



**MINISTÈRE
DE LA TRANSITION
ÉNERGÉTIQUE**

*Liberté
Égalité
Fraternité*



Le service public pour mieux
rénover mon habitat

One-stop shops in France dedicated to energy savings

1/ One-stop shops in France dedicated to energy savings : principles and organisation



Legal obligation

The implementation of one-stop shops is a legal obligation

- Energy code, articles L.232-1 to L.232-3
- National texts and decrees



Principles

A service available to all and free of charges

- Objectif to help customers to implement renovation projects regardless of income conditions
- Totally free for customers, without limitation of usage

A service under the name « **France Rénov'** »

A tool to reach our energy renovation objectives



Organisation

More than 550 one stop-shops located throughout the country

A one-stop shops varies in size and activities :

- Local communities make the decision to implement a one-stop shops adapted to its needs
- More the 2,300 France Rénov' advisors

7 May, 2020

Official launch of the public service



One-stop-shops

1st January, 2022

Renaming of the service to « France Rénov' »



1^{er} January, 2024

Introduction of a service for personal assistance



Organisation of France Rénov'



Management

- Managed by the National Housing Agency (Anah)
- Financed by Energy Savings Certificates (CEE – White certificate scheme) up to € 200M for 4 years (2020-2024)

Main body

- More than 550 one-stop shops located throughout the country
- More than 2,300 France Rénov' advisors

The front door

- A unique telephone number : 06 19 06 54 02
- A unique website: france-renov.gouv.fr

2/ Focus on main services for customers

4 types of services provided



Quick information

- General information on energy renovation
- Which types of renovation?
- Financial support



Advice

- One-hour appointments/advice for every renovation projects
- Tailor-made advice and orientation towards the right advisors
- Financial support related to the project



Personal assistance

- Trusted third party Household
- Approval required
- Support throughout the work project



Financial support

- Grant for a deep renovation project up to €63,000
- Financial support for individual renovation actions
- Financial support for individual and collective housing



1

I get general information



I use the website **france-renov.gouv.fr**, I call the **unique number**, or I go to the closest one-stop shop



I receive **information regarding energy renovation projects**, financial support available, a list of local artisans and all necessary practical information



Depending on my needs, I am **oriented** towards a service of personal advice or assistance



2

I receive personal advice



A **one hour appointment with a** France Rénov' advisor to answer to all my questions



Definition of my energy renovation project specifically adapted to my needs and identification of the relevant financial schemes (public and private assistance)



The France Rénov' advisor explains how the dedicated platform works (ex : identification on how to mobilize financial support)



The service user receives a **report** summarizing its renovation project, the state of its building and the financial support available

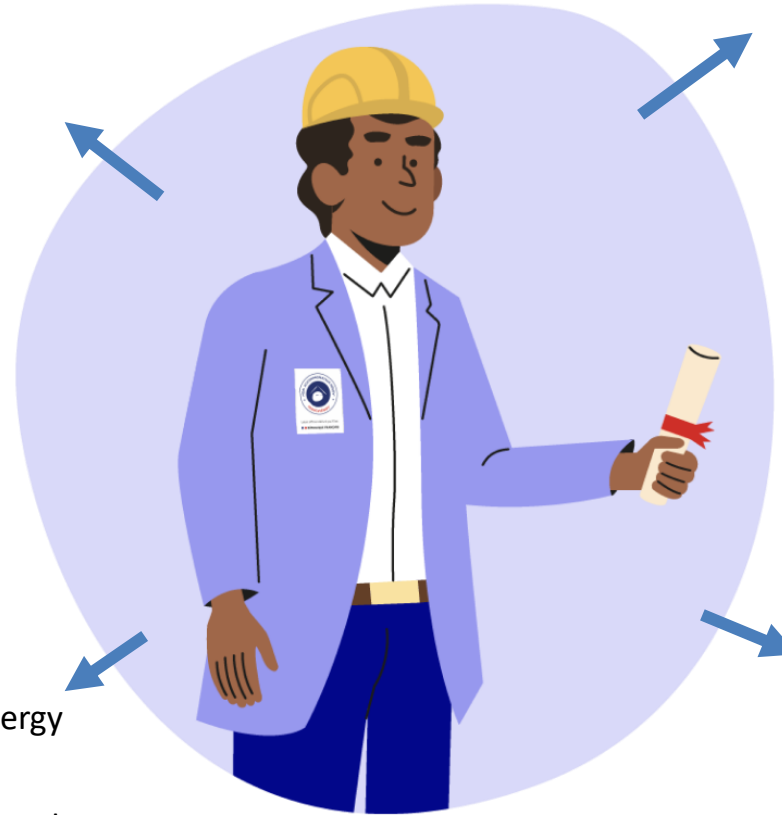
I get assistance by « Mon Accompagnateur Rénov' »

