

Assets and Maintenance.

Training Program

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The role of the maintenance team is anything but static — *it's part planner, part fixer, part communicator.*

In this CPD-accredited course, we help asset and maintenance staff balance these responsibilities while navigating risk, regulation, and tenant expectations.

Participants will explore practical strategies for prioritising repairs, managing compliance, improving communication, and delivering great service — even under pressure.

Course Overview

A strong assets and maintenance service is vital to delivering safe homes, quality repairs, and a positive tenant experience.

This course supports property, asset and maintenance staff to understand their legal obligations, develop their knowledge and build on their skills to deliver responsive, compliant, and customer-focused services — from first fix to long-term maintenance planning.

The program includes 3 learning modules delivered through a mix of self-paced online content and two trainer-led workshops.

All participants receive a downloadable reference guide and certificate of completion.



Module 1

Foundations of Property and Maintenance

(Self-paced eLearning – approx. 60 mins)

- Property structure basics and housing terminology
- Types of repairs and how to categorise them
- Proactive vs. reactive maintenance
- Maintenance planning and long-term asset strategy
- Gaining property access legally and respectfully
- Worker safety and lone working best practices

Module 2

A Compliant and Quality Repairs Service

(3-hour trainer-led workshop with eLearning support)

- Understanding the social housing landscape
- Roles and responsibilities in maintenance teams
- Key legislation: Residential Tenancies Act, privacy law & building regulations
- Defining what good looks like in a repairs service
- Case note writing, record-keeping, and compliance

Module 3

Managing Vacancies and Responding to Complaints

(3-hour trainer-led workshop with eLearning support)

- How vacancies impact renters and organisations
- Reducing re-let time and minimising costs
- Complaint vs. tenancy issue: Knowing the difference
- Common causes of complaints and how to prevent them
- Addressing unconscious bias and managing tough conversations
- Communication tips for high-pressure moments
- Building personal resilience in reactive roles



The golden threads woven throughout the program:

- Excellent customer communication
- Legal and regulatory compliance
- Internal collaboration and information sharing
- Managing risk in housing operations



Who Should Attend

- New starters in community or social housing
- Staff responsible for asset and repairs services
- Team leaders needing a refresher on compliance and best practice



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



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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 collaborate to design and develop both off-the-shelf and bespoke face-to-face and online 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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