

OVERVIEW

The MultiHome Integrated Home Renovation Service (IHRS) is a project run by the Energy Agency of Plovdiv (EAP) funded by the LIFE CET program. The project started in November 2023, aiming to provide holistic energy services and consultations across the entire renovation journey. The IHRS operates as a cooperation model, bringing together citizens, public authorities, renovation businesses, and financial institutions. MultiHome targets single- and multifamily buildings, energy-poor households, vulnerable customers, and emerging energy communities in 18 municipalities across the Plovdiv region. The service is unique in its collaboration between local authorities that provide general renovation information and advice, a specialised office for technical consultations and project preparation, and a network of trusted providers that deliver high-quality renovation works. MultiHome's approach relies on a balanced cooperation, with well-defined responsibilities of all market actors to successfully deliver the renovation process.



Regional

**TERRITORIAL
COVERAGE**



**YEARS OF
ACTIVITY**



**Single- and
multifamily
buildings**

**TYPES OF
BUILDINGS
TARGETED**

SERVICES

- **Administrative and Legal Support:** Guidance on navigating the administrative and legal aspects of home renovation.
- **Technical Consultations:** Support during preparatory, implementation, and quality assurance stages, including energy consultation, energy diagnostics, energy audits, and advice on complementary actions such as refurbishing heating systems and RES deployment.
- **Social Consultations:** Assistance for energy poor and vulnerable households to join and benefit the renovation wave.
- **Financial Engineering & Mediation:** Help with financial planning, securing funds, and mediation between homeowners, renovation service providers, and financial institutions.

EXPECTED OUTCOMES OF MULTIHOME

MultiHome aims to support over 40 multifamily buildings by 2026. These buildings are going to be renovated under the National Renovation programme and other 111 buildings that are on the reserve list in Plovdiv Region will be supported. In addition, on rolling base, MultiHome will support single- and multifamily buildings willing to invest private finance in their renovation.

FINANCING THE IHRS

The MultiHome IHRS is currently financed through the LIFE Programme. The ultimate goal is to become a self-sustaining service that does not rely on public financing. It aims to establish a business case in which the revenue is generated through a combination of service fees and partnerships with renovation businesses and financial institutions, ensuring long-term sustainability.

CUSTOMER JOURNEY

- 1. Initial Contact:** Homeowners visit local info points where they receive general renovation information and advice from municipal experts.
- 2. Referral to Technical Office:** Motivated homeowners are referred to the regional Technical Office hosted by the Energy Agency of Plovdiv.
- 3. Technical Consultation and Diagnosis:** The Technical Office provides energy consultation, diagnostics, and auditing services, which lead to the development of technical documents needed for renovation.
- 4. Connection with Service Providers:** The Technical Office may recommend trusted suppliers in the renovation sector and financial institutions, and facilitate communication between homeowners and these providers.
- 5. Final Steps:** Homeowners contract trusted suppliers to carry out the renovation actions.

THE SUCCESS OF MULTIHOME

The success of MultiHome lies in its collaborative approach, strong local partnerships, and customer-focused services. By establishing a cooperation model that brings together citizens, local authorities, renovation businesses, and financial institutions, MultiHome has created an integrated home renovation service that effectively addresses the specific needs of homeowners in the Plovdiv region. The emphasis on tailored consultations, quality assurance, and trusted supplier networks has built a foundation of trust and reliability, which is crucial for encouraging widespread participation in home renovation projects. Additionally, the active engagement of citizens and the strategic use of local expertise have ensured that MultiHome remains responsive to market demands, leading to its ongoing success and positive impact in the region.



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