



WELCOME



Chartered
Institute of
Housing



BENEFITS AT YOUR FINGERTIPS

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WELCOME TO CIH MEMBERSHIP

As the professional body for housing, our work at the Chartered Institute of Housing (CIH) is all about one thing: supporting you to create a future in which everyone has a place to call home.

As a member of the UK's biggest housing professional network, you will unlock access to a huge range of exclusive benefits to guide you on your housing journey. We're here to help you wherever we can, so you can develop the skills, knowledge and behaviours you need to demonstrate your commitment to the sector, the people and communities you work with.

Start exploring CIH membership today to find out how we can help and support you on your housing journey.

Gavin Smart

Chief executive

Chartered Institute of Housing



YOUR RESPONSIBILITY AS A MEMBER

Code of ethics & conduct

All members are required to adhere to the principles of the code of conduct. The code of conduct also provides information about complaints handling and the disciplinary process that will be followed if an allegation of misconduct is made against a member.

View [code of ethics](#).

View [code of conduct](#).

EQUALITY, DIVERSITY AND INCLUSION (EDI) AT CIH

At the heart of being a housing professional is serving people, meeting their needs. And to do that we as housing professionals and members of CIH need to understand the people and communities we serve.

Everyone who lives in our communities is an individual, with individual needs, desires and dreams – and also individual life experiences. These experiences will be informed by the culture in which we grew up; our gender, age, religion and sexuality; and how the limitations of our bodies – mental and physical – impact on the way we live our lives.

EDI framework

The CIH EDI framework can be used by individuals or landlords/housing organisations to make positive changes across the sector. It features self-assessment tools so you can think about where you are currently with regards to EDI and consider how you can make further improvements to working practice.

For individuals, the EDI framework compliments the CIH professional standards and directs you towards the steps you can take to champion and improve EDI in your organisation. For landlords, the EDI framework sets out a series of commitments underpinned by a range of outcomes.

View the [framework](#).

EDI census

We are committed to improving equality, diversity and inclusion in our organisation, throughout our membership and across the housing sector.

In order to do this, we're asking all our members to complete our EDI census so we can capture data and discover what our membership, and in turn, the housing profession looks like across the UK. This will help us identify where the sector may be underrepresented in different areas across the UK.

Complete the [census](#).

CIH PROFESSIONAL STANDARDS

The CIH professional standards are a set of tailored characteristics for the modern housing professional to help you self-reflect and guide you on your professional journey. Building on over 100 years of housing knowledge, we've worked with CIH members, housing professionals, organisations and employers, professional bodies from beyond housing and residents across the UK to identify what underpins our collective identity as a housing profession.

Unlock the ability to self-assess

As a CIH member, you get access to the full version of our comprehensive self-assessment tool to help you reflect honestly on your professional journey and think about your development needs. On completion, you will receive an in-depth, personalised report, offering tailored content and targeted professional development activities.

The work you do is so important, so please use the professional standards to show your dedication to the sector, develop your behaviours and make positive changes to the way you work.

[Visit the professional standards tool.](#)



MEMBER-EXCLUSIVE EVENTS

We recognise the importance of our events to deliver the latest knowledge and networking opportunities across the housing sector. That's why members of all levels now have exclusive access to a wealth of CIH events so you can get more from your membership.

Top reasons to secure your free place at a CIH event

- We are the only organisation that provides cross-sector events, meaning no matter what part of housing you work in, we have an event for you
- Gain new knowledge from thought leaders and inspirational speakers that you can take back to your organisation
- Build connections with other housing professionals through unrivalled networking opportunities
- Share best practice and get a fresh perspective of the challenging currently facing the sector.

*Due to the specific way these events are hosted, we are unable to include live award ceremonies as part of the offer

View our events at [**www.cih.org/events**](https://www.cih.org/events)

MENTORING PROGRAMME

As part of your membership, you can join our mentoring programme that is designed to support you in your career to help identify relevant development opportunities. Our mentoring platform offers the tools needed to make impactful connections that provide opportunities for professional growth.

Visit the mentoring **platform**.

