

# Level 2 Award in Letting and Managing Residential Property - England, Wales and Northern Ireland



Chartered  
Institute of  
Housing  
Approved centre

## What is the Level 2 Award in Letting and Managing Residential Property?

The [Level 2 Award in Letting and Managing Residential Property](#) is a qualification suitable for residential private landlords, letting/managing agents and housing association staff. Letting and managing market-rented housing, in England, Wales and Northern Ireland.

The qualification provides the skills and knowledge to enable landlords and agents working in the market-rented sector to perform their role at a high standard.

The qualification consists of three units:

- ❑ Tenancies and the law
- ❑ Property and tenancy management
- ❑ Customer care in the private-rented sector

## Why study this qualification?

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.

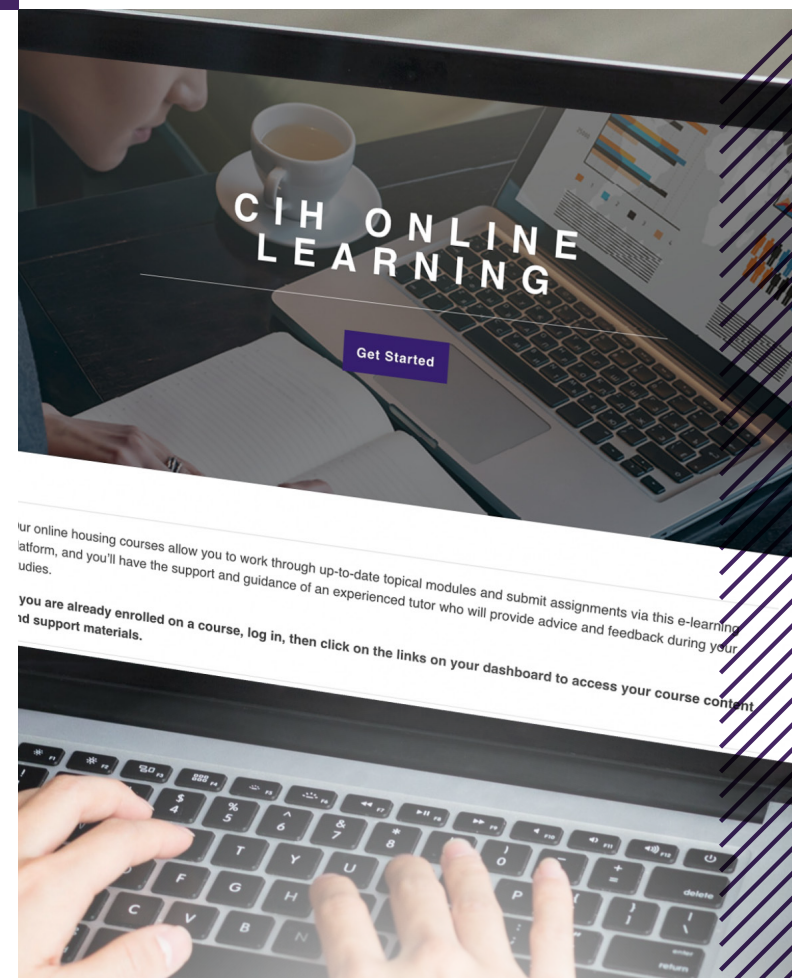
Successful completion of this qualification will prepare you for the [Level 3 Certificate in Letting and Managing Residential Property \(England and Wales\)](#), which CIH also offers online.

## Who should apply for this qualification?

This qualification focuses on the housing industry in England, Wales and Northern Ireland and is suitable for:

- ❑ 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 not currently working in housing but considering a frontline housing position as a career option

Applicants must be aged 18 or over, should be confident using IT and have access to a computer. A basic level of literacy is also recommended to complete online tasks.



Duration: Approximately  
12 weeks, with an average  
of eight hours study a week.



Cost: depending on how you  
want to study the course cost  
can vary:  
Online: £450  
Online Plus: £690



Includes complimentary  
CIH Membership for the  
duration of your studies.

## What will I learn?

### Tenancies and the law

- ❑ Understand the different types of tenancies in the private rented sector
- ❑ Know the legislation relating to private tenancies
- ❑ Know about other legal requirements pertaining to property condition of homes that are let.

### Property and tenancy management

- ❑ Know how to create and renew a tenancy
- ❑ Know how to end a tenancy
- ❑ Know the financial aspects of letting a home
- ❑ Know how to maintain the property.

### Customer care in the private rented sector

- ❑ Know the key trends in the rental market
- ❑ Understand the principles of equality and diversity
- ❑ Understand how to deal with complaints and disputes
- ❑ Know the principles of customer care.





