



Chartered  
Institute of  
Housing

## Making the Most of Membership The first 100 days

Sam Middleton  
Engagement Manager





# Welcome to Your CIH Membership Journey

Follow the road to professional growth  
and success!



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# Membership Grades & Framework

## MEMBER

This is for everyone who is passionate about being the best professional they can be. Open to all who want to build their knowledge.

## CERTIFIED

Recognises members who have achieved CIH Level 3 or Level 4 qualifications or other CIH recognised qualifications at the same level.

## CHARTERED

For those with CIH recognised qualification at Level 5 or above, or members who have completed an experiential route accredited by CIH.

## FELLOWSHIP

Reserved for chartered members who can demonstrate that they have made significant contribution to the sector.

Member – CIHM – Open to all

Certified – Cert CIH – Level 3 or 4 Qualification

Chartered – CIHCM – Level 5 Qualification or above *OR* through completion of the experienced professional or executive route

Fellowship – FCIH – Application to Fellowship Admissions Panel



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[Member Framework](#)



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### STAGE 1 - GETTING STARTED

#### Create and Complete 'MyCIH' profile

Creating an online login and completing the profile section allows access to members only areas.

#### Social Media Following

Add, follow, like, join, share... find CIH on LinkedIn, BlueSky and Youtube and add us to your network.

#### Subscribe to CIH Publications

Stay informed with 'CIH Unlocked', Regional Newsletters and 'Housing Today'. Ensure the email address are added to your safe senders and not in spam.

#### Connect with the CIH Community

Join your Regional CIH group and attend regional events to build a professional network and engage with peers.

1

START

2

### STAGE 2 - BUILDING KNOWLEDGE

#### Read the UK Housing Review

A crucial resource for housing professionals, leaders and policymakers across the UK's public and private housing sectors.

#### Complete Professional Standards Self Assessment

Complete the full self-assessment and read the enhanced report for tips, advice and guidance on the next steps for your CPD.

#### Prioritise Your CPD

Pick one specific area from your report to focus on for the next 100 days.

#### Access the Knowledge Hub

Utilize CIH's extensive library of resources, including publications, blogs, and podcasts.

3

### STAGE 3 - CONNECT & DEVELOP

#### Engage in Continuous Professional Development (CPD)

Utilize CIH's training courses to enhance your skills. Members receive discounts, and the online portal helps track your progress.

#### Attend the Webinars - 'Making the Most of CIH Membership'

The First 100 Days' Event: Join this virtual session to understand how to leverage your membership effectively. If you missed it, go back and watch the recording!

#### Participate in CIH Events

Attend member-exclusive events and stay updated on sector trends and network with professionals. Book your place at the HCS and/or regional equivalent (eg: NHF, Brighton, TAI etc).

#### Join the Mentoring Scheme

Connect with experienced professionals through CIH's mentoring program to broaden your perspective and guidance.

4

FINISH !

### STAGE 4 - REFLECT & GROW

#### Explore Leadership Development Opportunities

Benefit from discounted membership to the Institute of Leadership, enhancing your leadership skills within the housing sector.

#### Engage in Policy Discussions

Participate in CIH's policy work and campaigns to influence housing sector developments.

#### Re-do Professional Standards Self Assessment

Complete the full self-assessment and read the enhanced report to check your progress and record your growth!

#### Continue Your CPD

Pick the next area from your report to focus on for the next 100 days.

# Stage 1 – Getting Started



1. Create and complete 'My CIH' profile



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# Stage 1 – Getting Started

The screenshot shows the CIH website homepage. A red arrow points from the 'My CIH' link in the top navigation bar to the 'Create your account' button in the 'Login MyCIH' dropdown menu. Another red arrow points from the 'Events' dropdown menu to the 'Create your account' button. The website features a dark blue header with the CIH logo and navigation links. A dark blue sidebar on the left contains a 'Membership' dropdown menu. The main content area has a large image of a diverse group of people in a meeting. The footer includes a 'Welcome' message, a link to the 'Account Guide', and a 'Leave a message' button.

