

# D.2.5.5 Report on final Advisory Hub structure



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## A. Introduction

The central Europe region faces a very uneven energy transition due to unbalanced economic development, distribution of technology and finance flows. Buildings, both public and private, account for 43% of the final energy consumption in EU and have been singled out in the European Green Deal as key drivers of energy transition. Nevertheless, CE countries are confronted with low building renovation rates, lack of internal capacities of the building stock managers, difficulties in gathering data on the building performance. Energy efficiency investments must more than double to achieve the EU's new climate and energy targets, and this is increasingly urgent to deliver anticipated progress by 2030.

The purpose of this deliverable is to document the final form of the Advisory Hubs implemented in each of the 5 MESTRI-CE pilot countries to support and assist project and policy developers and financial institutions in adopting the technical and financial tools and methodologies developed during the MESTRI-CE project. In addition to detailing the implementation of the Advisory Hubs, this deliverable also presents the sustainability plans developed by each pilot partner to ensure the long-term viability and continued operation of the Advisory Hubs beyond the project's duration.



## B. Report summary

This deliverable presents a comprehensive overview of how the MESTRI-CE Advisory Hubs have been implemented across the pilot countries participating in the MESTRI-CE project. Based on the overall concept for the development of the Advisory Hub already reported in “D.2.5.2 *Advisory Hub for project and policy developers*”, each project partner has tailored the Advisory Hub to reflect the specific characteristics and needs of their respective territories, ensuring contextual relevance and operational effectiveness.

In each pilot countries project partners are fully responsible for the coordination and management of the Hub. This includes overseeing a multifaceted network of collaborating institutions and service providers, which typically comprises energy agencies and energy consultants, financial institutions, legal experts, policymakers and academic partners. These networks are strategically designed to offer holistic support to stakeholders engaging with the Advisory Hub. Moreover, they play a key role in strengthening existing cooperation at both national and regional levels, thereby enhancing the integration of the Advisory Hubs within broader policy and institutional frameworks.

Advisory Hubs established within the MESTRI-CE project are designed as both virtual and physical support centres, ensuring broad accessibility and responsiveness to stakeholder needs. To enhance user engagement and streamline service delivery, an online platform serves as the primary entry point. This digital interface provides access to key resources and enables users to schedule in-person consultations with internal experts or external collaborators, thereby enhancing the effectiveness and reach of the services offered.

Project partners unanimously recognise the importance of offering a comprehensive suite of services through the Advisory Hubs tailored to different types of stakeholders, including public and private building owners and managers, building experts, SMEs, citizens involved in energy community initiatives, regional and local public authorities, financial professionals, energy agencies and research organisations.

The services provided encompass technical and financial assistance, which not only support the adoption and application of the tools and methodologies developed within the MESTRI-CE project, but also extend beyond it to address broader stakeholder needs. This expanded scope ensures that the Advisory Hubs remain relevant and responsive to evolving challenges in the building sector. In addition, capacity building and stakeholder engagement activities are also an important part of the Advisory Hub offering. The delivery of all these services is supported by the mixed and multidisciplinary networks established by each partner, which ensure that users benefit from a comprehensive and integrated support system.

Importantly, all Advisory Hub services are consistent with the regional and national policy frameworks, with the strategic objective of contributing to and accelerating the achievement of energy and climate targets in the (re)construction of buildings. This alignment reinforces the relevance and impact of the Advisory Hubs within their respective territories and is fundamental to ensuring their sustainability and further development beyond the duration of the MESTRI-CE project.

To support this objective, all pilot partners—acting in their role as Advisory Hub coordinators—have developed a sustainability plan for the respective MESTRI-CE Advisory Hub. This plan is detailed in Annex D of the present deliverable.



## C. National / regional Advisory Hub

### 1. Austria

#### Advisory Hub coordinator

The *Gemeindeservice Plattform* serves as the coordinator of the Advisory Hub. It is responsible for the overall coordination and management of the service, ensuring that all advisory activities and offers for communities and municipalities in Styria are collected, structured, and easily accessible in one place. The platform acts as a central contact point for municipalities seeking guidance and support in areas related to energy efficiency, renovation, financing, and sustainable community development.

#### Network of collaborating institutions

The Advisory Hub brings together a strong network of collaborating institutions and service providers, including:

- Energy community support services, offering consultation and assistance in establishing and managing local energy communities.
- Energy consultation services and pool of certified energy consultants, available for technical advice on sustainable renovation, energy optimization, and achieving higher building standards.
- Energy accounting and data optimization services, providing support for improving the energy performance monitoring of public buildings.
- Smart Data Hub (in development), which will in the future support municipalities in structuring, analysing, and managing building-related data for more efficient renovation planning and implementation.

These partners ensure that municipalities can access both technical and financial expertise from one coordinated platform.

#### Targeted region and stakeholders

The Advisory Hub targets municipalities and regional communities in the area of Styria. Its services are designed primarily for:

- Local and regional authorities
- Municipal administrations and building managers
- Energy officers and planners
- Citizens and local stakeholders engaged in energy communities
- Building experts, developers, and SMEs involved in sustainable construction and renovation projects



The hub thus acts as a bridge between municipalities and technical, financial, and administrative experts, supporting regional climate and energy transition goals.

