CONDO RENO

FINAL REPORT



Creating Integrated Home Renovation Services for Condominium Associations

This project has received funding from the European Union's Programme for Environment and Climate Action

CONDORENO

About CondoReno

CondoReno is a LIFE EU-funded project that coordinates and support the creation of six integrated home renovation services (IHRS) for buildings co-owned by multiple private homeowners, targeting condominium associations in the Netherlands and the Belgian region of Flanders, while paving the way for upscaling such IHRS across Europe.

Key Message

CondoReno developed and tested business models for Integrated Home Renovation Services in the Netherlands and Flanders and concrete tools and recommendations for condominium energy-efficient renovation, exploited by national advisory boards and disseminated through international workshops across Europe.

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List Of Abbreviations

APC	Agence Parisienne du Climat
BE-REEL	Belgian Renovation for Energy Efficient Living
BM	Business Model
CA	Condominium Association
CC BY-NC-ND	Creative Commons Attribution-NonCommercial-NoDerivatives
CIB	Confederatie van Immobiliënberoepen
CRM	Customer Relationship Management
EBC	European Builders Confederation
ECOVISION	Ecovision
EHI	Association of the European Heating Industry
EPBD	Energy Performance of Buildings Directive
ESCO	Energy Service Company
EU	European Union
FIEC	European Construction Industry Federation
HOA	Homeowners' Association
HOK	The Croatian Chamber of Crafts
IHRS	Integrated Home Renovation Services
IPOSZ	Hungarian Association of Craftsmen's Corporations
KERN	Stichting KERN
KPI	Key Performance Indicator
MITOE	Magyarországi Ingatlantulajdonosok és Társasházak Országos Egyesülete
NAB	National Advisory Board
NL	Netherlands
OSS	One-Stop Shop
SHIFFT	Sustainable Housing Initiative for Financing and Future-proof Transformation
SMEs	Small and Medium-sized Enterprises
SNPC-NEMS	Syndicat National des Propriétaires et Copropriétaires
SZZ	Slovak Association of Construction Crafts
TCO	Total Cost of Ownership
TU Delft	Delft University of Technology
UIPI	International Union of Property Owners
WNR	Woonlasten Neutraal Renoveren
WP	Work Package

Introduction to the Project

The CondoReno project addresses one of the most pressing challenges in Europe's energy transition: accelerating the deep renovation of multi-apartment buildings owned by multiple private co-owners. While the European Green Deal and the Renovation Wave set ambitious targets, the renovation rate of such buildings remains far too low due to complex decision-making processes, financial uncertainty, and fragmented stakeholder coordination.

A key barrier lies in condominium buildings, where renovation decisions are taken by non-professional co-owners, often with differing financial capacities, priorities, and levels of engagement. As a result, renovation processes are complex, fragmented, and slow, frequently taking several years before any decision is made.

To respond to these challenges, CondoReno develops and tests Integrated Home Renovation Services (IHRS), also known as One-Stop Shops, that support condominium associations throughout the entire renovation journey, from initial awareness to implementation and follow-up. By combining technical guidance, financial tools, stakeholder coordination, and process support, IHRS simplify renovation processes and enable higher-quality, more affordable outcomes.

The CondoReno approach: from challenge to real-life solutions

CondoReno responds to this urgency through a hands-on, experimental, and collaborative approach.

Between 2022 and 2026, the project:

- developed and tested IHRS models tailored to condominium buildings,
- combined public-led and market-driven approaches (Flanders & the Netherlands),
- applied these models in real-life pilot projects,
- and engaged a wide ecosystem of stakeholders through co-creation, advisory boards, and international workshops.

Rather than producing only theoretical insights, CondoReno focused on testing what works in practice, identifying barriers, and refining solutions iteratively.

PROJECT PARTNERS

European organisations

Local municipalities

Private sector

Academia, Project coordinator



02

How to use the CondoReno results

CondoReno produced 14 key deliverables, designed to support the development, implementation, and scaling of Integrated Home Renovation Services (IHRS) for condominium buildings.

While these outputs address multiple stakeholders, their primary purpose is to support existing and emerging IHRS in delivering effective, integrated renovation services for condominium associations.

To facilitate their use, the results are structured according to four main target groups:

- For IHRS providers addressing condominium associations
- For training SMEs and market actors
- For aspiring IHRS and ecosystem development
- For policymakers

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2.1

Results for Integrated Home Renovation Services (IHRS) addressing Condominium Associations

The following results support IHRS in guiding condominium associations through complex renovation processes, especially decision-making, financial clarity, and coordination.

2.1.1

Tools for the decision-making process by condominium associations regarding highly energy-efficient renovations

This toolkit supports condominium associations (CAs) in their role as informed and capable clients in high-quality, energy-efficient renovation processes. Decision-making in condominium buildings is inherently complex, involving multiple stakeholders, technical uncertainties, and the need to build consensus among residents. The toolkit addresses these challenges by providing structured guidance, practical tools, and accessible information throughout the renovation journey.

At its core, the toolkit is delivered as an interactive web-based platform (in Dutch), complemented by reports and supporting materials. It is built on the integrated renovation approach developed within CondoReno and helps CAs to better understand, navigate, and manage the decision-making process.

The toolkit includes:



A step-by-step plan guiding CAs through the full decision-making and renovation process, from initial orientation to implementation;



Tools and methods to support communication, stakeholder engagement, and consensus-building among residents;



Guidance on defining client requirements and translating them into technical and financial solutions;



Insights into the Integrated Home Renovation Services (IHRS) approach and its benefits for achieving high-quality, affordable renovations.

The accompanying reports and annexes provide further depth, including:

- an overview of existing decision-support tools,
- detailed roadmaps for integrated renovation processes,
- practical instruction materials for residents,
- and training modules to support awareness and capacity building.

By combining structured guidance with practical tools and real-world insights, the toolkit helps condominium associations to better understand the renovation process, make informed decisions, and confidently engage with professionals, ultimately enabling more effective and higher-quality renovation outcomes.

TO LEARN MORE:

Tools for the decision-making process by condominium associations regarding highly energy-efficient renovations

Read the full report **(English)** | Read the full report **(Dutch)**

And their respective Annexes:

- Annex 1: Survey of existing decision support tools for owners of condominium apartments (English & Dutch)
- Annex 2: Leaflet Instruction book Step-by-step plan to renovate an CA's apartment building (English, Dutch & Flemish)
- Annex 3: Overview on the Dutch IHRS-Roadmap (English & Dutch)
- Annex 4: Overview on the Flemish IHRS-Roadmap (Dutch)
- Annex 5: Teaching modules for residents of condominium associations (Modules in The Netherlands) and (Modules in the Flanders).

2.1.2

Investment proposal method and financial decision tool

This guide supports condominium associations (CAs) and professionals in making informed investment decisions for deep energy renovations, by combining a structured renovation roadmap with an accessible financial calculation tool. Decision-making in condominium renovations is often hindered by the complexity of financial information and uncertainty about the impact on monthly housing costs. This guide addresses these challenges by translating technical and financial data into clear, comparable indicators.

The guide is intended for professionals, advisors, and organisations supporting CAs, and provides a practical framework to structure both the renovation process and the financial evaluation of different scenarios. It builds on the Integrated Home Renovation Services (IHRS) approach and supports decision-making throughout the renovation journey.

Specifically, the guide:

- Introduces a renovation roadmap outlining key phases, decision points, and stakeholder involvement throughout the renovation process;
- Provides a simplified financial calculation tool to compare living costs before and after renovation, based on key parameters such as energy savings, subsidies, financing conditions, and maintenance costs;
- Includes a practical financial matrix tool, developed by ANTW and further refined within WP4, the Financial Matrix supports condominium associations in evaluating renovation scenarios and understanding their financial implications. The tool provides transparent comparisons of renovation options while also showing each owner's individual costs, financing possibilities, and available grants. This owner-level perspective facilitates informed decision-making and supports collective agreement on renovation investments.

- Applies a total cost-of-ownership (TCO) approach, developed by WNR, enabling comparison of renovation scenarios based on long-term financial impacts;
- Supports scenario analysis, helping CAs evaluate different renovation strategies and select preferred options;
- Enhances communication and transparency by translating complex financial and technical information into understandable monthly cost indicators.

By linking the renovation process with clear financial insights, the guide enables stakeholders to shift the discussion from upfront investment costs to monthly affordability and long-term value. This supports more confident decision-making and helps accelerate the uptake of deep renovation projects in condominium buildings.

TO LEARN MORE:

Investment proposal method and financial decision tool

Read the full report **(English)**

6 PHASE ROADMAP



2.1.3

Supporting Investment Decisions for Condominium Renovations

This deliverable provides a practical methodology to support the financial assessment of deep renovation projects in condominium buildings. It combines an investment proposal method with a financial decision tool that helps Integrated Home Renovation Services (IHRS), condominium associations (CAs), and renovation professionals evaluate renovation scenarios using clear and transparent financial indicators. Rather than focusing solely on upfront investment costs, the methodology considers the long-term affordability of renovation through a Total Cost of Ownership (TCO) approach.

The financial decision tool compares living costs before and after renovation by integrating investment costs, expected energy savings, maintenance reserves, available subsidies, and financing conditions. The potential increases in property value is also presented in the calculation tool. This value has no effect on the monthly costs, but it does help put the investment in a large-scale integrated renovation into perspective.

Rather than providing a detailed financial appraisal, the tool is intended as a communication and decision-support instrument. It helps condominium boards and co-owners understand the financial implications of renovation, facilitates discussions among stakeholders, and increases confidence in collective investment decisions. Testing within the CondoReno project demonstrated that the greatest added value of the tool lies in supporting dialogue and consensus-building while improving the understanding of the assumptions behind financial calculations.

The deliverable includes:

- an investment proposal method aligned with the CondoReno renovation roadmap;
- a financial decision tool comparing renovation scenarios;
- a Total Cost of Ownership approach to evaluate long-term affordability;
- financial indicators combining investment costs, subsidies, financing, maintenance costs and energy savings;
- practical guidance for professionals supporting condominium associations throughout the investment decision process.

To learn more: Read the full report: Investment proposal method and financial decision tool (English).

2.1.4

Proof of concept based on 8 pilot projects

The CondoReno project addresses one of the key challenges in Europe's energy transition: the renovation of multi-apartment buildings owned by multiple private owners. These buildings face complex barriers, including fragmented decision-making, limited technical knowledge, financial constraints, and coordination challenges among stakeholders.

To overcome these challenges, the project promotes Integrated Home Renovation Services (IHRS), also known as one-stop shops, which provide a single, trusted point of contact supporting condominium associations (CAs) throughout the entire renovation process, from planning to implementation.

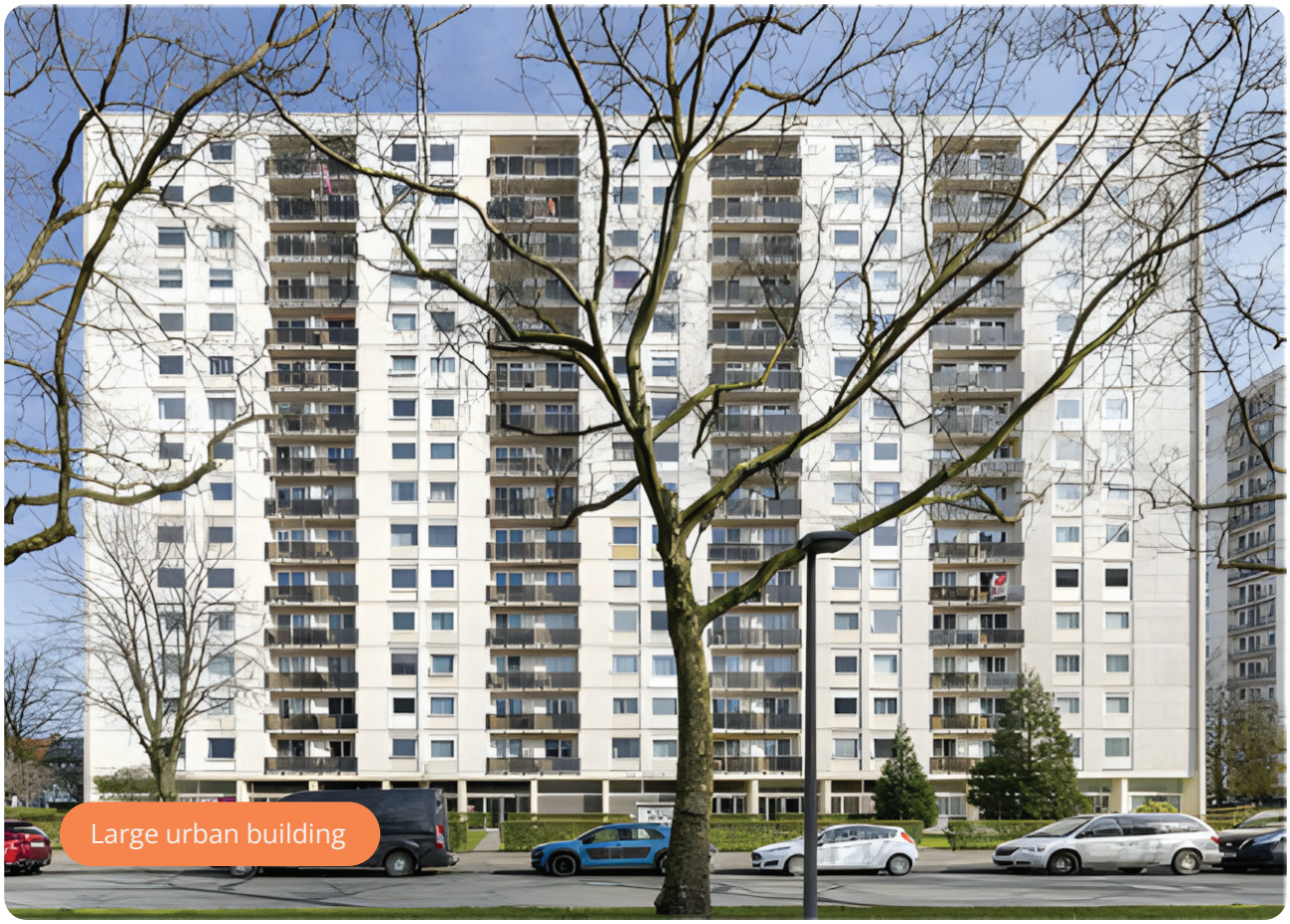
Within this context, this deliverable presents the proof of concept of IHRS, based on eight pilot projects implemented in Belgium (Flanders) and the Netherlands. These pilots serve as real-life test cases to validate tools, business models, and stakeholder collaboration approaches under different conditions, ensuring that IHRS solutions are both practical and scalable.

