



Guide on organizing trainings as a part of knowledge management about OSS

Association of Municipalities of Matopolska Region, Poland

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About RenoWave



The project “One-Stop-Shop extended model to increase the multi-apartment building stock renovation in the BSR” (RenoWave) establishes cooperation among homeowners, construction companies, energy agencies, and public authorities to initiate more energy-efficiency renovations in multi-apartment buildings. The main result of the RenoWave project will be a One-Stop-Shop (OSS) model that includes traditional and additional OSS services that cover all the steps necessary to initiate and implement energy-efficiency renovation projects

in multi-apartment buildings. The RenoWave project is implemented under the Interreg Baltic Sea Region Program 2021-2027 with the support of the European Regional Development Fund. Implementation time of the RenoWave project is January 2023 to December 2025.

Project partners

1. County Board of Dalarna (Sweden)
2. City of Lappeenranta (Finland)
3. Vidzeme Planning Region (Latvia)
4. Association of Communes and Cities of Małopolska Region (Poland)
5. Magistrat of the City Bremerhaven (Germany)
6. Baltic Environmental Forum Latvia (Latvia)
7. Housing Initiative for Eastern Europe (Germany)
8. Let's renovate the city NGO (Lithuania)
9. Polish Foundation for Energy Efficiency (Poland)
10. North Sweden Energy Agency (Sweden)
11. Development Centre of Võru County (Estonia)

Summary

The guide contains advice and tips on how to manage knowledge on OSS by organizing dedicated trainings for OSS stakeholders interested in energy efficiency management in multi apartment buildings. In this guide OSS will find tips on how to do trainings about what is energy efficiency and how OSS can contribute to that.

The project RenoWave establishes cooperation among homeowners, construction companies, energy agencies, and public authorities to initiate more energy-efficiency renovations in multi-apartment buildings.



www.interreg-baltic.eu/project/RenoWave



Background

Knowledge management plays a crucial role in the successful implementation of the One-Stop-Shop (OSS) concept for energy efficiency and retrofitting projects. As a centralized approach designed to streamline complex processes, the OSS framework requires stakeholders to possess a clear understanding of its principles, benefits, and applications. Organizing targeted trainings as part of knowledge management ensures that key players—such as municipalities, property managers, entrepreneurs, and residents—are equipped with the skills and information necessary to drive energy-efficient solutions.

This guide is dedicated to OSS and it outlines practical steps for organizing effective training sessions tailored to the needs of diverse audiences. The RenoWave project has developed this guide to support One-Stop-Shops in their mission to streamline energy efficiency projects by equipping key stakeholders with the knowledge and skills needed to navigate its framework. Training equips stakeholders with the tools and insights necessary to effectively contribute to and benefit from the One-Stop-Shop framework. By fostering understanding and collaboration, these trainings ensure successful adoption and execution of energy retrofitting projects, benefiting communities and the environment alike.

The development of the guide

This guide has been produced in transnational cooperation among partners in the RenoWave project, in lead of Association of Municipalities of Małopolska Region from Poland.



Trainings for municipalities

Municipalities play a crucial role in driving the adoption of energy-efficient measures within their communities. Training on energy efficiency concept equips municipal staff with the knowledge and tools to simplify energy retrofitting processes, improve stakeholder collaboration, and provide seamless support to property owners. The trainings for municipalities should also include modules dedicated to understanding what OSS is and how to collaborate within its framework to increase the effectiveness energy efficiency in their area. By understanding the OSS framework, municipalities can foster sustainable practices, streamline project implementation, and contribute to achieving local and national energy efficiency goals.

Key Themes

- **Introduction of EE concept:** Understanding what energy efficiency is, its purpose and role of municipalities in managing EE.
- **Regulatory Framework for EE:** Navigating laws, policies, and compliance requirements.
- **Energy Retrofitting Process:** Steps involved, from assessment to implementation.
- **Stakeholder Engagement:** Strategies for effective collaboration among property owners, contractors, and financial institutions.
- **EE Financing Models:** Exploring funding opportunities, incentives, and cost-sharing approaches.
- **Introduction to the OSS Concept:** Understanding its purpose, benefits, and role in energy efficiency management.
- **Best Practices and Case Studies:** Real-world examples of successful OSS implementations.

