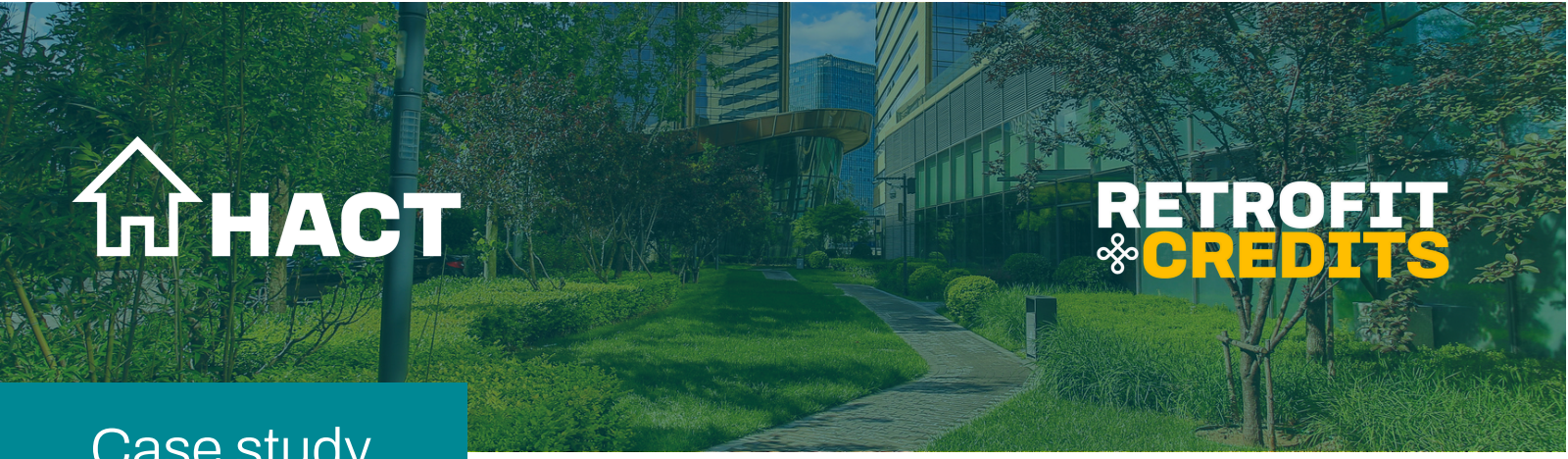


HACT

RETROFIT CREDITS

Case study

Background:

Every year, HACT hosts the only in-person conference dedicated to community investment in the social housing sector. Through our Centre for Excellence in Community Investment, the conference is an opportunity for community investment professionals from across the UK to come together, share insights, listen to experts and be inspired.

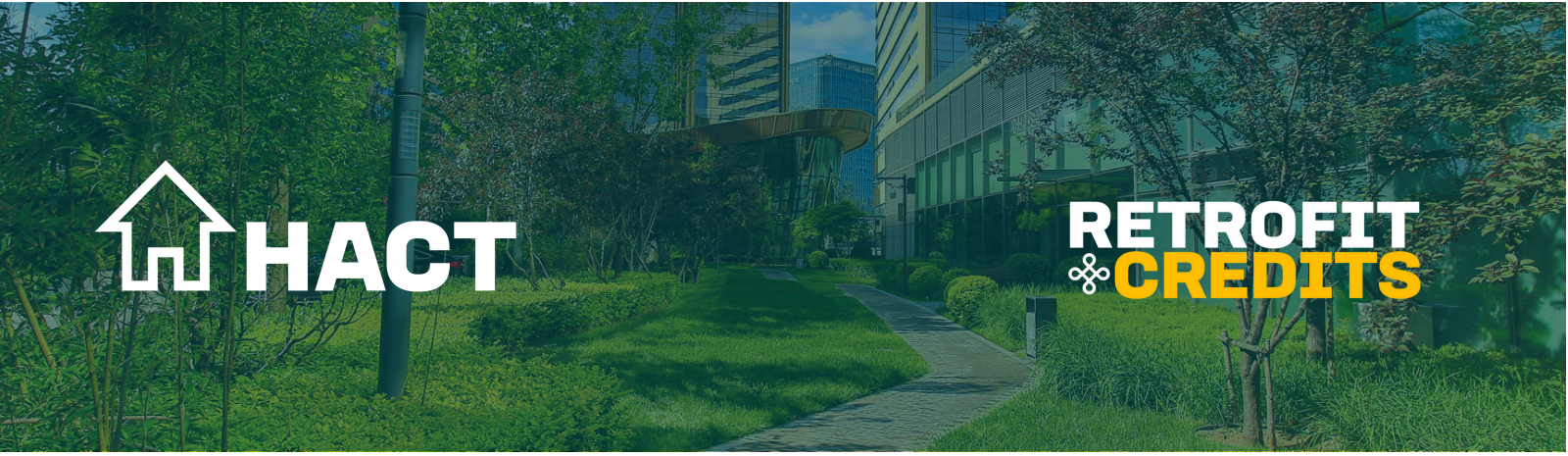
In 2025, we decided to balance the carbon emissions of the conference by purchasing Retrofit Credits and including the costs of this within the overall price of a delegate ticket.

