These documents have been listed as a good resource to look at while studying for this course. Please be aware that there is much information available on the website to help with your studies.

**Unit title - Delivery of Affordable Housing Service**

*How to... develop partnerships that make a difference*
20/05/2013 – CIH WEBSITE

*How to... prepare for regulatory reform: Tenant engagement and scrutiny*
15/02/2012 – CIH WEBSITE

**Unit title - Equality and Diversity for Housing**

*How to... use diversity network groups to improve services*
03/06/2013 – CIH WEBSITE

*How to... undertake an equality analysis*
12/02/2013 – CIH WEBSITE

**Unit title – Customer Service Standards for Maintenance**

*How to... deliver excellent customer service*
22/05/2012 – CIH WEBSITE

**Unit title – delivery of Affordable Housing Services**

*How to... develop partnerships that make a difference*
20/05/2013 – CIH WEBSITE

*How to... prepare for regulatory reform: Tenant engagement and scrutiny*
15/02/2012 – CIH WEBSITE

**Unit title – Housing Maintenance systems**

*How to... build skills and capacity in repairs services*
20/07/2012 – CIH WEBSITE

*How to... carry out repairs on time, first time*
24/08/2012 – CIH WEBSITE

*How to... deliver value for money repairs services*
12/06/2012 – CIH WEBSITE