The selected pilots were chosen to reflect a broad diversity of building types, sizes, ownership structures, and local contexts, allowing for a comprehensive assessment of challenges and opportunities across the condominium sector.

The Pilots

The eight pilot projects are distributed across Antwerp, Mechelen, and Ostend (Belgium), and the Netherlands, and cover a wide range of real-life situations, from small condominiums to very large and complex buildings.

PILOT	LOCATION	COUNTRY	UNITS	TYPE / CONTEXT
Brabo II	Antwerp	Belgium	152	Large urban building
Zwijgerstraat	Antwerp	Belgium	31	Medium condominium
Salvator	Mechelen	Belgium	13	Medium condominium
Lamot	Mechelen	Belgium	41	Medium / mixed-use
Europacentrum	Ostend	Belgium	240	Very large coastal building
Marine–Emeraude	Ostend	Belgium	30	Coastal / seasonal use
Lucellestraat	Netherlands	NL	64	Medium-large building
Het Bentjen	Netherlands	NL	176	Large social mix



BELGIUM ANTWERP

Brabo II

152 units

Brabo II is a large-scale urban condominium, representative of dense post-war housing blocks commonly found in Belgian cities. Its size and number of co-owners make it a complex governance environment, where reaching consensus is particularly challenging.

Brabo II required an extensive interest and prefase, as it was the very first renovation master plan developed in Antwerp and Flanders. Moreover, the large number of co-owners made it challenging to establish a shared vision.The Energy House of Antwerp first focused on building trust and awareness, organising meetings to explain renovation options and the IHRS approach.

During the masterplan study, the building's technical condition and maintenance backlog were assessed, revealing the need for substantial intervention. Within this phase, the partners facilitated discussions between co-owners with very different financial capacities and priorities.

During the financial phase, multiple scenarios were developed to demonstrate the monthly cost implications of participating in a collective loan, thereby shifting the focus from initial investment requirements towards long-term affordability. The project team then supported the development of a phased renovation masterplan, as a full one-step renovation proved difficult to agree upon.

BELGIUM ANTWERP

Zwijgerstraat 31 units

This medium-sized building represents a more typical condominium structure, where decision-making is still complex but more manageable than in larger buildings.

In Zwijgerstraat, the process started more smoothly due to a smaller and more cohesive group of co-owners. The Energy House of Antwerp focused on a clear technical diagnosis and communication of renovation needs, which allowed for faster engagement.

Stakeholder meetings were more efficient, enabling partners to quickly move into scenario development and financial analysis. Here, the IHRS tools were used to demonstrate how renovation would impact monthly housing costs, which helped build consensus.

The renovation masterplan could be developed in a more straightforward and integrated way, with less need for phasing compared to larger buildings.

This pilot demonstrated how IHRS can work efficiently in standard, medium-sized condominiums.


Medium condominium



BELGIUM

MECHELEN

Salvator

13 units

Salvator is a medium sized condominium, with an active Board of Co-ownership that prepared the technical and financial aspects of the renovation very carefully. This active board allowed for a much more direct and informal engagement process. The Energy House Mechelen worked closely with the Board of Co-ownership, the condominium manager, the engineering office and the architect, often in small meetings, making it easier to discuss technical and financial aspects.

The diagnostic phase was relatively simple and was followed by a renovation plan for a 4-facade renovation. As the condominium association opted for such a comprehensive renovation, the financial impact on the co-owners was significant. The Mechelen Energy Centre offered financial guidance and assisted the co-owners in putting together a financing plan tailored to the cost of the works and the co-owners' needs by using simplified tools to illustrate affordability.

Despite a swift decision by the owners' association and the granting of the planning permission, this renovation could not go ahead because the neighbour lodged an objection to the works.

BELGIUM MECHELEN

Lamot 41 units

Lamot is a medium-sized and more complex project, given that the owners' association comprises various residential buildings as well as commercial premises.

The process began with an extensive assessment of the residential area carried out by a consultancy firm. The owners' association was supported in this by Energiehuis Mechelen. The bespoke and strategic renovation masterplan included a condition survey and a long-term maintenance and investment plan tailored to the building's characteristics and the stakeholders' financing needs.

The renovation master plan highlighted the more complex organisational context of making roofs and façades more sustainable, as these extend beyond the residential area and also impact the retail area. Moving forward towards a renovation plan therefore requires structured coordination between the various stakeholders in the residential and retail areas.

In this case, the Housing and Energy Helpdesk played a key role as facilitators and mediators. The financial phase involved comparing multiple renovation scenarios and aligning them with the co-owners' expectations.

This pilot tested tailored IHRS approaches in buildings of average complexity.





BELGIUM

OSTEND

Europacentrum

240 units

One of the largest and most complex pilots, a coastal building with a significant maintenance backlog and many second-home owners.

Europacentrum was the most complex pilot, requiring a long and intensive engagement phase. With many co-owners—often second-home owners—the Energy House Ostend had to invest significant effort in communication and mobilisation, including repeated meetings and targeted outreach.

The diagnostic phase revealed a significant maintenance backlog and technical degradation, making renovation urgent but also costly. In the decision-making phase, partners faced major challenges in aligning stakeholders, particularly due to seasonal occupancy, the heterogeneous group of co-owners (and renters) and differing priorities.

Financial modelling played a crucial role, as partners needed to demonstrate affordability through phased investments. A step-by-step renovation strategy was therefore developed, integrating maintenance and energy improvements.

This pilot served as a flagship case for large-scale, high-complexity renovation processes. It is an illustrative example of how the complexity and challenges in different domains (i.e. social, technical, legal, ethical, financial, environmental) come together in one case. It shows that condominiums act like small societies, each with its own challenges.



BELGIUM OSTEND

Marine–Emeraude 30 units

A medium-sized coastal condominium reflecting tourism-driven ownership patterns, used to test engagement strategies in buildings with mixed and seasonal occupancy.

Marine–Emeraude involved a more moderate number of units but shared the challenge of mixed and seasonal ownership. The engagement phase focused on reaching co-owners who were not always present, requiring adapted communication strategies.

The Energy House Ostend facilitated discussions to build awareness and gradually move towards agreement. Financial scenarios were used to clarify the impact of renovation, particularly for owners less involved in day-to-day building management.

The renovation plan reflected these constraints, balancing ambition with feasibility and stakeholder readiness.

This pilot highlighted the importance of engagement strategies in buildings with non-resident owners. It shows that financial support is not always the main driver in trajectories. Often, the unburdening through advice and guidance, is also a strong driver in sustainability programs of buildings.

NETHERLANDS • WNR – MARKET-DRIVEN IHRS MODEL

Lucellestraat

64 units

A medium-large building used to test IHRS under a market-driven model, focusing on financial feasibility and scalability.

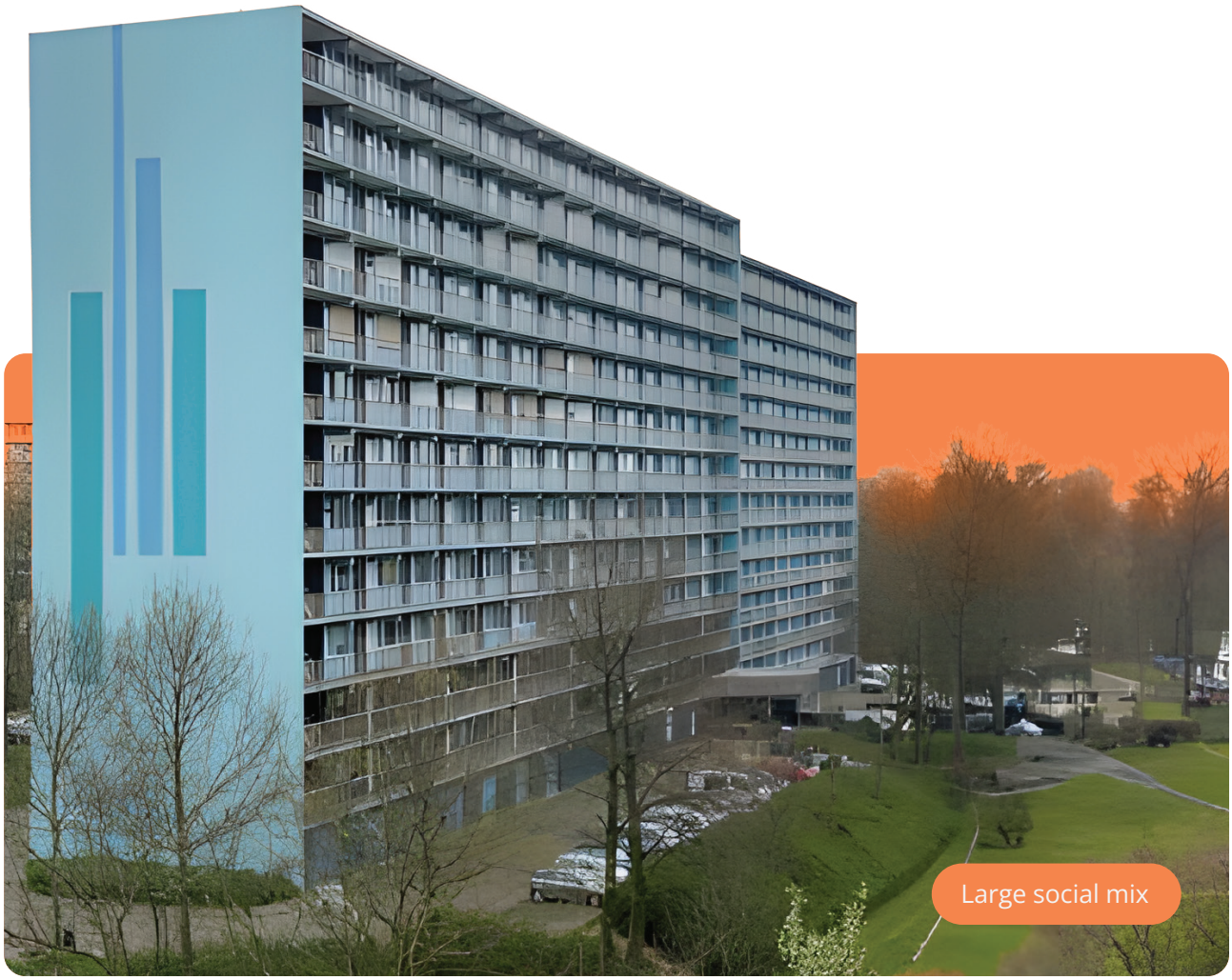
Lucellestraat was implemented under a market-driven IHRS model, with WNR taking a coordinating role. The process began with a structured technical and financial assessment, supported by professionalised tools and methods.

Stakeholder engagement was more formalised compared to Belgian cases, with clearer frameworks for decision-making. WNR focused on developing financially viable scenarios, ensuring that proposals were aligned with market conditions.

The renovation planning phase emphasised scalability and replicability, making this case particularly relevant for business model development.

This pilot tested market-based IHRS implementation.





NETHERLANDS • WNR – MARKET-DRIVEN IHRS MODEL

Het Bentjen

176 units

A large condominium with a significant share of low-income residents, used to explore affordability challenges, financial support mechanisms, and housing-cost-neutral renovation approaches.

Het Bentjen combined large-scale complexity with a strong social dimension, requiring careful handling of affordability issues. The initial phase focused on understanding the financial constraints of residents, many of whom had limited capacity to invest.

WNR developed tailored financial scenarios, incorporating subsidies and support mechanisms to ensure feasibility. Engagement required addressing concerns about costs and risks, making transparent communication essential.

The renovation strategy focused on achieving housing-cost neutrality, ensuring that monthly costs remained manageable for residents.

This pilot demonstrated how IHRS can address affordability and social inclusion in large buildings.

Role and outcomes of the pilots

The eight pilots implemented within CondoReno served as real-life testing environments to validate how IHRS can support condominium associations in preparing and implementing renovation projects.

Across all pilots, partners guided buildings through key phases, including:

- Initial diagnosis
- Financial analysis
- Stakeholder engagement
- Development of renovation strategies

In most cases, the pilots successfully resulted in:

- renovation masterplans or similar feasibility studies
- investment scenarios

However, only a limited number of cases progressed to full implementation within the project timeframe. This reflects the reality of condominium renovation processes, where decision-making is inherently slow and complex.

Several barriers were consistently observed:

- Long decision-making cycles within condominium associations
- Legal and governance constraints
- Financial uncertainty
- Affordability concerns
- Changes in ownership or stakeholder composition
- Unexpected technical issues (e.g. structural problems)

In many cases, these barriers delayed or halted progress, even when technical and financial solutions were available.

Despite these challenges, the pilots demonstrated that IHRS significantly improve project readiness, helping condominium associations move from initial awareness to structured and informed decision-making.

This highlights that the value of IHRS lies not only in delivering renovation works, but in enabling and structuring the decision-making process itself.

TO LEARN MORE:

Proof of concept based on 8 pilot projects

Read the full report **(English)**

Additional case studies analyzed within the project *

Read Case studies **(English)**

*This annex contains concise case study sheets providing information on the architecture, technical systems, CO_2 emissions, users, building management, renovation process, and key milestones. It also includes data on energy performance and achieved energy savings, offering a clear overview of each renovation project.

2.1.5

Co-creating Integrated Home Renovation Services for co-owned condominiums

This report focuses on the development and scaling of Integrated Home Renovation Services (IHRS) for condominium buildings through structured co-creation processes. It addresses the complexity of coordinating multiple stakeholders—ranging from co-owners and condominium associations to contractors, financial institutions, and public authorities—and demonstrates how collaboration can enable more effective and scalable renovation solutions.

