

Provider case study

Places for People

Places for People is a large social enterprise and housing association operating in the UK. They are also a provider of Retrofit Credits.

We spoke to Claire Bailey, their Head of Asset Sustainability and Innovation, who shared their experience with Retrofit Credits and how it supports their journey towards net zero.

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Introduce yourself and tell us a bit about Places for People

I'm Claire Bailey, Head of Asset Sustainability and Innovation. I'm responsible for identifying ways to fund decarbonisation of our housing portfolio across the organisation. This involves looking at new ways of doing things, including finding new products and solutions to our challenges.

Places for People is the largest social enterprise in the UK as well as a housing association, but we also do all kinds of other things as well, including running leisure centres and overseeing an investment portfolio. Ultimately, we focus on creating thriving communities.

Can you talk a bit about your journey with HACT and Retrofit Credits?

We're interested in anything new and different that's coming around the corner, anything that comes into the sector that can help us with the challenges we've got.

One of those challenges is funding decarbonisation and net zero work. As you can imagine, there's massive pressures on budgets. We've got lots of compliance and regulatory work that we need to do.



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We were very interested that HACT and Retrofit Credits had developed this new approach. When it first came out, we carried out a small proof of concept trial just to see if we could get it to fit within PFP's approaches.

We needed to do a little bit of socialisation within the organisation, so people got their heads around what it meant and what the potential pitfalls might be. Everyone had the opportunity to ask those questions, including does this fit with our ESG reporting? Does it impact on things that we haven't thought about? Are there any impact on our loans?

As we went through that, we found that the risks were very low. People got their heads around it quickly. Any concerns were worked through with Antoine from HACT.

We concluded that this is a really positive way of getting funding for decarbonisation work we're already doing. Our executives agreed, which is we're moving forward on a large scale with HACT Retrofit Credits.

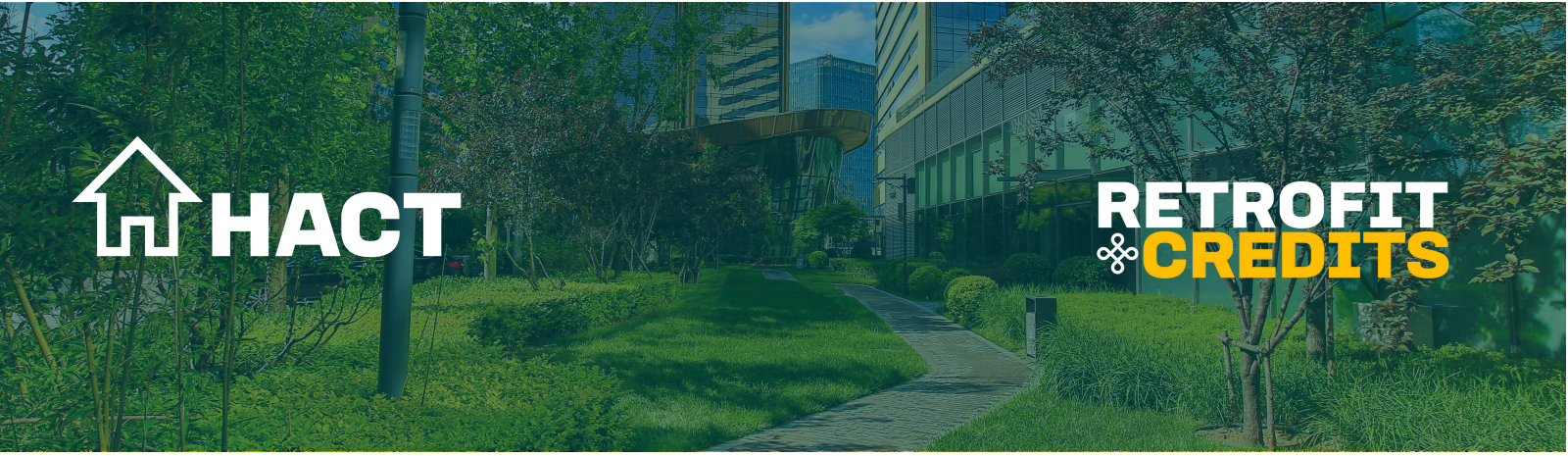
Did you find the programme easy to work with?

Yes. Once we've got through our internal processes and sent off the data through to HACT, it was really, really easy. There is a very clear overview on the portal, giving us a really intuitive way of us being able to access all of our information. it makes it easy to bring it back into our organisation and use it within our own reporting. We have absolutely no issues at all.

Would you recommend being a provider of Retrofit Credits to other organisations in your sector?

The sector has huge challenge around how we fund decarbonisation and net zero work. There are huge pressures on all of us to do things differently and better.

For us, Retrofit Credits really does feel like a bit of a no brainer. We've worked through all of the challenges, we've worked through any of the concerns. We're confident that this gives us a risk-free way of generating extra income that can support our investment work. For us, it's straightforward.



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