Introduction to Housing Management

The Introduction to Housing Management course has been designed for anybody who works in the social housing sector or anybody who would like to know more about social housing. The course is beneficial for housing associations, local authorities, and local authority landlords in particular.

This course initially offers a history of social housing, before providing detailed modules on issues such as anti-social behaviour, rent arrears, and possible challenges facing the sector. It explains housing allocations, homelessness, rent strategies, types of tenancies, and resident involvement, and includes exercises throughout, to give a comprehensive and thorough understanding of how social housing operates.

Module One: What is Housing Management?

This module offers an introduction to the course and what social housing is. It explains the history of social housing, and how it has changed over recent years.

• What is housing management?
• Social housing
• How people attain social housing
• The challenges facing the social housing sector
• The Sector Risk Profile 2016

Module Two: Lettings, Allocations and Homelessness

This module explains the allocation system and how vacant properties are allocated to residents. It also details the five tests for homelessness.

• Housing allocation
• Housing allocation systems
• Reasonable preference
• Choice-based lettings
• Types of tenancy
• End of tenancy
• Homelessness
• The five tests for homelessness

Module Three: Manging Rental Income and Arrears

This module details how to manage rent and how to ensure you have a policy in place so that residents do not fall into arrears with their payments.

• Setting rent
• Affordable housing tenure
• Rent arrears
• Preventing arrears
• Repaying arrears

Module Four: Resident Involvement in Social Housing

This module explains the history of resident involvement and outlines the different methods for attaining residents' input. It also focuses on the impact that regulations and housing stock transfers have had on resident involvement.

• What is resident involvement?
• Why involve residents?
• Historical context
• Methods of involvement
• The drivers of involvement
• Tenant Participation Compacts
• The impact of stock transfers
• The impact of regulation
• Barriers to involvement

Module Five: Dealing with Anti-Social Behaviour

This module outlines anti-social behaviour, including its types and methods for dealing with it. It also discusses anti-social behaviour legislation, injunctions and orders, and grounds for possession.

• What is anti-social behaviour?
• How to deal with anti-social behaviour
• Anti-Social Behaviour, Crime and Policing Act 2014
• Civil injunctions
• Criminal behaviour order
• Community protection notice
• Public spaces protection order
• Closure power
• Absolute ground for possession
• Community trigger

Aims of the training

By the end of this course, you will understand:

• The different housing allocation systems and reasonable preference groups.
• The five tests for homelessness when allocating housing.
• How to manage rental income and prevent arrears.
• How to involve residents in decision making procedures.
• The methods available for dealing with anti-social behaviour.