



keyhouse[™]
housing, advice, training

We are not for profit, we are for people.

2011

HOUSING TRAINING FOR HARD TIMES



2011



Law Society Accredited training
From as little as £8 per person

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Booking enquiries to: clare.walker@keyhouse.co.uk

**Or contact Chris Fuller, Housing Training Manager
on 01845 521453 or chris.fuller@keyhouse.co.uk**



keyhouse
housing, advice, training

....setting the training and advice standards across Yorkshire.

In April 2008 Keyhouse and the Housing Advice Resource Project (HARP) joined forces to provide quality housing, debt, and benefits advice and training services from West to North Yorkshire and York.

The new combined organisation advises on over 12,000 issues a

*"Staff were really
"buzzing" when they
returned from the courses!"*

North Yorkshire & York local
authority and housing associations
training consortium

year and has Community Legal Service contracts to provide legal help on housing, debt, and benefits. We also run court duty advice schemes in York, Skipton, Scarborough, Whitby, Bridlington and Keighley.

A key focus for the new combined organisation is training.

Keyhouse is an accredited NVQ Training Centre offering Housing NVQs at levels 2, 3 and 4 in addition to NVQs in Management, Advice and Guidance, and Business and administration. It also runs Continuous Professional Development (CPD) courses accredited by the Law Society for both the statutory and voluntary sector. A new programme of courses will be run in Bradford and York in 2011 in addition to in house training that can be delivered to your door.

The Housing Law Update course will include the Localism Act from October 2011



The Daily Trainer

Courses from less than **£8** per person per session!

Power point in training sessions banned!

HOW WE TRAIN

Training built on firm foundations

For nearly twenty years Keyhouse has provided training for the voluntary sector supplemented by specially commissioned training for local councils and housing associations.

Keyhouse Training Approach

The trainer should be congratulated for making learning fun and memorable

A Stonham Housing Association worker

All our training is built upon the training needs of the participants and their organisations. As such we always establish participants hopes for the training session and then allow plenty of time for questions and discussion. All our training is accompanied by short pre-course workbooks that are emailed to participants before the training takes place.

The workbooks take about 30 to 40 minutes to read and complete. This helps to reduce the nervousness that some people feel when they attend training and gives them a foundation to make the most out of the training day.

The training techniques we deploy are varied so that individual preferred learning styles are catered for.

But our most important philosophy is based on the fact that participants learn and retain more when they not only see and hear things but are also actively involved in **doing** things. Our training is not “death by power point”; in fact we rarely use OHPs. Expect our training to be fun with quizzes, games, active problem solving sessions and short informative but highly interactive talks. Don't be surprised if our trainer uses a magic trick to illustrate a learning point!

Prices for the programmed training courses include a light buffet lunch and handouts written in an accessible and, as far as possible, jargon free style.

CPD points

If required our courses carry CPD points to help you meet the requirements of the LSC. Where required, a full days training carries 6 CPD points as opposed to just five given by some training providers.

MEET THE TRAINER!

Chris Fuller delivers all of our courses and has worked for Keyhouse for twelve years during which time he has built up an unrivalled reputation for creative training. Chris's dynamic approach was recognised when he was commissioned to run "training for trainers" courses nationally.

Chris's training benefits from practical advice and examples developed in over 30 years of housing work. He has worked extensively in local government in homelessness, advice, policy development and special needs housing. Chris also holds the Chartered Institute of Housing Professional Qualification. He is a member of the "Adviser" editorial board, a magazine to which he frequently contributes.

The trainer was great. He always manages to explain very difficult areas of law in a way that I understand!

LSC caseworker, Bradford

Keyhouse has delivered training to:

North Yorkshire Housing Training Consortium,
Foundation Housing, M25 Doncaster,
Home Housing Group, CHAS Huddersfield,
Gloucestershire County Council, Barnardos
North Yorkshire County Council, amongst many others.



The Daily Trainer

Course booklet sent to all participants before all courses.

CPD points awarded where required

COURSE LISTINGS

Keyhouse runs three full day “core” housing advice training courses that are suitable for housing staff who are either new or who have not had experience of housing advice in all its forms. The courses are also suitable for volunteers and staff working in other parts of the statutory or voluntary sector who encounter clients with housing problems. We recommend that participants attend all three courses where possible and there are discounted rates for participants who do so.

