

Training Courses

Autumn 2025



Advance your career, stay compliant, and earn valuable CPD hours with The Property Institute's (TPI) 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 40+ courses covering Health & Safety, Property Management, HR & Wellbeing, Legal, Finance, BTR, and RMC/RTM, plus TPI's free BrainGain webinar series, TPI Training courses cover every facet of the sector. All courses are delivered online unless otherwise stated, 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.

Members can also benefit from a special offer when signing up for all 5 courses in the new Building Safety series.

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

The Building Safety Series



The Building Safety Act has introduced numerous new laws, competence requirements, and directives that can sometimes feel overwhelming. Rather than covering everything in a single course, The Property Institute has developed a series of new sessions focused on the core topics, accessible to all TPI Individual & Company members.

Sign up to all 5 courses listed below for just £200!

Vouchers can be used across employees within an organisation – but are for one place on each course.

To book your place and arrange your vouchers, please contact:
training@tpi.org.uk

TC126 – The New Building Safety Regime (Part 4) – Higher Risk Buildings

Cassandra Zanelli, FTPI – PMLS / Mark Snelling – TPI H&S Advisor
11th and 12th September, 9:30am to 12:30pm

TC127: Effective Management of Competence

Mark Snelling – TPI H&S Advisor
13th October, 1pm to 4pm

TC128: Managing of Building Works

Mark Snelling – TPI H&S Advisor / Neil Maloney, FTPI
30th September and 1st October, 9:30am to 12:30pm

TC129 – A Guide to Effective Procurement

Mark Snelling – TPI H&S Advisor
24th September, 9:30am to 12:30pm

TC130: A Detailed Guide to Leaseholder Protections, Remediation Orders and Remediation Contribution Orders

Rebecca Cattermole – 39 Essex Chambers /
Cassandra Zanelli, FTPI – PMLS
8th and 9th December, 9:30am to 12:30pm

A selection of free, bitesize webinars available to all TPI Individual & Company members. Each one-hour session explores a key topic within the leasehold sector, offering focused learning that fits seamlessly into a busy work schedule.

H&S in Leasehold Swimming Pools – Navigating the New Guidance

Rob Clarke – Motiv8
12th September, 12pm to 1pm

**BOOK YOUR FREE
PLACE HERE** 

BSA and Energy: What the New Laws Mean for You and Your Heat Asset Maintenance Responsibilities

Rupert Mackay – DataEnergy
19th September, 12pm to 1pm

**BOOK YOUR FREE
PLACE HERE** 

Safe Homes: Why Landlords Must Understand and Respond to Domestic Abuse Hosted By Standing Together

Nicki Clarke – Standing Together
26th September, 1pm to 2pm

**BOOK YOUR FREE
PLACE HERE** 

Ground Rent – How to do it Right

Glenys Diebelius – TPI Compliance Manager
2nd October, 1pm to 2pm

**BOOK YOUR FREE
PLACE HERE** 

Successful Property Management – Protecting Your Own Reputation

Shaunna Thornton – ARK Workplace Risk
9th October, 12pm to 1pm

**BOOK YOUR FREE
PLACE HERE** 

Risk Management – Beyond the Checklist

Emma Vigus – Thomas, Carroll (Brokers)
& Mark North – Brethertons Solicitors
23rd of October, 1pm to 2pm

**BOOK YOUR FREE
PLACE HERE** 

The ‘M’ Word – Understanding Menopause

Shelley Jacobs – MLM/TPI Wellbeing Group
30th October, 12pm to 1pm

**BOOK YOUR FREE
PLACE HERE** 

Property Management



TC1: Introduction to Residential Leasehold Management

Jackie Dickens – HQN/TPI Qualifications Workshop Leader
2nd and 3rd September, 9:30am to 12:30pm

Anna Mercer FTPI, AssocRICS
9th and 10th October, 9:30am to 12:30pm

Emily Gray FTPI, AssocRICS
10th and 11th November, 9:30am to 12:30pm

Angela Wheeler – Ark Housing Consultancy
15th and 16th December, 9:30am to 12:30pm

All upcoming courses are delivered online

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

Led by experienced industry professionals, this course offers a comprehensive introduction to the key controls and processes needed to manage a leasehold block effectively.

**BOOK YOUR
PLACE HERE** 

TC27: The Procedural and Technical Issues of Section 20

Adam Coombs, MTPI – Coombs Property Consultancy
6th and 7th October, 9:30am to 12:30pm

Anna Mercer FTPI, AssocRICS
8th and 9th December, 9:30am to 12:30pm

All upcoming courses are delivered online

This six-hour practical workshop, delivered over two three-hour online sessions, covers the requirements and procedures of Section 20 (Qualifying Works and Qualifying Long-term Agreements), dispensation, and the expanding body of related case law.

**BOOK YOUR
PLACE HERE** 

Property Management

TC59: Managing Your First Portfolio

Cassandra Zanelli, FTPI – PMLS

1st, 2nd and 3rd October, 10am to 12:30pm – Online

Being a property manager is a demanding role, requiring a wide range of skills and knowledge. This interactive online legal workshop (three consecutive days, 2.5 hours per day) explores common legal challenges and practical ways to address them. Based on a fictional block, it includes a specimen lease and Articles of Association, provided to all delegates in advance for pre-reading.

