

Construction and Repairs for Housing Officers



BACKGROUND

Before carrying out the duties of a housing officer, it's vital one has an understanding of basic building construction, fixture and repair terminology, common building problems and diagnostic skills. In fact, if an organisation is to satisfy it's own, and the like's of tenants, contractors and other interested parties aspirations in terms of time, cost, quality and maximisation of resources, it is essential.

Despite this, however, too little emphasis is placed on ensuring that officers are fully equipped, have the appropriate skills or receive appropriate training in this area to prepare them and to help the organisation achieve expected results.

With this in mind 'Anderson Consultancy' has developed, in consultation with a number of 'best practice' organisations, a session deemed to be a 'must attend' for all Housing Officer's. Based on lessons learned from service reviews, inspections and the like etc the programme will equip delegates with the requisite skills needed for their everyday role and embed a 'right first time' culture in to organisational practice.

OUR TRAINER

Wayne Anderson

**BSc MSc Dipl H+S MRICS MCIArb
FHEA**

An expert lecturer, lead speaker for many of the national housing training providers, national conference speaker, chartered surveyor and chartered arbitrator the session run by Wayne is lively, enjoyable and been excellently received across the length and breadth of the UK.

WORKSHOP CONTENT

A lively session with a number of enjoyable workshops, presentations, and practical elements, the programme will :-

** Provide not only a comprehensive introduction to construction, repairs and maintenance, but also develop officers' skills and capabilities to make a positive difference in the quality of the organisation's housing service;*

** Drive home the importance of the housing maintenance and repair function to an organisation;*

** Identify landlord and tenant roles and responsibilities in the management of the property portfolio;*

** Provide an appreciation of the more common forms of construction and the terminology used in describing building elements and components, fittings and fixtures – externally and internally;*

** Review the basic trades of plumbing, electrics, carpentry and finishings, plus what can go wrong and how to diagnose it;*

** Instill confidence and facilitate the basis for more clarity in communications in the organisation to achieve an embedded right first time culture in repairs, maintenance and other housing functions:*

Anderson Consultancy

WHO SHOULD ATTEND?

- Housing Officers
- Property Management Officers
- Void Officers
- Estate and Neighbourhood Staff
- Support and Sheltered Housing/ Warden and/or Scheme Staff
- Tenant Liaison Officers
- Performance and Quality Officers
- Contractor/ DLO Admin Staff
- Caretakers
- Clerical/ Administrative Staff

Anderson Consultancy providers of specialist and fully tailored 'bespoke' training to the social 'housing' sector and leading housing training providers since the late 1980's.

For further information on our extensive Client base, list of accompanying courses and details about us and our expert lecturing staff and facilitators visit

www.andersonconsultancy.org.uk

Tel: 01446 748720 Mob: 07968 227581

e-mail: wcanderson@hotmail.co.uk