## Organisational structure

The Advisory Hub is organised as an **online platform** that connects and integrates all relevant services in one digital entry point. Through the website, users can find information, request support, and access advisory tools. Additionally, a **call-back service** is available: users can submit their contact information via the website, and within a few hours, an expert from the Energy Agency of Styria will contact them directly. These employees assess the current status and structure of the hub, update it frequently with current information, organize webinars on different topics. Furthermore, these employees assess the inquiries via telephone or in written and forward it to the appropriate partner institution or expert within the network. This structure ensures efficient coordination, quick response times, and strong synergies with existing regional energy services.

## Services provided

The Advisory Hub offers a comprehensive range of advisory and support services, as described on [www.gemeindeservice-stmk.at](http://www.gemeindeservice-stmk.at), including:

- Technical and financial assistance for municipalities in implementing energy efficiency and renovation projects.
- Guidance on funding and financing options, including innovative green financing models and EU/national funding opportunities.
- Support for sustainable building renovation, including advice on achieving advanced energy and building standards.
- Energy management and accounting, offering tools and expertise to improve energy monitoring and optimize building performance.
- Assistance in developing and managing energy communities, enabling citizen participation and local renewable energy production.
- Capacity building and stakeholder engagement, through training sessions, information materials, and networking activities.

Through the integration of these services, the platform ensures municipalities have a one-stop solution for their energy transition needs.

## Monitoring and long term sustainability

The long-term sustainability of the Advisory Hub is ensured through continuous support from the Government of Styria and its integration into existing governance and service structures. The MESTRI project contributes to expanding the platform's range of services—especially in the areas of financing, building standards, and digitalization through the upcoming Smart Data Hub. Performance and results are monitored through:

- Regular feedback from municipalities and service users
- Continuous updating of services and tools
- Ongoing training and upskilling of advisory staff
- Strong commitment and long-term engagement of collaborating institutions



This framework guarantees the Advisory Hub's lasting operation, steady improvement, and continued contribution to the energy transition of Styrian municipalities.

## Link to the Advisory hub

The general information about the Advisory Hub, how it functions and where to find further information is presented on the EASt-Website as a single point of contact and information source: <https://www.ea-stmk.at/eag/plattform-strategische-sanierungsplanung-fur-gemeinden/>

The detailed representation of the MESTRI Content can be found here:

- <https://www.gemeindeservice-stmk.at/projekt/mestri-ce-smart-data-hub/>
- <https://www.gemeindeservice-stmk.at/projekt/mestri-financial-economic-toolbox/>



## 2. Croatia

### Advisory Hub coordinator

The North-West Croatia Regional Energy and Climate Agency (REGEA) coordinates the Advisory Hub in Croatia, acting as the single contact point for all clients, inquiries, and service requests. As the lead organisation, REGEA ensures the operational management, strategic coordination, and quality control of all advisory and capacity-building activities implemented through the Hub. In addition to its coordinating role, REGEA oversees the monitoring and evaluation of project progress and facilitates communication among partners.

### Network of collaborating institutions

The multi-faceted hub is a physical and virtual centre with a network of cooperators that will assist developers willing or planning to use the Smart Data Hub, sustainable building methodology, evaluation toolbox, or financial advisory services.

REGEA has approached and held several bilateral consultations with external institutions possessing the expertise needed to implement specific aspects of the comprehensive building renovations and the application of different financing models, for which REGEA and the internal team lack adequate capacities. The initial collaboration has been established with the following institutions, which are specialized in the following fields:

- Technical services: Faculty of Mechanical Engineering and Naval Architecture
- Financing services: Zagreb Stock Exchange, Privredna banka Zagreb d.d., Croatian Bank for Reconstruction and Development (HBOR)
- Citizen engagement and investing models: Green Energy Cooperative (ZEZ)
- Dissemination activities: Croatian Green Building Council (CGBC)

### Targeted region and stakeholders

The Advisory Hub primarily operates in the North-West region of Croatia, covering Krapina-Zagorje, Zagreb, and Karlovac Counties, as well as the City of Zagreb. While its main focus is on this pilot area, other regions of Croatia are not excluded from participation. The Hub aims to build upon existing national-level cooperation to support the implementation of energy and climate policies, including the National Energy and Climate Plan (NECP) and the Long-Term Renovation Strategy. Its activities target a diverse group of stakeholders, such as regional and local authorities responsible for public building management, technical experts in engineering and architecture, financial professionals and policymakers. Each group is vital in advancing sustainable public building renovation and energy efficiency initiatives across Croatia and beyond. Effective collaboration and tailored capacity-building efforts will ensure the facility's impact extends beyond its immediate stakeholders, fostering widespread adoption and replicating innovative practices in the building sector.

### Organisational structure

Croatian Advisory Hub is a physical and virtual knowledge and support centre of collaborating institutions managed by REGEA. It is based on two common types of one-stop shop models, taking into account that it will provide different services for different types of stakeholders within the pilot region:



- Coordination model for four founding public authorities (Zagreb County, Krapina-Zagorje County, Karlovac County and the City of Zagreb)
- Facilitation model for private entities and other public authorities

The OSS is structured as an informal network of technical and financial institutions, which could be expanded depending on either party's interest. As a Hub manager, REGEA will be the single point of contact and intermediary between the client and subcontractors, monitoring the overall status and communication between the parties.

