



Shared Ownership Code: Learning directory

October 2025

About this learning directory

Introduction

Shared owners face challenges accessing clear, tailored guidance and support throughout their journey. While the Housing Ombudsman Service Complaints Handling Code - introduced in April 2024 - has set a clear bar for service standards, feedback shows there is still more to learn from real-life experiences and complaints.

During the pilot of the Shared Ownership Code, the eight housing providers involved in the pilot participated in a session looking at training and considering what good looks like. There was a shared recognition that structured, ongoing learning, grounded in both good practice and customer insight, is key to improving outcomes for shared owners.

This learning directory brings together a selection of helpful resources in one place. While not exhaustive, it is designed to be a helpful resource that sets out what is available to help equip staff across all functions to support shared owners, whether they are handling a first enquiry, managing leases, or resolving complex issues over time.

About the directory

The directory is structured into two parts:

Part 1 - provides a summary overview of training courses, conferences, and mentoring opportunities available in England that are relevant for professionals working in development, sales, marketing, management, or customer service of shared ownership homes.

It signposts and summarises offerings from key housing sector bodies such as the Chartered Institute of Housing (CIH), National Leasehold Group (NLG), National Sales Group (NSG), Housing Ombudsman Service, The SO Exchange and other specialist providers.

Part 2 - sets out useful sources of updates such as periodicals, trade press, and newsletters from key organisations that shape shared ownership.

How to use the directory

For best results, organisations are encouraged to use this directory as a starting point to identify suitable learning and development opportunities for individuals and pathways for team development. It does not cover all training offers available but focuses on the main shared ownership networking and training offers.

All courses should be considered in the context of each organisation's regulatory obligations (such as GLA service charge charter, Housing Ombudsman Service Complaint Handling Code, RSH Consumer Standards), and commitment to continuous professional development and delivery of the Shared Ownership Code requirements.

Note: The inclusion of training providers in this directory does not imply endorsement by the authors. Listings are based on the relevance of the specialist subject matter and topic alignment.

Part 1: Overview of training courses, conferences, and mentoring opportunities

Part 1 signposts and summarises training, conferences, and mentoring offerings available in England for professionals working in development, sales, marketing, management, or customer service of shared ownership homes.

Chartered Institute of Housing (CIH)

Training

CIH offers **‘Open access’ courses** advertised on the CIH website allowing individuals to book themselves directly onto a course(s) of interest. The full offer can be found [here](#).

One specific relevant training option for shared ownership professionals is the **Introduction to leasehold management course**.

Description: Delegates gain a comprehensive understanding of fundamental clauses in shared ownership leases and the practicalities of managing shared ownership properties. The course also addresses complaint procedures and the new shared ownership model. Further details can be found [here](#).

Chartered Institute of Marketing (CIM)

Marketing courses relevant to Housing professionals delivering marketing services to support new build and post sales marketing or general housing provider marketing services.

Description: CIM offers various marketing courses that can be beneficial for housing professionals looking to enhance their technical marketing skills.

For more information click [here](#).

Claws Academy

Training

This is a new offer of online education for property professionals. Relevant training courses include, for example, **Leasehold Management and Housing Associations**.

Description: Designed to provide a clear understanding of leasehold management within Housing Associations. This training covers the history of leasehold; leasehold tenures (such as Shared Ownership and Right to Buy) and how they work; the roles of freeholders, managing agents, and resident management companies; and the challenges that come with these relationships.

There are many more **courses on areas relevant to those working in shared ownership**, including on areas such as service charge compliance, anti-money laundering and more.

For more information click [here](#).

Claws Consultants

Training

Claws Consultants deliver bespoke training courses as well as facilitating the independent networking group The National Leasehold group (NLG). More information is provided on the NLG's offer under National Leasehold Group below.

For more information click [here](#).

Future of London

Leadership and mentoring opportunities

Future of London membership is open to local authorities, housing associations, development corporations and other public bodies working in the built environment. The Future London Leaders Programme is targeted at emerging leaders in the built environment and housing sectors. The offer includes structured mentoring with senior sector leaders and cross-sector collaboration.

