

Risk Management for Housing Managers

Product summary



Background

Organisations are now required to embrace risk management and most have responded by preparing and then introducing a corporate risk management strategy. These strategies are now being examined by government agencies to determine how risk management is being actioned throughout the entire organisation.

An effective risk management approach is required to systematically identify positive and negative risks, assess their effect and decide on the most appropriate course of action. The successful implementation of the corporate strategy at a technical and operational level is vital to the risk management process.

Summary

This facilitated interactive discussion between the consultant and delegates involves practical and theoretical content and examples. On completion of the course, delegates will be able to take their practical experience back to the workplace and use it within their own areas of responsibility.

It is an introductory course for managers and supervisors to help them develop a consistent approach to identify areas of risk and to manage this across their business. A robust action plan will also be agreed to ensure the risk management programme is delivered in a manner that is consistent with corporate risk management goals.

Objectives

The training gives delegates:

- A basic introduction to risk management
- An understanding of the risk management cycle and the importance of the process to delivering more effective services
- An ability to adopt a systematic approach to risk management

- A practical guide to implementing the corporate risk management strategy at a technical and operational level
- An understanding of the key tasks for managing risk in a housing environment, such as:
 - contracts and partnerships
 - inspection regimes
 - maintenance and repair procedures
 - lone working procedures
 - prevention of fire wastage
- An understanding of how the wording and use of the Tenancy Agreement can create its own issues
- A review of current legal issues.

Features

- Developed specifically for the housing environment
- Each delegate will be provided with a CD-ROM containing the course slides and notes
- The course is based around a half-day training session for up to 12 delegates with either one half-day session per day or two half-day sessions on the same day at a reduced fee
- The customer will provide the venue/coffee/lunch (if appropriate) and will make all internal arrangements
- The product stands alone but can also be linked to other risk management departmental training products and it is strongly suggested that all should have undertaken the Introduction to Risk Management training as a precursor to this course
- An additional separate course is available for operational front line staff.

Duration

Half-day.

Provider

A fully trained and experienced Zurich Risk Management Consultant.

Format

Facilitated workshop/training course.

Benefits

- Raises awareness of risk management as an overall concept
- Enables the adoption of a systematic approach to risk evaluation and risk control
- Provides knowledge of the basic legal processes that give rise to the statutory liability of housing providers
- Provides knowledge of the way contractual processes can effect the statutory liability of housing providers
- Provides an understanding of the key risk control measures
- Enables the ability to use corporate maintenance procedures and inspection regimes as key risk control measures.

Where this would be useful

For any organisation looking to start or build on a risk management programme to reduce the cost and number of claims made against them by tenants and others.

Who is it aimed at?

All managers or supervisors who are involved in the provision of technical and operational frontline services, including both maintenance and housing provision staff.

Case studies/quotes

An organisation in the South was concerned at the high level of liability claims received from tenants. Various managers discussed ways to manage the risk of slips and trips, burst pipes, defective appliances and many others. After the managers agreed on the improvements in how to manage the risks and introduced them there was a noticeable difference in the number and cost of claims.

For further information
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