## Services provided

The Advisory Hub offers a comprehensive range of services designed to support stakeholders in implementing energy efficiency and sustainable building renovation projects. Its core services include:

- technical assistance, such as writing project tasks, controlling project and technical documentation
- managing projects during construction, including involvement from the initial concept stage to the handover of the building to the end user
- financial assistance including support in identifying, structuring, and applying for appropriate financing instruments and investment models.
- legal and regulatory guidance to ensure alignment with national and EU frameworks
- capacity-building activities, such as workshops, training sessions to strengthen knowledge and skills of local authorities, developers, and other stakeholders.

Moreover, the Hub promotes the use of digital tools like the Smart Data Hub and the SBM evaluation toolbox to enhance project planning and monitoring. All activities are tailored to the specific needs of different stakeholder groups to ensure effective implementation and long-term impact.

## Monitoring and long term sustainability

The Advisory Hub will regularly monitor its work to make sure that activities are effective and useful for all stakeholders. REGEA will coordinate the monitoring process, collect basic information about ongoing projects, and keep communication open among all partners. The focus will be on practical results – the number of supported projects, quality of provided advice, and satisfaction of users. The team will regularly update its knowledge through training and exchange of experience with partner institutions. Long-term cooperation with these institutions will help maintaining a strong network of experts and ensure stability of the Hub. In this way, the Advisory Hub will continue to support energy efficiency and sustainable building renovation in Croatia.

## Link to the Advisory hub

The Advisory hub for Croatia is available under the following link:

<https://regea.org/mestri-ce-savjetodavni-hub/>

More details on the MESTRI-CE project, with the link on the Advisory hub:

<https://regea.org/mestri-ce-projekt/>



## 3. Germany

### Advisory Hub coordinator

The coordinator for the German advisory hub is the Energy Agency of Northern Bavaria (EAN). In this role, EAN hosts the hub on their website, keeps it updated and serves as a contact point for all needs. There are several key criteria which make EAN suitable for this role. First, as they have been the MESTRI-CE project partner in Germany, they know all the details about the project and the MESTRI-CE tools. Moreover, in their role as a regional energy agency, their network and website visitors consist of municipalities and SMEs with an active interest in sustainability, energy efficiency and green transformation.

### Network of collaborating institutions

The network of collaborating partners is the centrepiece of the advisory hub. It was formed over the MESTRI-CE project period and includes participants of the roundtable sessions, of the bilateral consultations, of the test phase as well as long-standing colleagues of EAN all over Germany.

This includes:

- Energy agencies from other regions in Germany, for example Ökozentrum NRW, Zebau from Berlin or EZA! from Allgäu
- Networking experts in the field of energy such as the ENERGIEregion Nürnberg
- Technical building experts and certification experts such as onsite.ai, Energieagentur Oberfranken and Alphy IC
- Financial institutions such as KD-Bank
- Legal experts, for example SFR Rechtsanwälte
- Building companies such as WBG Nürnberg

All those experts are familiar with the MESTRI-CE tools and stand in line with the goals of the MESTRI-CE project. They are happy to use their expertise for consultations and connect within the network for the best possible outcome. As soon as a request reaches EAN, the specific need is identified, and the person is led to the matching expert.

### Targeted region and stakeholders

The core area of the advisory hub is Bavaria which has also been the test area. Most of the involved experts operate in Bavaria and EAN has a very strong network of municipalities and SMEs in this area. They build the main target group for all MESTRI-CE outputs in Germany. Moreover, the hub is also open to individual households or owner's associations for which a special network of experts is available.

In order to reach out to other regions within Germany, EAN included energy agencies from all over Germany in the hub. They are all connected through decades of joint work and bring their respective local building experts to the advisory hub.

### Organisational structure

The advisory hub is organized in a hybrid structure. While the contact point and information centre is online, the consultations by experts of all kinds are done in person. Moreover, special events like workshops and presentations are carried out both online and physically over the advisory hub.



## Services provided

The advisory hub offers a very wide range of services to the target group. This includes:

- Initial consultancy on the needs and wishes of the customer
- Individual assistance by technical, financial, legal and other experts depending on the need
- Guidance about EU regulations and funding options
- Workshops and other events about the MESTRI-CE tools and sustainable building renovation
- Access to the smart data hub, sustainable building methodology and financial & economic toolbox
- Information about the MESTRI-CE project (leading to the project website for details).

## Monitoring and long term sustainability

The work of the advisory hub will be monitored by EAN. It will be updated with new results from the projects, new events and regular information about sustainable buildings. Also, the expert network will grow as EAN will ask new building experts to join the team. Thereby, the new experts will bring their existing customers into the target group and lead them to the advisory hub.

The focus of the monitoring process will be to connect the right people and to bring as many sustainability projects as possible to a successful end.

In the metropolitan area of Nuremberg, plans for a high-class physical one-stop-shop for sustainability in buildings is currently planned. When this one-stop-shop comes to life, the fit of the format will be checked and compared to the MESTRI-CE advisory hub. The result could be a cooperation or even a merge of the two hubs.

