



Name	Date				
Subject	Knowledge / skills				Notes
	good	ok	some	none	
Social housing regulation and the co regulatory approach					
Planning a scrutiny review					
Tenant Services Authority (TSA) National standards, local offers, annual reports					
Being accountable –knowing who you represent					
Resident involvement expectations					
Understanding evidence from involvement methods					
Survey design, sampling and confidence levels					
Understanding and interpreting performance measures					

Asking the right questions					
Equality and diversity legislation and expectations					
Confidentiality and data protection awareness					
Good Governance					
The business planning process +SMART targets					
Researching good practice in housing management					
The finance of social housing					
Contracts and contract management					
Value for money					
Budget management					
Working as a team					
Assertiveness					
Public speaking / presentations					
Decision making					
Negotiating persuading and					

influencing					
Communication skills					
Effective Meetings					
Report writing					
Writing for newsletters / web					
Using the internet					
Basic IT word, excel, email					
Project management					
Interview skills - for gathering evidence					
Taking action notes / minutes					
Chairing					