The three core courses are:

Introduction to housing advice

Homelessness law and practice

Help! I’m Being Evicted tomorrow

More details and booking forms can be found on pages 9 to 11.

Our York based courses take place at the York College of Law on Bishopthorpe Road, York. This is a fully accessible venue with free parking.

In Bradford our courses take place at Cavell House, 1 - 2 Eldon Terrace, Bradford, BD1 3AY. Again this is a fully accessible venue close to Bradford Forster Square railway station.

Listed courses include refreshments and a light lunch. The lunches in Bradford are all vegetarian.

IN-HOUSE AND TAILOR MADE COURSES

Keyhouse can also design tailor made courses to meet the needs of your organisation and clients. These can either be half or whole day courses at a venue of your convenience. We are also happy to run housing advice tutorial sessions at your offices to tackle the questions you really want answered. These sessions are ideal for two hour time slots.

We will visit you, explore your training needs, draw up a lesson plan for you to approve and alter as necessary. We can also carry out a training needs assessment if you wish. Whatever we do, the advantage of tailor made courses is that they will meet your specific needs.

We can cater for small or large groups and will give you an estimated cost before we have assessed your training needs and then come to a final sum when a training plan has been agreed. Our prices for in-house courses start from £600 per day, about half the price of some nationally based organisations.

A full description of available courses can be found from page 13. If these courses do not quite meet your requirements we will be happy to design sessions especially for you.

Call Chris Fuller on 01845 521453

to discuss your training needs.



The Daily Trainer

Fully accessible venues

Light lunches included

**Book on all three core
courses from as little as
£120**

Training You Can Afford For Hard Times

Do you want short, sharp, to-the-point training in your workplace that you can afford?

Keyhouse, building on our popular 'any question' sessions, can deliver a 2-hour training session to as many as 25 members of staff for as little as £200.

The sessions will be entirely driven by the questions and problems that your staff raise....simple!

**** THAT'S JUST £8 PER PERSON FOR 2 HOURS!! ****





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Our Training Courses For 2011

KEYHOUSE CORE TRAINING COURSES

Core Course One: Introduction to Housing Advice

Course Aim: To give participants an overview of the different forms of tenancies and the rights and obligations of tenants

Course Objectives.

At the end of the course participants will know

1. The six main forms of tenancy
2. How the different forms of tenancy are created
3. The tenant's rights relating to each form of tenancy
4. The tenant's rights relating to their ability to stay in the home.

Suitable for: Staff who work for local housing authorities who are relatively new or who are looking for career development and other local authority or voluntary sector workers who help clients who may have housing problems

Dates and venue: York, York College of Law
Thursday 19 May

Bradford, Keyhouse offices
Thursday 27 October

Course length: 10:00 am to 4:00 pm

Cost: **Statutory Sector** including housing associations & Supporting People organisations £100
(Or book the same person on all three core courses for £280)

Voluntary Sector £45 per person
(Or book the same person on all three core courses for £120)

Lunch: A light sandwich lunch is included in the price. In Bradford this is vegetarian. We regret we can't cater for special diets.

KEYHOUSE CORE TRAINING COURSES

Core Course Two: Homelessness: Law and Practice

Course Aim: To give participants an overview of local authorities' duties towards homeless people

Course Objectives.

At the end of the course participants will know

1. What is meant by homelessness
2. Who is in "priority need"
3. What is meant by intentional homelessness
4. Who has a "local connection"
5. How local housing authorities must help homeless people

Suitable for: Staff who work for local housing authorities who are relatively new or who are looking for career development and other local authority or voluntary sector workers who help clients who may have housing problems

Dates and venue: York, York College of Law
Thursday 23 June

Bradford Keyhouse offices
Thursday 17 November



Course length: 10:00 am to 4:00 pm

Cost: **Statutory Sector** including housing associations & Supporting People organisations £100
(Or book the same person on all three core courses for £280)

Voluntary Sector £45 per person
(Or book the same person on all three core courses for £120)

Lunch: A light sandwich lunch is included in the price. In Bradford this is vegetarian. We regret we can't cater for special diets.

KEYHOUSE CORE TRAINING COURSES

Core Course Three: Help! I'm being evicted tomorrow
A guide to the housing possession process

Course Aim: To give participants an overview of the process that landlords must follow to evict tenants

Course Objectives.

