



Chartered
Institute of
Housing

CIH Recognition



Our mission and values

The Chartered Institute of Housing (CIH) is the professional body for people who work in housing, the independent voice for housing and the home of professional standards. We promote the art and science of housing and act in the interest of our members and the public. CIH is a registered charity and not-for-profit organisation.

We passionately believe in our mission to inspire and support housing professionals to create a future in which everyone has a place to call home, equipping them with the skills, knowledge, behaviours and expertise they need to make a crucial difference.

In addition to their commitment CIH's mission, principles and values, those who are part of our incredible membership network are expected to uphold [the professional standards](#), the [CIH code of conduct](#) and [CIH code of Ethics](#) to evidence their commitment to professionalism and dedication to the sector.

CIH and the Competence and Conduct Standard for social housing

Coming into force in October 2026, the [Competence and Conduct Standard](#) introduces a sector-wide, outcome-based framework for those working in social housing in England, while also requiring senior professionals who deliver social housing services to gain or work towards a housing management qualification. It requires all relevant staff to have the skills, knowledge, experience, and behaviours to deliver excellent quality housing services. While the requirements are currently regulated in England, all organisations across the UK and Ireland can benefit from equipping their staff to deliver quality housing services.

The Regulator of Social Housing will be looking for organisations who provide a comprehensive social housing management service to:

- **Ensure staff competence:** all relevant staff must have the skills, knowledge, experience, and behaviours needed to deliver good quality housing services
- **Hold contractors to account:** providers must take steps to ensure staff employed by their service providers also meet these competence and conduct requirements
- **Adopt a written policy:** setting out how they will support learning and development, appraise performance, and address poor performance across their workforce
- **Embed a code of conduct:** adopt or develop a code for relevant staff, ensure it is understood and applied across the organisation, and keep it current

- **Enable tenant influence:** give tenants meaningful opportunities to shape and scrutinise both the competence policy and the code of conduct, and make these accessible, up to date, and fit for purpose
- **Meet qualification requirements:** ensure senior housing managers and senior housing executives hold (or are working towards) an approved housing management qualification and take steps to ensure that service providers' relevant managers do likewise.

This is why now more than ever organisations need to demonstrate how they approach **professional competence, ethical conduct, and ongoing professional development** in a structured, efficient and verifiable way. As the professional body for people who work in housing, CIH is here to support organisations in meeting the expectations set out in the Competence and Conduct Standard in various ways, including our **CIH Recognition programme**. By signing up to it, organisations demonstrate their commitment to the promotion of the key components of the Standard in delivering excellent housing services supporting continuous improvement across the housing industry, and compliance with the Regulator.



What is CIH Recognition?

CIH can formally recognise development programmes, educational products or community programmes which align and positively contribute to the mission and values of the Institute, to the CIH professional standards, to the CIH Code of Conduct and Code of Ethics, and to continuing professional development (CPD).

Benefits of CIH Recognition

With a CIH recognised programme, organisations have the opportunity to demonstrate their commitment to meet the requirements of the Competence and Conduct Standard around:

- **Knowledge, skills and behaviours (KSBs):** with a programme that supports staff demonstrate competence and ethical conduct in delivering housing services.
- **Written policy:** with a programme as part of the organisation's policy for managing and developing staff competence and conduct.
- **Tailored development:** with a programme demonstrating that learning and assessment/appraisal systems reflect role-specific needs and support continuous improvement.
- **Evidence-based compliance:** with a programme as proof of staff development and impact of qualifications/training on their service delivery as expected by the Regulator.

Further benefits include:

- The use of a designated **CIH logo** for promotion and publicity of a programme
- **Free case studies** on the CIH website for further promotion, and **links on CIH website** to the recognised programme.
- **Assurance of relevant expertise:** skills, knowledge and behaviours deemed as current and directly applicable to industry needs.
- **Strengthened reputation:** it demonstrates alignment to CIH values and mission, professional standards, CPD and CH Codes of Conduct and Ethics
- Demonstration of the organisation's **commitment to professionalism** and supporting the growth of the sector.
- **CIH membership:** professionals taking part in programmes successfully accepted for CIH Recognition have an opportunity to access a concessionary membership package (a separate discussion with Professional Standards and Membership Services to assess suitability is required). CIH members have access to the latest

sector-leading knowledge and best practice in housing policy, free attendance to CIH events, discounted training, access to housing policy updates and sector news, access a vast library of resources, publications, and guides, member-only events and networking opportunities.

Programme structure and fees

A completed application form is required together with supporting evidence (the form is included in this pack), an administration fee upon application and one year recognition fee.