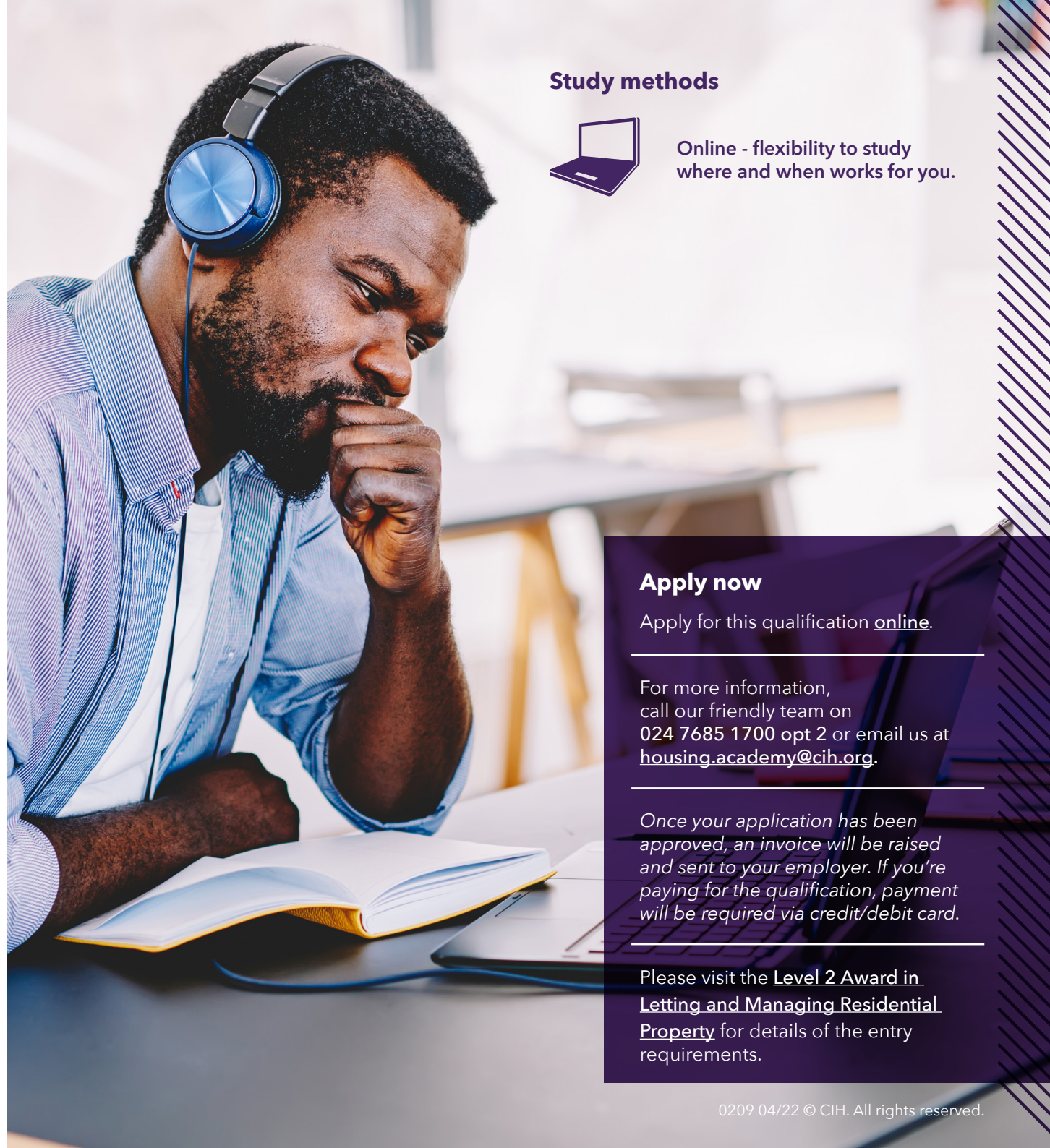
## What can I expect as a CIH online learner?

CIH supports you as an [online learner](#) in a range of ways. We offer online qualifications which means your studies are done virtually, so you can fit this around your day job, personal life and make it work for you.

At the beginning of the qualification, you'll be provided with a brief introduction to the qualification and information on how it is delivered, structured and assessed.

## How we support you:

- ❑ You'll have an academic tutor who offers you support throughout your qualification via email and telephone on request. Your tutor will mark your assignments and give you feedback as well as provide you with advice and support on any academic issues.
- ❑ Get a complete set of online learning materials to work through for each unit. You will submit an assignment at the end of each unit of study (approximately every four weeks).
- ❑ Each unit contains activities to help support your learning and forums in which you can stay in contact with your fellow learners and share your thoughts on the study topics and assignment tasks.
- ❑ The [CIH Housing Academy](#) will support you throughout your qualification, offering guidance when personal or work-related problems arise that may affect your studies.
- ❑ Communicate and share ideas with other learners via our e-learning site, Moodle.



## Study methods



Online - flexibility to study where and when works for you.

## Apply now

Apply for this qualification [online](#).

For more information, call our friendly team on 024 7685 1700 opt 2 or email us at [housing.academy@cih.org](mailto:housing.academy@cih.org).

*Once your application has been approved, an invoice will be raised and sent to your employer. If you're paying for the qualification, payment will be required via credit/debit card.*

Please visit the [Level 2 Award in Letting and Managing Residential Property](#) for details of the entry requirements.