For more information click [here](#).

Housing Ombudsman Service

Training

The Housing Ombudsman Service Centre for Learning provides workshops with practical training on complaint handling, landlord-tenant communication, and embedding a positive complaints culture.

For more information click [here](#).

Housing Quality Network (HQN)

Training and Events

HQN offers practical training courses covering the development, marketing, and management of shared ownership homes as well as consultancy and networking services to housing professionals.

One course relevant to shared ownership is **Shared Ownership: Background to SO, Development, Sales and Management**.

Description: Getting shared ownership schemes off the ground, marketing and selling properties effectively, day to day management and lessons from recent case law.

They also run the online **Leasehold Network Annual Conference** which covers leasehold changes the impacts on shared ownership and the housing sector.

For more information click [here](#).

MBL Seminars

Training

MBL offers several online and in-person learning focused on shared ownership for a number of sectors. Some of their courses are relevant to those working in shared ownership, including for example their seminar on **Shared Ownership Leases - Reviewing the Homes England Models**.

Description: This webinar examines the provisions of the most up-to-date shared ownership lease, including topics like the initial repair period, 1% staircasing provisions, and fundamental clauses.

MBL offers several other training courses focused on shared ownership. For more information click [here](#).

National Housing Federation (NHF)

The NHF is the trade body representing housing associations across England. The NHF advocates for its members, influences housing policy, and offers resources, training, and events to support the sector.

Resources and guidance

While the NHF does not list specific shared ownership training courses on its website, it does provide resources and guidance on affordable home ownership, including shared ownership models.

For more information click [here](#).

Events and networking opportunities

The NHF organise several key conferences:

Affordable Home Ownership: this conference brings together professionals involved in sales, marketing, and development within the affordable housing sector. For more information visit: housing.org.uk.

Housing Community Summit: this event is a collaboration between the NHF and the Chartered Institute of Housing (CIH), aiming to shape the future of social housing. For more information visit: [Chartered Institute of Housing \(CIH\)](https://charteredinstituteofhousing.org.uk).

Housing Finance Conference & Exhibition: An annual event tailored for finance professionals in the social housing sector, focusing on building resilience and addressing sector challenges. For more information visit: finance.housing.org.uk.

National Leasehold Group (NLG)

NLG is a specialist national group for property managers in social housing. It is a large network of national leasehold service experts and practitioners.

NLG's offer focuses on strengthening leasehold management through a series of events, training courses, conferences and seminars, good practice guides with regional topical meetings that are influenced by its membership.

Resources and guidance

[Good Practice Guides - National Leasehold Group.](#)

Training

This is an offer of online education for property professionals. One specific relevant training course for shared ownership professionals is the **Leasehold Management (Part 1) - The Basics**.

Description: Designed to provide a clear understanding of leasehold management within Housing Associations. Covering understanding leases, service charges, challenges to the leasehold sector, basic case law, and different customer profiles.

Some other courses offered include Understanding Section 20, Staircasing, Lease Extension and Leasehold Management, and Understanding Resales and Associated functions training. These are a combination of online sessions and in-person.

Access: NLG Membership is free and training courses are charged per session.

For more click [here](#).

Events

NLG also run the following events which are relevant to shared ownership professionals:

Event	Format	Covering	Access
NLG Annual Conference	In person and online	Focused on leasehold management including shared ownership	Charged
NLG Manchester Conference	In person	Local offer for colleagues in the North-West and Yorkshire	Free for members
NLG Service Charges Conference	In person	Covers service charge related issues	Charged

South East Consortium

Training

The South East Consortium offers Shared Ownership Training in partnership with CIH.

Description: This course provides understanding of the fundamental clauses in the lease, as well as the practicalities of managing shared ownership properties. It also looks at the complaint procedure and the new shared ownership model.

For more click [here](#).