**BOOK YOUR
PLACE HERE** 

TC68: Heat Networks, Net Zero, Regulation and Management of Communal Heating in Apartment Blocks

Sian Hoddle & Jessica Warwick – Data Energy

30th September, 9:30am to 12:30pm – Online

This three-hour course provides a comprehensive introduction to the responsibilities of a property manager, covering the fundamentals of heat networks, legislative compliance, Ofgem and Energy Act regulations, maintenance contracts, and consumer protection, with an emphasis on transparent billing.

**BOOK YOUR
PLACE HERE** 

TC69: Pools and Gyms in Residential Blocks

Rob Clarke – Motive8

4th December, 9:30am to 12:30pm – Online

A three-hour webinar covering best practices for managing and maintaining leisure facilities in residential blocks. This session provides property managers and organisations with a clear understanding of current standards for overseeing gyms, swimming pools, and other leisure amenities.

**BOOK YOUR
PLACE HERE** 

Property Management



TC105: Effective Complaints Handling

Lesley Horton – The Property Ombudsman
26th November, 10:00am to 12:30pm – Online

Dealing with complaints effectively is a key business skill that often gets overlooked. This three-hour webinar will help you build the toolkit to manage complaints confidently and efficiently.

**BOOK YOUR
PLACE HERE** 

TC118: Taking on New Estates and New Site Mobilisation

John Ward, MTPI – Insight Property Consultants
1st December, 9:30am to 12:30pm – Online

This course helps managing agents and senior leaders develop and implement robust mobilisation processes when taking on new estates. Poor mobilisation can lead to delays, compliance issues, and reputational damage—this course aims to help you avoid those pitfalls.

**BOOK YOUR
PLACE HERE** 

W26: Planning & Managing Residential EV Charging Infrastructure

Jamie Willsdon – Future Group
10th September, 1pm to 3pm – Online

This practical workshop explores the technical, regulatory and commercial aspects of installing and running electric-vehicle charge points (EVCPs) in blocks of flats and managed estates. Drawing on real-world case studies, it guides property professionals through every stage, from the first leaseholder enquiry to long-term operation, so that schemes are safe, scalable and financially sound.

**BOOK YOUR
PLACE HERE** 

RMC/RTM Training

TC114: Introduction to Being An RMC/RTM Director

Alan Walker – TPI Annual Conference Co-Ordinator and long-term RMC & RTM Director & Shabnam Ali-Khan – Russell Cooke
20th and 21st October, 1pm to 4pm – Online

If you are a Director of a Residents' Management Company (RMC) or Right to Manage Company (RTM), or considering becoming one, this course is designed for you. Learn the key responsibilities of an RMC/RTM Director and develop the knowledge and confidence to perform your duties effectively.

**BOOK YOUR
PLACE HERE** 

Health & Safety and Fire Safety



TC55: Introduction to General Health and Safety for Property Managers

Shaun Lundy – Tetra

29th and 30th September, 9:30am to 12:30pm

This six-hour online course provides new entrants with a solid foundation in essential Health & Safety knowledge. While this course is not designed to turn beginners or new on-site staff into Fire Safety Risk Assessors, CDM experts, it will equip them with the awareness needed to work safely and give employers confidence in their ability to operate responsibly.

**BOOK YOUR
PLACE HERE** 

TC66: Introduction to Fire Safety For Property Managers

Richard Coleman – Tetra

5th and 6th of November, 1:30pm to 4:30pm

This course is provided for block managers looking to learn the basics of fire safety for residential buildings. It gives basic information for managing the fire risks of common parts of blocks of flats and delves in to the essential grounding of the Regulatory Reform (Fire Safety) Order 2005.

**BOOK YOUR
PLACE HERE** 

TC80: Advanced Health and Safety For Residential Property Managers

Richard Coleman – Tetra

20th and 21st of October 2025, 9:30am to 12:30pm

An advanced Online Webinar for directors and senior managers who are responsible for undertaking the management of health and safety risk within their own organisation and on behalf of their clients to ensure that they comply with current health and safety law.

**BOOK YOUR
PLACE HERE** 

Health & Safety and Fire Safety

TC81: Lift Maintenance

Ged Millward & David Marks – Ilacs Lift Maintenance
10th December, 9:30am to 12:30pm – Online

This three-hour webinar introduces managing agents and property managers to lifts, lift maintenance, and their legislative responsibilities

Participants will gain an understanding of lift operation, maintenance management, relevant codes and standards, and how to plan for the end of a lift's service life.

**BOOK YOUR
PLACE HERE** 

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

Cassandra Zanelli, FTPI – PMLS
4th September, 9:30am to 12:30pm – Online

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

PLEASE NOTE: This is the final running of this course. Moving forward it will be replaced by TC130: A Detailed Guide to Leaseholder Protections, Remediation Orders and Remediation Contribution Orders, which will be taking place in December.