TECHNICAL

- Visit and inventory of building
- Help with defining my renovation project (possible scenarios and their energy impact)
- Advice on company selection, assistance to analyse the quotations
- Assistance for monitoring the work site
- Advice for the reception of project, guarantees available
- After the project : information on good practices and eco-friendly gestures

SOCIAL

- Specific support to households in energy poverty situations
- Guidance towards specific financial support for unhealthy housing or lack of autonomy



FINANCIAL

- Advice and development of a financing plan : available financial support, remaining amount to be paid or additional assistance

ADMINISTRATIVE

- Support in putting together administrative documents, particularly to respond to digital difficulties
- Information on the procedures
- Possibility to represent the client and to fill out administrative documents



4

I receive the grant « MaPrimeRénov' » 



Grant for deep renovation projects up to €63,000, depending on the household income level



Grant to install a renewable heating system or a small work package (insulation, heating change, ventilation, etc.)



Support from Mon Accompagnateur Rénov' mandatory to receive financial support for global renovation projects

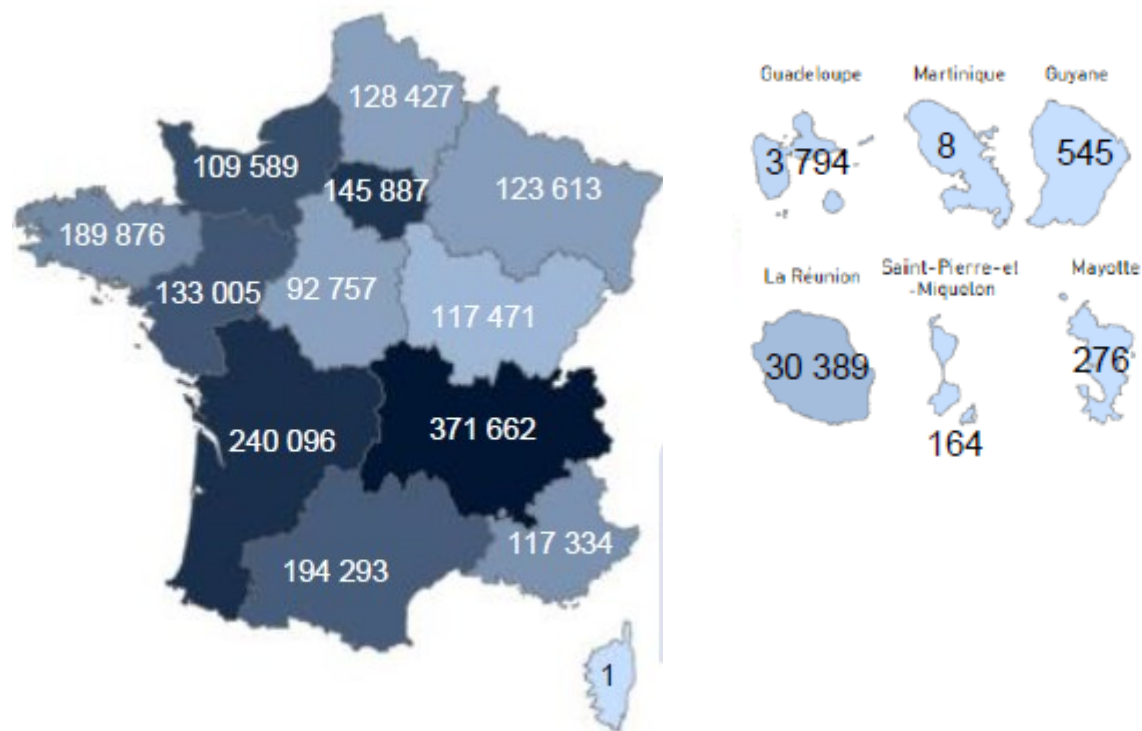
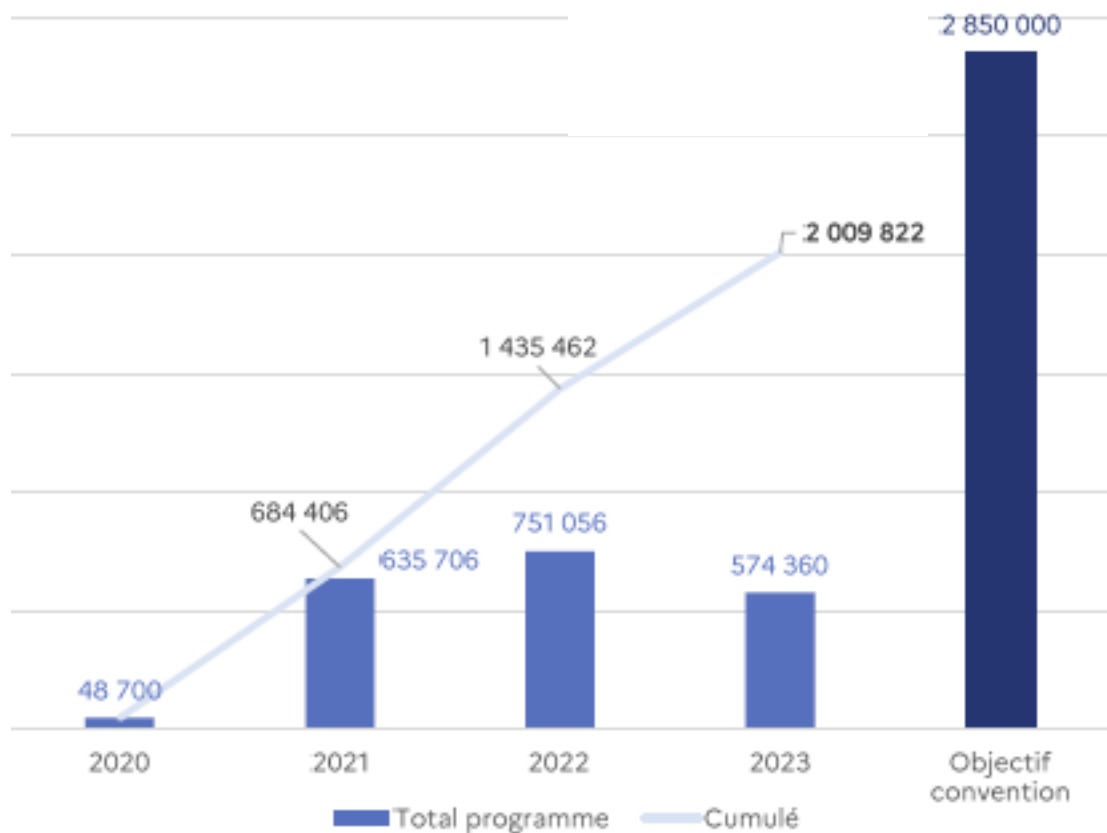


Two specific websites (maprimerenov.gouv.fr or monprojet.anah.gouv.fr) designed to submit the grant request

Key figures | France Renov'

Nearly 2M actions carried out in 3 years (from 2020 to 2023)

Evolution of acts (quick information, advice, personal assistance) since 2020



Transformation of France Rénov' in 2025

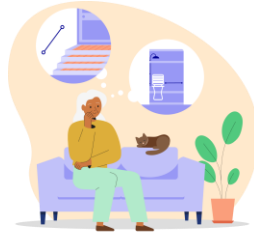


Energy renovation

1

New service to better identify households living in energy poverty situations

- Ambitious objectives in terms of delivering MaPrimeRénov' grant (200 000 deep renovation projects in 2024, and up to 900 000 in 2030)



Housing adaptation

2

Expansion of the service to help to cope with aging and disability situations

- Orientation of customers towards MaPrimeAdapt' scheme
- Up to €15,400 financial support for very modest households



Fight against substandard housing

3

Extension of the service to fight against low-quality housing

- Orientation of customers towards MaPrime Logement Decent
- Up to €63,000 for very modest households

