

Training Programme

2016





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NHAS Training

The NHAS programme of training is designed in response to the latest developments in housing and homelessness, and aimed at frontline housing advice staff. Our team of professional trainers have a wealth of expertise and experience to help advisers gain the knowledge, skills and confidence to tackle housing issues and give quality housing advice.

You can find out more about our range of Agency face to face, half day briefings, webinars, and bite-size/self study training online.

How to access NHAS training

NHAS Training Courses

If you would like to book a place on a course, webinar, briefing or access our bite-size and Self Study Packs please go to our website: www.nhas.org.uk and view the training page. You will need to log in to the members section, and access the Training and Events page. You will then need your unique Online Booking System (OBS), username and password.

Alternatively, log in to the OBS using the following link: <https://citizensadvice.accessplanit.com/accessplan/config/cab/pages/startpage.aspx>

If you have forgotten your username or password, please: Contact: training.booking@citizensadvice.org.uk for OBS training bookings. Or email nhas@shelter.org.uk for the NHAS website login.

Support Needs

If you are registering a delegate on OBS with support needs please ensure that you tick the 'disabled' box and then click on 'Update' before leaving that page. You will then need to go in to the 'Special Needs' tab where you log the details of the support needs and remember to click 'Save'.

Support need details that were previously recorded on our old booking system will not have been transferred to OBS, therefore it is important that you make sure that the information regarding delegates support needs has been recorded before booking them on to a course.



On demand training for NHAS housing courses

If you have searched the Online Booking System (OBS) for a specific scheduled course but find that the location or date for the course you would like to attend is not suitable, there are no available places or you have a recruitment drive and anticipate an increase in new volunteers, then we may be able to work with you to arrange for an in-house or additional course.

How to request an on demand course

You will need to have a minimum of 8 participants to request a course, and a maximum of 16. You could consider working with other local members to arrange cluster training for an on demand/ in house course.

- Complete the 'On demand' course request form preferably allowing 6-8 weeks to allow the necessary time to liaise with you and find a mutually agreeable date, secure a trainer and venue. You can find the form on the Training pages of our website.
- We can provide in house on demand training with a preference that the LCA/OVA provide the venue and cover any venue cost.
- Please note that requests can only be made for courses from our current programme.

If you would like to book an On Demand course, or have any queries about the On Demand process please email Citizen Advice National Events Team (NET) training.booking@citizensadvice.org.uk or call the enquiry line 03000 231479 (Monday – Friday, 10:00 – 12:00).

In-house Briefings

To complement our existing training programme we have developed a small number of 3 hour briefings to provide an update to your existing basic understanding:

Webinars

Webinar schedules and details on how to book into a webinar are advertised online. Log in to www.nhas.org.uk for more details.

Up and coming webinars are also advertised in our monthly e-bulletins. If you are not already registered to receive bulletins, you can join our mailing list, email nhas@shelter.org.uk

From September 2016 NHAS webinars for LCA/OVA will be administered by the National Events Team (NET) via the **Online Booking System (OBS)**.



Training Courses

Housing Foundation

Who the course is for:

This course is for trainee advisers who have, ideally, recently attended the Adviser skills course and would like to develop their knowledge in housing.

Before attending this course delegates are expected to have completed the Housing self-study pack, and the Homelessness and Housing Options self-study pack or have achieved the packs objectives by another route. If you have not already completed the self-study packs you can access them here:

Housing Homelessness and Housing Options

Course aims:

This two-day course helps trainee advisers develop their housing competence, alongside their client interviews. This course builds on the Housing and Homelessness and housing options self-study packs.

Day 1 of the course will help trainee advisers:

- identify a client's housing status using tenancy checker resources e.g. the Citizens Advice information system, and explain why this is so important
- identify what stage in possession proceedings a client has reached and common documents associated with them
- identify situations where a possession order or eviction may be avoidable and identify when urgent action may be needed

Day 2 of the course will help trainee advisers:

- identify possible housing options for clients
- describe some of the key causes and effects of homelessness and identify common stereotypes
- identify the statutory duties owed to homeless people
- recognise when challenges to homelessness decisions may be appropriate and explain the options

Days 1 and 2 will help trainee advisers:

- Be aware of when you may need to consult a specialist or refer a client to another agency, and identify resources available, including NHAS consultancy



Advising on Possession Proceedings for Rented Housing

Who the course is for:

This course is for generalist advisers who have a basic understanding of housing status. This course builds on material in the NHAS Housing Foundation Course.

