



The  
Property  
Institute

# TRAINING COURSES

Q2. 2025



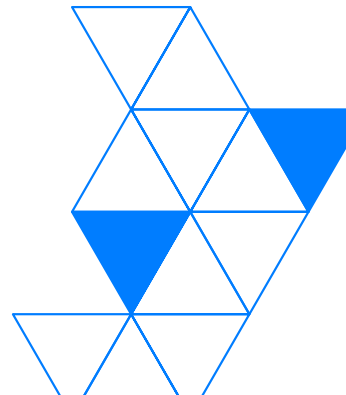
Advance your career, stay compliant, and earn valuable CPD hours with TPI's expert-led, nationally accredited training. Whether you're just starting out, getting up to speed, or expanding your knowledge, our courses are designed to equip you with the practical skills and expertise needed to navigate the sector and gain a competitive edge!

With 30+ courses covering Health & Safety, Property Management, HR & Wellbeing, Legal, Finance, BTR, and RMC/RTM, TPI Training courses cover every facet of the sector. All courses are available online or in-house, with tailored options for team bookings.

Plus, TPI members benefit from exclusive rates, while company members can take advantage of a 20% discount when purchasing a bundle of 10 training credits.

**Take a look at the full range of TPI courses on offer—spaces fill quickly, so don't miss out—book today!**

Any questions? Contact us at: [training@tpi.org.uk](mailto:training@tpi.org.uk)



# PROPERTY MANAGEMENT



## **TC1: Introduction To Residential Leasehold Management**

**Trainers: Anna Mercer (FTPI/AssocRICS) / Angela Wheeler – Ark Housing  
Consultancy / Emily Gray (FTPI/AssocRICS)**

**Dates:**

**Angela Wheeler**

**9th and 10th April – 9:30am to 12:30pm**

**Anna Mercer**

**20th and 21st May – 9:30am to 12:30pm**

**Emily Gray**

**17th and 18th June – 9:30am to 12:30pm**

This 6-hour interactive training course, delivered over two consecutive days (three hours per day), is ideal for those new to residential leasehold property management.

Led by experienced industry professionals, the course offers a comprehensive introduction to the key controls, procedures, and responsibilities involved in managing a leasehold block effectively.

**BOOK HERE** 

---

## **TC27: The Procedural and Technical Issues of Section 20**

**Trainers: Joe Mallon (MRICS/FTPI) – The Block Coach / Anna Mercer  
(FTPI/AssocRICS)**

**Dates:**

**Joe Mallon**

**1st May and 2nd May – 9:30am to 12:30pm**

**Anna Mercer**

**7th and 8th July – 9:30am to 12:30pm**

This one-day practical workshop is delivered over two 3-hour online sessions and provides a detailed examination of Section 20 consultation requirements.

The course covers Qualifying Works, Qualifying Long-Term Agreements, the dispensation process, OJEU Public Notices, and key developments in case law—equipping delegates with the knowledge to navigate this complex area with confidence.

**BOOK HERE** 

---

# PROPERTY MANAGEMENT

## TC59: Managing Your First Portfolio

**Trainer:** Cassandra Zanelli – PMLS

**Dates:** 22nd, 23rd and 24th April – 10am to 12:30pm

This 6-hour interactive legal workshop, delivered over three consecutive days (2.5 hours per day), is designed to support property managers in navigating the legal challenges they regularly face.

Using a fictional block as the case study, the course will explore common legal scenarios and how to manage them effectively. Delegates will receive a specimen lease and Articles of Association in advance for pre-reading, ensuring a practical, hands-on learning experience.

**BOOK HERE** 

---

## TC69: Pools and Gyms in Residential Blocks

**Trainer:** Rob Clarke – Motive8

**Date:** 3rd April – 9:30am to 12:30pm

This 3-hour online webinar focuses on best practice in the management and maintenance of leisure facilities within residential blocks.

Designed for property managers and organisations, the session provides practical guidance on overseeing amenities such as gyms, swimming pools, and other shared leisure spaces—ensuring compliance, safety, and resident satisfaction.