The document outlines a comprehensive approach to building IHRS, combining stakeholder mapping, co-creation with both internal (municipal) and external actors, digital tools, and quality assurance mechanisms. Emphasis is placed on the role of local ecosystems, where energy houses and project partners in cities such as Antwerp, Mechelen, and Ostend, together with Dutch partners, tested and refined collaborative models to stimulate both demand and supply for renovation services.

A key component of the approach is the progressive development of partnerships through workshops, learning networks, and matchmaking activities. These initiatives helped align stakeholders, build trust, and foster shared understanding of roles, responsibilities, and opportunities within the renovation process. The report also highlights the importance of knowledge transfer and training programmes to strengthen capacity across all actors involved.

In addition, the document explores the role of digital support systems, including CRM tools, financial simulation models, and matchmaking platforms, as essential enablers for coordinating projects and simplifying decision-making. These tools contribute to a more structured and user-oriented renovation journey for condominium associations.

Overall, the findings show that co-creation significantly enhances the effectiveness of IHRS by improving coordination, increasing trust, and facilitating better alignment between policy, market actors, and end-users. The report concludes with strategic recommendations, including the need for stronger public–private collaboration, standardised IHRS models, improved financing mechanisms, and continued investment in stakeholder engagement and capacity building to scale up condominium renovations across Europe.

TO LEARN MORE:

Co-creating Integrated Home Renovation Services for co-owned condominiums

Read the full report **(English)**

TO LEARN MORE:

Intermediaries in Action: How Integrated Home Renovation Service Providers Engage Stakeholders in Energy Renovations for Homeowner Associations

Read the full research paper **(English)**



Programme Learning Network Condominium Renovation

SESSION 1

Setting the scene

- The Roadmap of the renovation process
- Raising awareness among owners and information channels
- Settting up a project team
- Condition condition measurement and
- Multi-year Maintenance Plan (MJOP)
- Preparation of a Renovation Master Plan (RMP)

SESSION 2

Contract agreement lines

Viable business models

- Facilitate
- Coordinate
- Construction team formula
- ESCO model

Who takes on the role of renovation director? How do we organise the contractual agreements? Who assumes what responsibility?

SESSION 3

Funding

- Owners want an overview of the expected costs for their apartment.
- How can you provide insight into the renovation cost per housing unit?
- What funding options are available for a CA., For the study work and for the execution of the works?
- Available allowances, simulation of grants and energy savings

SESSION 4

The integrated approach: Quality and performance guarantee

Depending on the level of ambition of the ACO, different BMS are conceivable. But how do we guarantee the results of the process?

- Product Warranty
- High-quality execution
- Performance Guarantee
- Quality Certification
- Renovation As a service?

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2.2

Results to Train CAs, SMEs, and Market Actors

The following results strengthen the supply side, enabling SMEs and professionals to engage in integrated renovation services.

2.2.1

Tools for the decision-making process by condominium associations regarding IHRS-renovations

One of the key priorities of the LIFE project CondoReno is to strengthen the position of owners' association members in their role as clients. As laypeople, condominium association boards are usually overwhelmed by the complex decision-making process that precedes the members' approval of a major renovation. As a result, renovations of CA's apartment blocks present a major procedural challenge, also for market players. Furthermore, an CA has virtually no chance of achieving a high-quality energy-efficiency renovation through a conventional decision-making process.

For this reason, an approach that has already been proven in practice for the Dutch IHRS WNR has been carefully refined and further developed into an IHRS roadmap with an accompanying RASCI model.

This has subsequently been translated into a step-by-step description of the customer journey. This provides guidance to owners' association members and their boards as they move towards a forward-looking approach. Based on this, a toolbox and in-depth training materials have been developed to prepare CA-members, in their capacity as clients, offering an overview, detailed information and guidance throughout the process. The material clarifies what apartment owners can expect from an integrated, housing-cost-driven renovation. With inspiring examples and in-depth explanations, it supports residents of CAs in opting for high-quality renovations. It encourages them to set high standards for improved (energy) quality and associated affordable housing costs. The focus here is on a supportive process involving optimal communication between advisers and owners' association managers and the residents.

TO LEARN MORE:

Access to the toolbox for the support of homeowners

Access the toolbox here

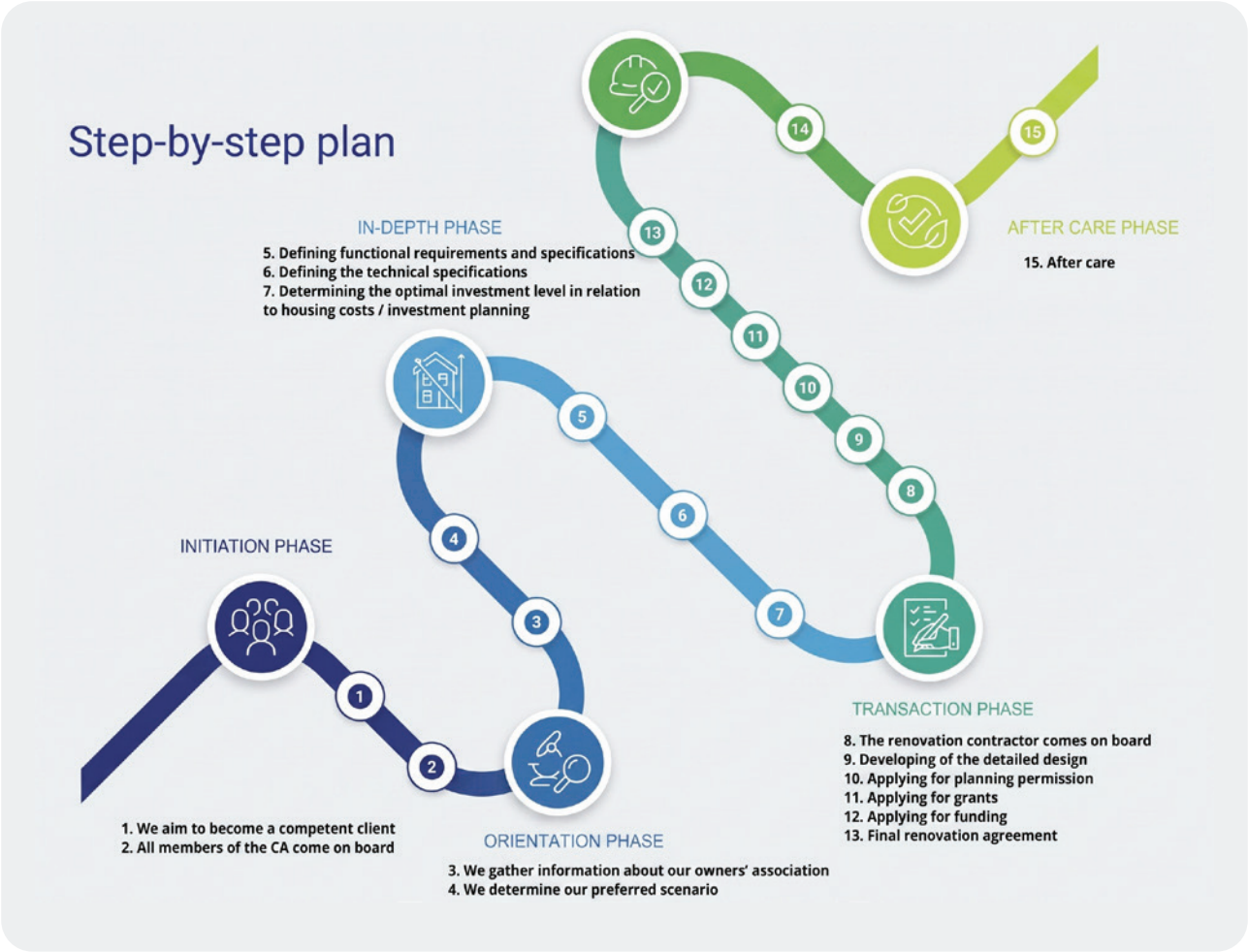
*Here, CA-members can find information about the integrated renovation approach as developed within CondoReno. This toolbox offers solutions to common dilemmas faced by CA-members during the decision-making process and provides information on developments that help to accelerate high-quality, future-oriented renovations of CA-apartments.

TO LEARN MORE:

Access to the Training material for members of condominium associations regarding highly energy-efficient renovations

Access the Training material here

*To support CAs that are seriously considering or are currently undertaking a housing-cost-driven renovation, a detailed step-by-step plan for CA-residents has been developed and published in the form of a handbook. Throughout the various steps, this guide refers to resources and descriptions of tools that can be used by CA-boards and flat owners. The handbook also describes relevant practical examples and the roles and responsibilities of those involved at each stage.



Step-by-step plan for the decision-making process of CA-members in an IHRS-renovation

Additional educational material has been developed in the form of PowerPoint slides, For use during an information session for CA-members or boards*

Access the additional education material here

*These can be incorporated into existing information material by GWRD ambassadors.

2.2.2

Guidebook for course providers-Training material for activating the supply-side

This guide presents a comprehensive training framework for course providers aimed at supporting the implementation of high-quality, energy-efficient renovations in condominium (CA) buildings. Achieving renovations that go beyond energy label Awhile maintaining affordable housing costs and guaranteeing building performance, requires advanced, integrated knowledge across technical, financial, and social domains.

The guide is intended for knowledge organisations, training providers, and stakeholders in the construction and renovation sector. It provides a structured approach to developing and delivering training programmes that enhance the skills and professionalisation of both market actors and public stakeholders involved in Integrated Home Renovation Services (IHRS). It builds on existing training initiatives and complements them with clear learning objectives, course structures, and competency profiles.

Specifically, the guide:

Identifies key knowledge gaps and training needs for high-performance renovation;

Defines roles and competency profiles for stakeholders involved in the IHRS approach;

Presents a modular training programme, including core courses and complementary training aligned with the different phases of the renovation process (from initiation to aftercare);

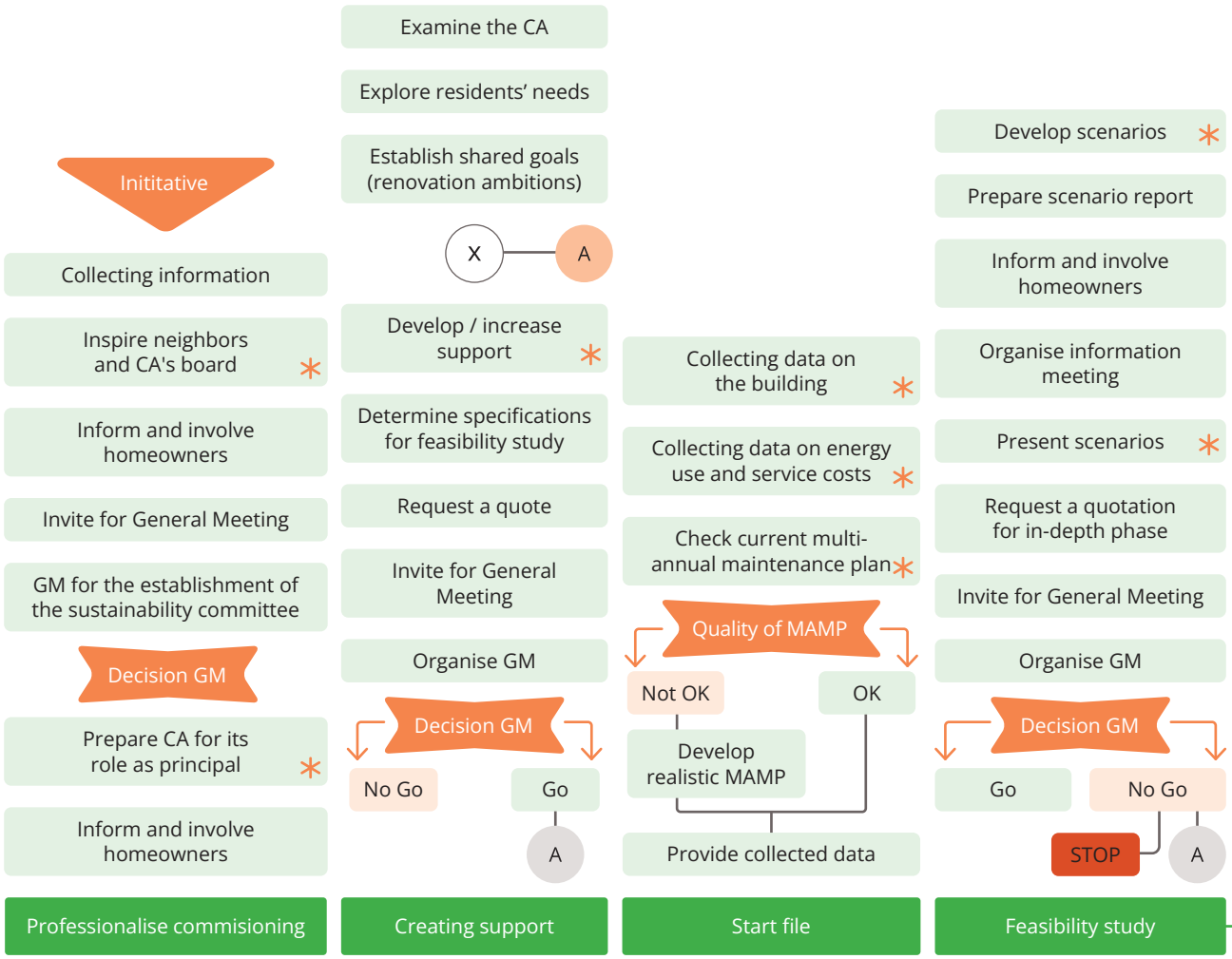
Introduces core methodological principles, such as integrated design, total cost of ownership (TCO), and building performance guarantees, as essential to achieving both affordability and quality.

By promoting an integrated, performance-driven renovation approach, this guide supports the development of the skills, knowledge transfer mechanisms, and collaboration models required to scale up deep renovation of apartment buildings. Ultimately, it contributes to enabling cost-effective, high-quality renovations that deliver long-term energy savings, improved comfort, and increased confidence among stakeholders and residents.