Learners should have attended the 2 day Housing Foundation course or achieved the learning objectives for that course by another route.

Course aims:

This course aims to enable advisers to give advice on the possession process and assist clients to take appropriate action to prevent eviction.

Learning objectives:

At the end of the course you will be able to:

- Advise on how housing status determines the type of possession action
- Identify the stage of the possession process a client is at
- Check the validity of notices
- Identify relevant paperwork and complete common court forms
- Negotiate with landlords
- Identify when to make an appropriate referral
- Explain to clients about court procedure and decisions a court can make

Please note: this course does not cover mortgage repossession.



Homelessness Advice Next Steps

Who the course is for:

Generalist advisers, advice session supervisors or new housing advisers starting to, or currently, negotiating with local authorities on homeless applications or challenges. The course is not aimed at housing specialists.

Participants should have attended the 2 day Housing Foundation course. If attended longer than 2 years ago and you are not regularly involved with homelessness, you will need to refresh/check/test your knowledge via bite-size, or attending Housing Foundation Course.

Course aims:

To enable you to give effective advice and assistance to people making Local Authority homeless applications.

Learning objectives:

By the end of the day you will be able to:

- Identify the actions you would need take to assist a client in making a homeless application.
- Explore examples of Local Authority gatekeeping and options to challenge this practice.
- Recognise how a Local Authority fulfils and ends its homelessness duties
- Outline the ways in which Local Authority decisions can be challenged.
- Identify resources available to you and when to make a referral.



Housing Advice and Relationship Breakdown

Who the course is for:

Generalist advisers who have a good understanding of housing status and homelessness issues. This course is also useful for advice session supervisors and gives a good basic introduction for new housing caseworkers

Learners should have attended the 2 day Housing Foundation course or achieved the learning objectives for that course by another route.

Course aims:

To provide an overview of the client's short-term options to stay in the home when their relationship breaks down.

Learning objectives:

At the end of the course we hope you will be able to:

- Identify the information required when giving housing advice in relationship breakdown situations
- Explain the existing housing rights of cohabiting and married/civil partners.
- Identify clients who could pursue additional family law rights and refer on appropriately
- Understand the key definition of domestic violence
- Explain the main features of an occupation order and a non-molestation order, identify who can apply for these and how
- Explain the domestic violence immigration rule
- Give an overview of possible long term options to remain in the relationship home
- Identify and explore housing options with clients facing relationship breakdown and those experiencing domestic violence



Housing and Welfare Reform

Who the course is for:

The course is for generalist advisers.

Before attending the session, advisers should already have an understanding of the welfare reform changes and know the rules for universal credit and benefit entitlement – this is not a benefits course.

Course aims:

To provide an overview of how welfare reform changes may impact on housing advice.

Learning objectives:

- Identify how clients may be affected by under occupancy rules.
- Identify how clients may be affected by council tax reduction schemes.
- Apply the impact of welfare reform changes to advice about keeping accommodation and finding other affordable accommodation.
- Identify how mortgage clients may be affected by universal credit.
- Recognise the implications of welfare reform on research and campaigns issues.



Housing Assistance for Persons from Aboard

Who the course is for:

This course is for generalist advisers who have a basic understanding of the legal duties owed to homeless people and are familiar with the process of making a homeless application.

Learners should have attended the 2 day Housing Foundation course or achieved the learning objectives for that course by some other route.

Course aims:

After attending this course you'll be able to identify whether a client from abroad who wishes to apply for social housing or make a homeless application may be owed a statutory duty.

Learning objectives:

At the end of the course you'll be able to:

- Recognise immigration status is a key factor to apply for social housing or make a homeless application.
- Identify the two main categories of persons from abroad.
- List at least five key factors to check if a person from abroad is eligible for social housing.
- Check if a person is likely to be eligible for social housing.
- Signpost ineligible people for further advice.
- List three sources of further information and support.



Housing Update

Available in October / November only

Who the course is for:

This course is for experienced generalist advisers and advice session supervisors who have a good basic knowledge of housing. This course is not for trainee advisers or housing specialists.

You will have attended the Housing Foundation Course (HFC) or gained the learning objectives for HFC in some other way, and you will have recent experience of housing enquiries.

You may also have attended the Advising on Possession Proceedings for Rented Housing course and/or the Homelessness Advice: Next Steps course, or achieved the learning objectives for these courses in some other way.