**BOOK HERE** 

---

# PROPERTY MANAGEMENT

## TC105: Effective Complaints Handling

**Trainer:** Lesley Horton – Deputy Ombudsman TPOS

**Date:** 1st May – 1pm to 4pm

The property business is, at its core, a people business—and with that comes the challenge of managing complaints.

This 3-hour online webinar focuses on the essential skill of complaint handling. It will help you build the tools—both personally and within your organisation—to respond to complaints effectively, professionally, and constructively, turning difficult situations into opportunities for improvement.

**BOOK HERE** 

---

## TC118: Taking On New Estates and New Site Mobilisation

**Trainer:** John Ward – Insight Property Consultants

**Date:** 24th June – 9:30am to 12:30pm

This training course is designed to help managing agents build a strong understanding of mobilisation requirements when taking on new sites or estates.

Delegates will be guided through the creation of a practical mobilisation checklist. This will equip property managers with the essential tools and processes needed to manage their developments effectively from day one.

**BOOK HERE** 

---

# RMC/RTM TRAINING

## TC90: Fire Safety Management for RMC and RTM Directors

**Trainer:** Richard Coleman – Tetra

**Dates:** 15th and 16th July – 9:30am to 12:30pm

This 6-hour online course, delivered over two consecutive days (3 hours per day), is tailored for Directors of Residents' Management Companies (RMCs) and Right to Manage (RTM) Companies who hold responsibilities for fire safety management in residential blocks of flats.

The course provides a clear understanding of directors' duties in relation to fire safety, helping ensure legal compliance and the protection of residents.

**BOOK HERE** 

---

## TC114: Introduction To Being An RMC/RTM Director

**Trainers:** Alan Walker – RMC/RTM Director (TPI Conference Co-Ordinator) / Shabnam Ali-Khan – Russell Cooke

**Dates:** 23rd and 24th June – 1pm to 4pm

If you are a Director of a Residents' Management Company (RMC) or Right to Manage (RTM) Company—or considering taking on the role—this online course is designed for you.

The course introduces the key responsibilities and functions of RMC/RTM Directors, providing a clear overview of the role and practical guidance to help you carry out your duties effectively and with confidence.

**BOOK HERE** 

---

# HEALTH & SAFETY AND FIRE SAFETY



## TC53: Managing Contractors, Building and Construction Works

**Trainers: Neil Maloney (FTPI/FRICS) & Mark Snelling (TPI Health & Safety Consultant)**

**Dates: 16th and 17th April – 9:30am to 12:30pm**

This 6-hour online course, carried out over two days, covers a managing agents' legal duties under:

- The Health and Safety at Work etc. Act 1974 when instructing or employing contractors
- The Building Regulations (as amended by the Building Safety Act 2022) when undertaking work to which the Building Regulations apply
- Construction (Design and Management) Regulations 2015 when the work 'requires construction skills and uses construction materials'.

This course will help you understand your legal duties, and explain what actions you need to take to ensure compliance.

**BOOK HERE** 

---

## TC66: Introduction to Fire Safety For Property Managers

**Trainer: Richard Coleman – Tetra**

**Dates: 2nd and 3rd June – 9:30am to 12:30pm**

This course is designed for block managers seeking to gain a foundational understanding of fire safety in residential buildings. It provides essential information for managing fire risks within the common areas of blocks of flats, and introduces the key principles of the Regulatory Reform (Fire Safety) Order 2005.

By the end of the course, participants will have a clear understanding of fire safety responsibilities—who is accountable and why—as well as a basic awareness of the evolving regulatory landscape in this critical area of block management.

**BOOK HERE** 

---

# HEALTH & SAFETY AND FIRE SAFETY

## TC81: Lift Maintenance

**Trainers: David Smith and David Marks – Ilacs Lift Maintenance**

**Date: 26th June – 9:30am to 12:30pm**

This 3-hour online webinar will introduce Managing Agents and Property Managers to lifts, lift maintenance and their responsibilities under legislation.

Participants will gain an understanding of how a lift functions, lift maintenance management, applicable codes and standards and how to plan for when a lift reaches the end of its service life.