Chartered Institute of Housing

Accessibility tool ⚙️ Housing Academy For organisations Housing jobs Language **My CIH** Logout

Membership ▾ Education ▾ Events ▾ Resources ▾ Policy ▾ About us ▾ Search 🔍

Membership grades

Member benefits

Membership fees

FAQ's

to CIH

als to create a future in which everyone has a

Login MyCIH

Create your account

ABOUT US

For organisations

Professional standards

UK Housing Review 2025

Routes to chartered me

Leave a message

<https://www.cih.org/membership/faqs/login-help/>



# Stage 1 – Getting Started



1. Create and complete 'My CIH' profile



2. Connect with the CIH community





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## Chartered Institute of Housing

The Chartered Institute of Housing (CIH) is the independent voice for housing professional standards.

Non-profit Organizations · Coventry



Kirsty & 60 other connections

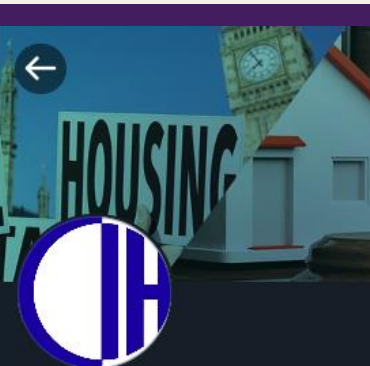
Message

Follow

Home

About

Posts



## CIH policy

@cihpolicy.bsky.social

270 followers 143 following 39 posts

CIH's policy & external affairs team. Influencing #ukhousing policy and helping professionals to improve their knowledge.

Posts

Media

Videos

Starter Packs



## Chartered Institute of Housing

+ Follow

## CIH Futures



### CIH Futures

CIH Futures aims to ensure that both CIH and the housing sector has a viable future, and reflects society as a whole

Public Policy Offices · London · 1K followers · 11-50 employees



Lizzie & 2 other connections work here

Message

Following



Home

About

Posts

Jobs

People

## Chartered Institute of Housing (North East)

Non-profit Organizations · Newcastle, Tyne and Wear · 867 followers · 11-50 employees



Stephanie & 1 other connection work here

Message

Following



Home

About

Posts

Jobs

People

# Stage 1 – Getting Started



1. Create and complete 'My CIH' profile



2. Connect with the CIH community



3. Subscribe to CIH Publications



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## EVERY PERSON COUNTS

Shining a spotlight on the work of front line housing professionals and sector leaders

## HOME TRUTHS PODCAST

Straight-talking expert guests offer up their solutions to the housing crisis

## TOP 50 HOUSEBUILDERS 2024

Housing Today's exclusive ranking of the Top 50 housebuilders by turnover

## LATEST >>



News

## Financing affordable housing 'impossible' in London, says CEO of homelessness non-profit forced to close

10 April 2025

# HOUSING TODAY

TRUSTED MEDIA BRAND OF THE



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## CIH Unlocked

CIH Unlocked is designed to keep CIH members informed and educated about the topics that matter most to them. This exclusive housing publication, crafted specifically for CIH members, is delivered fortnightly straight to your inbox.

With an ever-growing library of content covering everything from building safety and decarbonisation to digital transformation and tenant engagement, Unlocked ensures you have all the information you need in one place.

As the professional body for housing professionals, we are committed to providing our members with actionable insights and best practices. Each issue of Unlocked is packed with engaging and informative material aimed at helping you become the best housing professional possible.

Browse the latest articles below. To access CIH Unlocked, you must be a current CIH member and logged in to your my.CIH account.

# Your regional news

Hi Samuel

Welcome to the spring edition of your **regional** update. I hope you've recovered from the cold and dark winter weather and are looking forward to longer, brighter days. I know I am!



