

Buyer case study

3C Consultants are the largest provider of specialist technology consulting services to the social housing sector. They are also a buyer of Retrofit Credits.

We spoke to Colin Sales, 3C's Chief Executive Officer, who shared their experience with Retrofit Credits and how it supports their journey towards net zero.

The programme is extremely easy to understand and is UK based. It supports the sectors in which it operates, which made it an easy decision for us. We wholeheartedly recommend Retrofit Credits.

Tell us a bit about 3C Consultants.

3C is a leading supplier of data and technology consultancy to the social housing, charity, and care sectors in the UK and Ireland. We have assisted over 200 organisations to navigate the constantly changing IT landscape.

Our development of what we believe is now the leading data validation and auditing solution in social housing, 3C Data Logic, led 3C to win the 2025 Housing Innovation award for 'Most Innovative Consultancy'.

As a buyer of Retrofit Credits – can you talk about your journey with us?

Our mission as a business is focused on helping our partners and customer improve the lives of those living in social housing.

We had collaborated with HACT in the past through work in the digital/data space with a good example being our mutual founding of the Social Housing Data Quality Group in 2021, set up to develop a gold standard for data quality in the social housing sector. This resulted in the Social Housing Data Maturity Framework, which was released in 2022.



Provider case study

We are also very much aware of the excellent work that HACT do to encourage the measurement of the social value provided by social housing organisations, which ultimately is their purpose and needs to remain at the forefront of social housing strategy.

3C keeps a close eye on our organisational carbon footprint, minimising it where possible. For example, 3C is not office based, travel has been minimised and where we do travel, we try and use public transport.

Like HACT, we advocate a more fluid working environment, using video calls that allow people to take part wherever they may be throughout the whole of the UK.

We were excited to see that HACT had created a programme to support decarbonisation specifically in the UK, and moreover that it was within the social housing sector, so measuring the positive impact to residents too. This was therefore ideally aligned with our organisational mission.

Did you find the programme easy to work with, and would you recommend it to other organisations in your sector?

Yes, very much so. As an SME, we have a relatively small budget, but found that even with our requirements, HACT could help us to support the decarbonisation work that is absolutely needed in the sector. Case studies such as this, for us and other buyers of Retrofit Credits, help us to robustly and demonstrably show your support.

The programme is extremely easy to understand and is UK based. It supports the sectors in which it operates, which made it an easy decision for us. We wholeheartedly recommend Retrofit Credits. We have already recommended the programme to others, publicly showing our support for this initiative and encouraging others so to benefit from it as well.



In conclusion...

What's next? Do 3C have any plans to expand their decarbonisation work?

Yes, but not only just for us. There are always ways to be more sustainable as an organisation, which we will constantly explore, but importantly we also wish to support the sector that has supported us so well for over a decade. Together we can make a tangible difference, improving the lives of those in social housing and indeed the World through helping to reduce climate change, not just for this generation, but for generations to come.

Want to get involved?

Retrofit Credits is a nationally recognised programme, having previously won the Ashden Award for Energy Innovation.

If you want to find out more or register your interest, email us at:

retrofitcredits@hact.org.uk



Antoine Pellet,
Head of Retrofit Credits