At the end of the course participants will know

1. The different stages of the possession process
2. How to check if a landlord's notice is valid
3. What happens in court
4. Decisions the court can make
5. Recognising and completing court forms
6. How to refer to Keyhouse's court duty schemes

Suitable for: Staff who work for local housing authorities who are relatively new or who are looking for career development and other local authority or voluntary sector workers who help clients who may have housing problems

Dates and venue: York, York College of Law
Thursday 21 July

Bradford Keyhouse offices
Thursday 8 December



Course length: 10:00 am to 4:00 pm

Cost: Statutory Sector including housing associations & Supporting People organisations £100
(Or book the same person on all three core courses for £280)

Voluntary Sector £45 per person
(Or book the same person on all three core courses for £120)

Lunch: A light sandwich lunch is included in the price. In Bradford this is vegetarian. We regret we cannot cater for special diets.

KEYHOUSE CORE TRAINING COURSES



REMEMBER



**BOOK ON ALL THREE CORE
COURSE AND SAVE £15 - £20**

OR

**TAKE ADVANTAGE OF OUR
EXTRA VALUE, NO FRILLS,
HARD TIMES COURSE WHICH
COST FROM AS LITTLE AS**

£8 PER PERSON.



In-House Courses

All the courses below are full day courses.

A guide to defending mortgage possession proceedings

Course Aim: To provide an overview of the possession process with regards to mortgaged homes and how repossession may be avoided.

Objectives

By the end of the training session participants will

- Know the scale of the repossession problem

- Understand the main types of mortgages

- Be aware of the main legislation in relation to mortgage repossessions and the role of the Financial Services Authority and the pre action protocol

- Have an understanding of the Mortgage Conduct of Business Rules and how they relate to the selling of mortgages

- Be able to explain some of the main options for borrowers who are in arrears with their mortgage including the Mortgage Rescue Scheme

- Understand the possession procedure and identify the main court forms

- Know the powers of the court when considering claims for possession by mortgage lenders

- Understand the rights of tenants of borrowers

- Be able to collect the relevant information and know when and how to use the information to make a referral

- Know how to apply to the court for a hearing

Suitable for: The course is suitable for staff that have some experience of giving housing advice.

Social Housing Tenancies - The Difficult Areas

Course Aim: To provide participants with the legislative and recent case law framework to resolve complex housing management issues.

Objectives:

At the end of the course participants will understand:

- The different forms of tenancies held by social tenants

- Succession and assignment rights

- The rent arrears pre possession action protocol

- Changes to the Right to Buy

- The impact of the Human Rights Act

- The impact of the Equalities Act 2010

- How tenants can end their tenancy

- Recent case law

Suitable for: staff who manage any local authority accommodation or who advise tenants and who already have some basic knowledge of the area.

Housing Association Tenancies - The Difficult Areas

Course Aim: To provide participants with the legislative and recent case law framework to resolve more complex housing management issues

Objectives:

By the end of the course participants will

- Be able to determine the housing status of housing association occupiers including those living in homelessness accommodation
- Be aware of the Tenant Services Authority's Regulatory Code and how this impacts on housing management issues
- Know when occupiers may succeed to or assign a tenancy
- Be able to ensure that possession procedures meet the requirements of the rent arrears pre action protocol
- Understand the importance of the extended disability discrimination legislation and the impact of the law on possession claims
- Know what actions may constitute an act of surrender and the implications that this has for possession action
- Be familiar with recent case law including cases regarding termination of assured short hold tenancies and anti social behaviour
- Have been able to discuss and resolve examples of housing management problems raised by participants of the course

Suitable for: staff who manage any housing association accommodation or who advise tenants and who already have some knowledge of the area.

The rights of tied and agricultural tenants

Course Aim: To give an overview on the rights of tied and agricultural occupiers

Objectives:

By the end of the course participants will know

- When a tenancy is tied to the job
- The rights of tied tenants including rights to stay
- The three conditions of the creation of an agricultural tenancy
- The different kinds of agricultural tenancies
- The rights of agricultural occupants
- The rehousing duties of local authorities

Suitable for: staff with some experience of giving housing advice

In-House Courses

All the courses below are full day courses.