## Link to the Advisory hub

The Advisory hub for Germany is available under the following link:

[MESTRI-Projekt: Tools für nachhaltige und wirtschaftliche Gebäude](#)



## 4. Italy

### Advisory Hub coordinator

The CasaClima Energy Agency coordinates and manages the Advisory Hub, with the support of the Autonomous Province of Bolzano. Serving as a central competence centre, the CasaClima Energy Agency is the single point of contact for private and public project developers seeking support for the implementation of building renovation plans or sustainable building projects. Potential clients can access tailored advisory services directly from the Agency or through its network of collaborating partners, ensuring they receive comprehensive and high-quality support.

### Network of collaborating institutions

Considering the predominant target groups of the Advisory Hub—namely local public authorities, private investors including SMEs, and building experts—and in light of the newly introduced incentive policies for sustainable (re)construction projects at both local and national levels, the consolidation and expansion of strategic partnerships with national institutions responsible for managing and promoting energy transition initiatives has been prioritised.

In September 2025, a new memorandum of understanding between the CasaClima Agency, the Autonomous Province of Bolzano, and the GSE (Gestore Servizi Energetici) was signed. This agreement aims to promote at regional level the adoption of renewable energy sources and energy efficiency measures, encourage self-consumption models for sharing renewable energy, and support the development of sustainable mobility. It also includes the launch of training and awareness initiatives to foster a culture of sustainability. These efforts contribute to achieving the targets set by the Integrated National Energy and Climate Plan (PNIEC) and support the implementation of measures outlined in the National Recovery and Resilience Plan (PNRR) and in the regional climate plan South Tyrol 2040.

Basing on this collaboration, the CasaClima Agency, provides through the MESTRI-CE Advisory Hub communication and capacity building services and direct advice to SMEs and private project developers, while acting as an intermediary for the GSE tutoring service for local authorities, aimed at facilitating access to GSE services and related incentive mechanisms.

In May 2025, a partnership agreement was signed between CasaClima Agency, 12 Italian regional energy agencies and RENAEL (National Network of Local Energy Agencies) for the implementation of a project promoted by the Ministry of the Environment and Energy Security (MASE) called RENOSS. This project aims at the establishment of a National One Stop Shop dedicated to promoting Renewable Energy Communities (RECs). Thanks to this collaboration between experts of different regional energy agencies, the CasaClima Agency will be able to enhance in the near future the services offered by the MESTRI-CE Advisory Hub, adding a wide range of new services specifically focused on supporting and developing Renewable Energy Communities.

### Targeted region and stakeholders

The services provided by the MESTRI-CE Advisory Hub target both the regional (Province of Bolzano) and national levels, depending on the type of service offered. Capacity-building and stakeholder engagement activities have reached so far, a wider audience, while technical and financial assistance are restricted to the regional level. The Advisory Hub's activities address different types of stakeholders, including public and private building owners and managers, building professionals, private investors, regional and local public authorities, energy agencies and research organisations.



## Organisational structure

The MESTRI-CE Advisory Hub operates as a virtual and physical competence centre, providing a unique entry point to all advisory services. A dedicated web page has been developed to promote the range of services available, allowing users to request online or in-person meetings with the designated experts.

Currently, the CasaClima Agency has designated 4 internal experts to manage the Advisory Hub, covering different areas of expertise:

- Building (re)construction and renewable energy system technologies
- Sustainable building standards and legal requirements for public buildings
- National and regional incentive and funding mechanisms
- Communication and dissemination

Additionally, upon request, the GSE contributes one expert specifically tasked with providing guidance and support to local public authorities on specific projects.

## Services provided

The services actually provided by the MESTRI-CE Advisory Hub are listed below.

### Technical Assistance

- Guidance for stakeholders in applying MESTRI-CE methodologies and tools for building management and the planning of (re)construction projects, including:
  - > Smart Data Hub
  - > Sustainable Building Methodology
  - > Evaluation Toolbox
- Support for private and public building owners in developing Action Plans for the long-term utilization of buildings.
- Consulting services on energy-efficient and sustainable technologies and solutions for building renovation or new construction.
- Advice on sustainable building standards and legal requirements for public buildings, including compliance with Minimum Environmental Criteria (CAM) and the EU Taxonomy Regulation.

### Financial Assistance

- Guidance for stakeholders on how to apply the MESTRI-CE green financing methodology and use the Financial and Economic Toolbox to assess the financial feasibility of building projects.
- Mapping of EU, national, and regional funding and support schemes available for building renovation initiatives.
- Support for private owners, SMEs, and local public authorities in accessing and applying for energy efficiency and renewable energy incentives managed by the GSE, in close collaboration with the GSE experts.
- Referring stakeholders—such as project promoters, professionals, and citizens interested in Renewable Energy Communities (CERs)—to the services provided by the RENOSS project.



These services are designed to support the development and implementation of CERs through tailored guidance, resources, and expert consultation.

### **Capacity Building**

- Organisation of training sessions structured in accordance with the MESTRI-CE training curriculum (D1.5.1), implementing both Training Modules and Advanced scenarios
- Promotion of in-person and online courses focused on developing energy consultants' skills and structured into three levels: Basic, Advanced and CasaClima Energy Consultant.
- Promotion of advanced in-person and online courses dedicated to specific aspects of the design, construction and assessment of sustainable buildings (acoustics, natural light, wooden construction, heat pumps, controlled mechanical ventilation, ...).
- Promotion of a practical course dedicated to builders and designer on the correct installation of windows, doors and external thermal insulation systems.