It's been a busy beginning to the calendar year. Since the publication of the [Autumn Budget](#) in October, Gavin and the policy team have been meeting regularly with ministers to feed through what our members are telling us ready for the Spring Statement. We also welcomed our new president, Elly Hoult, in October, and whose [CHOOSE HOUSING](#) campaign has got off to a great start. Last month, Elly hosted our annual Presidential Dinner, which was attended by members from across the country. Attendees were also treated to Chris Akabusi telling the story of his life and career and providing fresh inspiration for the year ahead.

Our virtual events calendar has been jam-packed full of sessions over the past three months, with topics ranging from youth homelessness to women in construction. You

- Add to your safe senders list
- Remove from spam
- Use the same email address

[CIH Unlocked](#)

[Housing Today](#)



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# Stage 1 – Getting Started



1. Create and complete 'My CIH' profile



2. Connect with the CIH community



3. Subscribe to CIH Publications



4. Read the Codes of Conduct & Ethics



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# Code of conduct and code of ethics

## **Delivering the highest professional standards across the sector**

Individuals who are part of our membership network are required to uphold the CIH code of conduct and code of ethics to evidence their professionalism and dedication to the sector, in addition to their commitment CIH's [mission, principles and values](#).

All CIH members, regardless of grade, must integrate these principles into every aspect of their professional behaviour and professional decision making.

# Stage 1 – Getting Started



1. Create and complete 'My CIH' profile



2. Connect with the CIH community



3. Subscribe to CIH Publications



4. Read the Codes of Conduct & Ethics



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# Stage 2 – Building Knowledge



## 1. Professional standards self-assessment

# PROFESSIONAL STANDARDS FOR HOUSING

Working in the housing sector, you can do more for people in one day than most professionals can achieve in a whole career. The decisions you take every day have a huge impact on people's lives.

That's why professionalism is so important.

The CIH professional standards are a set of tailored characteristics for the modern housing professional, and our self-assessment tool will help you self-reflect and guide you on your professional journey.

Click [here](#) to discover the CIH Professional Standards

To find out more visit [www.cih.org/professional-standards](http://www.cih.org/professional-standards)



**Integrity**



**Inclusive**



**Ethical**



**Knowledgeable**



**Skilled**



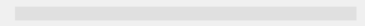
**Advocate**



**Leadership**

Respond to the statements below by selecting Yes or No

Progress



1 I share my knowledge with others to create a learning environment among my colleagues

Yes

No

2 I put myself forward for opportunities to represent my organisation at relevant housing sector events

Yes

No

3 I am clear about personal limitations (e.g. when to seek advice from others)

Yes

No

4 If I do not agree with certain rules, it is within my power to use them as guidelines only and make my own decisions

Yes

No



# MY PROFESSIONAL STANDARDS REPORT

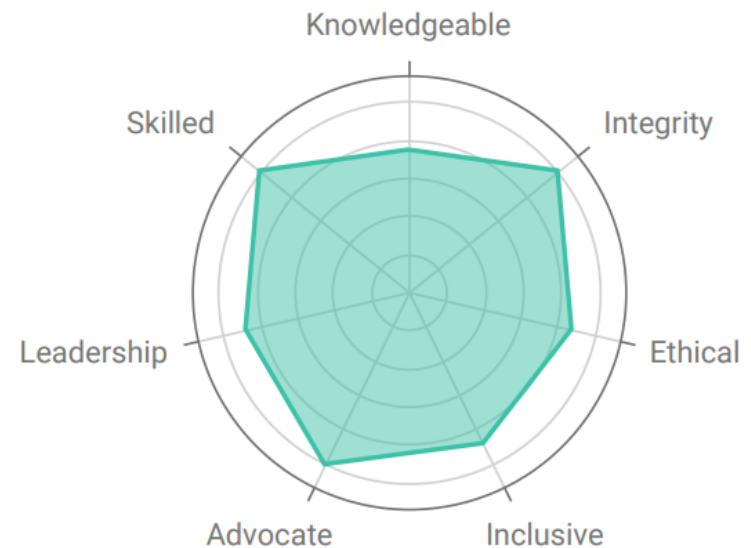


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The professional standards self-assessment report will help identify your strengths and areas where you could improve to drive your professional development. Your profile and tailored report will also highlight some simple activities that you can do to quickly build your knowledge, stay connected with others from across the sector and get the most from your CIH membership.

