



Chartered  
Institute of  
Housing  
Approved Centre



## ONLINE LEARNING

# LEVEL 3 CERTIFICATE IN LETTING AND MANAGING RESIDENTIAL PROPERTY

CIH is the independent voice for housing and the home of professional standards. Our courses are informed by our engagement at all levels of the industry and the expert knowledge of our policy and practice teams.

### What is the Level 3 Certificate in Letting and Managing Residential Property?

This Certificate is an online vocationally related qualification for the property sector. Aimed at residential private landlords, letting/managing agents, housing association staff letting and managing market-rented housing and housing advice workers, this programme provides individuals with the knowledge required to work in a front line role in letting and managing residential property.

The qualification consists of four mandatory units:

1. Letting residential properties
2. Property standards for residential properties
3. Tenancy management for residential property
4. Ending tenancies of residential property

In addition to the mandatory units above we also offer an additional, optional, unit specifically aimed at letting agents; '**Professional practice for letting agents**'.

This unit aims to provide an understanding of the relationship between the agent and landlords and tenants. It also looks at business development and learning through experience.

### What does the course cost and how long does it take?

**Course cost:** For the latest course fees visit [www.cih.org/qualifications](http://www.cih.org/qualifications)

**Duration:** Certificate - 24 weeks, approximately 6-8 hours study a week.

Professional practice for letting agent unit\* - 6 weeks, approximately 6-8 hours study a week.

*\*If you wish to take the professional practice for letting agents unit please apply for the certificate and contact our online learning team;*

**T: 024 7685 1789 E: [housing.academy@cih.org](mailto:housing.academy@cih.org)**  
*to arrange payment and study for the additional unit.*

### How will I be assessed?

There are no traditional exams. At the end of each module, approximately every six weeks, you will submit an assignment for assessment.

## How will this course benefit me and my organisation?

Gaining a qualification is a great way to ensure that you are able to perform your role to a high standard, provide an excellent service to your tenants, and develop your knowledge of housing legislation and best practice.

## Who can apply to study this qualification?

- Individual landlords, letting one or a small portfolio of residential properties
- Letting and managing agents
- Housing association staff letting and/or managing market-rented properties
- Housing advice workers
- People in, or aspiring to, a front-line role in letting and managing residential property

Applicants must be aged 16 or over, be confident using IT and have access to a computer.

## What are the entry requirements?

To benefit from this programme you should have a level 2 qualification and/or experience of working in letting and managing residential property, preferably in a front-line role. (CIH also offers the Level 2 Award in Letting and Managing Residential Property as an online qualification).

## What can I expect as a CIH online learner?

This qualification is delivered through our e-learning platform. An online induction will provide you with an introduction to the course and information on how it is delivered, structured and assessed. The CIH learning team will offer guidance if personal or work-related problems arise which may affect your studies.

For each module you will be provided with a full set of online materials to work through including:

- materials especially written by our team of authors
- links to useful websites and other online resources
- a list of useful resources (books, websites, journals and newspaper articles)
- forums, so you can share thoughts and ideas with other learners
- online activities, including quizzes and polls

You will be assigned a **dedicated tutor**, with experience in the private rented sector, who will be available to support and advise you on any queries on your study and assignment. Your tutor also assesses and feeds back on your end of module assignment.

## What are the learning outcomes?

### Letting residential properties

This unit explores different types of residential tenancies and the law in relation to them. It also covers how to prepare a property to let, marketing and setting up a tenancy.

#### Learning outcomes:

1. Understand different types of tenancies
2. Understand how to prepare a property to let
3. Know how to market properties to let
4. Understand the requirements for selecting a tenant and setting up a tenancy



CIH MEMBERSHIP IS PROVIDED AT NO EXTRA COST FOR THE DURATION OF YOUR COURSE.

## Property standards for residential properties

This unit looks at understanding landlord's obligations in relation to the repair, maintenance and health and safety of a property and the additional obligations placed on landlords of houses in multiple occupation and local licensing schemes.

### Learning outcomes:

1. Understand the legislation relating to property maintenance and repair
2. Understand procedures for property maintenance
3. Understand the definition of a house in multiple occupation and the extra responsibilities this places on landlords
4. Understand licensing schemes and the extra responsibilities they place on landlords

## Tenancy management for residential property

This unit looks at how to manage a tenancy, from setting and collecting rent to changes and amendments to the tenancy.

### Learning outcomes:

1. Understand the financial aspect of letting a property
2. Understand how agreements can change during the tenancy
3. Understand how tenancy issues are prevented and resolved

## Ending tenancies of residential property

This unit provides knowledge on how tenants can serve notice to end a tenancy, how landlords can serve notice and the court process to obtain possession.

### Learning outcomes:

1. Understand how a tenant can end the tenancy
2. Understand how a landlord can end the tenancy
3. Understand the legal process for a landlord to obtain possession

## Additional optional unit

### Professional practice for letting agents

This unit looks at understating the relationship between the agent and landlords and tenants. It also looks at business development and learning through experience.

### Learning outcomes:

1. Understand the terms of business with landlords, tenants and agents
2. Understand the business development opportunities
3. Understand how to assess own performance

## Other benefits of learning with CIH

- Membership of CIH is included in the cost of study - this allows you to use the designatory letters CIHM after your name
- The flexibility of e-learning - fit your study alongside your other commitments
- Induction period to settle in and get to know your tutor and fellow learners
- Assessment and feedback through coursework

## APPLY NOW

[www.cih.org/qualifications](http://www.cih.org/qualifications)

Simply choose your course, click 'book' and complete the registration process.

Please note that to complete the booking process you will require either authority to invoice from your employer; or, if you are self funding, your payment.

For more information, or if you wish to take the professional practice for letting agents unit please apply for the certificate and contact our online learning team on **024 7685 1789** or email us at [housing.academy@cih.org](mailto:housing.academy@cih.org)