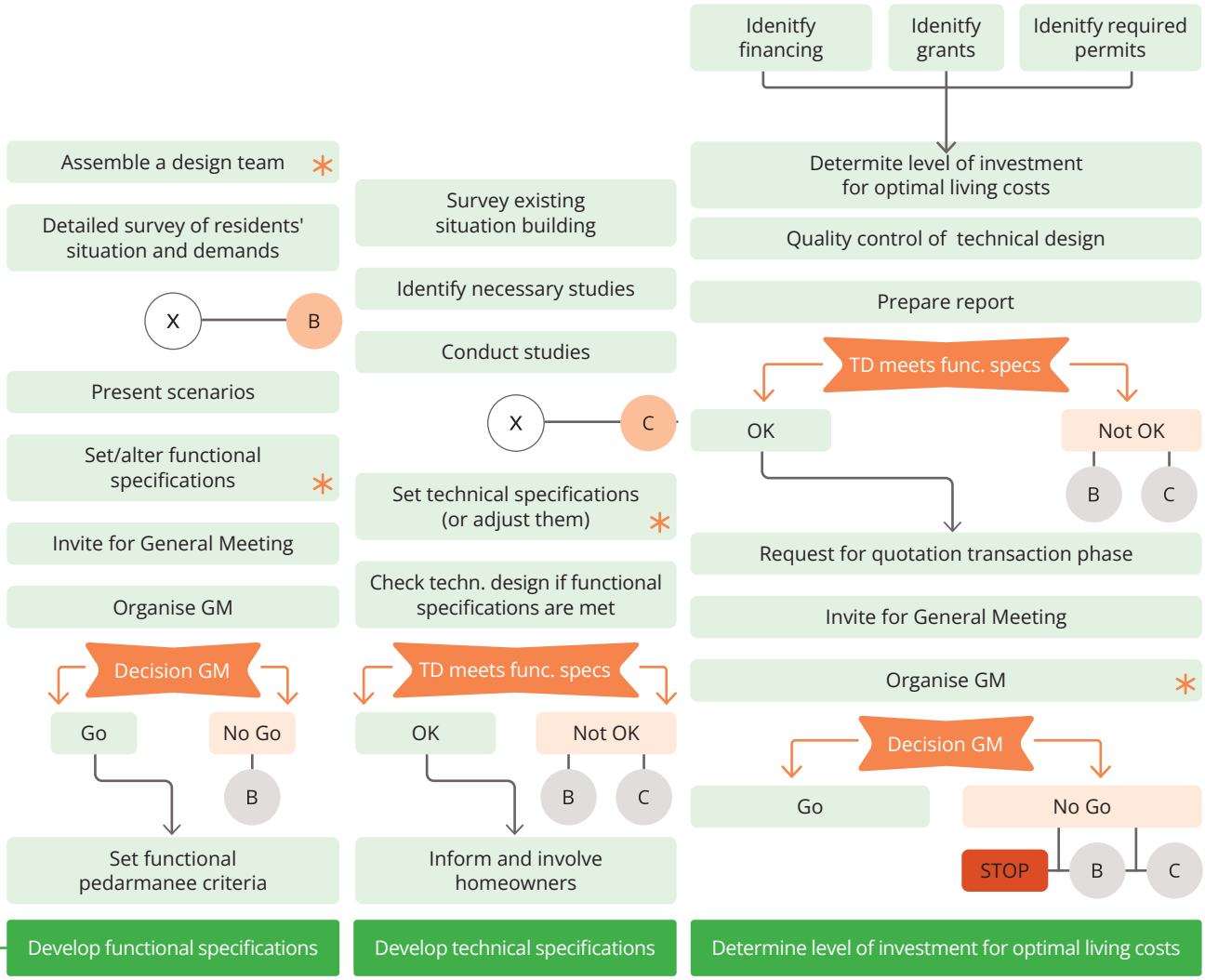
Overview of the IHRS-roadmap



PREPARATION PHASE



DESIGN PHASE



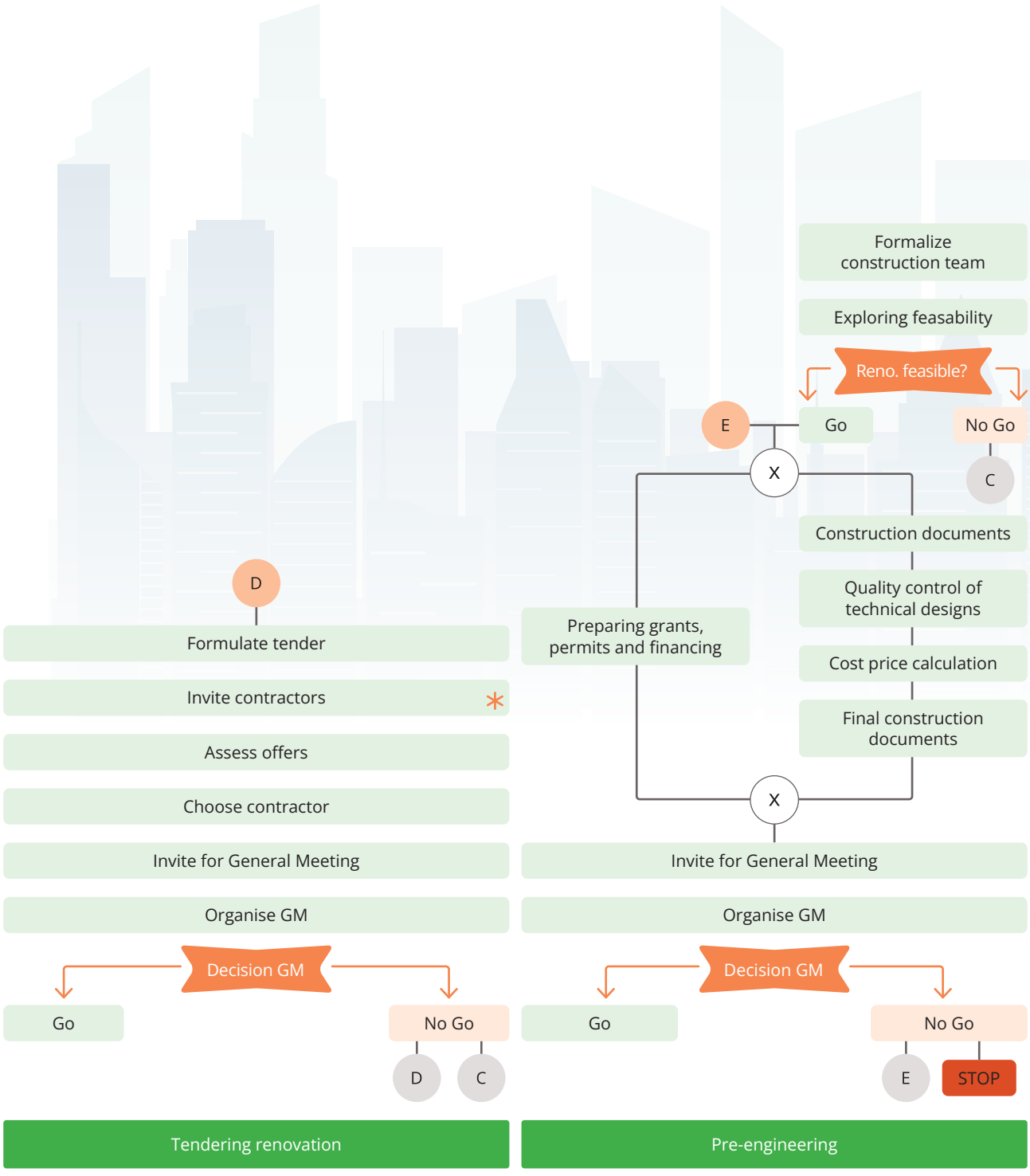
- Specific expertise needed
- Costs of feasibility strategy
  The need behind the request
  Legal obstacles

- Preferred scenario does not fit into the financial framework, delay...
  Difficulties in financing due to condition of the building

- Confidence low energy demand
  Financial capacity indic. CA members
  Affordable long-term loans