## Your report and outcomes

Find your report below and a selection of resources tailored to you to help develop your knowledge and skills.



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# Stage 2 – Building Knowledge



1. Professional standards self-assessment



2. Pick a Standard

# Stage 2 – Building Knowledge



1. Professional standards self-assessment



2. Pick a Standard



3. Access the Knowledge Hub



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## Knowledge hub

As a member of CIH you can gain access to a huge library of information on the latest housing issues, in-depth case studies and other resources. Use these to gain insight into what you need to know to deliver excellent housing services.



### Professionalism and training

Whether new to the sector or developing your career this section will help you deliver on your goals.



### Income and financial wellbeing

This section provides resources and tools on how to support tenants with benefits advice and financial wellbeing.



### Tenant and residents

An overview of tools and approaches to get feedback and better engagement from residents in your communities.



### Domestic abuse

The information will help you tackle domestic abuse and sets out the legal options available for support.



### Anti-social behaviour

This section will help you understand the legal framework and intervention work for ASB.



### Safeguarding

Helping you ensure that tenants and their family who need care or support are protected from abuse and neglect.



### Assets and safety

Learn about the latest legislation in safety and find out more on the good practice in asset management and repairs.



### Managing tenancies

In this section, you will understand the tenancy process and the rights and responsibilities of all parties.



### Homelessness

Understand the key drivers and importance of early intervention work when it comes to homelessness.



### EDI, data and digital accessibility

As governance and digital transformations are key to providing more accessible services for residents.



### Climate and sustainability

Bringing together resources to support your learning as we move to a better sustained sector and industry.



### Private rented sector (PRS)

Helping you find the best ways to work within the private rented sector (PRS) to meet housing need.



Search

# Stage 2 – Building Knowledge



1. Professional standards self-assessment



2. Pick a Standard



3. Access the Knowledge Hub



4. Read the UK Housing Review



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# 2025 UK HOUSING REVIEW

Mark Stephens  
John Perry  
Peter Williams  
Gillian Young



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Help with housing costs		
International comparisons		

UK Housing Review 2025  
Mark Stephens, John Perry, Peter Williams and Gillian Young  
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UK Housing Review website: www



UK Housing Review

# Stage 2 – Building Knowledge



1. Professional standards self-assessment



2. Pick a Standard



3. Access the Knowledge Hub



4. Read the UK Housing Review



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# Stage 3 – Connect & Develop



1. Engage in Continuous Professional Development (CPD)



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# My CPD

Samuel Middleton

Membership details

Bank account

My CPD

Professional achievement

Back to main menu

Record and view your CPD

CPD year ↓ Nar

2025 Sam  
Mid

## Designed with the housing sector, for the housing sector

Establish yourself as a professional in the housing sector by gaining the theoretical knowledge, essential skills, and practical learning needed to perform at the highest level in your job and advance your career.

CIH qualifications are delivered by approved external study centres but awarded by the Chartered Institute of Housing. These study centres will guide you throughout your learning journey, working to the CIH specification and the learning outcomes. You can view all our [approved study centres here](#).

## Find the right qualification for you

Whether you're starting out in the housing or you're an experienced professional, we offer qualifications suited to your needs. CIH qualifications range from level two for anyone new to the housing sector, through to [postgraduate certificates](#) for those in strategic leadership roles.

Choose your level to find the qualification that matches your experience and career ambitions.

# Training courses

Search



Training type



08 JUL 2025 - 10 FEB 2026 | VIRTUAL

### Introduction to dampness, condensation and mould

This is a comprehensive course which looks at the four main types of dampness in homes and will aid attendees in identifying them. It then explores the reasons for condensation forming and the effect on mould growth.

14 MAY 2025 - 10 DEC 2025 | VIRTUAL

### Condensation and mould: a strategic approach

This course looks at the relevant findings from the Ombudsman, the new Social Housing Act and guidance from English, Scottish, Welsh and Northern Irish governments. It explores the strategic approach to dampness, looking at procedure and process, data processing and staffing issues.