A first application will be limited to CIH recognition for one year. At the end of that time the programme or product will be reviewed and a decision taken on the continuation of recognition.

1. First year of application:

CIH recognition fees (from 1 April 2026):

First application for programme:

Administration fee for consideration of application	£207.00+VAT
One year recognition fee	£1067.00+VAT

2. Renewal of recognition after first year review:

After review:

Two years recognition fee:	£1600.00+VAT
Three years recognition fee:	£2135.00+VAT

Invoices will be issued within 10 working days on:

- Receipt of an application for programme recognition (subject to information provided for new customer information set up on CIH finance systems). Please provide purchase order details with your application if required by your organisation
- Confirmation of programme recognition (first and subsequent)

Programme conditions

1. **The programme or product approval and quality assurance responsibilities will remain the responsibility of the development/delivery organisation.**
2. Applications must demonstrate the benefit to those individuals or organisations undertaking a programme, and its contribution to the wider housing profession.
3. Any application is for CIH recognition of the submitted programme or product, not for approval of the programme or product itself. Any decision will be based on the form and evidence provided for the application process.

4. The programme must align with:

- The [CIH professional standards](#)
- The [CIH Code of conduct and CIH Code of ethics](#)
- The [CIH Continuing Professional development guidance](#)

5. Where the programme leads to an award, it must be supported by a robust quality assurance exercise which evidences an individual's competence and has both external and internal reports and processes. Organisations will be required to submit evidence to support their application.

6. The right to use the designated CIH recognition logo only applies to the recognised programme and cannot be transferred to another organisation or used in connection with another programme without prior permission from CIH.

7. The use of the designated CIH logo must be in line with CIH brand guidelines provided to ensure that it is used in a consistent and appropriate style. Organisations will be required to provide copies of documents/examples of where the logo is being used to ProfessionalStandards@cih.org (please avoid using personal in boxes).

8. Where an application is unsuccessful, organisations can appeal against a decision by writing to the validation inbox (ProfessionalStandards@cih.org) within 28 days of the outcome of an application being received, including details for the appeal, new evidence not provided before or any other relevant information.

9. Consideration/recognition of a programme cannot be deemed as being formal accreditation or programme approval, nor should the recognition be promoted in this way.

10. Continuing recognition will be subject to a report on the delivery and monitoring of the programme. The report (based on the format of the programme) will be submitted annually and will include:

- Review on delivery/take up of the programme
- Any quality assurance undertaken
- Feedback from individuals or organisational experience of the programme.
- Observations on progress/feedback with particular regard to any intended changes to the programme.



Application for CIH Recognition of programme

Please send your completed form and evidence to professionalstandards@cih.org

Name of applicant	
Role in organisation	
Contact details	
Organisation name	
Organisation address	
Title of submitted programme	

Programme details

1. Summary of the programme:

Please provide information (where applicable) on:

- The aims and objectives of the programme
- Delivery model and timetable
- Details of the content of the programme
- Intended audience/customers for the programme
- How is any assessment carried out - i.e. approach used/assessed at an individual or group level?
- Intended outcomes of the programme for an individual/group

Please indicate which additional documents/evidence will be included with your application to support this summary (required):



2. Alignment to CIH

2.a. Statement of support for CIH professional standards

Please tell us how the programme aligns with the CIH professional standards and how it benefits an individual participant and the wider housing profession.

2.b. Statement of support for CIH Code of Conduct and Code of Ethics

Please indicate how the programme aligns with the CIH Code of Conduct and Code of Ethics, and promotes ethical working practices.

2.c. Statement of support for CIH CPD and Learning & Development

Please indicate how the programme aligns with the CIH Continuing Professional development guidance and promotes individual performance, and please provide a summary of how this programme sits within the organisation's policy of Learning and Development.

3. Equality, diversity and inclusion

Please provide a summary of (and attach) your ED&I policy



4. Statement of governance, accountability and scrutiny

Please provide an explanation of the development process that was undertaken, how stakeholder requirements were embedded and the monitoring/scrutiny process you have put in place to evaluate success and incorporate any feedback into future development.

Payment

Please note that formal confirmation of the recognition period and the designated logos will be provided when recognition has been approved and the appropriate fee has been paid.

First application for programme:		Please indicate which payment(s) is applicable to this application
Administration fee for consideration of application	£207.00+VAT	
One year recognition fee	£1067.00+VAT	
After review:		
Two years recognition fee:	£1600.00+VAT	
Three years recognition fee:	£2135.00+VAT	

Purchase Order number (if applicable):

Confirmation

Applicant signature	
Name	
Date	



**Chartered
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Housing**

Chartered Institute of Housing

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