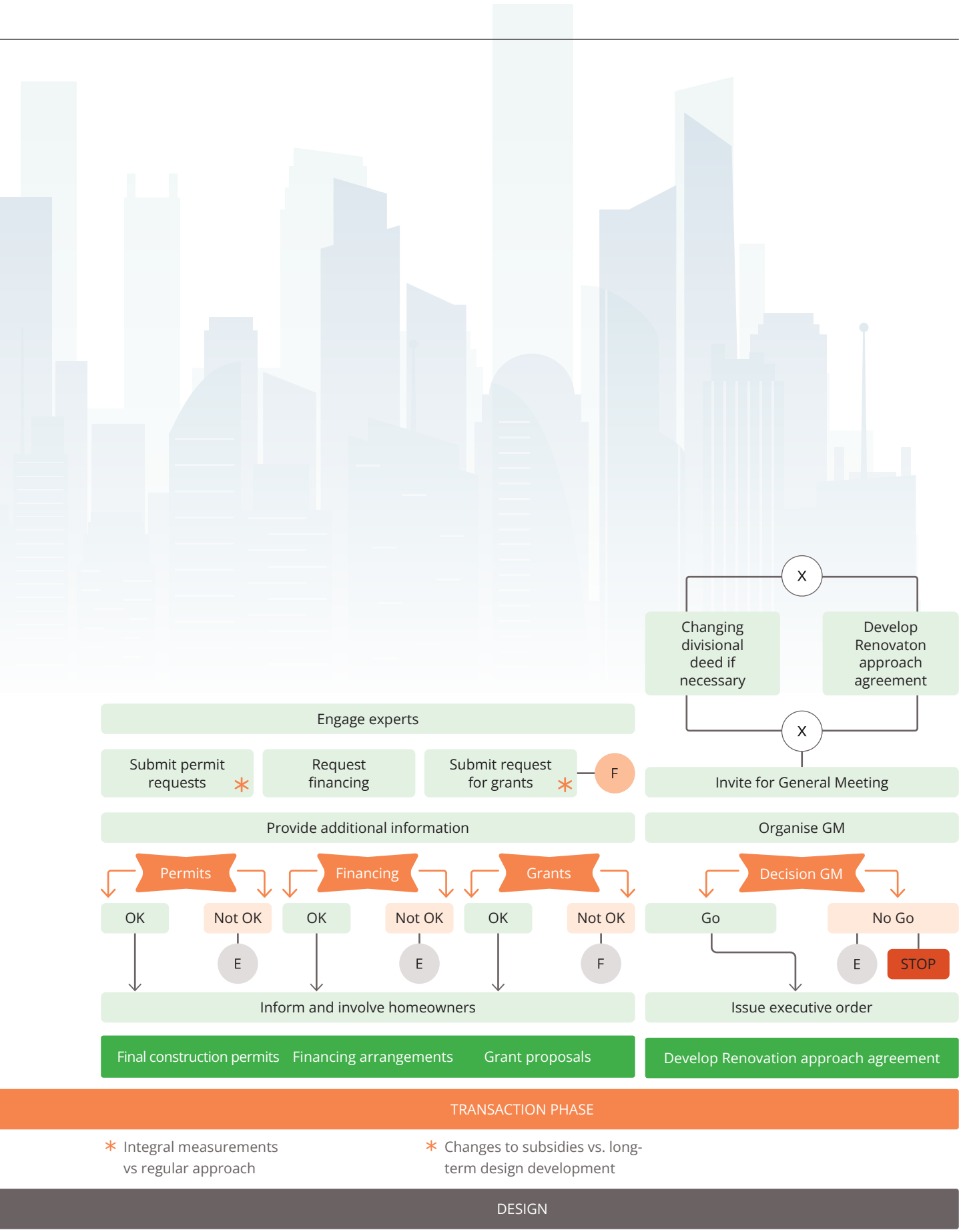
DESIGN

DESIGN PHASE

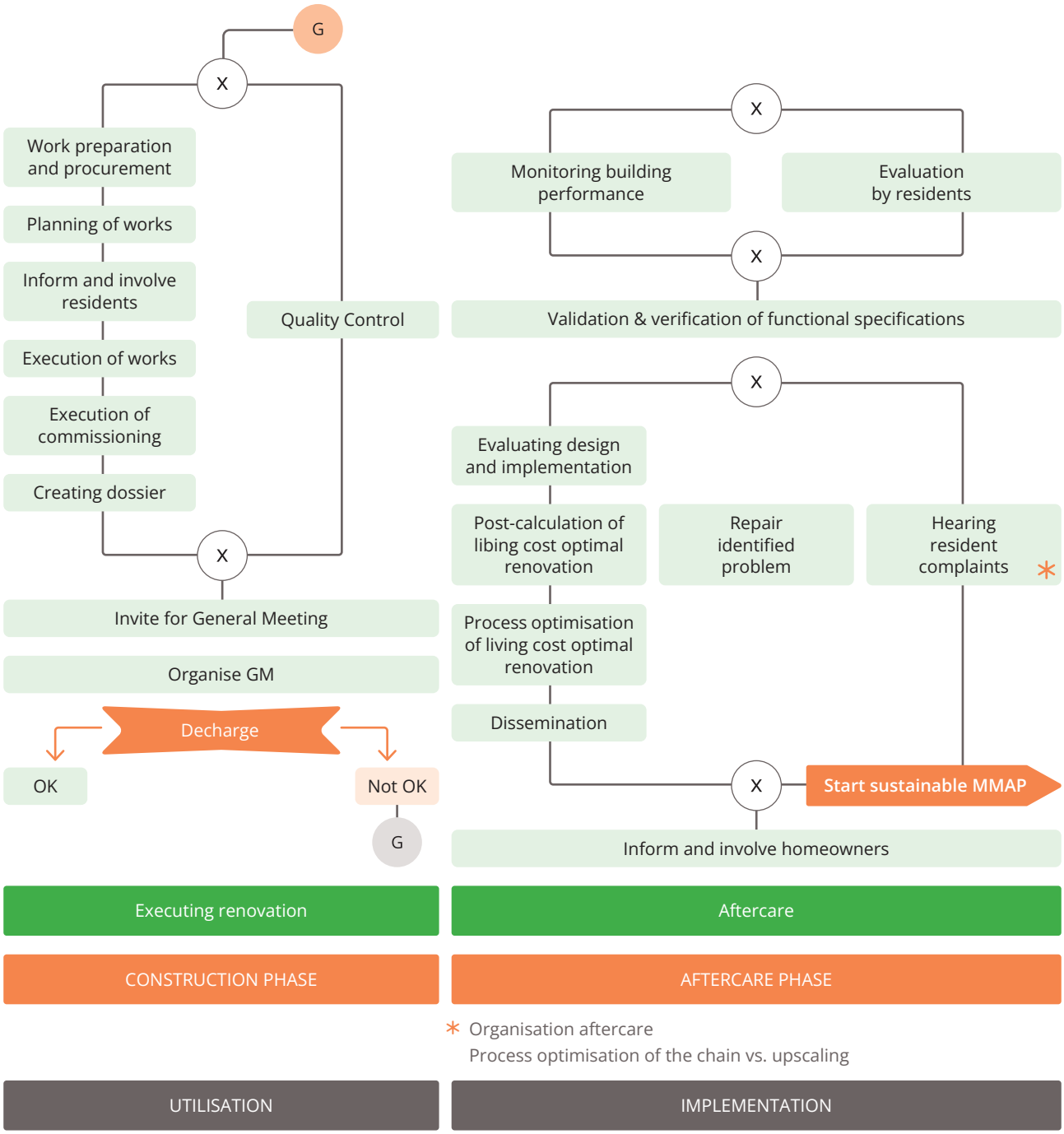


* Lack of competent and [illegible] renovation providers

DESIGN


X
Changing divisional deed if necessary
Develop Renovaton approach agreement
X
Engage experts
Submit permit requests *
Request financing
Submit request for grants *
F
Invite for General Meeting
Provide additional information
Organise GM
Permits
Financing
Grants
Decision GM
OK
Not OK
OK
Not OK
OK
Not OK
Go
No Go
E
E
F
E
STOP
Inform and involve homeowners
Issue executive order
Final construction permits
Financing arrangements
Grant proposals
Develop Renovation approach agreement
TRANSACTION PHASE
* Integral measurements vs regular approach
* Changes to subsidies vs. long-term design development
DESIGN

UTILISATION AND IMPLEMENTATION PHASE



TO LEARN MORE:

Guidebook for course providers: Training material for activating the supply-side

Read the full report **(English)**

Read the full report **(Dutch)**

2.2.3

Toolkit to activate supply-side enterprises, to support collaboration and contracting, applicable for integrated housing renovation services.

This toolkit supports the activation and professionalisation of the supply side involved in integrated housing renovation services (IHRS), with a focus on improving collaboration, contracting, and quality assurance in complex condominium renovation projects. Delivering high-quality, energy-efficient renovations requires coordinated action between multiple stakeholders, including contractors, advisors, financiers, and public actors. However, existing market practices often lack structured collaboration models and standardised tools to support such integrated approaches.

The toolkit provides a structured overview of collaboration and business models, identifying four main approaches (facilitating, coordinating, construction team, and ESCO models) and clarifying the roles, responsibilities, and interactions of stakeholders within each model.

In addition, it offers a comprehensive set of practical tools and documents to support stakeholders throughout the renovation process, including:

- templates for collaboration agreements, contracts, and memoranda of understanding;
- tools for co-creation and stakeholder alignment;
- guidance for procurement, tendering, and contracting strategies;
- and instruments for quality assurance, including verification and validation processes and performance guarantees.

The toolkit is structured along the different phases of the renovation process ensuring that appropriate tools and agreements are available at each stage. It builds on practical experience from project partners and is continuously tested and refined through real-life case studies.

By providing practical, tested instruments and clear collaboration frameworks, this toolkit enables SMEs and other stakeholders to better engage in integrated renovation projects, reduce risks, and improve the quality and reliability of renovation outcomes.

Ultimately, it contributes to scaling up integrated renovation services and strengthening the supply-side capacity required for large-scale energy renovation of condominium buildings.

TO LEARN MORE:

Toolkit for activating supply-side enterprises, to support collaboration and contracting, applicable for integrated housing renovation services

Read the full report **(English)**

Read the full report **(Dutch)**

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2.3

Results for Policymakers

These following results support the creation of enabling frameworks for IHRS and large-scale condominium renovation.

2.3.1

Executive Summary for Policymakers

The renovation of multi-apartment buildings is a critical component of Europe's climate strategy. However, despite ambitious targets such as the "Renovation Wave," the uptake of deep energy renovations remains limited, particularly in buildings owned by multiple private stakeholders. These condominium buildings face complex legal, financial, technical, and organisational barriers that hinder large-scale renovation efforts.

One of the key challenges lies in the multi-actor nature of condominium associations (CAs). Decision-making processes are often slow and difficult, requiring majority or unanimous agreement among co-owners with differing financial capacities and priorities. In addition, high upfront investment costs, limited access to financing, and issues such as the split-incentive dilemma further reduce the willingness to invest in renovation.

Technical complexity and fragmented value chains also play a major role. CAs often lack the expertise to manage renovation projects, while the involvement of multiple actors can lead to inefficiencies, lack of trust, and uncertainty regarding costs, savings, and return on investment,



To address these challenges, the report highlights the importance of Integrated Home Renovation Services (IHRS). These services provide a single, trusted point of contact that supports condominium associations throughout the entire renovation journey; from initial awareness and decision-making to financing, implementation, and follow-up. This approach is aligned with the revised Energy Performance of Buildings Directive (EPBD, 2024), which promotes the development of IHRS across the EU.

CondoReno developed and tested a methodology to demonstrate the value of IHRS, based on real-life implementation in cities such as Antwerp, Mechelen, and Ostend, as well as collaboration with market actors in the Netherlands and Flanders. The resulting recommendations are grounded in a robust combination of co-creation processes, stakeholder engagement, and qualitative and quantitative evaluations.

Specifically, the report:

- Identifies the key barriers to condominium renovation, including legal complexity, financial constraints, limited technical knowledge, and fragmented stakeholder involvement;
- Demonstrates how IHRS can facilitate decision-making, reduce complexity, and improve trust among stakeholders;
- Provides recommendations to establish enabling frameworks, including legal, financial, and institutional conditions that support large-scale renovation;
- Highlights the importance of tools and methodologies, such as renovation master plans, digital platforms, and standardised assessment methods;
- Emphasises the need for stakeholder mobilisation, including both demand-side actors (co-owners) and supply-side actors (contractors, advisors, managers);
- Proposes pathways to scale and replicate IHRS business models, supported by national learning networks, international collaboration, and continuous evaluation.

By combining these elements, the report outlines a comprehensive approach to unlock the renovation potential of multi-apartment buildings. It provides policymakers and market actors with actionable insights to develop ecosystems and pathways that enable the creation, scaling, and long-term sustainability of IHRS models at both national and European levels.



TO LEARN MORE:

Executive Summary for Policymakers

Read the full report **(English)**

2.3.2

Activating business models for condominium renovations

This report analyses how business models for Integrated Home Renovation Services (IHRS) can accelerate highly energy-efficient renovations in condominium associations (CAs). While IHRS are increasingly recognised as an effective approach to support renovation, their large-scale implementation is often hindered by uncertainty on how to structure and operate viable service models tailored to the specific needs of multi-owner buildings.

The report focuses on the Netherlands and Flanders and provides a comparative analysis of existing IHRS business models, based on case studies, stakeholder interviews, and insights from European projects. It highlights how different organisational approaches address the complexity of condominium renovations.

Specifically, the report:

- Analyses key business model components, including value propositions, customer segments, channels, partnerships, cost structures, and revenue streams;
- Compares different approaches to delivering customised renovation packages tailored to the needs of homeowner associations;
- Identifies barriers and opportunities affecting the development and scalability of IHRS business models, such as financial constraints, regulatory conditions, and stakeholder coordination challenges;
- Draws insights from workshops, case studies, and European initiatives to assess what makes business models viable and adaptable;
- Provides recommendations for improving and replicating IHRS models, with a focus on collaboration, financial sustainability, and market alignment.

The analysis shows that successful IHRS business models are those that combine integrated service delivery, strong stakeholder collaboration, tailored communication strategies, and innovative financing mechanisms. In particular, hybrid models involving both public and private actors demonstrate strong potential to balance trust, scalability, and financial viability.

By clarifying how IHRS can be structured and operated effectively, the report provides practical guidance to support the development, scaling, and replication of business models that can accelerate deep energy renovations in condominium buildings across Europe.

Main types Of OSSs

FACILITATION MODEL

It advises on how to renovate your house and can provide you with the list of suppliers.



Raise awareness on energy renovation benefits



Provide general informaton on optimal renovation works



First advice at the orientation stage

COORDINATION MODEL

It advises on how to renovate your house and will push suppliers to comply with their promises. Suppliers remain responsible for the final result.



Coordinate existing market actors (suppliers)



Make sure all one-stop-shop services are offered to homeowners



No responsibility for the result of renovation works or entire customer journey

ALL INCLUSIVE MODEL

The one-stop-shop is a contractor that sells you the whole service package and is your main contact point in case something goes wrong with suppliers.



Offer a full renovation package to homeowners



Bear responsibility for the result of renovation works



Bear responsibility for the overall customer journey

ESCO-TYPE MODEL

The one-stop-shop sells you the renovation package and guarantees the energy savings for the contract duration. The one-stop-shop is paid through energy savings achieved.



Offer a full renovation package with guaranteed energy savings to homeowners



Bear responsibility for the result of renovation works



Bear responsibility for the overall customer journey

Activating business models for condominium renovations

Read the full report **(English)**

Report of the round table on new business models to be set up in Flanders, state of affairs, successes and failures

Read the full report **(English)**

Lessons learned from workshops

BARRIER	OPPORTUNITY FOR IMPROVEMENT	DESCRIPTION	RELATED BM BUILDING BLOCK
Insufficient compensation for design agencies	Increase study phase remuneration	Financial challenges in compensating design agencies	Key Partnerships
Intensive time investment for the city	Involve private sector support	Time and resource challenges for city involvement	Key Partnerships
Slow private home renovations	Financial incentives for collective renovations	Need to speed up individual renovations	Customer Relationships
Collective renovation challenges	Renovation obligations for HOAs	Difficulties in managing collective renovations	Key Partnerships
High costs of energy renovations	Simplifying financial aids	Financial barriers for residents	Value proposition
Technical challenges in older buildings	Innovative technical solutions	Technical barriers in the renovation of older structures	Value proposition Key Activities
Legal permissions and coordination difficulties	Streamlined legal processes	Legal and organizational barriers in renovations	Key Resources Key Partnerships
Split incentives and complex ownership structures	Clearer incentive structures	Conflicts of interest and complexity in decision-making	Key Partnerships
Lack of financial support mechanisms	Enhanced access to funding	Need for financial assistance for renovations	Key Activities
Technical, financial, and social challenges in IHRS	Advisory and supportive services	Multifaceted challenges in implementing IHRS	Key Activities Key Partnerships
Need for comprehensive renovation planning	Autonomy for HOAs with comprehensive info	Importance of detailed planning for HOAs	Value Propositions
Resistance to integrated counseling programs	Tailored communication strategies	Challenges in adopting counseling programs	Customer Relationships
High renovation costs	Alternative financing sources	The financial burden of renovations	Value Proposition
Lack of quality assurance	Integration of training for CMs and workers	Need to ensure renovation quality	Value Proposition
Prolonged decision-making and lack of awareness	Robust communication strategies	Social barriers in decision-making processes	Customer Relationships
High upfront costs and funding difficulties	Public-private financial instruments	Financial challenges in initial investment	Key Partnerships
Insufficient regulations and complex structures	Enhanced building codes and policies	Legal and structural barriers in renovations	Key Activities
Need for stakeholder collaboration	Developing a collaborative model	Importance of cooperation among stakeholders	Key Partnerships
Ensuring success in the early stages	Focusing on strategic planning	Criticality of initial phase success	Key Activities
Guiding HOAs in investment decisions	Providing comprehensive support	Need for supporting HOAs throughout the process	Customer Relationships Key Activities
Identifying gaps and stakeholder roles	Tailoring roles and responsibilities	Understanding and assigning roles effectively	Key Partnerships Key Activities
Ensuring smooth transition between phases	Developing a seamless process	Managing coordination across renovation phases	Key Activities Key Resources
Developing a one-stop shop (OSS) model	Integrating services into a single platform	Need for a centralized support system	Channels Key Resources

2.3.3

Requirements Guarantee and financial fund

This report explores how guarantee and financial funds can reduce financial risks and enable large-scale energy renovations in condominium associations (CAs). Financial uncertainty and risk are among the main barriers preventing CAs from undertaking deep renovations, particularly due to the difficulty of estimating total costs and ensuring affordability for individual homeowners.

