

Minor Repairs and Technical Skills

for Caretakers, Wardens and Scheme Staff



Background

In line with the increasing and important role played by Caretakers, Estate Wardens and Scheme Staff in managing and helping maintain properties this practical session not only identifies basic building construction and terminology of main fixtures and fittings for effective repairs ordering but also helps officers effectively diagnose, action and carry out 'tenant' repair requests 'Right First Time'.

Providing 'hands-on' and practical guidance in order to effect the more common minor repairs this 'popular' and 'rewarding' session refers to the basic trades of plumbing and carpentry etc plus some simple electrics. All to inform and effectively enable staff to deal with the more common problems confronted - as well as touching on widespread issues such as 'damp', condensation and mould to afford the giving of effective advice at the 'front-line'.

Quite simply a 'must' for all Caretakers, Estate Wardens and/or Scheme Staff from any type of 'housing' background the session, developed by Anderson Consultancy alongside 'best practice' organisations, not only increases skills and knowledge base but also helps attending delegates to feel more confident in undertaking the most common and simplest forms of repairs and maintenance. Further, and most importantly, making staff appreciative of the impacting health and safety legislation and safe practices associated with same.

Facilitated by Wayne Anderson, expert lecturer and chartered surveyor the course has been 'excellently received' and is lively, interactive with practical opportunities to gain 'hands-on' experience.

**Competency Through Understanding
'Right First Time'**

What will delegates learn?

- To identify with the basic forms of housing construction and terminology of the main fixtures and fittings as a pre-requisite to effective repairs ordering;
- An appreciation of the underlying health and safety issues and impacting legislation to afford safe working practices when undertaking minor repairs and maintenance eg H+S at Work Regs, MHSWRegs and Risk Assessment, COSHH, RIDDOR, PPE, Manual Handling, Noise at Work Regs, Safe Use of Tools, Lone Working etc in a 'Nutshell'.
- The development of confidence in carrying out basic repairs and maintenance across the trades of plumbing, carpentry and simple electrics from a not 'exhaustive' list of 'adjusting ball valves, un-blocking wastes, adjusting and changing a variety of door locks, door closers, re-fixing signs, changing light bulbs, fluorescent tubes, plugs etc plus a range of handy tips and hints to afford a quick, responsive and effective repair.

Who Should Attend?

- Caretakers;
- Scheme Staff;
- Wardens
- Estates and Neighbourhood Staff;
- Tenant Liaison Officers;
- Housing Officers
- Other Interested Parties;

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