### **Stakeholder engagement**

- Organisation of in-person and online events and workshops dedicated to local authorities, building managers and SMEs to promote MESTRI-CE methodologies and tools
- Communication and promotion of events and MESTRI-CE project results through the CasaClima webpage

## **Monitoring and long term sustainability**

The activities of the Advisory Hub will be continuously monitored and evaluated to ensure that the services provided meet the needs and expectations of stakeholders. Where necessary, adjustments will be made. This may include modifying the type and quality of services offered, updating the expertise of the internal staff involved and expanding the network of collaboration partners to enhance the advisory Hub's overall effectiveness and responsiveness.

All activities performed until the end of the project will be reported in D.2.5.4.

The long-term viability of the Advisory Hub is assured by the institutional collaboration already finalised with important national stakeholders (GSE/Renael and MASE) that will go far beyond the end of the MESTRI-CE project and by the institutional role of the CasaClima Agency as regional competence centre for the promotion of sustainable and energy efficient building practices contributing to the climate neutrality targets established by the regional Climate Plan South Tyrol 2040.

## **Link to the Advisory hub**

The Advisory hub for Italy is available under the following link:

[MESTRI - CE \(Smart Management and Green Financing for Sustainable and Climate Neutral Buildings in Central Europe\)](#)



## 5. Poland

### Advisory Hub coordinator

The Mazovia Energy Agency acts as the coordinator of the Polish Advisory Hub within the MESTRI project. MAE is a regional energy agency supporting the implementation of energy and climate policies in the Mazovia region. As the Advisory Hub coordinator, MAE is responsible for managing stakeholder engagement, providing technical guidance, coordinating pilot activities, and ensuring the alignment of advisory services with regional and national decarbonisation objectives. The Agency also serves as a bridge between local authorities, technical experts, and funding institutions, supporting the practical deployment of energy efficiency and sustainable building solutions.

### Network of collaborating institutions

The Polish Advisory Hub operates as a network coordinated by MAE in close cooperation with the Mazovia Marshal's Office, which provides strategic oversight and ensures consistency with the regional development strategy. Collaborating institutions include:

- Local municipalities and public entities - beneficiaries and active participants in capacity-building and pilot activities.
- Regional Energy Advisors - supporting technical analyses and energy audits.
- Financial institutions (e.g., BGK, NFOŚiGW) - providing expertise on funding mechanisms and financial instruments.
- Academic and research partners - supporting methodological development and data analysis related to sustainable building and renovation.

Together, these partners contribute expertise in energy management, funding, and project implementation, ensuring a coherent advisory ecosystem across Mazovia.

### Targeted region and stakeholders

The Advisory Hub targets the Mazovia region, covering both urban centres such as Warsaw and smaller municipalities across the region. The main stakeholders include regional and local authorities, public building managers, energy and sustainability experts, SMEs in the construction and energy sectors, and citizens involved in energy community initiatives. The pilot activities aim to strengthen local capacity to design and implement climate-resilient, low-emission building projects and to improve access to advisory and financial support for energy renovation.

A key element of the Hub's approach is the active involvement of eco-advisors with whom MAE has strong, long-standing relationships. These eco-advisors frequently participate in MAE-organized trainings, workshops, and study visits, providing hands-on expertise and guidance to local stakeholders. Their engagement ensures practical knowledge transfer, helps implement best practices in energy efficiency, and reinforces the Hub's role as a trusted regional resource for sustainable renovation.

### Organisational structure

The Advisory Hub is organised as a hybrid model, combining an online information and advisory platform with direct support delivered through MAE's front office and field experts. MAE's technical team provides first-line advisory services, while specialised partners deliver expert input on specific topics. Coordination and reporting are ensured through regular steering meetings involving MAE and the Marshal's Office.



## Services provided

The Advisory Hub offers a range of technical, financial, and capacity-building services, including:

- Tailored advisory support for municipalities and public institutions on energy-efficient building renovation.
- Assistance in identifying and applying for relevant EU and national funding opportunities.
- Capacity-building workshops for local authorities, building managers, and SMEs on sustainable construction and energy management.
- Dissemination of best practices and tools developed within MESTRI, such as scenario-based energy planning and data-driven decision-support systems.
- Facilitation of networking between technical experts, public authorities, and funding bodies to accelerate project implementation.

## Monitoring and long term sustainability

The Advisory Hub's performance is monitored through key indicators such as the number of advisory cases handled, training sessions delivered, stakeholder participation, and pilot projects initiated. MAE ensures continuous improvement by collecting feedback from beneficiaries and sharing results with project partners. Long-term sustainability is supported by integrating the Advisory Hub into the existing institutional framework of the Mazovia Energy Agency and by maintaining cooperation with the Marshal's Office and regional partners. Future financing will rely on a combination of regional funds, EU programmes, and service contracts with municipalities. Continuous staff upskilling and collaboration with academic institutions will ensure the ongoing expertise and relevance of advisory services.

