

# Autumn Training and Events Programme 2016 Dublin



# About the Chartered Institute of Housing

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. All our courses are informed by our engagement at all levels of the industry, and by the expert knowledge of our policy and practice teams.

Having been the independent voice for housing for 100 years now, we know the value of an accredited CIH qualification when it comes to giving the learner the key skills and industry expertise they require to excel in their housing role - whatever that role might be.

Our highly trained and skilled staff add value to the wider organisation in which the learner is engaged. That's because having better qualified staff with more diverse skillsets is essential to helping housing organisations grow, perform better and compete more effectively in a highly competitive environment.

## Introduction

Our open training courses are designed and delivered by industry experts to ensure that housing professionals and their organisations get the very best from every course they attend.

All our training is designed to provide you with the practical tools and techniques you will need to overcome the many challenges you face in your role on a day to day basis. So whether you're completely new to the housing industry or an experienced senior manager, you will always find a course to suit your professional development needs here at CIH.

With this in mind we are delighted to bring you an exciting range of short courses and seminars, taking place in Dublin, this coming Autumn.

## Bookings and Enquiries

Early booking for all short courses in our 2016 Autumn programme is advised as places are strictly limited and allocated on a first come first served basis.

For all enquiries and bookings, call 04890 778222 / email [roi@cih.org](mailto:roi@cih.org) / visit [www.cih.org](http://www.cih.org)

# Effective voids and arrears management

## Course overview

This course gives an insight into maximising income and minimising expenditure resulting from rent loss as well as offering an introduction into monitoring and improving performance:

Arrears:

- Developing good regular rent payment culture with tenant
- Monitoring payments promptly
- Connecting rent payment to maintenance and improvements in homes
- Strategies for quick interventions with tenants to ensure missed payments are promptly addressed.

Voids:

- Setting up systems for speedy turn around of voids
- Agreeing schedules of costs with selected contractors
- Ensuring new tenants are identified quickly
- Having a quality standard and specified product range to minimise refurbishment delays

## Who should attend?

This course is aimed at front line staff working in professional housing roles.

**Date:** 3 November 2016

**Cost:** £120 members / £130 (non-members)

**Venue:** Dublin (to be confirmed)

**Book now by calling 04890 778222 / email [roi@cih.org](mailto:roi@cih.org)**

\*Note - unfortunately due to restrictions we can only accept payments in £stg at the minute

# Understanding hoarding

## Course Overview

Hoarding disorder is now recognised as a distinct mental illness that requires a professional response. However, housing teams often struggle to understand different forms of mental illness and how to respond to associated behaviours.

This workshop will start by increasing your understanding of mental illness, the effect on housing provision and the practical tools and response options available to the housing professional. It will then explore hoarding disorder specifically; looking at how hoarding develops and building your understanding of how hoarders think and feel about their possessions. You will consider the best ways to support those with a hoarding disorder and the relevant legislation that shapes your obligations and response as a housing provider.

This course aims to:

- Differentiate between mental health disorder and learning disability, with a particular focus on hoarding disorder
- Explore the legal and regulatory context within which housing providers support and address hoarding cases
- Identify practical tools, approaches and responses by housing professionals.

## Who should attend?

Frontline housing staff, their managers and other service providers supporting tenants with hoarding disorder and other forms of mental illness.

**Date:** 17 November 2016

**Cost:** £120 members / £130 (non-members)

**Venue:** Dublin (to be confirmed)

**Book now by calling 04890 778222 / email [roi@cih.org](mailto:roi@cih.org)**

For enquiries on all above short courses and seminars, call us today on **04890 778222** or email **[roi@cih.org](mailto:roi@cih.org)**

Please note: places on all courses are limited and will be allocated on a first come first served basis so early booking is advised.

