

# CIH charters: FAQs



## How do we sign up to a charter?

You will need to sign up to each charter individually. Initial sign up is voluntary and is based on self-assessment. Complete all the details on the online form and submit it to us electronically. We will send you an email confirmation immediately on receipt of the form. We will follow this up with your certificate which you will receive by email within five working days.

## What do we get?

For each charter that you sign up to, you will receive a certificate to display in your organisation. We will also send you an electronic version of the respective charter logo that you can use on materials such as letterheads, website, and newsletters. With the income management charter, you will receive a certificate recognising that you are 'working towards' the commitments; to be recognised as fully meeting the commitments and to receive the charter stamp, you will need to undergo an independent accreditation.

## Do we need to meet all of the commitments and outcomes?

No, the charter is a flexible framework that can be adapted to your circumstances and priorities. We recognise that there will be a wide range of diverse organisations who will want to sign up to the charter and, as such, not all of the commitments and outcomes will be appropriate. The aim is for you to work with your tenants to understand what issues are important to them, and work towards ultimately achieving this.

## Can we sign up in partnership with other organisations?

Yes, it is entirely up to you whether to sign up individually or with partners - just remember to let us know how you want your certificate to be presented.

## How long is our sign-up to the charters valid for?

The charters will be valid on an on-going basis unless there is a fundamental need to change them significantly. We aim to work with you to ensure that the charter remains up-to-date, outcome-focused and relevant so we may tweak them from time to time. However, there will be no requirement to re-sign again following minor changes.

## Is there support available to help us to deliver the charters?

Both CIH and our partner organisation can provide a range of support tailored to each specific charter. Support can include independent review, accreditation and critical challenge. To find out about how we can help you, please go to support section for each individual charter.

## What additional benefits are there?

Organisations that sign up to each of the charters will be able to access a web portal where they can share their good practice and learn from others. In addition, participating organisations will be able to take part in an online practice network. Please see individual charters for further details.

If you'd like to sign up to a CIH charter or want to find out more please contact: our policy and practice team:

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