**BOOK HERE** 

---

## TC110: Leaseholder Protections and Landlord's Certificates and Leaseholder Deeds of Certificate

**Trainer: Cassandra Zanelli – PMLS**

**Date: 11th June – 9:30am to 12:30pm**

This 3-hour webinar explores the leaseholder protections under the Building Safety Act.

**BOOK HERE** 

---

## TC112: Building Safety Case Reports and Managing Agents

**Trainer: David Hills – Ark Workplace Risk**

**Date: 25th June – 9:30am to 12:30pm**

The introduction of the Building Safety Act, 2022 brings new responsibilities to owners and managers of high-rise residential properties.

This webinar will help you understand the new accountabilities, and outline the essential factors for owners and managers in order to ensure compliance.

**BOOK HERE** 

---



# HEALTH & SAFETY AND FIRE SAFETY

## TC123 – Crisis Management and Effective Disaster Recovery

**Trainer: Paul Robertson – Midway Insurance Services**

**Date: 12th June – 9:30am to 12:30pm**

While all firms will have resilience planning in place for a disaster at their own premises, Managing Agents need to have similar planning in place for a disaster at one of their client's premises.

Based on the trainer's extensive knowledge of the insurance sector for blocks of flats, this course will help you understand what to expect, and offer practical steps you can take to prepare for the unexpected.

**BOOK HERE** 

---

## TC124: Structural Risk Assessments and Management

**Trainer: David Hills – Ark Workplace Risk**

**Date: 29th May – 9:30am to 12:30pm**

Structural Risk Assessments (SRAs) play a vital role in identifying and mitigating potential hazards that may compromise a building's structural integrity.

This course explores the common causes of structural failure, the significance of conducting thorough SRAs, how to identify key defects, and the range of guidance available to support effective assessments.

**BOOK HERE** 

---

# HEALTH & SAFETY AND FIRE SAFETY

## TC125: Understanding The Regulatory Reform (Fire Safety) Order: 2005

**Trainer:** David Hills – Ark Workplace Risk

**Date:** 14th July – 9:30am to 12:30pm

The Grenfell Tower Inquiry (GTI) raised concerns that the property managers did not fully understand their responsibilities under the Regulatory Reform (Fire Safety) Order 2005.

This course offers a clear and practical overview of the Fire Safety Order. It explains the key duties for those involved in managing residential buildings.

*Please note: The course will also cover parts of the equivalent legislation in Scotland and NI.*

**BOOK HERE** 

---

## W12: Flat Front Doors – Conducting Basic Fire Door Checks

**Trainer:** Richard Coleman – Tetra

**Date:** 16th June – 10am to 12pm

This 2-hour training course provides practical guidance on carrying out basic fire door checks in line with Regulation 10 of the Fire Safety (England) Regulations 2022.

It is designed for individuals responsible for routine fire door inspections. Delegates will learn the purpose and function of fire doors, and how to identify common faults that may require remediation.

**BOOK HERE** 

---

# LEGAL



## TC39: Reading Leases

**Trainers: Annie McGrandles (FTPI/MRICS) – PMR / Anna Mercer (FTPI/AssocRICS)**

**Dates:**

**Annie McGrandles**

**12th and 13th May – 9:30am to 12:30pm**

**Anna Mercer**

**9th and 10th July – 9:30am to 12:30pm**

This comprehensive course, delivered over two consecutive days (three hours per day), is designed to help you develop the skills to read residential leases constructively and with confidence.

Through practical guidance and real-world examples, the course will enhance your understanding of key lease terms and their application in day-to-day property management.

**BOOK HERE** 

---

## TC98: Granting Consent and Licenses To Alter

**Trainers: Roger Hardwick and Mark North – Brethertons**

**Date: 11th July – 9:30am to 12:30pm**

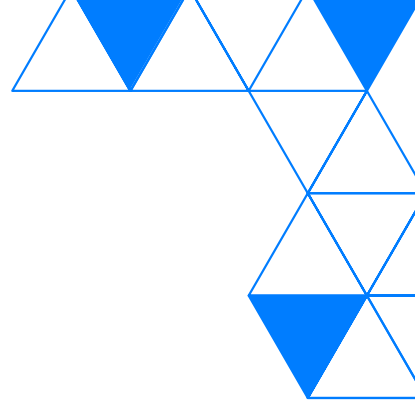
Property managers working with leasehold properties frequently encounter requests from leaseholders—for example, to carry out alterations, sub-let a flat, or keep a pet. Sometimes, leaseholders proceed without seeking permission, potentially breaching their lease.