The National Sales Group (NSG)

NSG is a national sales and marketing membership network offering events, regional meetings, sector updates, network opportunities, mentoring and industry insights for sales and marketing professionals in the affordable housing sector, with specific focus on shared ownership.

Events

Event	Format	Covering	Access
NSG National Conference	In person	Focus on sales and marketing of shared ownership	Charged
NSG Regional Events and Housing Labs	In person	Local offer	Free for members

Mentoring

The NSG run a mentoring programme matching earlier career professionals with experienced professionals.

For more information about events and the mentoring programme click [here](#).

The Property Institute (TPI)

The Property Institute represents members within the residential property management sector. It has a campaigning role, shares data insights and offers training courses such as 'Introduction to Accounting for Service Charges'.

The SO Exchange

A national group for shared ownership professionals, providing a platform for networking, knowledge sharing, training guides, and best practice discussions. Offering webinars, forums, and events focused on shared ownership topics.

For more click [here](#).

Part 2: Other ways to support staff to maintain up to date knowledge

Specialist training courses with the housing provider's existing suppliers

Existing suppliers of services such as solicitors, valuers and mortgage advisories (to mention a few) will generally be happy to offer bespoke training courses on a range of operational, regulatory and legislative requirements at no cost that are tailored to your needs.

Updates from Homes England and the Housing Ombudsman Service Centre for Learning

Housing providers should register for real time updates from Homes England for policy and Capital Funding Guide (CFG) updates.

- **Homes England:** Housing Providers should [sign-up to receive regular email alerts](#) from [GOV.UK](#). This service has news or announcements from Homes England, including changes to the Capital Funding Guide (CFG).

There are other helpful Capital Funding Guide links where users can find historic versions of the CFG saved in the National Archives – see [Capital Funding Guide Library and Updates](#).

If a housing provider has a shared ownership question concerning homes funded via Homes England current or legacy affordable homes programmes, they can contact Homes England via Sharedownership@homesengland.gov.uk.

- **Housing Ombudsman Service:** Housing Providers can sign up for the newsletter and to receive updates from the [Housing Ombudsman Service](#) Centre for Learning.

Useful periodicals

Below is a list of some of the key periodicals and publications covering shared ownership housing in England. These sources offer up-to-date news, analysis, and insights into shared ownership, policy developments, and market trends:

- [Inside Housing](#) is a covers news and analysis in the social housing sector. It regularly features articles on shared ownership, affordability, and sector policy, serving housing providers, developers, and policymakers.
- [Housing Today](#) is a digital publication dedicated to the housing sector, providing news, analysis, and commentary on housing policy, development, finance, and construction. It is known for its campaigning journalism.
- [First Time Buyer Magazine](#) often covers shared ownership schemes, offering insights into eligibility, financial guidance, and market trends that affect potential shared owners. Articles are frequently written by sector leaders.

- [Social Housing Magazine](#) is a monthly publication and provides in-depth analysis and reporting on affordable housing finance, governance, and policy. Aimed at housing professionals, it covers topics such as funding models, regulatory changes, mergers, credit ratings and capital markets.
- **Social Housing Publications by National Housing Federation (NHF):** [The NHF](#) publishes newsletters and occasional periodicals that spotlight innovations, case studies, and developments in social and shared ownership housing. These updates are valuable for housing providers looking to keep abreast of sector-wide changes and best practices.

Additional Trade and Industry Newsletters

Many specialist publications and online newsletters (sometimes produced by organisations such as the Chartered Institute of Housing or property consultancy groups) periodically address topics related to shared ownership. Examples include:

- **Housing Finance News** – for updates on funding and policy affecting affordable housing
- **Housing Design & Build Magazine** – occasionally covers developments relevant to shared ownership projects, particularly for new-build schemes.

Each of these periodicals brings a unique perspective to the sector, whether it is in-depth investigative reporting, practical advice for first-time buyers, or strategic insights for housing providers. They serve as essential resources for anyone involved in developing, delivering, or managing shared ownership housing in England – helping staff stay up to date.