

## **Course Profile**

### **Residential Premises (including Service Requests)**

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<b>Duration</b>	2 days
<b>Prerequisites</b>	Delegates wishing to attend this course should have successfully completed the following training (or have equivalent experience): <ul style="list-style-type: none"><li>▪ Introduction to UNI-form v7 with Spatial</li></ul>
<b>Target Audience</b>	Core Team and End Users
<b>Objectives</b>	By the end of this course you will be able to: <ul style="list-style-type: none"><li>▪ Correctly record details of Housing related service requests</li><li>▪ Correctly use the main features of the Residential Premises Module</li><li>▪ Correctly Record details of Residential Premises and Housing in Multiple Occupation including structure, occupancy, facilities and management</li><li>▪ Correctly record details of assessments made against Residential Premises e.g. HHSRS, Decent Homes</li></ul>
<b>Contents</b>	<ul style="list-style-type: none"><li>- Using Service Request Reception</li><li>- Using the Service Request Tabset to record service requests</li><li>- Monitoring performance</li><li>- Recording details of Inspections, Visits and Actions</li><li>- Creating letters using paragraphs</li><li>- Using the Notices Module</li><li>- Using the Legal Action Module</li><li>- Recording Residential Premises details</li><li>- Recording Interested Parties</li><li>- Recording details of Orders</li><li>- Recording details of Services</li><li>- Residential Premises Summary</li><li>- Recording HMO details – structure, rooms, common parts, facilities, units of accommodation and management</li><li>- Housing Health and Safety Rating System (HHSRS)</li><li>- Decent Homes Assessment</li><li>- Renewal Assessments (optional)</li><li>- Programmed Inspections and Risk Assessment</li><li>- IVA</li><li>- Housing Surveys</li></ul>

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