

Accredited Training

Accredited training, delivered 'in house', for tenants' representatives and housing professionals is now available.

To discuss your training needs, contact MHC or TPAS:

Contact TPAS on; 0141 552 3633

or

Dr Stewart Montgomery on 0141 956 7303

Email: enquiries@tpasscotland.org.uk or
monty@mhc1.freeserve.co.uk



Montgomery Housing Consultancy

**TENANT
PARTICIPATION
ADVISORY
SERVICE**



1.1. Introduction

This Brochure describes a practical housing course that is run by TPAS in partnership with MHC.

This course is suitable for both housing staff and tenants actively involved in tenant participation.

This course is also subject to certification so that participants can obtain a housing qualification in Housing Administration.

The Brochure explains:

- benefits of attending the course;
- content of the course;
- course format;
- time scale;
- housing qualification; and
- tutor support.

Registration details are attached at the end of this Brochure.

1.2. Benefits of attending the course?

There are **organisational** and **personal** benefits of attending this course.

Organisational benefits

Two main organisational benefits are:

- qualified staff and tenants; and
- improved tenant participation and service quality.

Personal benefits

The main personal benefits to staff and tenants are:

- comprehensive understanding of all main housing policies and practices;
- knowing how to apply this knowledge to improve services; and
- improved job prospects (for staff), for example, by learning practical information and gaining a relevant qualification.

Information about the qualification is given on page 6.

1.3. Course content?

The course covers a wide range of activities that are central to effective and quality housing services in the social rented sector.

These activities cover housing activities and strategic or governance issues.

Housing activities

The course covers a broad range of relevant topics, including (in alphabetical order):

- allocations;
- antisocial behaviour;
- estate management;
- history of housing;
- homelessness;
- property management (or factoring);
- repairs and maintenance; and
- Scottish secure tenants' rights.

The course examines law and good practice guidance concerning these issues.

The course assesses various organisational policies and procedures to apply knowledge learned. This is a major practical benefit of attending this course.

Strategic or governance activities

This section of the course focuses on strategic activities that should be mainstreamed or incorporated into all the housing activities above.

This includes individual sessions on:

- customer care;
- equal opportunities;

- developing effective monitoring systems to ensure continuous improvements in service delivery; and
- tenant participation.

1.4. Course format?

The course is run on the basis of modules to enable delegates to pick and select what topics are of most relevance.

For those delegates who want to achieve the qualification, it is necessary to complete a specified number of topics.
(See 1.6)

1.5. Time scale

The course is run to suit the needs of individual delegates and can be done by daytime and/or evening attendance.

As a basic guide, each activity is scheduled to last one day so that the total course requires **twelve** days.

This can be done over an extended period or as part of a block period.

1.6. Housing qualification

For those delegates who want to obtain the qualification, this is the SQA module in Housing Administration.

This requires completing a total of **seven** brief written assignments.

1.7. Tutor support

The principal tutor is Doctor Stewart Montgomery of MHC who carries out a wide range of educational and training courses at University and with the Chartered Institute of Housing, Path (Scotland) and SHARE.

1.8. Summary

This course is a practical course that offers delegates the opportunity to learn a wide range of relevant and interesting topics in a relaxed environment.

It is ideal for staff and tenants involved in developing quality housing services.