



Accredited Courses

Building maintenance and reporting repairs



Who's it for and what's it about?

This course is suitable for anyone who is new to housing, or who works in a non-technical role dealing with technical staff and contractors and who handles customer or tenant queries, complaints and requests for repairs.

This training module can either be taken as a stand-alone training course or as the final module in the SHARE Understanding Buildings and Managing Repairs programme accredited by City & Guilds.

For those who are attending the full programme this module consolidates the learning from previous modules by highlighting the key areas of knowledge and learning that anyone in a repairs reporting role needs to have. This is a very practical module which acknowledges the legislation governing landlord repairs as well as taking into account the diagnostic and reporting role that a member of staff fulfils.

This course is suitable for anyone who is new to housing, or who works in a non-technical role dealing with technical staff and contractors and who handles customer or tenant queries, complaints and requests for repairs.

Course Content

- The effective repairs service
- Identifying the problem: Damp / Plumbing & Drainage / Heating lighting & power
- Legislative and regulatory framework
- Asbestos
- Landlord requirements / tenant responsibilities
- Asking the right questions
- Classifying repairs
- Pre & post inspections
- Providing accurate information
- Understanding the audit trail
- Voids
- Complaints

Learning Outcomes

As a result of attending this module you will be able to –

- Identify common building problems/repairs

- Provide advice in response to customer information
- Classify repairs
- Provide information to contractors and other maintenance staff
- Distinguish when further inspection or investigation is required
- Follow regulatory guidance and legislation in relation to repairs
- Explain the importance of an audit trail.

Time: 9.30am – 4.30pm

Tutor: Mags Brownlie

Venue: Reidvale Neighbourhood Centre, 13 Whitevale Street, Glasgow, G31 1QW

Cost: **Members: £175, Non-Members: £275**
Includes all course material, lunch and refreshments

Please note: *Building Maintenance & Reporting Repairs can be taken as a standalone course or as one of five modules that make up **Understanding Buildings and Managing Repairs** a SHARE training course accredited by City & Guilds. All five modules to be taken within a 12 month period.*

Once you have attended all 5 units you can sit a short assessment and on successful completion receive a certificate. The 2½ hour assessment will cover the key topics from the modules that relate to common repairs and maintenance requests from tenants. The questions will be similar to those used in the classroom exercises for each module and will include 10 multiple choice and 26 short answer questions. Preparation for the assessment will be discussed in more detail during the fifth module – **Building Maintenance & Reporting Repairs**.

Date and cost of assessment: Thursday 7 December 2017, Cost: £125 for SHARE Members and £175 for non-members.

To book a place or for further information please call 0141 550 7595 or e-mail info@share.org.uk

Courses are always being added to our website at www.share.org.uk

SHARE can tailor an existing course or design a new course to meet your particular needs to be delivered at your premises.