To check whether this course is the right level for you, answer the following questions:

1. What are the five tests of homelessness?
2. In what circumstances should accommodation provided by a local authority be suitable?
3. What types of tenancies can a local authority grant?
4. What is a S21 notice and when can it be used?
What type of landlords can use it? Are there any defences?

(You can check your answers on AdviserNet or your agency's equivalent)

If you answer all the questions correctly this is the right course for you. If not, it may be more appropriate for you to attend one of the courses outlined earlier as a refresher first.

Course Aims:

The aim of this course is to update you on the significant housing changes over the last year.



Private Rented Sector: Assured Shorthold Tenancies

Who the course is for:

This course is for generalist advisers and advice session supervisors.

You will have attended the Housing Foundation Course (HFC), or gained the learning objectives for HFC in some other way.

Course aims:

The aim of this course is to develop participants' understanding of private rented sector assured shorthold tenancies and key factors to be aware of.

Learning objectives

By the end of the day you will be able to:

- Advise on the key points that a prospective tenant should be aware of before they take on a tenancy in the private rented sector
- Recognise basic immigration check requirements for private landlords under Right to Rent
- Identify whether an occupier has an assured shorthold tenancy
- Explain the possession process in relation to assured shorthold tenancies
- Identify the assured shorthold s21 notice requirements and points to check to identify whether a notice is valid.
- Recognise the importance of tenancy deposit protection and the relevant key dates
- Understand when retaliatory eviction is prohibited
- Identify the various provisions for the regulation of private rented sector tenancies



Mortgage arrears and possession process

Who the course is for:

This course is suitable for trainee or new generalist advisers.

This course is not intended for specialist housing or debt advisers.

Course aims:

- List information needed to advise clients with mortgage arrears
- Identify main options for dealing with mortgage arrears before court action
- Identify main options for maximising income and reducing expenditure
- Recognise where in the mortgage possession process the client is and describe what actions they can take at each stage
- Identify when to use the pre action protocol for mortgage possession
- List common outcomes for mortgage possession hearings, and explain how they will affect the client.



Rented Housing Next Steps

Who the course is for:

Generalist advisers and advice session supervisors. This course may also be useful for new housing advisers and new housing specialists.

Learners will need to have a good basic knowledge of housing status and security and rented possession proceedings. Learners should have attended the Housing foundation course and the Advising on possession proceedings for rented housing course, or achieved the learning objectives for those courses by another route.

If you attended the Housing Foundation course, or Advising on Possession Proceedings course some time ago it may be useful to revise your learning on status and security of tenure.

Course aims:

The course aims to develop learners understanding of status and security beyond the areas covered on the Housing Foundation course.

Learning objectives:

At the end of the course you will be able to:

- Identify the following tenancies used by social housing providers and explain the rules on bringing them to an end:
 - introductory and starter tenants
 - flexible and fixed term assured shorthold tenancies
 - demoted tenancies
- Explain how tenancies granted by social housing providers are regulated and who tenants can complain to.
- Explain the situations when social housing providers can charge 'affordable rent'.
- Explain how a tenancy can be passed on to another person through succession and assignment.
- Identify and advise on the security of tenure of lawful and unlawful subtenants and explain the action that can be taken when public sector accommodation has been unlawfully sublet.
- Outline key points about tenancy deposit schemes.
- Recognise joint tenancies and advise on common issues for joint tenants

Pre course work:

Please obtain a copy of your Local Authority (LA) tenancy policy/ strategy, or if the LA no longer has any housing stock, a copy of the tenancy policy of the largest Housing Association in your area.

- Check the policy to establish whether flexible or fixed term tenancies are to be used.
- If your LA has housing stock find out if they use
 - Introductory tenancies
 - Demoted tenancies
- Find out if the largest Housing Association in your area uses
 - Starter tenancies
 - Demoted tenancies



In-house Briefings

To complete our existing training programme we have developed a small number of 3 hour briefings to provide an update to your existing basic understanding.

Tenancy Deposit Protection issues and S21 notice changes to ASTs from 2015-2018

The section 21 notice and tenancy deposit changes briefing will look at legislative changes that have been implemented following the introduction of the Deregulation Act 2015. The briefing will achieve this aim by comparing and contrasting the operation of the rules on service of section 21 notices for assured shorthold tenancies granted before, as opposed, to on or after the 1/01/2015 and clarifying the extent of how the aforementioned assured shorthold tenancies will operate in practice, up to and including the 30/9/2018 and beyond this date.

