



Short courses & events programme

January - May 2017





Special early bird booking rate now available!

Book by
January 31 2017 and we'll give
you an extra 10% off the advertised
cost.

So, get booking and save £££s

Email: cathy.etchingham@cih.org

Tel: 01 656 4160

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 help to increase your understanding of mental illness, the effect it has on housing provision and the practical tools and response options that are available to the housing professional.

This course will explore the following issues:

- 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?

This course is aimed at managers and team leaders in Housing Organisations.

Date: 5 & 6 April 2017

Cost: €115 / £ 100* (members)
€125 / £110* (non-members)

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

To book call 01 6564160 / email cathy.etchingham@cih.org

Dealing effectively with tenant complaints

Course overview

This course will provide participants with the skills and confidence to improve their handling of customer complaints, helping them to bring about satisfactory solutions to everyday problems and in the process ensure better landlord / tenant relations.

This course will explore the following:

- introduction to customer complaint handling
- managing customer complaints
- effective communication skills
- generating customer loyalty

In addition to the above, this highly practical course will also include a variety of case studies and video clips to reinforce collaborative learning. Participants will be encouraged to share their experiences and join in discussion!

Who should attend?

This course is aimed at front line housing industry professionals who deal directly with clients on a day to day basis.

Date: 1 March 2017

Time: 9.30am - 4pm

Cost: €115 / £ 100* (members)

€125 / £110* (non-members)

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

To book call 01 6564160 / email cathy.etchingham@cih.org

Lunchtime event

'Lunch and Learn' - Tenant Involvement

Event overview

Martin Downey, Community Involvement officer with Helm Housing Association, will talk about the lessons learned from the work his organisation has done in involving tenants in improving the standards of housing services with a focus on building neighbourhoods and creating thriving and empowered communities.

Who should attend?

This lunchtime event is suitable for anyone working in a professional housing role as everyone will learn from hearing about Martin's experiences, which have involved building thriving communities, and better living spaces for everyone.

Date: 15 February 2017
Time: 12.30pm -2pm
Cost: FREE to members
€50/£46 * (non-members)

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

To book call 01 6564160 / email cathy.etchingham@cih.org

Good governance: promoting excellence on boards

The pressure on housing associations to demonstrate the highest standards of governance has never been greater. In light of these internal and external challenges, CIH recognises that training in governance for board members of housing associations is critical.

This course will explore the following issues:

- The legal framework for governance: both company and charities; compliance and meeting statutory obligations
- Governance principles: integrity, openness, transparency and accountability, including annual reporting and financial reporting;
- Board effectiveness: the role, responsibilities and review of effectiveness;
- Good governance for charities: governance guidance issued specifically for the charitable sector;
- Managing risk and when governance goes wrong;

Who should attend?

This one day course is aimed at both experienced and inexperienced board members. It is designed to provide housing association board members, or anyone who supports the Board member function, with the skills, knowledge and understanding they require to ensure effective board governance within their organisation.

Date: May 2017 (date tbc)

Cost: €115 / £ 100* (members)

€125 / £110* (non-members)

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

To book call 01 6564160 / email cathy.etchingham@cih.org

Lunch time event

'Lunch and Learn' - gearing up for the supply challenge in Rebuilding Ireland

Seminar overview

This half day seminar will involve a series of discussions focusing on the challenge of gearing up your organisation to meet the supply challenge as set out by the government's Rebuilding Ireland action plan for dealing with housing and homelessness.

Confirmed Speakers

Carol Mc Taggart from Clanmil, one of the country's leading housing associations, will speak about their experience of the Irish housing situation, and possible solutions to the current housing model.

We will also hear from a senior Irish departmental housing representative about his expectations for the housing market in Ireland going forward.

Finally, we will hear from a UK Local Authority official who will provide an insight into how the UK models operates, versus the Irish model.

Who should attend?

- senior housing policy professionals
- government and local authority officials with responsibility for housing policy
- senior executives from housing associations and related agencies

Date: 9 March 2017

Cost: FREE to members €50/£46 * (non-members)

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

To book call 01 6564160 / email cathy.etchingham@cih.org

All of the above 2017 events, seminars, and one day courses can be booked in any of the following ways:

E: cathy.etchingham@cih.org

T: 01 656 4160

W: cih.org/republicofireland



@cihireland