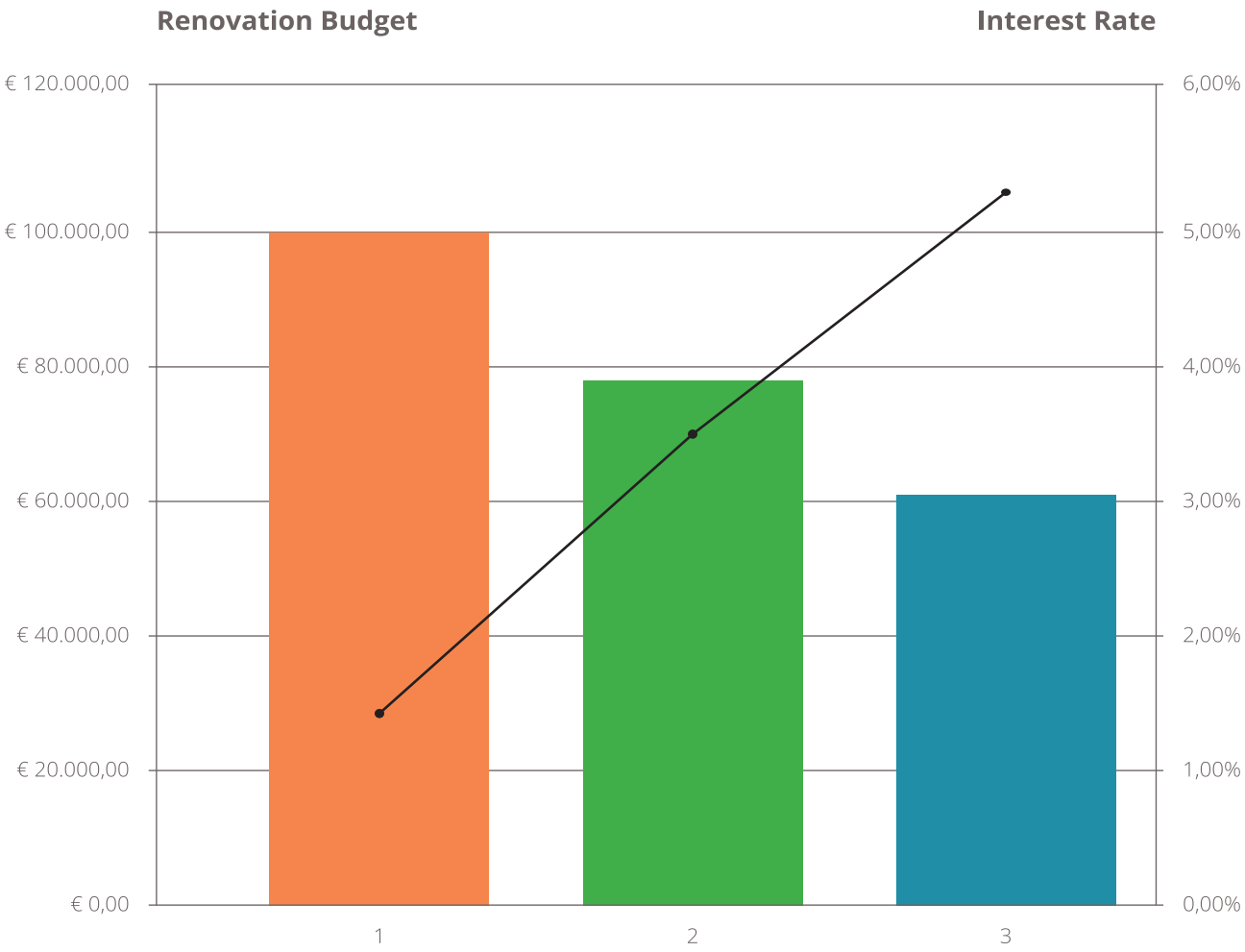
The report focuses on how Integrated Home Renovation Services (IHRS) can increase investor confidence and improve financing conditions by reducing risks through quality assurance, structured processes, and financial guarantees. By lowering perceived risks, these mechanisms enable lower interest rates, longer repayment periods, and more accessible financing solutions.

A key challenge in condominium renovation is that decision-making is often driven by short-term cost concerns, while broader benefits such as improved comfort, energy performance, and long-term value are underestimated. The report therefore promotes a shift towards evaluating renovations based on added value and long-term affordability, rather than upfront costs alone.

Specifically, the report:

- Identifies financial and structural barriers that hinder renovation uptake, including uncertainty in costs, limited financial reserves, and complex decision-making processes;
- Introduces the concept of a guarantee fund, designed to cover unforeseen risks and ensure a maximum monthly contribution for homeowners;
- Describes a financial fund model aimed at attracting institutional investors and enabling large-scale, low-interest financing for integrated renovations;
- Emphasises the role of quality assurance and risk management in reducing uncertainty and improving the bankability of renovation projects;
- Explores policy, legal, and organisational requirements for establishing such funds, based on expert discussions and case studies.

By combining risk mitigation mechanisms with structured financial solutions, the report provides a framework to improve affordability, investor confidence, and scalability of integrated renovation services. This contributes to accelerating deep energy renovations in condominium buildings while ensuring financial feasibility for both homeowners and financiers.



The effect on your renovation budget diminishes rapidly when interest rates rise.



TO LEARN MORE:

Requirements Guarantee and financial fund

Read the full report **(English)**

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2.4

Results for aspiring IHRS and ecosystem developments

These following results support the creation, replication, and scaling of IHRS and their ecosystems.

2.4.1

Building a Digital Platform for IHRS: Description and Strategy of Implementation

This report explores the development of a digital platform to support condominium renovations in Flanders, with the aim of improving coordination, data management, and stakeholder interaction within Integrated Home Renovation Services (IHRS). Renovation processes in condominium buildings involve multiple actors, fragmented information flows, and complex decision-making, which often lead to inefficiencies and delays. The proposed platform addresses these challenges by providing a centralised digital environment to support both service providers and public actors.

The report identifies key stakeholder needs and functional requirements and defines the design and implementation strategy of the platform. It focuses on how digital tools can support the management of renovation projects, facilitate communication between stakeholders, and improve the tracking of processes and outcomes.

In particular, the platform aims to:



Support end-to-end management of renovation processes, from initial contact to aftercare;



Improve data sharing and coordination between municipalities, advisors, and market actors;



Enable more efficient client follow-up and case management;



and provide a foundation for scaling IHRS approaches through standardised digital solutions.

The report is complemented by practical documentation, including:

- a detailed description of the platform and its implementation strategy;
- a CRM manual, providing guidance on the use of the system in real-life contexts;
- and an overview of CRM fields, supporting consistent data collection and management across stakeholders.

Together, these elements provide both a conceptual framework and practical tools to support the digitalisation of integrated renovation services and enhance their scalability and effectiveness.

TO LEARN MORE:

Building a Digital Platform for IHRS:Description and Strategy of Implementation

Read the full report **(English)**

And their respective Annexes:

- Annex 5: CRM Housing and Energy Desk Mechelen. Manual (English, Dutch, French)
- Annex 6: CRM Housing and Energy Desk Mechelen. Manual (English, Dutch, French)

2.4.2

Stakeholders for the development of Integrated Home Renovation Services for Condominium Associations

This report supports the identification and classification of stakeholders involved in the development and scaling of Integrated Home Renovation Services (IHRS) for condominium associations (CAs). The successful implementation of IHRS depends on the effective collaboration of a wide range of actors across the renovation value chain, making stakeholder mapping and engagement a critical step in enabling integrated renovation approaches.

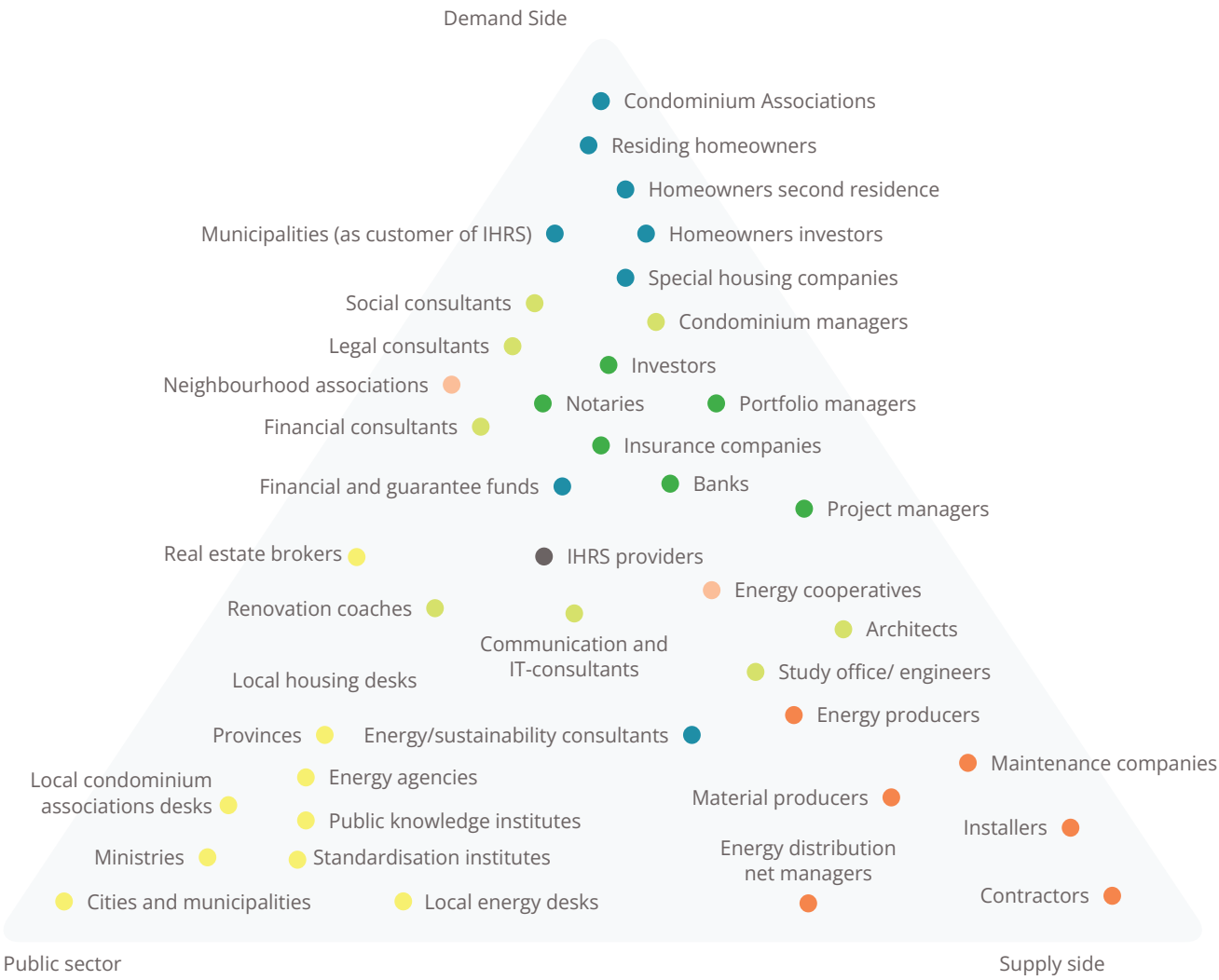
The report provides an overview of international, national, and local stakeholders relevant to the development of IHRS in the Netherlands, Flanders, and beyond. It analyses their roles, interests, and potential contributions to the creation, consolidation, and replication of IHRS models, while also identifying challenges related to coordination and engagement.

Specifically, the report:

- Identifies and classifies stakeholders across key categories, including demand-side actors, supply-side actors, public authorities, financial institutions, intermediaries, consultants, and research organisations;
- Analyses the roles, responsibilities, and interactions of stakeholders within the IHRS ecosystem;
- Provides insights into stakeholder engagement strategies, including workshops, advisory boards, and collaborative initiatives;
- Highlights the importance of intermediaries and coordination mechanisms in bridging gaps between demand and supply;
- Explores opportunities for international collaboration and knowledge exchange, including links with EU peer projects and initiatives;
- Supports the establishment of governance structures such as the International Advisory Board, facilitating cooperation and strategic guidance.

The analysis shows that effective IHRS development requires strong collaboration between diverse stakeholder groups, supported by clear roles, communication channels, and shared objectives. In particular, the alignment of public, private, and intermediary actors is essential to reduce fragmentation and enable coordinated renovation processes.

By providing a structured overview of the stakeholder landscape, the report lays the foundation for improved cooperation, more effective service design, and the scaling of IHRS models, ultimately supporting the acceleration of energy-efficient renovations in condominium buildings.



Stakeholder categories based on their activity

1 Demand side for IHRS providers

2 Supply consulting

3 Supply execution

4 Supply financial solutions

5 Public sector

6 Other intermediaries

7 Integrated service providers

TO LEARN MORE:

Stakeholders for the development of Integrated Home Renovation Services for Condominium Associations – international

Read the full report **(English)**

With these reports, CondoReno:

- Identifies and classifies Flemish and local stakeholders who have an interest in and/or can contribute to integrated renovation services for apartment buildings in Flanders. (Dutch)
- Supports the identification and classification of local and national stakeholders who may have an interest in the development of integrated renovation services for CAs in the Netherlands. (Dutch)

2.4.3

Evaluating the development of Integrated Home Renovation Services for condominiums

This report evaluates the development needs of IHRS tailored for condominiums in Flanders and the Netherlands. It focuses on two complementary models: a public-led approach piloted in Flanders through the Flemish Climate and Energy Agency (VEKA) and local Energy Houses, and a private-led approach represented by the Dutch service provider WNR.

To support this evaluation, we developed a conceptual framework based on tailored evaluation criteria designed to assess the viability of the business models. These criteria were informed by a review of relevant literature, project deliverables, and practical observations, and are used to assess key aspects such as financial stability, adaptability, customer focus, and operational efficiency. It examines the viability of the tested business models, the effectiveness of stakeholder engagement activities, and the conditions required for the long-term operation and replication of IHRS for condominium renovations.

The findings show that the main barriers to renovation are not technical but organisational, financial, and social. CAs often struggle with fragmented ownership structures, lengthy collective decision-making processes, limited technical knowledge, uncertainty about costs and benefits, and difficulties in coordinating multiple stakeholders. These challenges frequently delay renovation projects even when technical solutions and financial support mechanisms are available.