Understanding when consent is required, and the grounds for granting or refusing it, is a key part of effective leasehold management. This 3-hour online course will guide you through the process and clarify your responsibilities.

**BOOK HERE** 

---

# LEGAL



## **TC103: Property Transfers – Implications For Property Managers**

**Trainer: Cassandra Zanelli – PMLS**

**Dates: 27th and 28th May – 9:30am to 12:30pm**

This online training course (3 hours a day over 2 consecutive days), will explore the typical requirements found in leases relating to property transfers – equipping attendees with the confidence to read leases constructively, and deal with the process to ensure a smooth transfer of the property to the purchaser.

It will also consider the position on arrears. If there are service charges which haven't been settled, what happens to those arrears on any sale, transfer or disposition? Who should be pursued: the outgoing leaseholder or the incoming one? And what procedure can (and should) be followed?

**BOOK HERE** 

---

## **W1: Dealing With The Problem Of Short-Term (and Overnight) Letting Of Flats**

**Trainer: Cassandra Zanelli – PMLS**

**Date: 27th June – 1pm to 2pm**

Short-term letting—often via platforms like Airbnb—has become a common issue in residential blocks. This 1-hour online webinar explores the challenges posed by this type of letting.

The session focuses on lease clauses that may be breached by short-term subletting, and outlines the possible actions available to landlords or management companies in response.

**BOOK HERE** 

---



## **W2: Leasehold Assignment – Who’s Liable For The Arrears?**

**Trainer: Cassandra Zanelli – PMLS**

**Date: 9th May – 1pm to 2pm**

Leasehold properties are regularly sold or transferred—but what happens when service charges remain unpaid?

This 1-hour online webinar explores the practicalities of handling service charge arrears during the sale, transfer, or assignment of leasehold properties. Delegates will gain a clearer understanding of responsibilities, liabilities, and best practices for managing these scenarios effectively.

**BOOK HERE** 

---

## **W11: Dealing With Section 20B: The “18 Month Rule”**

**Trainer: Cassandra Zanelli – PMLS**

**Date: 11th April – 1pm to 2pm**

This 1-hour webinar offers a focused look at the ‘18 Month Rule’ and its implications for managing agents.

The session will examine recent case law, explain how the rule operates in practice, and provide practical guidance to help agents avoid issuing stale service charges.

**BOOK HERE** 

---

## **W15: Variable Estate Rent Charges**

**Trainer: Cassandra Zanelli – PMLS**

**Date: 17th July – 1pm to 2pm**

An estate rent charge is a regular payment made by property owners—often to a management company—to cover the upkeep of shared areas within a development. As more managing agents oversee estates where these charges apply, this webinar is designed to clarify their rights and responsibilities.

The session will cover the nature of estate rent charges, enforcement options in cases of non-payment (including insights from the Upper Tribunal decision in *Roberts v Lawton*), and the common requests received for deeds of variation.

**BOOK HERE** 

---

# FINANCE



## **TC44: Introduction To Accounting For Service Charge**

**Trainer:** Lisa Warren – RMG

**Dates:** 8th and 9th April – 9:30am to 12:30pm

This 6-hour course, delivered over two consecutive days (three hours per day), provides a step-by-step guide through the financial year of a property.

Designed for those with less than 18 months of industry experience, the course offers a practical introduction to key financial processes and timelines in property management.

**BOOK HERE** 

---

## **TC11: Residential Service Charge Accounts Guidance**

**Trainer:** Lisa Warren – RMG

**Dates:**

**29th and 30th April – 9:30am to 12:30pm**

**1st and 2nd July – 9:30am to 12:30pm**

This comprehensive 6-hour course (three hours per day over two days) addresses best practice for service charge accounting.

