



CIH L4 Certificate in Managing Housing Maintenance Services



JANUARY 2027 Cohort

DATE	W/C 11/01/27	Friday 22nd January	Wednesday 27th January	Wednesday 3rd February	13th - 21st February	Wednesday 24th February	Wednesday 3rd March	Wednesday 10th March	Wednesday 17th March	Wednesday 24th March	26th March - 11th April	Wednesday 14th April	Wednesday 21st April	Wednesday 28th April	Wednesday 5th May	Wednesday 12th May	Wednesday 19th May	Wednesday 26th May	28th May - 6th June	Wednesday 9th June
TIMING	2 hours	10AM-1PM	10AM-1PM	10AM-1PM		TBA				10AM-1PM		10AM-1PM					10AM-1PM	10AM-1PM		TBA
ACTIVITY	ASSESSED INDUCTION	Webinar 1	Webinar 1	Webinar 2		Individual tutorials (via Zoom managers invited)				Webinar 1		Webinar 2					Webinar 1	Webinar 2		Individual telephone tutorials
TUTOR	E-LEARNING	SBARR	SB	SB		SB				SBARR		SBARR					SB	SB		SB
TOPIC	To be completed online during W/C Monday 11th January 2027	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	Must be completed by Friday 15th January 2027							ASSIGNMENT SUBMISSION DATE						ASSIGNMENT SUBMISSION DATE						

DATE	Wednesday 16th June	Wednesday 23rd June	Wednesday 30th June	Wednesday 7th July	Wednesday 14th July		Wednesday 21st July	Thursday 22nd July	23rd July - 31st August	Wednesday 8th September	Wednesday 15th September	Wednesday 22nd September	Wednesday 29th September	Wednesday 6th October	Wednesday 13th October	Wednesday 20th October
TIMING	10AM-1PM	10AM-1PM		10AM-1PM	10AM-1PM					10AM-1PM	10AM-1PM	10AM-1PM		10AM-1PM	TBA	
ACTIVITY				Webinar 1	Webinar 2		Assessed presentations webinar	Online exam		Webinar 1	Webinar 2			Webinar 2	Individual tutorials (via Zoom managers invited)	
TUTOR				SBARR	SBARR		SBARR			SBARR	SBARR			SBARR	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			ASSIGNMENT SUBMISSION DATE

TUTORS:
SB = SARAH BENTLEY
SBARR = SUZANNE BARROWS

INFORMATION
Webinar Sessions: LIVE and delivered on Zoom by the tutor. They all <u>must</u> be attended and relate 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.