Housing for Young People The law, problems and options

Course Aim: To provide an overview of the law relating to housing and young people and outline some of the housing options that are available to them

Objectives:

By the end of the course participants will

- Be aware of the crucial age points that impact upon a young person's access to housing
- Know which homeless young people have to be housed by the local housing authority and the latter's duties to all homeless young people
- Understand children's housing duties to young people in the light of the Southwark judgement including those leaving care and powers and duties under the Children Act 1989
- Know when a young person can hold a tenancy and what happens before that time
- Be aware of the rules regarding young people and housing benefit
- Be familiar with some housing options for young people

Suitable for: Ideally suited for housing, children's services and voluntary sector staff with some experience of working with young people

Interview and customer care skills

Course Aim: To enable participants to review and improve their interview and customer care skills

Objectives:

- By the end of the course participants will
- Have had the opportunity to reflect on their existing interview and customer care skills
- Know how to approach an interview and welcome the client
- Be able to give full attention to the client and balance the requirement to complete forms whilst conducting an open interview
- Realise the importance of body language and common faults to avoid
- Know how to reflect, paraphrase and summarise a client's circumstances
- Be able to distinguish between open, closed and probing questions and when to use them appropriately
- Know how to challenge a client in a constructive way
- Be able to end an interview

In-House Courses

All the courses below are full day courses.

The Tenancy Deposit Schemes

Course Aim: To give an overview of the Tenancy Deposit Schemes and explore issues regarding the return of deposits to tenants

Objectives.

By the end of the course participants will

- Know the background to the law

- Be able to advise tenants as to what they should do before moving in to a new home

- Know which tenancies the Tenancy Deposit Scheme applies to

- Be able to explain the difference between the Custodial and Insurance based schemes

- Know the sanctions against non complying landlords

- Know when deposits can be retained by the landlord

- Be able to explain to tenants what they should do at the end of the tenancy

- Know the procedures for resolving disputes

Suitable for: Staff who already have some experience of giving housing advice

Housing options casework

Course Aim: To enable participants to develop casework skills and meet quality standards that will allow them to identify housing options and assist clients in pursuing those options

Objectives:

By the end of the course participants will

- Know how to run and organise a casework file

- Be aware of the principles of running a casework file

- Know how to communicate and maintain contact with the client

- Realise the importance of confirmation of advice letters and how such letters should be structured

- Have the tools necessary to record actions

- Be able to identify appropriate housing options in conjunction with clients

- Be aware of the other options available to clients including where to obtain assistance with key related problems such as debts and benefits advice

- Know when it is appropriate to open and close a case file.

Suitable for: staff with some experience of giving housing advice



HOUSING LAW UPDATE



Aim: To provide an overview of the main statute, case law and regulatory changes relating to housing issues that have happened over the last 12 months.

Objectives: By the end of the day participants will be familiar with and know how to put to good use (in the field that you work in) the legal changes in the following areas:

Homelessness

Allocation of social housing

Possession claims including:

Impact of the Equality Act 2010

Rights of travellers and Gypsies

Mortgages

Tenancy deposits

Tenants Rights

Housing Benefit changes

Repairs

FROM OCTOBER 2011 THIS COURSE WILL INCLUDE ALL THE CHANGES INCLUDED IN THE FORTHCOMING LOCALISM ACT

**WE CAN DELIVER THIS COURSE IN HOUSE FOR UP TO
20 PARTICIPANTS FROM AS LITTLE AS £600**

Booking Form - (please photocopy if required)

Name

Organisation

Office Address

Telephone

Individual work E-Mail

Course required

Date of course

Venue

PAYMENT REQUIRED WITH BOOKING

I enclose a cheque for £

payable to Keyhouse

I do/do not * require a receipt

*** Delete as appropriate**

Keyhouse retains the right to cancel courses up to 10 working days before the course date. In this unlikely event Keyhouse will refund course fees but not any other expenses incurred.

Please be aware that If you cancel for whatever reason and we are unable to re-sell your place you will still be liable for the course fee.

Joining instructions and a pre-course pack will be sent to participants by e mail 2 weeks before the course date.

Please return this form to:

Clare Walker. Keyhouse, 35 Westgate. Thirsk. YO7 1QR

Tel: 01845 521457 Fax: 01845 527 563 Email: clare.walker@keyhouse.co.uk



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