inter-institutional cooperation;
  - Allow the use of public and donor funds for establishment.

- Joint Instruction (MIE–AKPT–AKEE):
  - Establish standard OSS application procedures;
  - Define documentation formats and project monitoring methods.

- Integration into National Strategies:
  - National Energy and Efficiency Strategy 2024–2030;
  - Digital Governance Strategy 2022–2026;
  - National Action Plan for High-Performance Buildings.

The Albanian legal framework already provides the foundation for a One-Stop Shop for building renovation but requires specific bylaws and institutional coordination to ensure functionality and sustainability. In this context, the OSS is conceived not as a single project but as a public policy mechanism, integral to Albania's digital governance reforms and energy transition.

EXISTING LOCAL ACTORS AND KEY ACTIVE STAKEHOLDERS IN THE RENOVATION SECTOR

a. **State institutions and local authorities**
- Ministry of Infrastructure and Energy (MIE) responsible for national energy and energy renovation policies.
- National Energy Agency (AKE) monitors policy implementation and compliance with energy efficiency standards.
- Municipalities play a role in implementing renovation projects at the local level and informing citizens.

b. **Energy Service Companies (ESCOs)**
Private companies offering energy management services, energy audits, and implementation of energy renovation projects. Their role has been strengthened by recent legislation and the opportunities for energy performance contracts.

c. **Construction companies and contractors**
- Local enterprises carrying out physical renovation works (insulation, window replacement, heating systems, etc.).
- Developers of new housing and reconstruction projects meeting energy standards.

d. **Financial institutions and banks**
Providers of funds and preferential loans for energy renovation, often in collaboration with donor programs or international institutions.

e. **Non-governmental organizations (NGOs) and international partners**
NGOs active in sustainable energy, environment, and citizen awareness. Projects funded by the European Union, World Bank, GIZ, USAID, etc., supporting energy renovation.

f. **Academia and research institutions**
Universities and institutions conducting studies, training experts, and promoting new technologies.

g. **Building owners and administrators (key decision-makers)**
- Private owners (residents, housing communities/building administrators) make decisions regarding renovation/insulation investments and are the primary group to be sensitized/funded.
- Public institutions (e.g., education or health directorates) decision-makers for the renovation of public facilities.

INFLUENTIAL STAKEHOLDERS IN BUILDING ENERGY RENOVATION IN ALBANIA

Many stakeholders are involved in building energy renovation, but some have a greater influence on policymaking, financing, implementation, and public awareness.

Category	Stakeholder	Role / Area of Influence	Level of Influence
Central Institutions	Ministry of Infrastructure and Energy (MIE)	Develops national energy and building policies; implements EU directives	Very high
Central Institutions	Energy Efficiency Agency (AEE)	Implements efficiency policies; licenses auditors, collects data, promotes savings measures	Very high
Central Institutions	Ministry of Finance and Economy (MF)	Defines financial instruments and budgets for energy projects	High
Central Institutions	Ministry of Environment	Coordinates emission reduction and sustainable development measures	High
Local Authorities	Municipalities (e.g., Tirana, Shkodra, Korçë)	Implements measures in public buildings and urban planning; has direct local impact	High
Financial Institutions	European Bank for Reconstruction and Development (EBRD)	Provides financing and credit lines for renovation projects	Very high
Financial Institutions	World Bank, EU, GIZ, UNDP	Donors and technical supporters; provide funds, assistance, and expertise	Very high
Financial Institutions	Commercial banks (ProCredit, Intesa Sanpaolo, OTP, Credins)	Implement credit lines for individuals and businesses for energy efficiency investments	High

Category	Stakeholder	Role / Area of Influence	Level of Influence
Private Sector	Construction and energy companies (including ESCOs)	Implement renovation projects, provide energy audits, and technical installations	High
Private Sector	Designers, architects, and engineers	Develop technical and energy solutions in line with standards	Medium, increasing
Civil Society and Environmental Organizations	Milieukontakt, Green Build Group, Co-PLAN, REC Albania, etc.	Promote green construction, public information, and advocacy for sustainable policies	Medium, increasing
Beneficiaries / Consumers	Individual and collective building owners	Primary decision-makers for renovation investments; directly benefit from savings	Very high
Beneficiaries / Consumers	Building administrators	Coordinate collective decision-making and project implementation in apartment blocks	Medium
Academic and Research Actors	Technical universities and research centers (e.g., UPT, POLIS)	Conduct studies and training on energy standards and innovative solutions	Medium
Media and Public Opinion	National media and information portals	Influence public awareness on the importance of energy renovation	Medium

Directly influential actors: MIE, AEE, Municipalities, EBRD, EU, and building owners.

