

Tenancy Management.

in Community Housing Training Program



Big Picture
TRAINING

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Looking to start a career in community housing?

New to the community housing sector in Australia or New Zealand? Already working in community housing and seeking to refresh or expand your skills?

The Tenancy Management in Community Housing training program provides you with the knowledge and skills you need to kickstart your career!

This CPD accredited training program covers the core functions and duties of a Tenancy Manager working in the Australian and New Zealand community housing sector.



Introduction

The CPD accredited program contains **7 modules of learning** which explore the skills required to perform primary tenancy management functions in a community housing setting.

It covers the core duties and responsibilities of a tenancy manager, an overview of industry specific legislation, scenarios and best practice examples.

This program will earn you points towards your Continuing Professional Development (CPD).

Core themes throughout the training include:

- Customer service skills.
- Regulatory requirements and overarching legislation.
- Understanding privacy and confidentiality.
- Importance of documenting appropriate and relevant case notes.
- Identify and mitigate risks that may arise as part of their role through the learnings from this course.



Course Overview

This course is designed to take approximately 16 hours. The 7 modules of learning covered in the course include:

Module 1 – Introduction to tenancy management in social housing

- Understand the key functions of a tenancy managers role.
- Information sharing, client privacy and consent.
- Overview of the regulatory requirements and overarching legislation including the Residential Tenancies Act (RTA) and regulatory bodies.

Module 2 – Commencing a Tenancy

- Key legal documents and how to complete them (rental agreement, condition reports, bonds).
- Consider what other key information you might need to provide.
- What to communicate and how to conduct a sign up.
- Ensure renters are empowered and understand their rights and responsibilities.
- Follow on from a sign up to setting up a new tenancy to establish rapport with your renter.

Module 3 – Managing Rent Arrears

- Explore preventative measures to prevent arrears from accumulating in the first place.
- Learn how to have money/rent conversations with renters to understand their abilities regarding rent payments.
- Support renters with referrals for financial assistance where required.
- Manage escalating arrears and associated actions in accordance with Tribunal and the RTA.

Module 4 – Routine Inspections

- Understand legislation around scheduling, completing and reporting on routine inspections.
- Worker safety during outreach, tips and available support tools.
- Establishing and maintaining rapport with clients through home inspections.

Module 5 – Rent Review

- Understand the importance of rent setting and regulatory requirements around rent setting in social housing.
- Understanding how rebated rent is determined.
- Managing conversations with renters regarding rent changes.

Module 6 – Vacancy Management

- Understand the impact of vacancies for your organisation, the sector and your clients.
- Renter engagement throughout the vacancy process from pre to post vacancy.
- Identifying opportunities to assist clients with referrals for services to minimise costs associated with the vacancy for both the housing provider and the renter.

Module 7 – Complaints Management

- Understand the difference between service complaints and neighbour complaints.
- Learn to welcome complaints as learning opportunities and manage feedback received in a manner that is empathetic and communicative.



Course Completion

Upon completion of all 7 modules within the course, delegates will receive a certification of completion.

Course Delivery

This course can be delivered in a variety of ways to suit your needs:



Online self-paced SCORM compliant digital course



Face to face in person delivery



Face to face online via Zoom



We can tailor this program to meet your organisation's needs, incorporating your internal practices and processes.

The program is supported with a downloadable PDF of the course material for delegates to reference when they return to the workplace.

Who Should Attend

- Anyone who wants to pursue a career in social housing.
- Anyone new to the social housing industry.
- Anyone new to providing tenancy management services.
- Anyone responsible for providing tenancy services as a refresher of the current legislation and best practice.

About Big Picture Training

Big Picture Training has been in business since 2012, providing training and consultancy services to the not-for-profit sector in the UK and Australia.

The business is supported by a network of employees and Associates, each with their own specialisms, who work with the owner and principal consultant, Jo Leckie, to design and develop off the shelf and bespoke face to face and on-line learning solutions.

Quality Assurance

Our learning and development solutions are tailored specifically to your organisation's needs and designed to bring your vision, brand, and culture to life.

Our motto is ***"to do ordinary things, extraordinarily well."***

Big Picture Training ensure that we provide quality learning and development solutions by being an internationally accredited CPD provider. Clients can be assured that learning activities have been scrutinised for integrity and quality and have reached the required Continuing Professional Development standards and benchmarks.

Contact us

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