

# CIH SCOTLAND TRAINING 2016



## APRIL 2016

**Data protection in practice**

*5 April, Edinburgh*

**Frontline Futures: Coaching at the frontline**

*6 April, Glasgow*

**Housing Law: Evictions**

*7 April, Glasgow*

**Repairs reporting skills**

*19 April, Edinburgh*

**Frontline Futures: Resilience at the frontline**

*20 April, Glasgow*

**Introduction to housing**

*26 April, Edinburgh*

**Frontline Futures: Leading the frontline of the future**

*27 April, Glasgow*

**Customer care skills for difficult situations**

*28 April, Edinburgh*

## MAY 2016

**Voids management**

*3 May, Edinburgh*

**Universal credit**

*4 May, Edinburgh*

**How to plan strategically**

*17 May, Edinburgh*

**Housing Law: Introduction to tenancy law**

*19 May, Edinburgh*

**Supporting tenants to reduce energy costs**

*31 May, Edinburgh*

## JUNE 2016

**Improving tenancy sustainment**

*1 June, Glasgow*

**Reducing rent arrears**

*7 June, Edinburgh*

**Housing Law: factoring & property management**

*14 June, Glasgow*

**Homeowner Housing Panel Parts I & II**

*23 June, Edinburgh*

## JULY 2016

**Data protection in practice**

*28 July, Edinburgh*

## AUGUST 2016

**Maintaining standards in temporary accommodation**

*25 August, Edinburgh*

## SEPTEMBER 2016

**Tenant participation using a community development approach**

*1 September, Edinburgh*

**Housing Law: Anti-social behaviour**

*8 September, Glasgow*

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

*14 September, Edinburgh*

**Estate management**

*21 September, Edinburgh*

## OCTOBER 2016

**Housing Law: Factoring & property management**

*4 October, Edinburgh*

**Voids management**

*6 October, Glasgow*

## NOVEMBER 2016

**Data protection in practice**

*3 November, Glasgow*

**Universal credit**

*8 November, Glasgow*

**Housing Law: evictions**

*10 November, Edinburgh*

**Introduction to housing**

*15 November, Glasgow*

**Homeowner Housing Panel Parts I & II**

*22 November, Glasgow*

**Repairs reporting skills**

*23 November, Glasgow*

## DECEMBER 2016

**Customer care skills for difficult situations**

*1 December, Glasgow*