REVERSE MENTORING

At CIH, we encourage reverse mentoring as this helps mentors and mentees gain a new insight into other fields, as well as social and cultural topics not necessarily picked up in traditional mentoring. This approach gives you the opportunity to gain insight into the importance of driving cultural change, learn digital skills and promote diversity.

BENEFITS OF THE PROGRAMME:

- Free and accessible to all members
- Grow your connections with members across CIH's network
- Completely confidential
- Get one step closer to achieving your career goals
- Gain insight and a fresh perspective on topics
- Support the culture of inclusion
- Build confidence, enhance your skills and advance your knowledge.

Find out more **here**.

KNOWLEDGE HUB

Information at your fingertips

The Knowledge Hub is designed to support you in your job by giving you access to a variety of topics, ranging from practical housing management, high-level policy discussions, real-life case studies and more. Using the Knowledge Hub will develop your understanding of what you need to know to deliver excellent housing services.

Go to the [**Knowledge Hub**](#).

MEMBER DISCOUNTS

Totum Pro discount card - save over £500 a year

Apply for the TOTUM PRO discount card to access a wealth of savings, offers and vouchers on your everyday essentials. The new name for the NUS extra student card, TOTUM PRO unlocks brilliant discounts on lots of brands, from keeping fit and dining, to travel and luxury items.

Find out more [**here**](#).

CAREER RESOURCES

Get easy access to a wealth of career development tools and resources, to support you at different stages of your career.

Visit career resources [**here**](#).

GET ON DEMAND RECORDINGS

Catch up on past webinars and recordings, covering a variety of topics designed to support your professional development.

View recordings [here](#).

PUBLICATION'S LIBRARY

Get free access to member-only publications that focus on the latest policy topics and practical advice that you need to do your job.

Take a look [here](#).

MEMBER OPINION PANEL

We need your feedback on any latest developments in housing by telling us what you think through our short surveys.

[Sign up](#).

BECOME A TILM MEMBER

We've partnered with The Institute of Leadership and Management (TILM) to offer an exclusive joint membership deal to current CIH members, giving access to a wealth of support to grow your leadership potential within the housing sector.

Find out more [here](#).

FULL ACCESS TO HOUSING TODAY

If you're a fully paid member, you will get full access to [Housing Today](#) as part of your membership. Keeping you up to date with all the latest news, insight, comment and analysis through the Housing Today website and news direct to your inbox.

HOW WE KEEP YOU INFORMED

Email newsletters

All members will receive our fortnightly Housing Matters newsletter, keeping you informed on CIH updates and sector news. Additionally, CIH Unlocked, our exclusive fortnightly publication, provides actionable insights and best practices tailored for CIH members.

You'll also receive a quarterly regional newsletter from your regional manager packed full of the latest policy news, housing stories, upcoming events, training courses and qualifications.



GET IN TOUCH

Our dedicated partnership team are here to answer any corporate membership queries you have, just call **07864 295784** or email partnerships@cih.org. Alternatively, you may find what you're looking for on our membership FAQs [here](#).

USEFUL LINKS

MyCIH	https://my.cih.org/profile
Upgrading your membership	https://www.cih.org/membership/grades
Membership fees	https://www.cih.org/membership/fees
Knowledge hub	https://www.cih.org/knowledge-hub
Member-exclusive events	https://www.cih.org/events
Mentoring programme	https://www.cih.org/about-us/get-involved/mentoring
View the latest news in the sector	https://www.cih.org/news
View blogs and articles	https://www.cih.org/blogs
Study a CIH qualification	https://www.cih.org/education/qualifications
Training courses	https://www.cih.org/training-courses
Professional standards	https://www.cih.org/professional-standards
CIH bookshop	https://www.cih.org/bookshop
Our policy work	https://www.cih.org/policy
Code of conduct	https://www.cih.org/publications/cih-code-of-conduct
Code of ethics	https://www.cih.org/publications/cih-code-of-ethics
Equality, diversity and inclusion	https://www.cih.org/about-us/equality-diversity-and-inclusion
Contact us	https://www.cih.org/contact-us
Membership terms and conditions	https://www.cih.org/terms-and-conditions/membership-framework