## Link to the Advisory hub

The Advisory hub for Poland is available under the following link:

<https://mestri-ce.mae.com.pl/>



## D. Annexes: Sustainability plans

### 1. Sustainability plan for the MESTRI-CE Advisory Hub - Austria

#### Strategic vision and long-term goals

The MESTRI-CE Advisory Hub in Styria is established as a centralized digital platform, coordinated through the Gemeindeservice Plattform. It serves as a one-stop contact point for municipalities and regional communities seeking support in energy transition, sustainable renovation, and green financing.

Long-term vision: To become a regional reference point for sustainable public building renovation and energy management, integrating technical, financial, and digital services in one coordinated system.

Strategic goals include:

- Support climate-neutral municipal development and regional decarbonization.
- Increase renovation rates in public buildings through targeted advisory and financing support.
- Foster innovation with digital tools such as the Smart Data Hub.
- Strengthen municipal capacities in energy planning and project implementation.

#### Governance

The Advisory Hub coordinator, Gemeindeservice Plattform, ensures coordination, quality management, and service delivery. It maintains the platform and acts as the central entry point for municipalities.

The network of collaborating institutions provides expertise in energy consulting, financing, building renovation, energy accounting, and energy community development. Their collaboration is enforced by the government of the Province of Styria.

The Hub is integrated into existing regional services, managed by the Energy Agency of Styria and aligned with the Styrian energy and climate strategy, ensuring institutional continuity and relevance.

#### Financial sustainability

After the MESTRI-CE project, the Hub will remain active through regional institutional support from the Government of Styria and the Energy Agency of Styria.

Financial sustainability will be ensured by:

- Integration of advisory services into regional and national energy programs.
- Co-funding through ongoing EU and regional projects on energy efficiency and financing.
- Possible service-based cooperation models with municipalities for specific consultancy or data services (especially energy consultancy).

This diversified approach provides a stable foundation for continued operation and gradual service expansion.



## Service development

The Advisory Hub will evolve in response to municipal needs and policy priorities. Future development will focus on:

- Strengthening financial advisory services for innovative funding mechanisms.
- Deepening technical support for sustainable renovation and building standards.
- Launching the Smart Data Hub to support data-driven renovation planning.
- Improving digital accessibility and user experience of the platform.

Regular feedback and policy monitoring will guide service adaptation and expansion.

## Capacity building and knowledge sharing

Capacity building is central to long-term success. The Energy Agency of Styria and partner institutions will:

- Offer training and upskilling sessions for advisors and municipal staff.
- Organize peer-learning exchanges among municipalities.
- Maintain a digital knowledge base with good practices and case studies.
- Participate in regional and EU networks for continuous learning and innovation exchange.

These activities will ensure advisory quality, skill development, and knowledge continuity.

## Communication

The Gemeindeservice Plattform serves as the main communication tool and access point ([www.gemeindeservice-stmk.at](http://www.gemeindeservice-stmk.at)).

Promotion and outreach will be ensured through:

- Website updates, social media, and newsletters.
- Workshops, events, and regional meetings to present services and success stories.
- Collaboration with local associations and municipal networks to maintain visibility and engagement.

Continuous communication will ensure stakeholder awareness and active participation.

## Monitoring and Evaluation

The long-term sustainability of the Advisory Hub is ensured through continuous support from the Government of Styria and its integration into existing governance and service structures.

Performance and results are monitored through:

- Regular feedback from municipalities and service users
- Continuous updating of services and tools
- Ongoing training and upskilling of advisory staff
- Strong commitment and long-term engagement of collaborating institutions



## 2. Sustainability plan for the MESTRI-CE Advisory Hub - Croatia

### Strategic vision and long-term goals

The MESTRI-CE Advisory Hub is a physical and virtual centre. Its long-term vision is to become a regional reference point for sustainable building renovation and energy efficiency, supporting mostly public stakeholders. Strategic goals include promoting climate-neutral renovations, increasing the rate of building renovations in the region, fostering innovation in construction and financing models, and strengthening the use of digital tools for project planning and monitoring. Over time, the Hub aims to influence national and regional policy, contributing to broader energy and climate targets.

### Governance

The Advisory Hub is coordinated by REGEA, which serves as the single contact point for clients and manages operational, strategic, and quality aspects of the Hub.

Partner institutions form a network of technical and financial organizations that contribute their expertise to advisory services and capacity-building activities. These institutions are actively involved in the planning, delivery, and evaluation of services, ensuring that the Hub operates efficiently and responds to stakeholder needs.

The Hub is integrated into existing regional and national frameworks, linking its activities with public authorities, energy agencies, and financial institutions to ensure coherence with broader energy and renovation strategies.

### Financial sustainability

To secure long-term operations, the Hub will rely on diverse funding sources, including national and EU programmes and revenues from service delivery (technical, financial, and training services). Cost-efficient service delivery will help optimize resources and reduce operational expenses.

### Service development

The Hub will continuously adapt and expand its services to meet evolving stakeholder needs and regional policy priorities. This includes enhancing technical and financial advisory offerings and developing new services in response to emerging financing models, regulatory changes, and sustainability trends. Feedback from clients and partners will guide service improvements and innovations.