Indirectly influential actors: civil society organizations, commercial banks, and academic institutions.

Actors needing stronger roles: local ESCOs, building administrators, and media.

IV. OSS Business Model

The OSS is an integrated structure aimed at facilitating, coordinating, and accelerating building energy renovation processes by providing a single point of contact for citizens, businesses, and public institutions.

OSS acts as a mediator, advisor, and facilitator connecting building owners with energy service companies, financial institutions, and public authorities.

Value created by OSS

- Reduces technical, financial, and administrative barriers to renovation.
- Helps citizens save energy and reduce monthly bills.
- Supports local construction and installation companies through sustained demand.
- Improves building quality and the urban environment.
- Contributes to achieving national and European energy efficiency targets.

Target client groups

- Individual and collective homeowners (families, housing communities).
- Public buildings (schools, kindergartens, municipal offices, health centers).
- Small and medium enterprises (SMEs) seeking energy efficiency.
- Public and financial institutions implementing energy programs.

Main services

a. Information and awareness
- Awareness campaigns on the benefits of energy renovation.
- Practical guides and an online application platform.

b. Technical advice and energy audit
- Initial inspection and analysis of building energy performance.
- Cost-effective improvement proposals.

c. Financial and legal support
- Assistance with loans, subsidies, or grants.
- Advice on contracts, permits, and legal documentation.

d. Coordination and supervision of implementation
- Connection with certified construction and installation companies.
- Monitoring of works and reporting of project completion.

e. Post-implementation monitoring
- Assessment of actual energy savings and impact reporting.

Organizational and operational structure

OSS can operate as:
- A public unit under the municipality with specialized staff and a dedicated budget.
- Public-private partnership (PPP), with municipalities providing infrastructure and policies while private partners offer technical and financial expertise.
- Consortium model, including actors from the public sector, NGOs, and private companies.

Main departments:
1. Public information and communication
2. Technical services and energy auditing
3. Financial and legal services
4. Monitoring, reporting, and digital services

Financial model

- **Revenue sources:**
  - Symbolic fees for advisory/audit services.
  - Commissions from financing or contract mediation.
  - Public contributions and donor funds.
  - Projects funded by EU, EBRD, GIZ, etc.

- **Main costs:**
  - Personnel and training
  - Development of digital platform and technical equipment
  - Information and communication campaigns
  - Administrative and operational expenses

OSS aims to achieve financial self-sustainability within 3–5 years through combined revenue from services, co-financing, and sustainable projects.

Success indicators (KPIs)

- Number of supported renovation projects annually.
- Average energy savings per building.
- Value of investments mobilized via OSS.
- Number of benefiting families and institutions.
- Client satisfaction level.

Long-term sustainability and development

OSS will evolve from an advisory center to an integrated energy platform, managing local green programs, expanding services to industrial efficiency and solar energy, and creating replicable models for other municipalities.

OSS FINANCIAL MODEL FOR BUILDING ENERGY RENOVATION

The OSS financial model combines public and private funding. Initially reliant on public funds and donations, later phases aim for self-sustainability through service revenues.

1. Funding sources

a. **Initial funding (Year I–II)**
- Covers institutional setup, digital platform, staff training, pilot projects.
- Typical sources: municipal/energy ministry budgets, EU IPA funds, EBRD, GIZ, UNDP, USAID, national energy efficiency schemes.

b. **Operational funding (Year II–IV)**
- OSS begins generating its own revenues to cover operational costs.
- Revenue sources: service fees (technical advice, audits, financing applications), mediation commissions, co-financing agreements with banks/energy companies, participation in international projects, service contracts with municipalities/public entities.