This briefing will achieve this by:

- Examining the additional responsibilities that have been placed on landlords for tenancies they have granted since the 1/10/2015 by looking at:
 - What prescribed information they must give to these tenants
 - What prescribed requirements they must comply with before a section 21 notice can be deemed to be validly served; and
 - What prescribed form a section 21 notice must take if it is deemed to be a valid notice seeking possession.
- Illustrating how the Deregulation Act 2015 has affected compliance requirements by landlords who received deposits from tenants;
- Identifying how the Deregulation Act 2015 changes may impact on landlords who attempt to evict post 30/9/2015 assured shorthold tenants who make a complaint in connection with the state of repair of the property.



EEA Nationals and Returning Residents' Eligibility

This briefing will provide an overview of the rules in respect of eligibility for housing & homelessness assistance & related welfare benefits that affect EEA nationals and their family members, and British nationals and other persons from abroad returning to the common travel area.

This briefing will achieve this by:

- examining the recent legislative changes and changes to existing guidance that determine whether or not returning British nationals or EEA Nationals are deemed to be habitually resident in the common travel area
- identifying which countries are members of the European Union and distinguishing this from the larger European Economic Area, and in doing so, highlighting and comparing how the UK treats specific member states differently for the purposes of eligibility for housing assistance, homelessness assistance & means tested benefits
- specifying how the government have made changes to existing legislation that now prescribe time limits which determine how long EEA worker and jobseeker status is retained for
- comparing and contrasting how and when EEA worker and EEA self- employed status is retained
- illustrating how the government has issued changes to guidance for decision makers to assist them in determining whether or not work is genuine or effective by introducing a minimum earnings threshold criteria
- explaining how the government has made changes to existing housing benefit legislation that remove pass-porting for EEA jobseekers
- examining how the government have introduced further legislative changes that place additional residence requirement criteria on EEA jobseekers who wish to claim Child Tax Credits and Child Benefits for their dependants
- illustrating how primary carers of EEA children in education derivative rights to reside in the UK may be entitled to homelessness assistance and related means tested welfare benefits
- exploring future measures to be implemented that will affect EEA national's entitlement to 'in work benefits', and how they may export child benefits to their own member states



New and existing issues affecting the Private Rented Sector

This briefing will provide an overview of many issues that affect tenants and occupiers in the private rented sector.

The briefing will achieve this by:

- examining the legislative changes that regulate letting agencies, and specify how they must advertise properties and publish their fees
- identifying how tenants can seek redress when contractual terms and property terms appear to be unfair or misleading
- illustrating how local authorities must impose licensing conditions when private landlords let specific types of properties in multiple occupation, or may impose additional or selective licensing conditions on other properties in the private rented sector
- identifying examples of what constitutes harassment and illegal eviction and citing particular remedies that may be available to tenants or occupiers in the private rented sector, this includes occupiers or tenants who may already have been evicted
- specifying what repairing obligations private landlords have in keeping properties they let in a satisfactory state of repair, this includes an examination of the ongoing responsibilities to ensure that certain installations in the regularly inspected
- identifying options and remedies that may be available to tenants or occupiers when landlords are in breach of their obligations to maintain a property or carry out specified repairs



Webinars

Our free webinars have been developed to provide you with the opportunity to learn and share best-practice initiatives, and keep up to date with legislation and policy.

Webinars are a way of training/providing presentations or holding meetings over the internet to lots of people in different locations. All you usually need to access our webinars is an internet connection and a web browser (such as Internet Explorer or Firefox), however we also use telephone conferencing in case there are local issues with internet speed etc.

The webinars complement our existing face to face course titles, and cover a range of topics:

- Assured Shorthold Tenancies: S21 Notices, an overview
- Advice on Tenancy Deposits
- Advising and Assisting Single People and Non-Priority Households
- Persons from Abroad – Changes to Benefit Entitlement
- Preventing Mortgage Repossessions
- Right to Rent Immigration Checks
- S21 Notices: new tenancies from 1 October 2015
- Student Advice on Tenancy Deposits
- Suitability and Out of Area Placements
- Suspending a Warrant
- Tenants of Landlords Facing Mortgage Repossession
- Under Occupancy Rules
- Vulnerability

Requirements

You don't need to download any software - all you need to access the training is an internet connection and a landline telephone



Assured Shorthold Tenancies: S21 Notices, an overview

Duration: 75 minutes

Who is the webinar for?

Anyone working in housing advice that is unfamiliar with Section 21 notices in relation to Assured Shorthold Tenancies.