### Capacity building and knowledge sharing

Advisory Hub staff and partner institutions will collaborate through peer learning, and knowledge exchange sessions. Workshops and webinars will strengthen advisory skills and technical expertise. Good practices and lessons learned will be documented and shared through reports, and workshops ensuring that knowledge is accessible to all stakeholders and can be replicated in other regions.

### Communication

REGEA will actively promote the Hub and its services using a combination of social media, newsletters, and events.



In this way visibility will be maintained with raising awareness of sustainable renovation opportunities and fostering continuous stakeholder engagement. In this way, successful projects and innovative approaches will also be highlighted, encouraging wider adoption of best practices.

## Monitoring and Evaluation

The Hub's performance will be regularly monitored through user feedback and staff observations. Practical indicators such as the number of supported projects, quality of advice, stakeholder engagement, and capacity-building outcomes will be used to assess impact. Monitoring results will inform service improvements, assistance with guide strategic decisions, and ensure that the Hub continues to deliver effective and relevant support for energy-efficient and sustainable building renovation.



## 3. Sustainability plan for the MESTRI-CE Advisory Hub - Germany

### Strategic vision and long-term goals

The advisory hub is organized through a digital platform but also includes physical events and decentralized consultancies. It will serve as a regional contact point for all issues concerning sustainability in buildings and even spread over Germany. With this strategy, the hub hopes to contribute to the decarbonization of the building sector, to smart and economical decision-making and to more knowledge about building sustainability within the target group.

### Governance

The advisory hub coordinator is the Energy Agency of Northern Bavaria (EAN). In this role, EAN will be the first contact point in the hub, connect interested customers to the matching experts, organize events and keep the digital platform updated. EAN will further spread the hub by engaging new experts and regions within Germany.

The collaborating partners are all thriving towards sustainability and the decarbonization of the building sector. They have an interest in supporting the network and the customers, but do not enter in any further obligations.

As many of the collaborating partners already work together in various projects, this hub will enrich their cooperation naturally.

### Financial sustainability

The advisory hub is self-sustained and does not rely on external funding. The work of the hub coordinator will be done as a natural part of EAN's role as the leading energy expert in the Franconia region and as a service to their network of customers.

The collaborating partners will offer their services under their own conditions which can also include EU or national funding programmes.

### Service development

As the advisory hub coordinator, EAN will keep the digital platform updated and invite new experts into the network. In case of major changes of regulations, trainings can be offered for the target group. Moreover, the offered services will be monitored through customer feedback and adapted accordingly.

### Capacity building and knowledge sharing

The collaborating partners will keep in contact and exchange their knowledge depending on the partners' needs and wishes. This can include bilateral consultations, open update meetings or other formats. Good practices and lessons learned from the advisory hub will be shared within the network.

### Communication

EAN will promote the advisory hub actively through social media and events. The most important way of promotion will be through personal approach to possible interest groups and mouth-to-mouth propaganda of successful projects.



Best practice examples will be promoted together with the general hub information.

## Monitoring and Evaluation

Feedback from users and collaborating partners will be collected and reviewed on a regular basis. With this method, the hub will be strengthened over time. Thereby, the focus will be on the achieved sustainability output as well as on the accessibility and comfort of all parties involved.



## 4. Sustainability plan for the MESTRI-CE Advisory Hub - Italy

### Strategic vision and long-term goals

The Advisory Hub is structured as both a physical and virtual centre, with the CasaClima Agency serving as the primary point of contact for private and public clients. Its long-term vision is to grow into a strengthened regional centre of excellence, offering a comprehensive portfolio of consultancy services and fostering a dynamic network of collaborating partners. By engaging all relevant stakeholders, the Advisory Hub seeks to accelerate the transition toward a climate-neutral building sector. In doing so, it aims to actively contribute to achieving the region's climate neutrality targets by 2040, while also supporting the broader objectives of the national energy and climate strategy.

### Governance

The CasaClima Agency, as the coordinator of the Advisory Hub, serves as the central reference point for all services provided by the Hub. It manages these services in close collaboration with the Autonomous Province of Bolzano as prior reference institution and with the support of other regional or national partners.

To ensure effective integration of the Advisory Hub's services within existing regional and national policy frameworks, partnerships with institutional stakeholders are prioritized. The network of collaborating partners is engaged in the Hub's activities to varying degrees, depending on the formal or informal agreements established among the parties.

### Financial sustainability

The long-term operation of the Advisory Hub will be sustained through a combination of CasaClima Agency's and collaborating institution's own financial resources, funding from the Autonomous Province of Bolzano and additional support obtained through participation in European or national projects.

Most advisory services will continue to be offered free of charge even after the conclusion of the project. However, more tailored services—particularly those designed for private clients—may be subject to a fee.

### Service development

The Advisory Hub will progressively adapt and expand its services to reflect evolving stakeholder needs and shifting regional or national policy priorities. This process will be guided by continuous monitoring and evaluation of the Hub's activities. Informed by stakeholder feedback and emerging trends, the Hub may introduce new service formats and content, improve the quality and accessibility of existing offerings, and strengthen internal competencies through targeted training. Furthermore, the Hub will actively broaden its network of collaboration partners to ensure a more comprehensive and responsive service portfolio. These measures will help maintain the Hub's relevance, effectiveness, and alignment with strategic policy objectives at both regional and national levels.