2. Cost structure

Category	Description	% of total costs
Personnel and training	Managers, technical experts, finance, admin staff	40%
Office rent and operation	OSS offices, equipment, maintenance	15%
Digital technology and platform	Development, maintenance, servers, apps	15%
Communication and awareness	Public campaigns, materials, media	10%
External consulting and services	Audits, specialized experts	10%
Financial reserve / contingency	Risks, project delays	10%

3. Revenue Model (4-Year Projection)

Year	Main Revenue Sources	% of Total	Description
Year I	Public funds + donations	100%	Full public funding for establishment and pilot phase
Year II	Public funds (70%) + services (30%)	30%	Introduction of fees for basic services
Year III	Public funds (50%) + own revenues (50%)	50%	Partial self-financing through services and projects
Year IV	Own revenues (70%) + joint funds (30%)	70%	Achieved operational self-sustainability

4. Financial Mechanisms for Clients

The OSS will offer various financing instruments for citizens and businesses:

- Low-interest loans in cooperation with banks;
- Public subsidies for efficiency measures (windows, insulation, heating systems);
- Combination schemes (grant + loan);
- Energy Performance Contracts (EPC) for public buildings;
- Revolving fund for community renovations (e.g., apartment buildings, neighborhoods).

OSS will assist citizens in selecting and applying for the most suitable scheme, reducing bureaucratic and financial barriers.

5. Sustainability Model

From the third year, OSS aims to operate as a financially self-sustaining economic entity that:

- Collects revenue from services and co-financing;
- Reinvests profits in development programs;
- Creates a permanent energy fund for local renovations;
- Expands activities toward renewable energy and green building projects.

6. Financial Success Indicators (KPIs)

- Financial self-sustainability > 60% after the third year;
- Annual growth of service revenue by 15–20%;
- Reduction of operational costs per service unit by 10% annually;
- Number of projects financed through OSS;
- Total value of investments mobilized in the municipality.

This action plan outlines key steps for establishing and developing a One Stop Shop (OSS) for building energy renovation within Albanian municipalities, aiming to create a functional, sustainable structure with long-term impact on energy efficiency.

Year / Phase Action Plan

Year / Phase	Objective	Key Actions	Time-line	Responsible / Actors	Resources	Success Indicators
Year I – Establishment Phase	Establish OSS legal and institutional framework	Develop OSS concept; define legal form; market analysis; set up office; staff training; launch pilot project	0–12 months	Municipality, EEA, international donors	Public funds, technical assistance, initial staff	Functional OSS; pilot project completed; trained staff
Year II – Expansion Phase	Expand services and strategic partnerships	Develop service packages; create supplier database; agreements with banks and companies; information campaigns; expand digital platform	12–24 months	Municipality, partner banks, energy companies, NGOs	Municipal budget, EU funds, private partnerships	Full range of services; increased renovation demand
Year III – Consolidation Phase	Increase OSS impact in energy renovation market	Expand financing programs; community support; energy performance monitoring; international cooperation	24–36 months	OSS, MIE, EU partners	International grants, public funds, qualified human resources	Annual performance reports; new renovation projects
Year IV – Sustainability Phase	Ensure institutional and financial self-sustainability of OSS	Evaluate overall impact; review business model; create sustainable fund; integrate into long-term municipal policies	36–48 months	Municipality, MoF, public-private partners	Mixed funds (public, private, international)	Sustainable OSS; integrated into long-term policies; increased investments

7. Target Groups and Corresponding Services of the OSS Center

The main beneficiary groups (clients) of the One Stop Shop (OSS) Center for building energy renovation, along with their needs, the services offered, and the respective

benefits. The OSS aims to simplify the renovation process, improve energy efficiency, and encourage the participation of local public and private stakeholders.

Target Group	Key Needs	OSS Services	Benefits
Owners of individual homes	Advice on energy-efficient measures, renovation financing, contact with reliable companies	Energy audit, action plan, financing application, construction supervision	Energy savings, higher comfort, increased property value
Administrators and residents of collective buildings	Community organization, joint financing solutions, technical support	Community mobilization, project file, collective financing, monitoring	Comprehensive renovation and cost reduction for all residents
Municipal public buildings	Energy efficiency in infrastructure, bill reduction, sustainable financing	Energy audit, investment plan, EPC, monitoring	Budget savings, improved comfort, and a model for the community
General public and citizens	Information and awareness on energy saving	Awareness campaigns, practical guides, online Q&A platform	Increased awareness and active participation in the green transition

This model serves as a basis for defining the services, resources, and partnerships necessary for the effective functioning of a municipal-level OSS Center.

