



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: ni@cih.org

Tel: 028 9077 8222

FREE TO MEMBERS!

One day course

Developing high-performance housing teams

Course overview

This course will consider the key characteristics of high performing teams, and examine the critical steps involved in building high performing teams within the participants' own organisations.

This course will explore the following issues:

- the definition of a team
- incorporating different working styles to the key 'team roles'
- the essential role of 'leadership'
- building a common purpose
- the importance of communication
- problem solving and resolving team conflict
- renewing and refreshing the team

Who should attend?

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

Date: 7 March 2017

Cost: FREE to members

Non- members: £95 (reduced member rate)

To book call 02890 778222 / email ni@cih.org

FREE TO ALL !

Evening seminar

First to Know: private rented sector changes

Course overview

The Department for Communities' (DfC) private rented branch has proposals to help make private rented housing more attractive as a housing option. This follows the review of the sector whose aim was to identify where improvements could be made including to regulation.

What is a 'first to know' event?

As the independent voice for housing, CIH is committed to giving members the edge. That's why, throughout 2017, we are running a series of 'First to Know' free member events. The first of these, which takes place in February, will cover changes to the private rented sector. It will allow housing professionals to come together with policy makers, to inform and shape housing policy and help create a better housing system for everyone.

Who should attend?

This FREE 'first to know' evening event is open to both members and non-members alike and will be of interest to professionals with a responsibility for, or interest in the private rented sector.

Date: 9 February 2017

Time: 5pm - 6.30pm

Venue: CIH Northern Ireland, Belfast, BT3 9JQ

To book call 02890 778222 / email ni@cih.org

FREE TO MEMBERS!

Evening Event

Design for mental health

Seminar overview

This presentation will focus on the Housing Agency's Guide: Design for Mental Health. Providing architectural and interior design guidelines for those with mental health conditions, this presentation will describe the conditions people live with, as well as present some of the design responses that can address those conditions.

Who should attend?

This will be of interest to anyone who works or lives with someone suffering from chronic or enduring mental health conditions; from health care professionals, to housing professionals, to architects, to families, to the individuals themselves.

Date: 2 February 2017

Time: 4-6pm

Cost: FREE to members / £25 (non-members)

To book call 02890 778222 / email ni@cih.org

One day course

Supporting tenants to reduce energy costs

Course overview

Fuel poverty is a major issue in Northern Ireland, with over 40% of households in NI experiencing fuel poverty in this decade alone. Furthermore, despite significant investment in improving the energy efficiency of social homes in a bid to eradicate fuel poverty, rates in NI are still amongst the highest in Western Europe.

This course will explore the following issues:

- understanding the causes and indicators of fuel poverty
- understanding how to help those in fuel poverty reduce their energy costs
- raising awareness about environmentally sustainable improvements
- understanding what can be done by landlords at a practical level to help address fuel poverty

Who should attend?

This course will benefit social & private landlords, housing maintenance staff, senior housing management professionals, as well as any front line housing professionals directly involved in the delivery of housing services to social housing tenants.

Date: 16 February 2017

Cost: £95 (members) / £110 non-members

To book call 02890 778222 / email ni@cih.org

Tenancy management & sustainment

Course overview

Failing tenancies, as well as tenancies coming to a premature end, are costly for social landlords in terms of lost income, re-letting preparation / renovation costs, and staff time. However, they are also very costly for tenants on a personal and emotional level.

In this one day course, participants will consider the contribution both they and their organisation can make, in helping to reduce tenancy failure. In the process, participants will learn the key steps involved in helping tenants to remain in their homes.

This course will explore the following issues:

- why tenancies fail and which tenants are most vulnerable to tenancy failure
- practical /strategic steps to better management of arrears, interactions with tenants, lettings, ASB and repairs
- practical steps to identify tenants in need of support
- agencies who can work with you, and additional activities your organisation can undertake to better support tenants

Who should attend?

This course is aimed at front line housing staff working to ensure tenants remain in their homes.

Date: 2 March 2017

Cost: £95 members / £110 (non-members)

To book call 02890 778222 / email ni@cih.org

Policies & procedures for lawful eviction

Course overview

This course will help to better inform social landlords about the correct eviction processes and procedures, and ensure they have the knowledge they require when it comes to fairly and lawfully managing evictions.

This course will explore the following issues:

- explain security of tenure & how it might be lost
- know how to deal with issues surrounding mental health, vulnerability, capacity etc.
- examine the preparatory steps necessary before court; the content of NSPs & NTQs & complying with pre action protocols
- highlight the sequence & kinds of questions which might arise in court and examine the powers of the court
- ensure through exercises & practical case studies that delegates have the necessary skills & confidence to be confident in Court.

Who should attend?

This course will be extremely beneficial for anyone working in a client-facing housing role, who is seeking to gain a better understanding of best practice policies and procedures when it comes to ensuring lawful evictions.

This course will also be extremely beneficial for managers with responsibility for the development of eviction policy and procedures, as it will help to ensure that they are fully compliant with the law.

Date: 21 March 2017

Cost: £95 members / £110 (non-members)

To book call 02890 778222 / email ni@cih.org

Dealing with 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.

The course will explore the following issues:

- 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: 4 April 2017

Cost: £95 (members) / £110 non-members

To book call 02890 778222 / email ni@cih.org

Half-day seminar

Living in the city: planning, design and services for urban spaces

Seminar overview

This seminar will explore the regeneration of inner-urban areas, affordability of city centre living, and a range of innovative ideas that are providing the best spaces for good quality lifestyles in urban environments.

Confirmed speakers are as follows:

- Nuala Gallagher: director of city centre development, Belfast City Council
- Mark O'Donnell: director - Belfast regeneration, Department for Communities
- Greg Lloyd: emeritus professor, Ulster University
- Ciarán Fox: director, Royal Society of Ulster Architects

Who should attend?

This seminar is suitable for a range of different senior housing sector professionals including the following:

- senior managers in government, councils, the housing executive, housing associations, and the private sector
- representatives from third sector housing organisations
- planning, regeneration and finance professionals
- academics and consultants

Date: 26 April 2017

Time: 12.30pm - 3.30pm

Cost: £85 (members) / £95 non-members

To book call 02890 778222 / email ni@cih.org

FREE TO MEMBERS!

Evening seminar

Equality & diversity in the private rented sector

Seminar overview

As a private landlord, are you confident that you are meeting your equality responsibilities as a service provider?

This session has been developed in tandem with the Equality Commission, in order to support private landlords and letting agents in meeting the requirements of equality and diversity legislation, through service provision in the private rented sector.

Note: this two hour evening event will include a presentation, followed by a Q & A session.

Who should attend?

This seminar is offered as part of the Learning 2 Let programme and is therefore aimed at private sector landlords and letting agents alike. In keeping with the Learning 2 Let ethos of education and knowledge, participants will gain a better understanding of the importance of equality and diversity when it comes to the private rented sector.

Date: TBC - Register your interest NOW!

Cost: FREE to members / £35 non-members

To book call 02890 778222 / email ni@cih.org

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

E: ni@cih.org

T: 028 9077 8222

W: cih.org/northernireland



@cihni