### Capacity building and knowledge sharing

To ensure the delivery of high-quality services that remain aligned with technological advancements, emerging financing instruments, and evolving legislative and policy frameworks, the Advisory Hub will implement a structured approach to capacity building. This includes organizing regular training sessions



for CasaClima Agency staff involved in the Hub, as well as peer learning activities with collaborating institutions to foster knowledge exchange and mutual growth.

The Hub`s coordinator will also play a key role in collecting and analysing good practices and lessons learned through ongoing monitoring activities. These insights will be shared with partners to promote continuous improvement and strengthen the overall effectiveness of the Advisory Hub.

## Communication

The Advisory Hub`s services will continue to be actively promoted through the Agency`s website, social media channels, and newsletter, as well as via the KlimaLand platform—also managed by the Agency—where a dedicated page will be created to raise awareness of the advisory services available at the regional level. These services will focus particularly on energy efficiency, renewable energy, and sustainability in buildings.

In addition, the Advisory Hub will be showcased at various events and training courses organized or attended by the Agency and its partners. This outreach activities aim to ensure broad visibility of the services offered and to raise awareness of technical and financial opportunities for renovating existing buildings or planning sustainable new constructions.

## Monitoring and Evaluation

The activities and impact of the Advisory Hub will be monitored annually by the Coordinator, who will collect feedback from both advisors and clients to assess service quality and relevance. Key performance indicators—such as the number of consultations delivered, both online and in person—will be tracked and the results shared with partner institutions to ensure transparency and foster continuous improvement.

This annual evaluation process will support the identification of areas for enhancement and enable timely adjustments or strategic changes to the services provided, ensuring that the Advisory Hub remains responsive to stakeholder needs and aligned with evolving policy priorities.



## 5. Sustainability plan for the MESTRI-CE Advisory Hub - Poland

### Strategic vision and long-term goals

The MESTRI-CE Advisory Hub in Poland is organized as a hybrid model, combining a digital platform with local advisory points and regional events coordinated by the Mazovian Energy Agency (MAE). It serves as a regional entry point for sustainable building renovation, supporting municipalities, public building managers, SMEs, and citizens.

The long-term vision is to become a permanent regional reference centre for sustainable construction and energy renovation, providing technical, financial, and organizational support to accelerate the energy transition in the Mazovia region. Strategic goals include increasing renovation rates, enhancing access to financial instruments, mainstreaming digital tools such as energy mapping and monitoring systems, and supporting the region's pathway toward climate neutrality.

### Governance

The Advisory Hub is coordinated by the Mazovian Energy Agency (MAE), which manages the Hub's operations, maintains the digital platform, and ensures service quality and stakeholder engagement.

The governance structure builds on a network of collaborating institutions, including local governments, regional development agencies, universities, eco-advisors, and private-sector experts. These partners contribute to advisory services, training, and data sharing.

The Hub is integrated into the regional energy management framework and aligned with national programmes such as the National Energy and Climate Plan and regional innovation strategies. Through cooperation with municipalities and the network of eco-advisors, the Hub ensures local outreach and policy coherence.

### Financial sustainability

After the MESTRI-CE project, financial sustainability will rely on a mixed funding model:

- Integration of services into regional and national programmes for energy efficiency and renovation (e.g., NFOŚiGW, RPO).
- Participation in EU projects supporting climate neutrality and capacity building.
- Service-based revenues from training, audits, and technical support for municipalities and SMEs.

The long-term goal is to embed the Hub within the regional advisory ecosystem, allowing stable operations through a combination of public funding and service-based income.

### Service development

The Hub will expand its services dynamically, responding to policy changes, financing schemes, and stakeholder needs. Planned developments include:

- Strengthening technical and financial advice for building renovation and renewable energy integration.



- Developing digital tools for energy diagnostics, thermographic analysis, and project tracking.
- Organizing thematic training and advisory programmes tailored to small municipalities. Feedback mechanisms and annual reviews will guide continuous service improvement.

## Capacity building and knowledge sharing

Capacity building is central to the Hub's mission. MAE and partner institutions will organize:

- Training sessions for advisors, municipal officers, and SMEs.
- Peer-learning activities and study visits among regional actors.
- A digital knowledge repository showcasing best practices, data, and case studies.

Good practices and lessons learned from the pilot phase will be documented and disseminated through reports, webinars, and collaboration with other MESTRI-CE partners.

## Communication

The Advisory Hub will be promoted through MAE's communication channels, including the website, social media, newsletters, and public events. Outreach will target municipalities, schools, and local energy advisors, using workshops and campaigns to raise awareness of available support.

Visibility will be maintained through success stories, demonstration projects, and regional media engagement, reinforcing the Hub's role as a trusted reference for sustainable renovation.

## Monitoring and Evaluation

Monitoring will combine quantitative and qualitative indicators, such as:

- Number and type of advisory services delivered;
- Stakeholder engagement and satisfaction levels;
- Energy savings and renovation impacts;
- Uptake of financial instruments and training participation.

Annual reviews will be conducted by MAE in collaboration with partner institutions. The results will guide service refinement and strategic alignment with regional and national energy goals.