Training Organization

- **Form:** Conduct a mix of in-person workshops and virtual webinars to accommodate diverse participant needs and schedules.
- **Length:** Trainings should take about 1-1,5h. With this timing you can be sure you will keep your audience present and active. It is better to organize more short trainings than few long, especially if you choose virtual or hybrid mode.
- **Reaching the Target Group:** Engage municipal departments, local government associations, and community leaders through email campaigns, newsletters, and social media outreach.
- **Methods:** Use interactive presentations, group discussions, role-playing scenarios, and case study analyses to ensure practical learning.
- **Profile of Trainers:** Trainers should include energy efficiency experts, OSS practitioners, financial consultants, and policymakers with hands-on experience in municipal-level energy management.



Tips to Maximize Outreach

- **Leverage Existing Networks:** Partner with regional energy agencies, municipal associations, and non-governmental organizations.
- **Tailored Messaging:** Highlight the specific benefits of OSS for municipalities, such as cost savings, regulatory compliance, and environmental impact.
- **Allow to share experience:** Allow participants to share their experiences, ask questions and discuss. In this way you will ensure their active participation and engage them more in the topic.
- **Follow-Up:** Share training materials, summaries, and access to expert consultations post-training to maintain engagement and application of knowledge.
- **Use Testimonials (1):** Showcase feedback from past participants to build credibility and attract more attendees.
- **Use Testimonials (2):** Share data on energy savings, ROI, or other measurable benefits from retrofitting projects as motivational content.

By implementing these steps, municipalities can enhance their capacity to promote energy efficiency through the One-Stop-Shop concept, driving sustainable development within their communities.

Good practice. Trainings for municipalities on EE in Małopolska Region

Association of Municipalities of Małopolska Region organized a set of open webinars for municipalities on EE management. During 4 webinars (each lasting about 1 hour) the following topics were explored:

One Stop Shop – find out how to support thermal modernization

One Stop Shop - modern requirements related to thermal modernization

One Stop Shop – comprehensive services in one place

Can the One Stop Shop idea support comprehensive thermal modernization?

Each webinar was recorded, and the recordings were afterwards shared with the participants so they could come back to their content.



Trainings for HOMABs' building managers

Multifamily building managers are central to the successful implementation of energy-efficient measures in their properties. They are main and first contact for residents so they should be experts in energy efficiency. OSS should provide them with knowledge on EE which will help them to streamline retrofitting processes, reduce operational costs, and improve tenant satisfaction. Also, they should gain knowledge on how OSS can support them within this process. By understanding the OSS approach, building managers can effectively coordinate with stakeholders, secure financing, and implement sustainable energy solutions that benefit both owners and residents.

Key Themes

- **Introduction to the Energy Efficiency Concept:** Understanding what energy efficiency is, its purpose and benefits for residents.
- **Compliance and Regulations:** Understanding relevant laws, standards, and certifications.
- **Energy Efficiency Opportunities:** Identifying energy-saving measures specific to multifamily buildings.
- **Introduction to the OSS Concept:** Understanding its purpose, benefits, and how it simplifies energy retrofitting. Also understanding how OSS can support HOMABs managers in managing energy efficiency in building management process in terms of EE.
- **Funding and Incentives:** Exploring financing models, grants, and subsidies available for retrofitting projects.
- **Case Studies and Best Practices:** Learning from successful OSS applications in similar buildings.
- **Collaboration with Stakeholders:** Engaging tenants, apartment owners, contractors, and service providers for successful implementation.

Training Organization

- **Form:** Organize interactive workshops, on-site demonstrations, and virtual training sessions to cater to varying schedules and preferences.
- **Reaching the Target Group:** Use property management associations, email campaigns, social media platforms, and tenant newsletters to connect with building managers.
- **Methods:** Incorporate hands-on exercises, scenario planning, group discussions, and practical walkthroughs of OSS implementation.
- **Profile of Trainers:** Trainers should include OSS practitioners, building energy consultants, financial advisors, and regulatory experts with experience in multifamily housing.



Tips to Maximize Outreach

- **Utilize Property Management Networks:** Partner with real estate associations and building management firms to promote training opportunities.
- **Emphasize Practical Benefits:** Highlight the tangible benefits for building managers, such as reduced costs, improved building performance, and tenant retention.
- **Offer Flexible Training Options:** Provide both in-person and virtual sessions to accommodate busy schedules.
- **Provide Takeaways:** Share actionable tools, templates, and guides to support implementation after training.
- **Leverage Success Stories:** Use testimonials and case studies from peers to build interest and credibility.