The event was held in Birmingham in November 2025 with people travelling from across the UK, some arriving in time for breakfast, most staying for over seven hours, enjoying a day of engaging conversations and presentations – as well as a locally sourced lunch.

We used skoot.eco to calculate the estimated carbon emissions from the conference. For the 225 delegates, we estimated the number who had travelled by train and car, the distance they had travelled, as well as the number who had stayed over in Birmingham the night before.

> Being able to confidently tell our delegates that the event is carbon free has helped us enormously in marketing the event and providing them with a warm feeling that their attendance isn't costing the earth!

Rebecca Rieley
Head of Communities and Projects
HACT



The calculations from skoot.eco estimated that the carbon emissions from the conference could be broken down into:

Transport:
1,450kg CO2

Food & drink
1,147 kg CO2

Event space
1,600 kg CO2

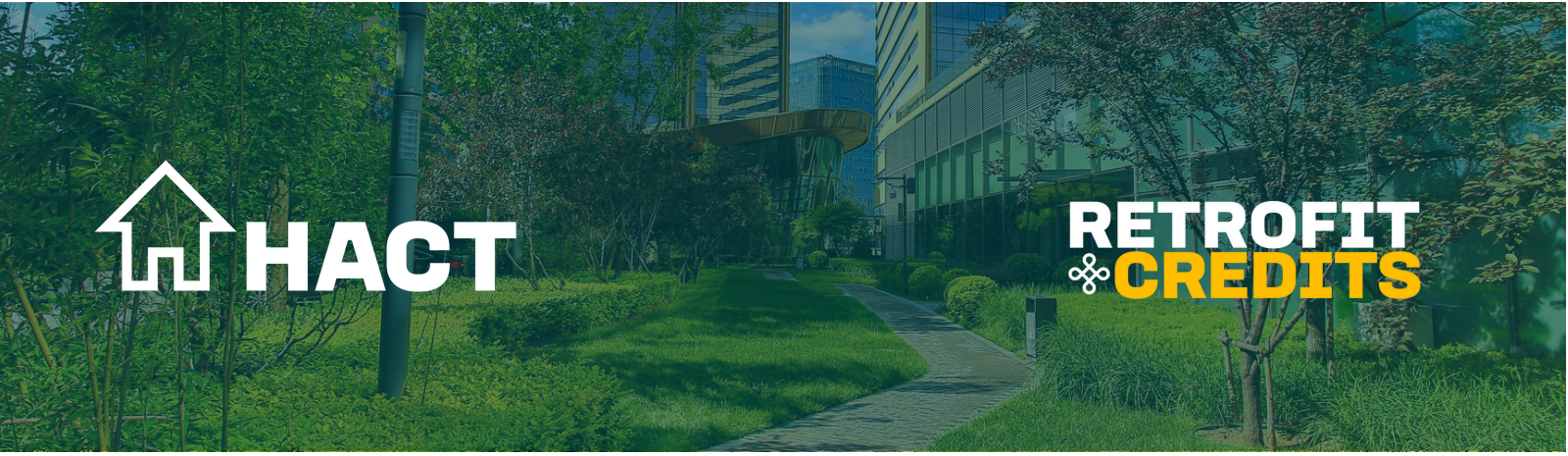
Accommodation
460 kg CO2

Total: 4,657 kg CO2 **Per guest:** 20.7 kg CO2

In response, we purchased five Retrofit Credits to offset these carbon emissions. The total costs work out at approximately £2.00 per guest - a minimal amount to add to each ticket cost to make sure the event was carbon neutral.

Critically, we have also made sure that the Retrofit Credits we have purchased have originated from the retrofit of local social housing homes, delivering positive social value impact to local communities.

retrofitcredits@hact.org.uk



"We're keen to support event organisers to get real value from their carbon offsetting. We work closely with you to accurately measure the emissions generated by your event and identify how Retrofit Credits can be used most effectively to offset them. Crucially, this can be aligned to retrofit projects in the local area, ensuring your event delivers meaningful carbon reductions alongside tangible social value where it matters most."



Antoine Pellet
Head of Retrofit Credits
HACT

Get in touch.

Ready to take the next step?

Get in touch with our team to learn more about how we can support your journey to net zero.

antoine.pellet@hact.org.uk

retrofitcredits@hact.org.uk

hact.org.uk/retrofit-credits