Aims:

This webinar will provide delegates with a general overview covering:

- what a S21 notice is in relation to assured shorthold tenancies
- when it can be used and by what landlord
- the requirements of a valid S21 notice, and how they should be served by a landlord
- what the important restrictions are on the use of a S21 notice by a landlord (when they can't be used or won't be valid),
- what other considerations there may be for tenants defending possession proceedings



Advice on Tenancy Deposits

Duration: 75 minutes

Who is the webinar for?

The webinar is for advisers that would like to gain an understanding of the legislation behind tenancy deposit schemes, and may feel less certain with how to advise tenants on ensuring their deposits are protected and how to take action if not.

Aims:

This webinar will cover:

- the basics of tenancy deposit schemes
- requirements for landlords protecting deposits and possible effects on the eviction process
- key processes for returning deposits and resolving disputes



Advising and Assisting Single People and Non Priority Households

Duration: 75 minutes

Who is the webinar for?

Local Citizens Advice and other voluntary agencies

Aims:

- Be familiar with the prevention, advice and assistance duties and powers to non-priority clients under Part VII of the Housing Act 1996
- Identify action that can be taken to assist clients who are at risk of homelessness
- Recognise best practice when completing and providing confirmation of advice and assistance letters

Before attending the webinar delegates should look at their local authority's homelessness strategy to see what it says about services or gaps in services for non-priority clients.



Persons from Abroad – Changes to Benefit Entitlement

Duration: 90 minutes

Who is the webinar for?

The webinar is open to Local Citizens Advice and other voluntary agencies.

Aims:

By the end of the session participants will be familiar with the recent changes, and understand how they impact on access to housing and benefits for persons from abroad

The webinar will cover:

- Jobseeker's Allowance – 'new residence requirement'
- Changes affecting EEA nationals – minimum earnings threshold for workers and self-employed people;
- Workers – effective and genuine economic activity
- Changes to retention of worker status – A2 and Croatian nationals
- Retaining worker status
- Changes to jobseeker status – A2 and Croatian nationals
- Changes to jobseeker status – all EEA nationals
- Changes affecting non-EEA nationals



Preventing Mortgage Repossessions

Duration: 90 minutes

Who is it for?

Local Citizens Advice and other voluntary agencies advisers who want to learn more about the options available to homeowners facing repossession. This webinar is appropriate for delegates who are new to mortgage repossessions. As the content is at a basic level, it is not suitable for experienced mortgage or debt advisers.

Aims:

- Recognise where the client is in the mortgage possession process
- Identify main options for dealing with mortgage arrears before court action
- Describe what actions can be taken at court and after an order has been granted



Right to Rent Immigration Checks

Duration: 75 minutes

Who is it for?

Local Citizens Advice and other voluntary agencies

Aims:

The aim of this webinar is to provide an overview of Right to Rent Immigration checks. It will cover:

- the circumstances in which right to rent checks apply
- what landlords are required to do
- examples of good practice
- future developments to keep an eye out for



S21 Notices: new tenancies from 1 October 2015

Duration: 90 minutes

Who is the webinar for?

Local Citizens Advice and other voluntary agencies advisers that are familiar with Section 21 notices in relation to Assured Shorthold Tenancies, and want to know more about the changes from 1 October 2015.

(If you have attended the Assured Shorthold Tenancies: S21 notices overview webinar then you will find this webinar useful as a follow on as it focuses on the changes introduced from 1st October 2015.)

Aims:

To familiarise participants with changes introduced by the Deregulation Act 2015 from 1 October 2015 in relation to new assured shorthold tenancies starting on or after this date.

The webinar will cover:

- Dates and lifetime of S21 notices and repayment of rent where the tenancy ends early
- Prescribed form, information and requirements
- Retaliatory eviction provisions



Student Advice on Tenancy Deposits

Duration: 75 minutes

Who is the webinar for?

This webinar is for advisers working with students.

Aims:

By the end of this webinar, delegates will have an understanding of the legislation behind tenancy deposit schemes, and also be able to advise students on how they can ensure their deposits are protected and take action if not.

Learning Objectives

Delegates will learn about the basics of tenancy deposit schemes, requirements for landlords protecting deposits, possible effects on the eviction process and key processes for returning deposits and resolving disputes.



Suitability and Out of Area Placements

Duration: 90 minutes

Who the webinar is for?

Local Citizens Advice and other voluntary agencies.