Selecting these specific target groups for an energy-efficiency OSS is linked to their specific needs, societal impact, and potential for significant benefits from interventions.

Main Challenges

a. Owners of individual and collective homes
- Lack of information and awareness about the benefits of energy renovation.
- High initial costs, often perceived as a financial burden despite long-term benefits.
- Difficulties accessing financing (lack of guarantees, favorable loans).
- Fragmented ownership in collective buildings (e.g., lack of decision-making among co-owners).
- Lack of trust in service providers and absence of standards for work quality.

b. Municipal public buildings
- Limited budgets for capital investments.
- Lack of technical capacity to design and manage energy projects.

- Lengthy and bureaucratic procurement and approval processes.
- Absence of energy consumption monitoring systems for public buildings.

c. Small and medium enterprises (SMEs)
- Lack of fiscal incentives to invest in energy efficiency.
- High upfront costs and lack of knowledge of return-on-investment models.
- Limited technical capacity to apply for financing programs or energy partnerships.

d. Building administrators
- Lack of training for technical and financial renovation management.
- Difficulties coordinating with residents and authorities.
- Absence of a clear legal framework for responsibilities in the renovation process.

Key Recommendations

a. For home owners
- Develop information campaigns and community workshops on the benefits of energy savings.
- Implement joint financing models, such as grant-loan schemes or municipal guarantees.
- Create standard renovation packages (insulation, windows, solar panels) to simplify the process.

b. For public buildings
- Develop multi-year renovation plans for each type of public building.
- Use energy performance contracts (EPC) with ESCOs.
- Train municipal staff in energy management and auditing.

c. For small and medium enterprises
- Implement fiscal incentives for energy efficiency investments.
- Create local supplier networks and quality standards for energy works.
- Include SMEs in OSS–business cooperation programs for certified services.

d. For building administrators
- Organize periodic training for renovation management.
- Develop model guidelines for collective decision-making in co-owned buildings.
- Establish digital collaboration channels with OSS for notifications, applications, and technical assistance.

e. For the OSS itself
- Ensure an online platform for information, applications, and project tracking.
- Create a database of certified suppliers and experts.
- Establish on-site advisory offices and municipal information points.
- Build monitoring and reporting mechanisms for renovation progress.
- Collaborate closely with energy agencies, banks, and funds to facilitate financing.

THE CUSTOMER JOURNEY TO THE OSS FOR ENERGY RENOVATION

The customer journey to the One Stop Shop (OSS) for energy renovation is the process that a citizen or building owner follows from the moment of interest to the completion of interventions to improve energy efficiency, through several steps.

Initial Contact and Information

- The client contacts the OSS (via phone, email, or online).
- Receiving basic information about the renovation project.
- Initial advice on possibilities and benefits of energy renovation.

Initial Meeting/Consultation

- More detailed consultation regarding the client's needs and building specifics.
- Information on the services offered by the OSS and the next steps.
- Opportunity for an energy audit is offered.

Building Energy Audit

- On-site audit is conducted (measurements, energy consumption assessment, building analysis).
- Preparation of a report with recommendations for renovation measures and their effectiveness.
- Presentation of results to the client.

Renovation Plan Preparation

- Preparation of the technical project based on the audit and client preferences.
- Estimation of costs and project duration.
- Selection of materials and technologies to be used.

Financing Assistance

- Information and help applying for subsidy programs, grants, or low-interest loans.
- Connection with banks or financial institutions.
- Preparation of the necessary documentation for financing.

Permits and Legal Procedures

- Assistance in obtaining building permits and other official documents.
- Coordination with local authorities for project approval.

Implementation of Works

- Selection and contracting of construction companies.
- Monitoring of works by the OSS (if offered).
- Informing the client about the progress of works.

Post-Renovation Inspection and Verification

- Technical inspection after completion of works.
- Measurement of energy savings and performance improvements.
- Issuance of energy efficiency certificates (if applicable).

Post-Completion Support

- Maintenance services and advice on optimal use of systems.
- Simple user training on system operation.

Feedback and Service Improvement

- Collection of client comments and suggestions for service improvement.
- Using feedback to update OSS processes.

The OSS acts as a single window combining digital and physical channels. The process is faster and more individual for private homes, while more complex and collective for multi-family buildings. Managing critical points (information, delays, documentation, coordination) is essential to reduce dropouts and increase client satisfaction.