# Stage 3 – Connect & Develop



1. Explore Continuous Professional Development (CPD)



2. Watch the Webinars



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# Past event recordings



Category



Topic



- ☐ Anti-social behaviour
- ☐ Asset management
- ☐ Building and fire safety
- ☐ Climate and sustainability
- ☐ Development and regeneration

Our recordings cover various topics, from practical housing management and high-level policy discussions to events designed to support your professional development. All recordings are free for all CIH members, log in and listen/watch from anywhere.



Download



Member Only

09 APR 2025 | WEBINAR

## In conversation with CIH NI policy

Gain a deeper understanding of the Northern Ireland policy landscape. Join housing law and policy expert Justin Cartwright for a virtual event that will explore the key changes facing the region, providing valuable insights for professionals and interested parties alike.

See more



Member Only

27 MAR 2025 | WEBINAR

## Age Friendly Housing in Ireland

Join us for a discussion on housing for an ageing population.



# Stage 3 – Connect & Develop



1. Engage in Continuous Professional Development (CPD)



2. Watch the Webinars



3. Attend CIH Events



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Housing



Member  
exclusive  
and free to  
members

[Our Events](#)

# Stage 3 – Connect & Develop



1. Engage in Continuous Professional Development (CPD)



2. Watch the Webinars



3. Attend CIH Events



4. Engage in Policy Discussions



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## Are you interested in getting involved?

Email us specifying the policy network you're interested in and join the conversation.

[Email us to get involved](#)

### Our policy networks

Policy advisory committee	+
Assets and repairs group	+
Repairs and maintenance community	+
Net zero community of practice	+
Supply and development group	+
Local authority and social housing management	+
Anti-social behaviour (ASB) network	+
Supported housing network	+
Social security group	+
Homelessness group	+
Domestic abuse group	+



# Stage 3 – Connect & Develop



1. Engage in Continuous Professional Development (CPD)



2. Watch the Webinars



3. Attend CIH Events



4. Engage in Policy Discussions



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# Stage 4 – Reflect & Grow



1. Explore  
Leadership Potential



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# Discounted access for members



[BECOME A MEMBER](#) ▾ [CORPORATE](#) ▾ [COMMUNITY](#) ▾ [WHAT'S ON](#) ▾ [LEARNING](#) ▾ [ABOUT US](#) ▾



## DEVELOP YOUR FULL POTENTIAL.

We've partnered with The Chartered Institute of Housing to offer an exclusive joint membership deal to CIH members giving access to a wealth of support to grow your leadership potential within the housing sector.

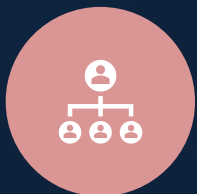
Only £7.50 per month. Use the discount code CIH90

[JOIN NOW](#)



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# Stage 4 – Reflect & Grow



1. Explore Leadership Opportunities



2. Join the Mentoring Scheme



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# Mentoring

✓ Benefits

✓ Mentor

✓ Mentee

Provided by members for members

Our mentoring programme is designed to support you in your career to help identify relevant development opportunities. Our new mentoring platform through PushFar, will give both mentors and mentees the tools needed to make impactful connections that provide opportunities for professional growth.

**Mentoring platform**



# Stage 4 – Reflect & Grow



1. Explore Leadership Opportunities



2. Join the Mentoring Scheme



3. Re-do Professional Standards Self Assessment



4. Pick another Standard



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# Don't Stop There!

Keep growing, keep learning, and make the most of your CIH membership!

# ABOUT US.

EXCLUSIVE  
MEMBER ONLY



Everything comes together at **[www.cih.org](http://www.cih.org)**



If you have any questions about membership call 024 7685 1700  
and have a chat with our membership team



Follow us on LinkedIn @Chartered Institute of Housing for all the latest news. For policy updates follow @CIH policy. You can also connect with us on BlueSky @cihhousing.bsky.social

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