Aims:

- Recognise when and why suitability is important
- To identify what 'suitability' means
- Be aware of the factors that need to be considered when assessing suitability
- To provide an overview of the supreme court decision in *Nzolemeso v City of Westminster* [2015] UKSC22



Suspending a Warrant

Duration: 90 minutes

Who is it for?

Local Citizens Advice and other voluntary agencies advisers with a knowledge of the possession process. Delegates should previously have attended the Housing Foundation Course or have gained knowledge of the possession process through practice.

This webinar does not deal with suspending a warrant in relation to mortgages.

Aims

- Identify what a warrant is and what suspending a warrant means
- Understand the Court's powers in relation to suspending a warrant
- Identify key information needed by advisers to determine whether an application to suspend may be appropriate
- Be aware of key factors to consider when applying to suspend a warrant before it has been executed and factors to consider when applying to suspend a warrant post eviction



Tenants of Landlords Facing Mortgage Repossession

Duration: 75minutes

Who is it for?

Local Citizens Advice and other voluntary agencies advisers with a knowledge of the possession process. Delegates should previously have attended the Housing Foundation Course or have gained knowledge of the possession process through practice.

Aims:

- Recognise the importance of identifying who is an 'authorised' tenant
- Identify key questions to ask a client
- When possession proceedings have started
 - identify options for an 'unauthorised' tenant
 - identify options for an 'authorised tenant'



Under Occupancy Rules

Duration: 75 minutes

Who is the webinar for?

Local Citizens Advice and Other Voluntary Agencies

Aims:

If you would like a grounding in what the under occupancy rules are, who might be affected and what options tenants may have, then our 75 minute webinar is ideal for you. It will also cover the definition of a bedroom and recent case law.



Vulnerability

Duration: 75 minutes

Who is the webinar for?

Local Citizens Advice and other voluntary agencies.

Aims:

Our webinar provides an overview of the Supreme Court decision in Johnson v Solihull MBC and Hotak and Kanu v LB Southwark. Participants also have an opportunity to discuss the implications of this decision.



Bite-size and Self Study

What is Bite-size?

Bite-size are online learning sessions. They can be used by individual learners at any time. NHAS bite-size take about 30 minutes to an hour to work through.

Bite-size Sessions

- Applying to suspend a warrant
- Can my client afford to stay in their home
- Challenging homelessness decisions
- Housing disrepair
- Housing or homelessness application – the difference
- Housing rights for agricultural tenancies
- Housing rights for ex-offenders
- Housing rights for students
- Housing rights for tenants with tied tenancies
- Housing status refresher
- Introductory and starter tenancies
- Landlord harassment
- Right to Rent Immigration Checks
- Social housing tenancies
- Tenancy deposits: during and after assured shorthold tenancies

Self-Study

Homelessness and Housing Options (download pdf)

After completing this pack you will be able to:

- explain common terms for advising on local authority and social housing applications and homeless options
- identify the range of possible advice options for a client wanting to move and that a client's preferred housing options will be limited by factors like money, security of tenure and the law
- help a client identify local re-housing options
- explain local authorities and social landlords have allocation policies and systems and outline the application process for your area
- briefly identify historical housing law changes relevant to homelessness

- outline the five steps of homelessness
- explain to a client that local authorities have a duty to homeless people; but there are legal criteria i.e. they don't help everyone
- using resources, identify a client's rights in applying as homeless to the local authority in more straightforward cases
- explain to a client that a local authority can be challenged on a decision

Housing (download pdf)

After completing this pack you should be able to:

- explain the meaning of common housing terms for housing status and possession
- explain the importance of identifying housing status at the start of most housing queries in relation to different rights to stay and other common housing rights
- briefly identify past housing law changes, and that they impact on housing status and rights
- identify the four most common types of housing status in straightforward situations using AdviserNet
- identify other resources to use if a client's housing status is not straightforward
- identify the different kinds of housing rights
- outline the five stages in the possession process
- describe how the possession process could be different depending on housing status
- outline a situation where a client who has been given notice by their landlord may still have rights to stay, i.e. not be homeless.

Contact:

For further information about our introductory courses, or to book, please email **training.booking@citizensadvice.org.uk** or **nhas@shelter.org.uk**

The in-house/on demand training receives a high volume of requests, please ensure that you are able to provide a suitable room for the date and time agreed when securing your training dates as the high demand may mean that we are unable to secure an alternative date for you. If you do need to cancel or reschedule your training please ensure that you provide us with a minimum notice of 4 weeks where possible.

nhas.org.uk

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