*Please note: This forum is not designed to teach book-keeping and is not suitable for relatively inexperienced accounts staff or property managers.*

**BOOK HERE** 

---

# FINANCE



## **TC97: To Reserve Fund Or Not To Reserve Fund?**

**Trainers:** Lisa Warren – RMG / Neil Maloney – MyHomeSurveyor

**Date:** 9th July – 9:30am to 13:30pm

This half-day practical workshop (delivered as a 4-hour online session) explores the liability for providing a reserve fund in residential property management, along with the rules surrounding its accumulation and use.

Ideal for professionals responsible for advising clients on the use of reserve funds, the course also covers the key principles behind their calculation and long-term planning.

**BOOK HERE** 

---

## **TC121: Effective Cash Flow Management**

**Trainers:** Benjamin Hume – Evolve BM (AssocRICS/MTPI) /  
Zainab Khatoon – Realty Law

**Date:** 22nd April – 9:30am to 12:30pm

This 3-hour online course, designed specifically for property managers, breaks down the key components of the cash flow cycle.

It explains the role each element plays, why it matters, and the potential consequences of poor management—equipping delegates with the knowledge to maintain healthy financial operations across their portfolios.

**BOOK HERE** 

---

# BUILD TO RENT

## TC120: An Introduction To Letting Management In The Build To Rent Environment

**Trainer: Karen Williamson – AEHTA / ALA (TPI Qualifications and Training Committee)**

**Dates: 26th and 27th June – 9:30am to 12:30pm**

A 6-hour interactive online training course, run by a respected industry professional, this workshop is designed for those new to lettings and management within the Build to Rent sector.

It provides an overview of the legal framework in which new entrants need to work and guides them through the life cycle of a tenancy.

**BOOK HERE** 

---

## W24: An Introduction To Hospitality In Build To Rent

**Trainer: Susan Moritz – Moricon**

**Date: 22nd May – 1pm to 3pm**

As the Build to Rent (BTR) market continues to grow, so do tenant expectations for hospitality-style services.

This webinar introduces the core concepts of hospitality within the BTR sector, focusing on how to deliver an exceptional rental experience. Through real-world scenarios, delegates will explore practical approaches to enhancing service delivery and tenant satisfaction in a competitive rental market.

**BOOK HERE** 

---



# HR AND WELLBEING

## TC122: Relationship Management

**Trainer:** Benjamin Hume – Evolve BM (AssocRICS/MTPI)

**Dates:** 6th May – 9:30am to 4:30pm – *In-person* – TPI Wimbledon Office

This one-day, in-person course offers valuable insights into effective communication and the psychology of the consumer. Delegates will explore real-world examples—both good and bad—and gain practical tips for building and maintaining strong professional relationships.

By the end of the course, you'll have a deeper understanding of how positive interactions can reduce stress, improve outcomes, and help manage your workload more efficiently.

**BOOK HERE** 

---

## W23: Dealing with Difficult and Vulnerable People

**Trainers:** Shelley Jacobs – MLM (TPI Wellbeing Group) / Jodie Fraser – Fraser Allen (TPI Wellbeing Group)

**Date:** 24th June – 1pm to 3:30pm

Working in residential property management often means supporting individuals through difficult or sensitive situations—whether due to personal vulnerabilities, financial hardship, or complex disputes.

This practical workshop equips delegates with the skills and strategies to handle challenging interactions with empathy and confidence. It focuses on recognising the needs of vulnerable individuals, and understanding the common challenges they face within the residential property management sector.

**BOOK HERE** 

---



**The  
Property  
Institute**

## CONTACT US

**E:** [info@tpi.org.uk](mailto:info@tpi.org.uk)

**W:** [www.tpi.org.uk](http://www.tpi.org.uk)

**Company Memberships:**

**T:** 0207 978 2607

**Individual Memberships:**

**T:** 0203 319 7575

**The Property Institute  
3rd Floor, 2–4 St George's Road,  
Wimbledon, London SW19 4DP**