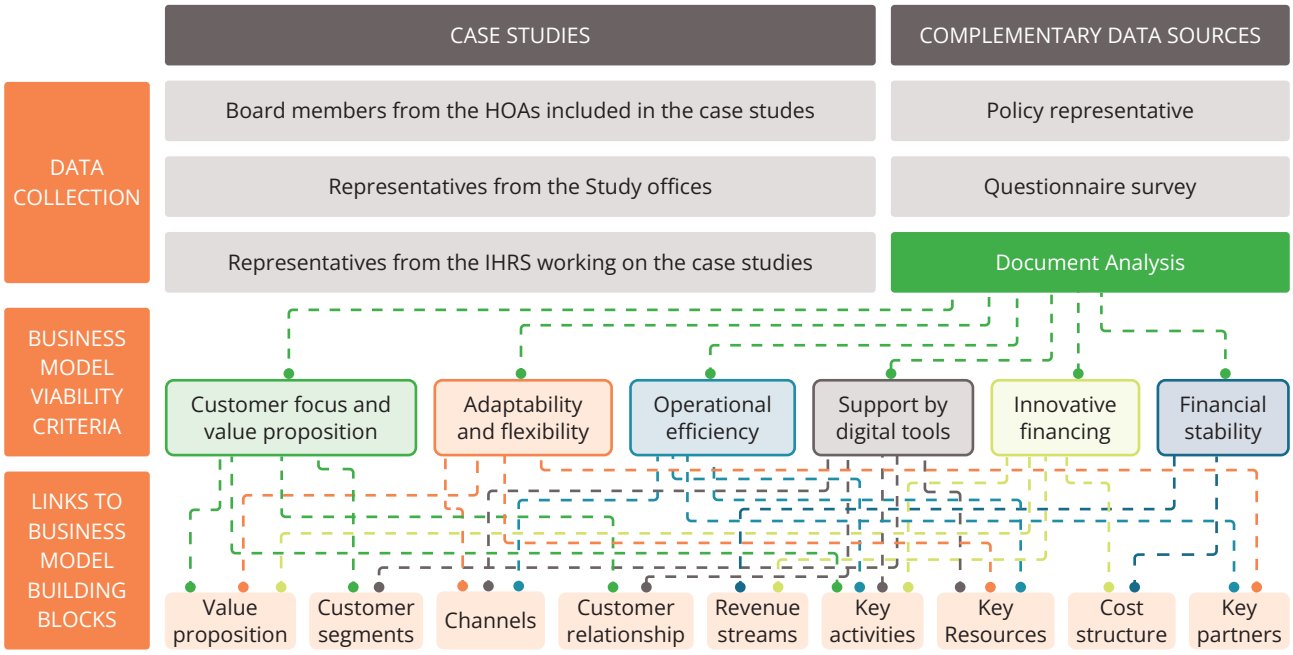
Across the Belgian and Dutch pilot experiences, the evaluation demonstrates that IHRS can significantly improve renovation readiness by providing a structured process, independent advice, technical assessments, financial guidance, and continuous support throughout the renovation journey. In particular, the role of process coaching and stakeholder facilitation proved essential in helping co-owners understand renovation options, build consensus, and move from initial awareness towards concrete investment decisions.

The evaluation also assessed the broader ecosystem required to support condominium renovations. The results highlight the importance of collaboration between municipalities, Energy Houses, contractors, financial institutions, condominium managers, homeowner organisations, and public authorities. National Advisory Boards and international workshops contributed to validating project results, identifying barriers and opportunities, and facilitating the transfer of knowledge to stakeholders across Europe.

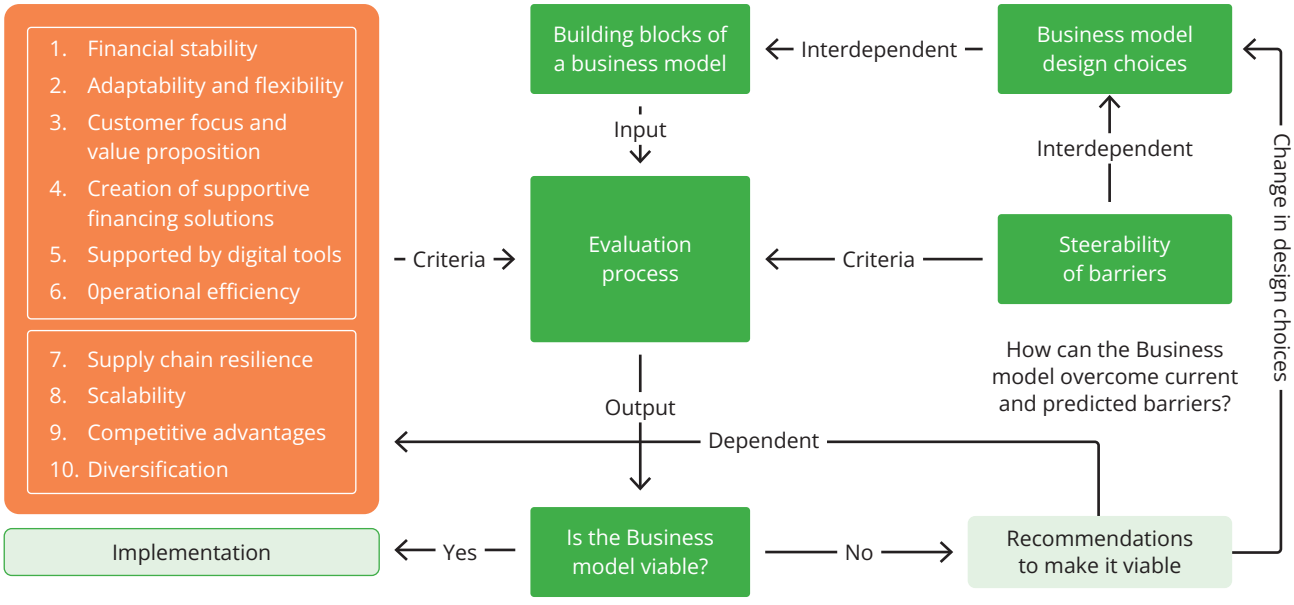
The analysis of the different IHRS models shows that both public-led and market-driven approaches can support condominium renovation, provided that they are embedded within a supportive ecosystem and have access to sustainable funding and business models. However, challenges remain regarding long-term financing, affordability for homeowners, legal and governance barriers, and the capacity required to provide intensive process support.

Overall, the evaluation concludes that IHRS provide an effective framework for addressing the specific challenges of condominium renovation. By combining technical expertise, financial guidance, stakeholder coordination, and process facilitation, IHRS can accelerate renovation decision-making and improve project readiness, while creating the conditions for broader market uptake and replication across Europe.

Conceptual framework of the research structure and how the research links the viability criteria to the business mode/canvas building blocks to support the development of the business models (document analysis)



How robust and viable is the model?



TO LEARN MORE:

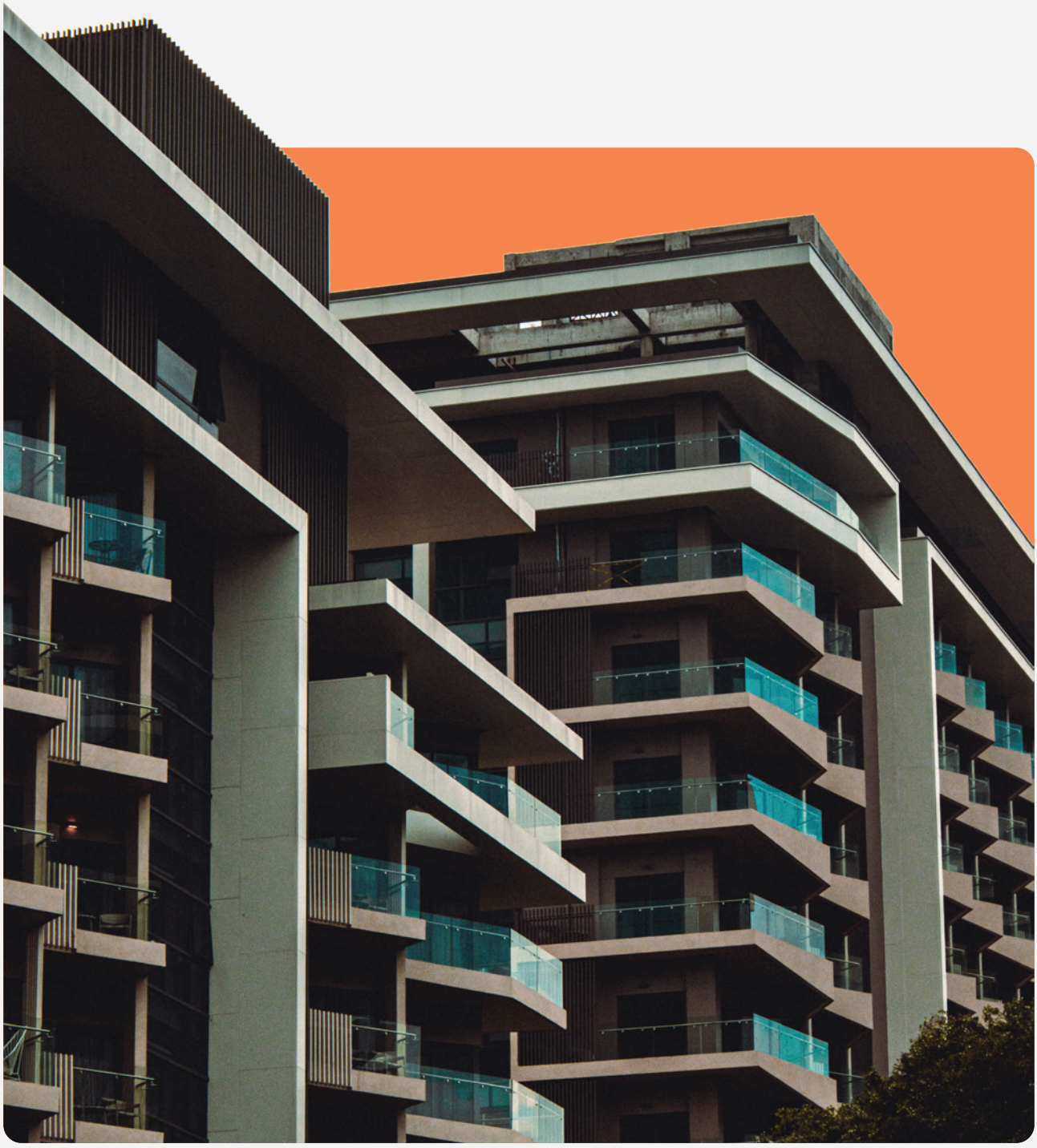
Evaluating the Development of Integrated Home Renovation Services for Condominiums

Read the full report **(English)**

Learn more about the results of the questionnaire conducted by Delft University of Technology among CAs

Learn more about the results of the questionnaire conducted by International Union of Property Owners among CAs

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3

Project Impact at a Glance

CondoReno ensured co-creation, validation and dissemination of results through National Advisory Boards and international workshops, engaging stakeholders across the renovation value chain and supporting replication at EU level.



www.condoreno.org/community

National and International Advisory Boards

Flanders

PURPOSE

Support the development and uptake of IHRS through stakeholder consultation and knowledge exchange.

STAKEHOLDERS INVOLVED

- Public authorities
- Energy houses
- Engineering offices
- Construction professionals
- Financial actors
- Homeowners associations
- Associations of condominium managers
- and other condominium stakeholders.

ROLE IN VALIDATION

The Flemish NAB provided feedback on tools (e.g. CRM), training materials, and policy recommendations, helping refine deliverables and ensure usability in practice.

The Netherlands

PURPOSE

Facilitate co-creation of IHRS models and support replication in the Dutch context.

STAKEHOLDERS INVOLVED

- Municipalities
- Financial institutions
- Construction sector
- Homeowner associations
- and advisory organisations.

ROLE IN VALIDATION

The Dutch NAB contributed to reviewing tools and methodologies and supported follow-up activities and replication strategies.

International Advisory Board

PURPOSE

Provide a European perspective on the development and replication of IHRS and support knowledge exchange across Member States.

STAKEHOLDERS INVOLVED

- European homeowner organisations
- Property owner associations
- Policy experts
- Financial actors
- Renovation professionals
- and organisations supporting multi-apartment building renovations.

ROLE IN VALIDATION

The IAB reviewed policy recommendations, digital tools, and the IHRS approach, providing feedback on their relevance, transferability, and applicability across different European contexts

REACH & ENGAGEMENT

6,000+
people directly engaged
through project activities, including conferences, workshops, meetings, training sessions, and similar events.

500+
stakeholders actively involved
in project activities and co-creation processes

10,000+
people reached overall
through a combination of direct and indirect dissemination and communication activities, including newsletters, articles, events, magazines, websites, and online channels.

To learn more access to the Replication & Exploitation Plan and the Communication & Dissemination Plan

PILOT ACTIONS & INNOVATION

8
pilot projects implemented

4 IHRS operational
+2 IHRS tested

CONFERENCE PARTICIPATION



36 conferences attended

24 in Belgium **6 in the Netherlands** **6 international conferences**

23
Education and Training events

78
Condominium Associations engaged

3
Exhibitions attended

20
Matchmaking events

1
Trade fair participation

50
Workshops delivered

of which 10 international workshops in Belgium, Hungary, Spain, Czechia, France, Croatia, Finland, Romania, Slovakia and Greece.





CondoReno results are designed for scalability and replication, through:

- Stakeholder mapping for IHRS for condominiums: Explore the international, Flemish and Dutch reports identifying key stakeholders.
- Open-access tools and training materials
- Links with EU initiatives (e.g. EU Peers, BE-REEL, SHIFFT)
- Integration into local and national renovation strategies

CONDORENO



4

Main lessons learnt

Top 5 lessons from CondoReno

Renovation is primarily a decision-making challenge

Condominium renovation is not limited by technical challenges, but by complex collective decision-making processes, which can take 6–8 years without and even with structured support.

Process coaching is essential

Technical and financial tools alone are not sufficient. Dedicated process coaches are needed to guide co-owners, build consensus, and manage the social dynamics of decision-making.

Tools are necessary but not yet standardised

Digital platforms, financial tools, and renovation roadmaps significantly improve planning and coordination, but lack of harmonisation limits scalability across regions and actors.

