



Chartered
Institute of
Housing

Code of ethics



CODE OF ETHICS

for housing professionals

Housing is a values-based profession. Working in housing puts professionals in a position of trust in relation to their customers, employers and the public who rely on them to make professional judgements. Most people working in housing were attracted to the profession by the opportunities to improve people's lives through the places in which they live. The principles outlined below represent a profession-wide shared view of the ethical standards that are expected of others working within housing and related sectors. The principles provide a guide for behaviour where there are no specific rules in place in a particular circumstance and assist members to recognise and resolve ethical issues and value conflicts. Members are expected to integrate these principles into every aspect of their professional behaviour.

Principle

Respect for others

This means:

- Be fair in all dealings
- Demonstrate a commitment to equality and diversity and treating people fairly
- Be courteous and willing to listen to others, and speak to people in a way they can understand by appreciating their circumstances
- Make judgements based on your professional rather than your personal opinion
- Respect others' confidential information
- Take responsibility for yourself and your work
- Understand how your actions affect others and act accordingly

Self-evaluation questions:

- Do I challenge inappropriate, offensive or discriminatory behaviour?
- Have I created unnecessary obstacles for someone by not considering their circumstances or needs?
- Are my personal preferences or views influencing my behaviour or decisions?
- Am I able to see things from another person's perspective?
- Do I give and receive feedback in a constructive and collegiate manner?



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Act with integrity

This means:

- Understand and uphold your professional and legal obligations
- Be open and honest in your work
- Recognise conflicts of interest and ensure that your professional judgement is not compromised
- Build trust in yourself, your employer/business and your profession
- Honour your duty of care to your clients and customers, your colleagues, your organisation and the community in which you work and never take advantage of your position for personal gain
- Follow through on your commitments
- Be impartial in your treatment of others

Take responsibility

This means:

- Ensure you have all the relevant information before taking action
- Take the time to understand the context of the situation and the needs of those involved
- Act within the scope of your competence and your role
- Reflect on the outcomes of your decisions and learn from them to improve your skills in the future
- Act in the best interests of others
- Ensure you consider the impact of your decisions broadly

Self-evaluation questions:

- Would I be happy if my actions were made public - in the press or on social media?
- How does my behaviour appear to my colleagues?
- Do people trust my professional judgement? If not, why not?
- Am I aware of all my legal and professional obligations and if not, what do I need to do?
- Do I own up to mistakes and learn from them?
- Did I do what I said I was going to do?
- Did I act in self-interest?

Self-evaluation questions:

- Should I discuss my decision with others before I commit to action?
- Should I have sought help?
- Did I have the right information to make my decision?
- Have I considered the impact of my actions on all parties likely to be affected?
- Have my actions impacted negatively on others, even if unintentional?

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Maintain professional competence

This means:

- Keep your skills and knowledge up to date so that you work effectively
- Strive to achieve the highest personal standards
- Honestly assess your development needs and commit to your own personal development
- Take responsibility for your development and don't wait for others to direct you
- Support others in their development and be an advocate for the profession
- Learn from your experience and share good practice as well as lessons from your mistakes

Make a difference

This means:

- Trusting in your professional judgement and not being afraid to act
- Asking questions when you feel something is not right
- Fostering independence and empowering others to take control of their lives
- Challenging negative stereotypes
- Contributing positively to those you are responsible for, your colleagues, your organisation and the community
- Be an advocate for the profession
- Be prepared to be innovative and encourage change

Self-evaluation questions:

- Do I reflect on my actions to assure myself that I am acting professionally?
- Have I made a real commitment to continuous professional development (CPD)?
- Have I maintained the standards of CIH?
- Do I rely on my manager to tell me how I should develop?

Self-evaluation questions:

- Do I try to leave others better off?
- Do I behave in the best interests of our clients?
- Do I lead by example?
- Do I support and encourage colleagues?
- Am I a positive representative of my organisation?
- Do I speak up when I know I should?



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