Understanding the context for your work is crucial - this module will provide this essential background and give staff a full understanding of the policy landscape, how housing is funded and regulated, the rights of tenants and much more.

In a tough financial climate keeping on top of income is crucial. This module will examine key challenges and best practice in arrears management and explore the implementation of fixed-term tenancies.

Dealing with anti-social tenants remains a significant issue for housing organisations everywhere. This module will give your staff an understanding of what anti-social behaviour is, the tools to deal with it, how to support victims and more.

A high standard of customer service should sit at the heart of any housing organisation’s offer - this module will equip your staff with key principles of dealing with customers so that you can have the very best relationship.

This four day, in-house training programme costs £6,000 + VAT and up to 15 staff can attend.

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