Financial clarity drives action

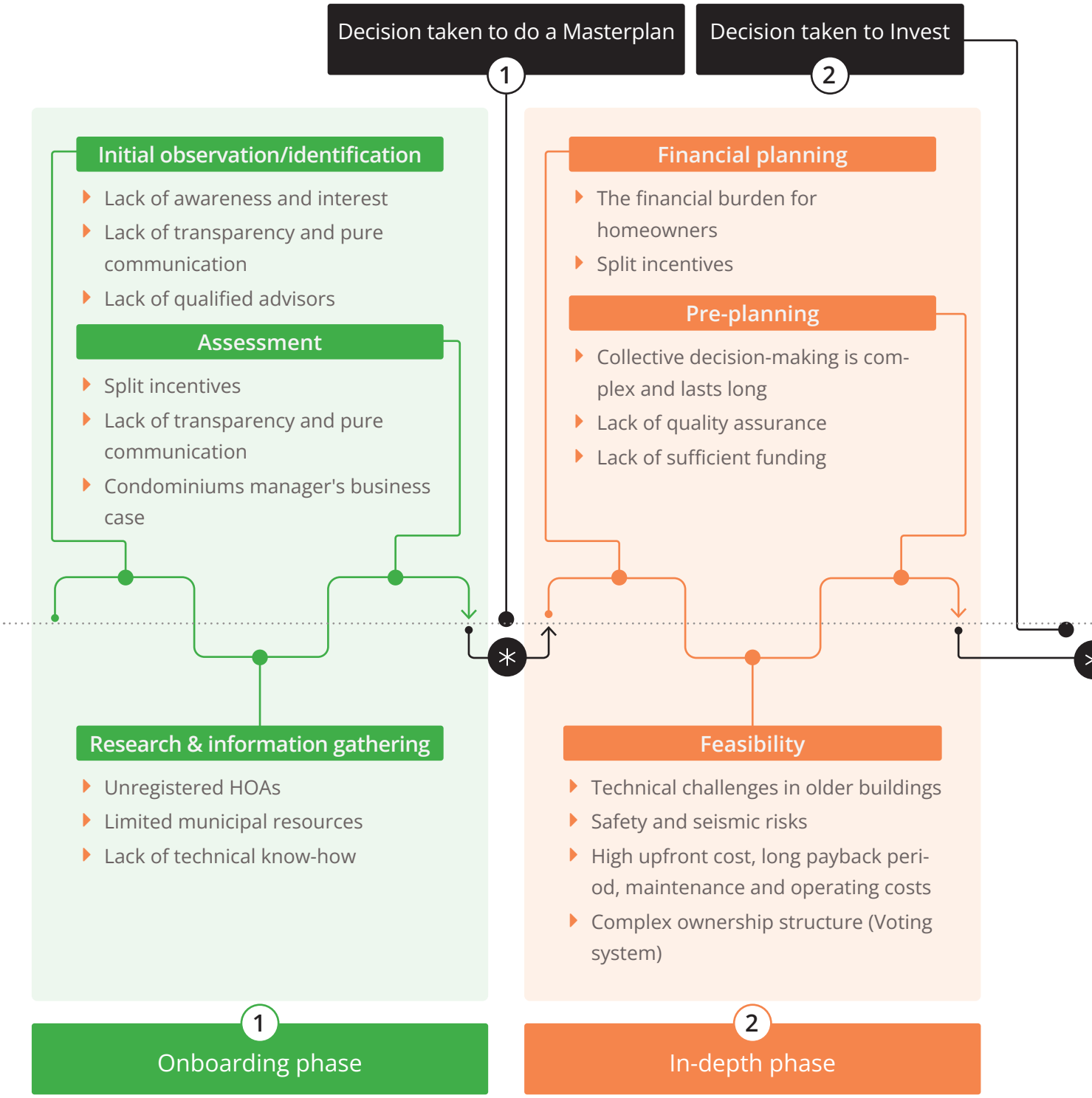
Co-owners are primarily concerned with monthly affordability, not upfront investment costs. Translating renovation into clear financial scenarios (total cost of ownership) is key to unlocking decisions.

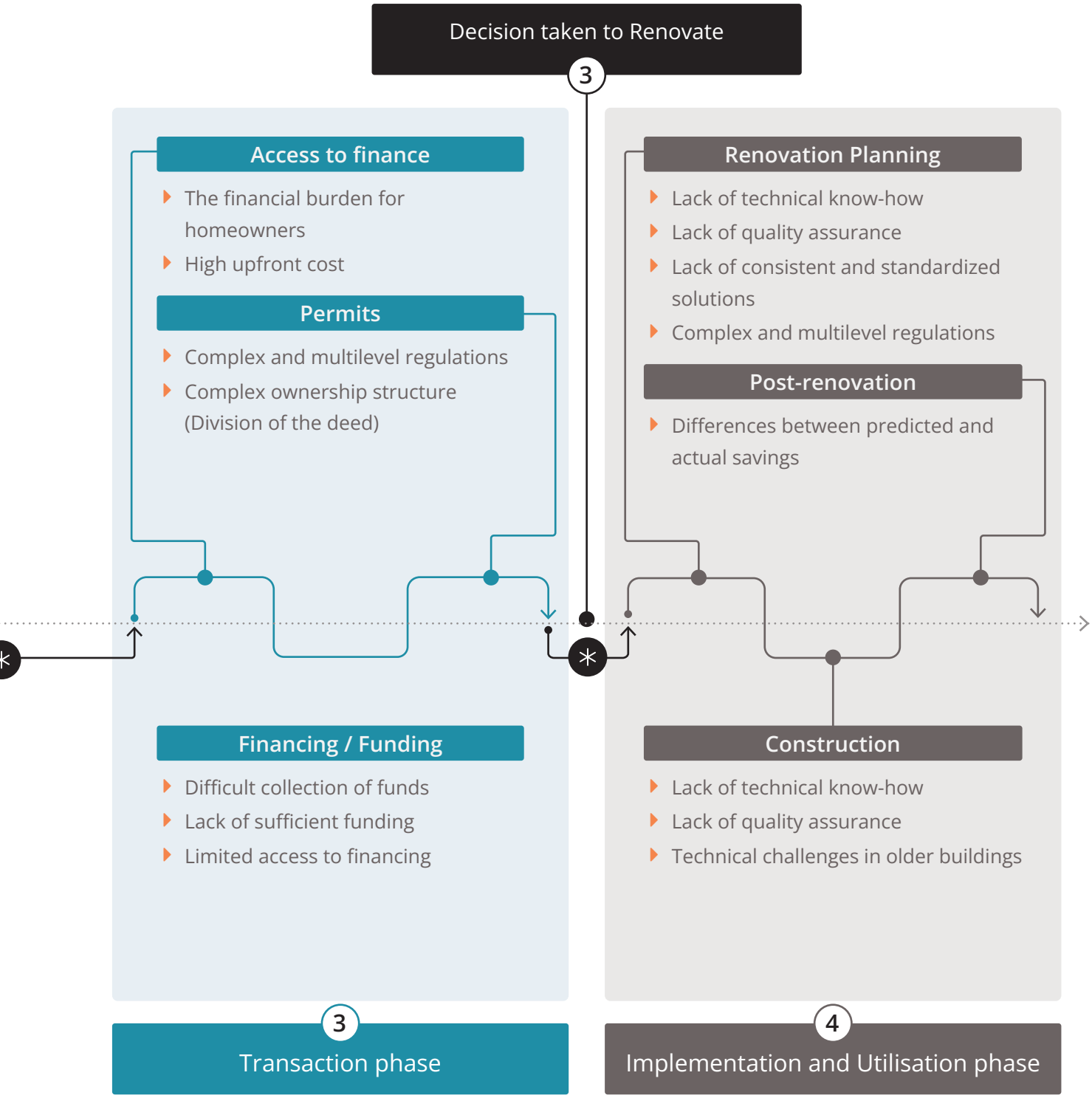
Strong ecosystems are required to scale

Successful renovation processes depend on coordinated collaboration between public authorities, market actors, and intermediaries, supported by clear governance structures and long-term support mechanisms.

Renovation journey for HOAs

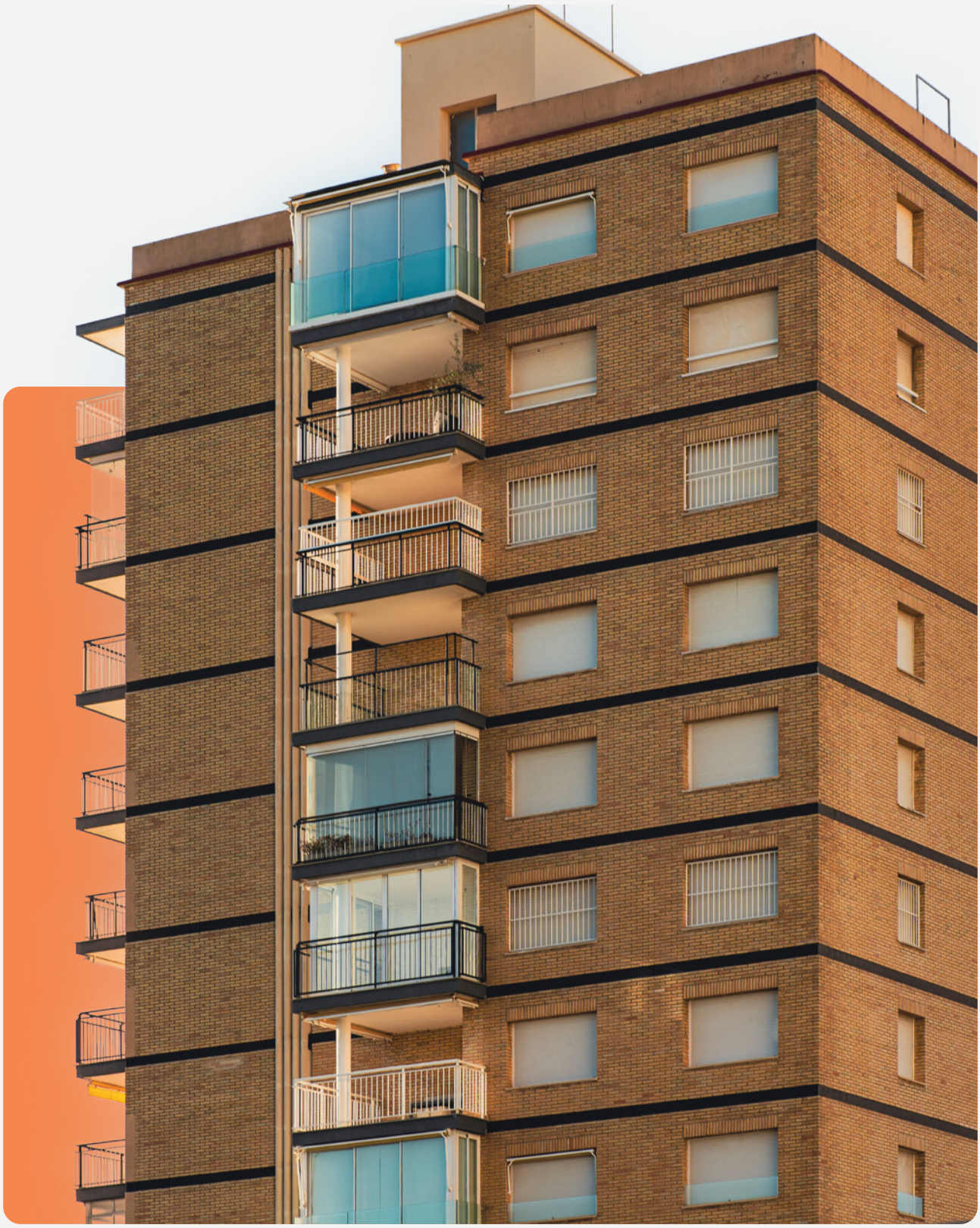
MILESTONE PHASE STEP





Elgendy, R, Mlecnik, E., Visscher, H., & Qian, Q. (2024). Integrated home renovation services as a means to boost energy renovations for homeowner associations: *A comparative analysis of service providers' business models. Energy and Buildings, 320, Article 114589. https://doi.org/10.1016/j.enbuild.2024.114589*

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5

Recommendations for the future

Strengthen Integrated Home Renovation Services as a core renovation infrastructure.

Integrated Home Renovation Services (IHRS) including services for co-owners' associations should be recognised and supported as a fundamental component of the renovation ecosystem, with long-term funding, clear mandates, and sufficient operational capacity to guide condominium associations throughout the entire renovation process, in line with the requirements of the revised Energy Performance of Buildings Directive (EPBD).

Recognise and fund process coaching as an essential service.

Public support schemes should explicitly include and finance process coaching and facilitation, as the project demonstrates that condominium renovation is primarily a collective decision-making challenge that requires dedicated support to build consensus, manage stakeholder dynamics, and guide co-owners through complex choices.

Reform governance frameworks for condominium associations.

Legal and regulatory frameworks governing condominium associations should be adapted to reduce barriers to renovation, including simplifying voting procedures, enabling more flexible decision-making mechanisms, and encouraging the establishment of sufficient reserve funds to support long-term investment planning.

Develop and standardise integrated renovation tools.

There is a need to harmonise and standardise digital platforms, financial calculation tools, and renovation roadmaps across regions and actors, in order to improve interoperability, reduce fragmentation, and enable the large-scale replication of Integrated Home Renovation Services.

Enable accessible and inclusive financing mechanisms.

Policy frameworks should support the development of innovative financing solutions that encompass an integrated, long-term approach to renovation aimed at reducing energy costs, including long-term, low-interest loans for condominium associations, guarantee funds and housing-cost-neutral approaches, to reduce financial risks, improve affordability, and ensure that renovation is accessible to a wide range of co-owners, including vulnerable households.

Strengthen public–private collaboration for implementation.

The scaling of IHRS requires structured and long-term collaboration between public authorities, financial institutions, market actors, and intermediaries, ensuring coordinated service delivery, aligned incentives, and effective implementation of renovation projects at scale.

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6

Extra Information

6.1

List of the main publications

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Jimenez, A., Signoretto, G. (2025). *Lessons from Flanders and the Netherlands to boost one-stop-shops for condominium renovation in the EU.* BUILD UP Publication: https://build-up.ec.europa.eu/en/resources-and-tools/publications/lessons-flanders-and-netherlands-boost-one-stop-shops-condominium

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CondoReno team wants to meet you.

We are looking forward for further collaborations and synergies for Creating Integrated Home Renovation services for Condominium Associations and exchange experiences. Contact us by e-mail through our Coordinator. Your expertise is crucial for our mission, therefore we can always welcome more members for one of our Advisory Boards.

For our upcoming results, activities, events and workshops stay tuned via our website and by following us in social media us and signing up for our for our Newsletters!

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