By following these guidelines, multifamily building managers can gain the expertise both in energy efficiency management and on how an OSS can help them in the process.

Good practice. Trainings for HOMABs managers organized by The Vidzeme Planning Region

The Vidzeme Planning Region and Vidzemes EnergoGids (OSS) organized three training seminars this February, focusing on improving energy efficiency and the management of multi-apartment buildings. The training sessions took place on three separate days – February 14, 21, and 28 – and were attended by approximately 60 participants, including building managers, apartment owners, and municipal specialists.

Main Themes and Benefits of the Training Cycle

- The topics covered during first training included municipal support programs for energy efficiency improvements and area development, as well as other funding solutions. Participants acknowledged that practical examples are the most valuable, as they offer insights not only into theoretical aspects but also the real challenges of building renovation.
- The second training day focused on assessing the technical condition of multi-apartment buildings and preparing high-quality energy audits. Participants shared experiences regarding the maintenance of their buildings and discussed residents' involvement in renovation processes.
- The final seminar was dedicated to effective communication with residents and transparent decision-making in building management. Participants learned about the best strategies for explaining the necessity of energy efficiency measures to residents and encouraging their participation in decision-making.



Trainings for residents, apartment owners, HOMABs board chairmen and board members

HOMABs board chairmen and board members, residents and apartment owners play a pivotal role in adopting energy-efficient measures within their buildings. One-Stop-Shop (OSS) can empower them with the knowledge to make informed decisions about retrofitting, financing, and energy management. By understanding the energy efficiency, apartment owners can reduce energy costs, enhance property value, and contribute to environmental sustainability while benefiting from simplified and coordinated retrofitting processes. And by understanding how OSS can support them in this process they can be more eager to engage in energy efficiency projects in their buildings.

Key Themes

- **Introduction to the Energy Efficiency Concept:** Understanding what energy efficiency is, its purpose and benefits for residents.
- **Energy Efficiency Benefits:** Cost savings, improved living conditions, and environmental impact.
- **Steps in the Retrofitting Process:** From assessment to implementation.
- **Funding Options:** Grants, incentives, and financing opportunities available to residents.
- **Introduction to the OSS Concept:** Purpose, benefits, and how it can help to facilitates energy retrofits.
- **Engaging with Service Providers:** How to collaborate with contractors and OSS facilitators.
- **Success Stories:** Examples of how other residents/apartment owners benefited from OSS initiatives.

Training Organization

- **Form:** Use a mix of in-person community meetings, virtual webinars, and informational workshops to ensure accessibility for all participants.
- **Reaching the Target Group:** Leverage homeowners' associations, apartment owner networks, and community bulletin boards to spread awareness. Use social media and email campaigns for wider outreach.
- **Methods:** Employ engaging and practical methods such as Q&A sessions, real-life examples, and visual presentations to ensure clarity and retention.
- **Profile of Trainers:** Trainers should include OSS coordinators, energy consultants, and financial advisors with experience in working with residential communities.

Tips to Maximize Outreach



- **Utilize Community Networks:** Partner with neighborhood associations and local government offices to reach apartment owners effectively.
- **Highlight Personal Benefits:** Emphasize cost savings, improved comfort, and increased property value as key motivators.
- **Offer Flexible Scheduling:** Provide sessions at different times (evenings or weekends) to accommodate busy schedules.
- **Provide Takeaway Materials:** Distribute brochures, guides, and checklists for participants to reference post-training.
- **Showcase Testimonials:** Use stories and feedback from other residents who successfully adopted OSS practices to build trust and interest.
- **Introduce game-based learning** (e.g., quizzes or simulation games) to make training sessions more interactive and engaging

By equipping residents and apartment owners with practical knowledge and tools, these trainings can help drive the adoption of the One-Stop-Shop concept, resulting in more energy-efficient and sustainable communities.

Good practice. Trainings for residents & apartment owners organized by North Sweden Energy Agency

North Sweden Energy Agency has organized training sessions on energy efficiency for HOMAB board members. The training sessions take place twice per semester and are arranged as physical meetings. The meetings last approximately 2 hours and are held at the participating HOMABs, who take turns hosting. Each session begins with mingling and refreshments, followed by the host presenting information about their properties. After that, presentations on selected topics are conducted by external experts invited to the meetings. These topics may include common energy efficiency measures in apartment buildings, how to prepare a multi-family property for solar panels and electric vehicle charging, or efficient heat usage. The participating HOMABs typically ask questions and share their knowledge and experiences. Between 14 and 31 people have attended the meetings.

