

CIH L4 Certificate
in Managing Housing Maintenance

STARTS w/c 12TH OCT 2026

OCT26 COHORT

Timings:
Induction – an eLearning module to be done by the deadline
Unit webinars = 3 hours.
Individual telephone tutorials = 30 minutes; by arrangement between tutor and student

TUTORS:
SB - SARAH BENTLEY
SBARR - SUZANNE BARROWS

Date	W/c 12th Oct 26	20-Oct-26	27-Oct-26	3-Nov-26	10-Nov-26	17-Nov-26	24/11/2026 and 25/11/2026	1-Dec-26	8-Dec-26	15-Dec-26	22-Dec-26	29-Dec-26	5-Jan-27	12-Jan-27	19-Jan-27	26-Jan-27	2-Feb-27	9-Feb-27	16-Feb-27	23/02/2027 and 24/02/2027	2-Mar-27	9-Mar-27
Timing	2 hours	10AM-1PM		10AM-1PM	10AM-1PM		TBA						10AM-1PM	10AM-1PM			10AM-1PM			TBA		
Activity	ASSESSED INDUCTION	Webinar 1	HALF TERM	Webinar 1	Webinar 2		Individual tutorials (via Zoom managers invited)				CHRISTMAS BREAK	CHRISTMAS BREAK	Webinar 1	Webinar 2			Webinar 1	Webinar 2	HALF TERM	Individual telephone tutorials		
Tutor	E-LEARNING	SB/SBARR		SB	SB		SB						SBARR	SBARR			SB	SB		SB		
Topic	can be completed online at a time to suit you during w/c 12th Oct	Professionalism in housing		Customer focus in housing	Customer focus in housing		Customer focus in housing						Financial management for repairs and maintenance	Financial management for repairs and maintenance			Managing people, teams and change	Managing people, teams and change		Managing people, teams and change		
Submission	<u>Must be</u> completed by 16th Oct								ASSIGNMENT SUBMISSION DATE							ASSIGNMENT SUBMISSION DATE						ASSIGNMENT SUBMISSION DATE

Date		16-Mar-27	23-Mar-27	30-Mar-27	6-Apr-27	13-Apr-27	14-Apr-27	27-Apr-27	4-May-27	11-May-27	18-May-27	25-May-27	1-Jun-27	8-Jun-27	15-Jun-27	22/06/2027 and 23/06/2027	29-Jun-27	6-Jul-27
Timing		10AM-1PM	10AM-1PM			10AM-1PM	10AM-12PM			10AM-1PM	10AM-1PM			10AM-1PM	10AM-1PM	TBA		
Activity		Webinar 1	Webinar 2	EASTER HOLIDAYS	EASTER HOLIDAYS	Assessed presentations webinar	Online exam			Webinar 1	Webinar 2		HALF TERM		Webinar 2	Individual tutorials (via Zoom managers invited)		
Tutor		SBARR	SBARR			SBARR				SBARR	SBARR				SB/SBARR	SB/BARR		
Topic		Performance management for responsive repairs	Performance management for responsive repairs			Performance management for responsive repairs	Performance management for responsive repairs			Law, policy and regulation for repairs and maintenance	Law, policy and regulation for repairs and maintenance				Professionalism in housing	Professionalism in housing		
Submission														ASSIGNMENT SUBMISSION DATE				ASSIGNMENT SUBMISSION DATE

INFORMATION

All webinars are live sessions delivered on Zoom by the tutor and must be attended.

Webinars: are delivered live by the tutor and planned specifically to directly teach and enable group activities relating to the course criteria set by the CIH.

Individual telephone tutorials: 30 min phone calls arranged via our LMS at a time/date convenient to the tutor and student to catch up individually, to get support and give feedback. The 1st and 6th Units individual tutorials will be via Zoom and your manager will be invited to attend as well.