Housing & Property Management CIH Route - Level 3



LEARNING JOURNEY

Unit I

This unit focuses on:

The values of the organisation, including the business plan, the range of services available to clients and customers and the importance of targets and or key performance indicators





Unit 2

This unit focuses on: Ways of accessing the housing market and barriers to accessing. The role of the main providers of housing and supply and demand factors

Unit 3

This unit focuses on: The key skills, knowledge and behaviours required to work in thee sector and understanding ethics in the context of housing



Unit 5

This unit focuses on: The project brief proposal, how to start writing the project and understanding what is required from the project



Unit 7

This unit focuses on: The importance of rental income management including good practice and the legal framework for arrears management



Unit 9

This unit focuses on: Approaches to responsive repairs and maintenance and the legislation surrounding this. Long term asset management and building good relations with contractors



Linit II

This unit focuses on: Knowing the main types of housing providers and understanding how they are regulated





I Init

This unit focuses on: Types of occupancy and tenure and approaches to allocations and lettings



Unit 6

This unit focuses on: Policies and legislation in the workplace including health, safety and risk assessment, equality and diversity and data protection



I Init 8

This unit focuses on: Anti social behaviour in a housing context and policies and interventions in place to tackle it



Unit 10

This unit focuses on:
The role of customer
service n housing including
effective communication
and understanding
customer feedback



Unit 12

This unit focuses on project report writing and preparing you for End Point Assessment by ensuring the project is complete and progressing through Gateway