Good practice. Collaboration forum of Lappeenranta

In Lappeenranta the collaboration forum was established at the beginning of 2021 by regional energy advisory services of Lappeenranta City with support of Motiva (Sustainable development company in Finland) and Energiavirasto (Finnish Energy Authority). During 2021-2024 regular forum training events (total number of 30 events and about 400 participants) have promoted and increased energy efficient way of living for the forum members, who mainly consist of representatives of the HOMAB board chairmen and board members.

The training events of collaboration forum brings together the stakeholders in the same city/region/neighborhood with similar renovation needs. Forum serves as a nexus for housing associations and experts to promote EE measures, share good experiences and enhance expertise. Collaboration forum of Lappeenranta has also been approved as a good practice to [Interreg Europe platform](#).



Trainings for service providers

Energy service providers are key enablers of the One-Stop-Shop (OSS) concept, as they deliver the technical expertise, products, and services required for energy retrofitting projects. Training equips these professionals with the skills to navigate the OSS framework, improve service delivery, and build strong partnerships with municipalities, property managers, and residents. By understanding the OSS approach, energy service providers can expand their business opportunities, streamline processes, and enhance customer satisfaction.

Key Themes

- **Introduction to the OSS Concept:** Overview of its purpose, structure, and benefits for energy service providers.
- **Understanding Client Needs:** How to tailor services for municipalities, property owners, and building managers.
- **Energy Retrofitting Best Practices:** Technical insights, tools, and methodologies.
- **Business Models and Financing:** Exploring cost-sharing, incentive programs, and partnership opportunities within the OSS framework.
- **Compliance and Certification:** Ensuring adherence to regulations and standards.
- **Market Trends and Innovation:** Staying updated on emerging technologies and sustainability practices.

Training Organization

- **Form:** Offer intensive workshops, industry-focused webinars, and practical on-site demonstrations.
- **Reaching the Target Group:** Use industry associations, trade organizations, and professional networks to promote the training sessions. Leverage online platforms and direct outreach via newsletters and emails.
- **Methods:** Focus on hands-on learning, case study analysis, and interactive discussions. Include breakout sessions for networking and peer collaboration.
- **Profile of Trainers:** Trainers should include experienced OSS practitioners, energy efficiency experts, business consultants, and legal advisors familiar with energy sector regulations.



Tips to Maximize Outreach

- **Partner with Industry Leaders:** Collaborate with energy associations and technology providers to attract participants and enhance credibility.
- **Emphasize Business Growth:** Highlight how OSS training can unlock new revenue streams and expand market reach.
- **Offer Certification:** Provide certificates of completion to participants as a value-add for their professional development.
- **Utilize Digital Platforms:** Advertise through LinkedIn, industry forums, and energy-related blogs to reach a wider audience.
- **Share Success Metrics:** Use statistics, testimonials, and case studies to showcase the tangible benefits of adopting the OSS approach.

By providing targeted training for entrepreneurs and energy service providers, these sessions can strengthen the ecosystem needed to implement the One-Stop-Shop concept successfully, fostering sustainable energy solutions and business growth.

Good practice. Trainings for service providers organized by Võru

A two-day training session on the renovation process was organized in Võru that brought together homeowners and service providers from across the construction and housing sectors. The training offered a hands-on and practical approach to managing energy efficiency projects in apartment buildings, while allowing for interesting discussions between service providers and other stakeholders. The participants included technical consultants, project managers, and construction specialists who are actively involved in advising and supporting apartment associations in renovation processes.

Through expert-led sessions, participants deepened their understanding of the legal and technical requirements related to KredEx reconstruction grants, learned how to prepare strong application packages, and gained confidence in navigating e-support systems and procurement procedures. Special attention was given to documenting construction works in line with national regulations and ensuring the quality of final documentation—a crucial step in successful grant applications.

A highlight of the training was the focus on energy efficiency as a guiding principle in renovation projects. By equipping service providers with up-to-date tools, processes, and know-how, the training helped strengthen their role as key enablers of increasing the pace of renovations. Participants left with new insights, practical skills, and stronger networks to support apartment associations in delivering high-quality, future-proof renovations.

