

# CIH SCOTLAND TRAINING 2017



## JANUARY 2017

**Addressing dampness and rot and their health implications**

*18 January, Glasgow*

**Supporting people to live well with dementia**

*24 January, Edinburgh*

## FEBRUARY 2017

**Improving tenancy sustainment**

*1 February, Glasgow*

**Safeguarding vulnerable adults**

*14 February, Edinburgh*

**Managing professional boundaries**

*16 February, Glasgow*

**Understanding refugee rights**

*22 February, Edinburgh*

**Cultural competency: working with people from different backgrounds**

*28 February, Glasgow*

## MARCH 2017

**Mental health in housing practice**

*1 March, Edinburgh*

**Protecting vulnerable tenants from scams**

*24 March, Edinburgh*

**Working alone in safety**

*28 March, Glasgow*

**Protecting vulnerable tenants from scams**

*31 March, Glasgow*

## APRIL 2017

**Data protection in practice**

*18 April, Edinburgh*

**Managing challenging behaviour**

*19 April, Glasgow*

**The housing rights of non-UK nationals**

*20 April, Glasgow*

**Housing law: factoring and property management**

*26 April, Edinburgh*

**Mediation skills**

*27 April, Edinburgh*

## MAY 2017

**Supporting adults with mental capacity issues**

*3 May, Glasgow*

**Housing law: introduction to tenancy law**

*4 May, Edinburgh*

**Introduction to housing**

*9 May, Edinburgh*

**Housing law: anti-social behaviour**

*11 May, 2017*

**Universal credit**

*16 May, Edinburgh*

**How to plan strategically**

*17 May, Edinburgh*

**Supporting refugees and sustaining tenancies**

*17 May, Glasgow*

**Working with interpreters**

*18 May, Glasgow*

**Homeowner housing panel: parts 1 & 2**

*23 May, Edinburgh*

**Housing law: evictions**

*25 May, Glasgow*

**Voids management**

*31 May, Glasgow*

## JUNE 2017

**Repairs reporting skills**

*1 June, Edinburgh*

**How to maximise rental income through universal credit and housing benefit**

*7 June, Edinburgh*

**Tenant participation using a community development approach**

*14 June, Edinburgh*

**Working with separated children**

*15 June, Glasgow*

**Estate management**

*20 June, Edinburgh*

**Managing challenging calls for contact centre staff**

*22 June, Glasgow*

# CIH SCOTLAND TRAINING 2017



## **JULY 2017**

**Housing law: factoring and property management**  
*27 July, Edinburgh*

## **AUGUST 2017**

**Supporting people to live well with dementia**  
*24 August, Glasgow*

**Understanding refugee rights**  
*29 August, Glasgow*

## **SEPTEMBER 2017**

**Safeguarding vulnerable adults**  
*5 September, Glasgow*

**Improving tenancy sustainment**  
*7 September, Edinburgh*

**Managing challenging behaviour**  
*12 September, Edinburgh*

**Working with interpreters**  
*13 September, Edinburgh*

**Addressing dampness and rot and their health implications**  
*14 September, Edinburgh*

**Data protection in practice**  
*19 September, Glasgow*

**Managing professional boundaries**  
*21 September, Edinburgh*

**Supporting refugees and sustaining tenancies**  
*26 September, Edinburgh*

**Working alone in safety**  
*28 September, Edinburgh*

## **OCTOBER 2017**

**Mental health in housing practice**  
*4 October, Glasgow*

**Universal credit**  
*5 October, Glasgow*

**The housing rights of non-UK nationals**  
*12 October, Edinburgh*

**Housing law: evictions**  
*25 October, Edinburgh*

**Voids management**  
*26 October, Edinburgh*

## **NOVEMBER 2017**

**Managing challenging calls for contact centre staff**  
*1 November, Edinburgh*

**Supporting adults with mental capacity issues**  
*8 November, Edinburgh*

**Cultural competency: working with people from different backgrounds**  
*9 November, Glasgow*

**Housing law: anti-social behaviour**  
*16 November, Edinburgh*

**Homeowner housing panel: parts 1 & 2**  
*22 November, Glasgow*

**Repairs reporting skills**  
*23 November, Glasgow*

**Introduction to housing**  
*29 November, Glasgow*

**Tenant participation using a community development approach**  
*30 November, Glasgow*

## **DECEMBER 2017**

**Housing law: factoring and property management**  
*5 December, Glasgow*

**Estate management**  
*6 December, Glasgow*

**Improving tenancy sustainment**  
*12 December, Glasgow*

**Working with seperated children**  
*13 December, Edinburgh*