**BOOK YOUR
PLACE HERE** 

TC116: Resident Engagement Strategies

David Hills – Ark Workplace Risk
19th November, 9:30am to 12:30pm – Online

This three-hour course is to help you, your team, and your clients understand who has accountability for the development of a Resident Engagement Strategy. It will also help you understand the importance of capturing and understanding the demographics, needs, and preferences of the residents, what a strategy must include, and what support can be offered to AP/PAPs.

**BOOK YOUR
PLACE HERE** 

Health & Safety and Fire Safety

TC124: Structural Risk Assessments and Management

David Hills – Ark Workplace Risk
7th November, 9:30am to 12:30pm – Online

Structural Risk Assessments (SRAs) are essential for identifying and mitigating hazards that may compromise a building's structural integrity, ensuring safety, and preventing costly repairs.

This course covers why buildings fail, the importance of thorough SRAs, defect identification, relevant guidance, and more.

**BOOK YOUR
PLACE HERE** 

TC126: The New Building Safety Regime (Part 4) – Higher Risk Buildings

Cassandra Zanelli, FTPI – PMLS & Mark Snelling – TPI H&S Advisor
11th and 12th September, 9:30am to 12:30pm – Online

This course covers the requirements of the new building safety regime for higher-risk buildings. It addresses duties related to managing building safety risks, such as fire spread and structural failure.

The course also explores the latest compliance approaches and the Building Safety Act (BSA) provisions on cost recovery for safety measures by the AP/PAP, among other topics.

**BOOK YOUR
PLACE HERE** 

TC127: Effective Management of Competence

Mark Snelling – TPI H&S Advisor
13th October, 1pm to 4pm – Online

The Building Safety Act and Building Regulations require organisations managing safety risks (fire spread and structural failure) in higher-risk buildings, or undertaking building work under the Building Regulations 2010, to have appropriate organisational capability.

This course explains the recently published Building Safety Regulations guidance, what competence looks like, and how it must now be managed.

**BOOK YOUR
PLACE HERE** 

Health & Safety and Fire Safety

TC128: Management of Building Works

Mark Snelling – TPI H&S Advisor / Neil Maloney (Fellow of the RICS/FTPI)
30th September and 1st October, 9:30 am to 12:30pm – Online

Changes to the Building Regulations have introduced new client duties with significant criminal penalties. While not yet tested in court, a managing agent may be considered a client and will need to ensure any building work complies with legal requirements. Whether managing the work directly or instructing specialists, managing agents must understand their clients' compliance obligations.

This course covers what constitutes building work, the required procedures, necessary approvals, and focuses on client duties.

**BOOK YOUR
PLACE HERE** 

TC129 – A Guide to Effective Procurement

Mark Snelling – TPI H&S Advisor
24th September, 9:30am to 12:30pm – Online

Recent changes to the Building Regulations impose new client duties backed by criminal penalties, underscoring the risks for managing agents involved in procuring building works for their clients.

This course examines what procurement entails, why it matters, the consequences of non-compliance, standards of best practice, and the skills necessary for successful procurement.

**BOOK YOUR
PLACE HERE** 

Health & Safety and Fire Safety

TC130: A Detailed Guide to Leaseholder Protections, Remediation Orders and Remediation Contribution Orders

**Rebecca Cattermole – 39 Essex Chambers
& Cassandra Zanelli, FTPI – PMLS**
8th and 9th December, 9:30am to 12:30pm – Online

This six-hour course (delivered as two three-hour sessions) offers an in-depth exploration of leaseholder protections under the Building Safety Act 2022.

**BOOK YOUR
PLACE HERE** 

W12: Flat Front Doors – Conducting Basic Fire Door Checks

Richard Coleman – Tetra
5th September, 10am to 12pm – Online

Shaun Lundy – Tetra
22nd October, 2pm to 4pm – Online

This two-hour training course provides guidance on conducting basic fire door checks in line with Regulation 10 of the Fire Safety (England) Regulations 2022. It is designed to help those responsible for routine fire door inspections understand their purpose and identify common faults for remediation.

Additional dates will be added throughout Autumn – please check TPI website for updates.

**BOOK YOUR
PLACE HERE** 



TC39: Reading Leases

Anna Mercer, FTPI, AssocRICS

22nd and 23rd September, 9:30am to 12:30pm

Annie McGrandles, FTPI, MRICS

12th and 13th November, 9:30am to 12:30pm

This online course being run over two consecutive days (three hours per day) will teach you to read leases constructively and understand the practical application of the principles.

**BOOK YOUR
PLACE HERE** 

TC98: Granting Consent and Licenses To Alter

Roger Hardwick and Mark North – Brethertons

11th December, 9:30am to 12:30pm – Online

Property managers dealing with leasehold properties often face requests from leaseholders to carry out work, sub-let, or keep animals. Understanding when permission is required and the basis for granting or refusing consent is an important part of residential leasehold management. This three-hour course will help you understand your role in the process.

**BOOK YOUR
PLACE HERE** 

TC100: Company Law Basics For Management Companies

Cassandra Zanelli, FTPI – PMLS

25th September, 9:30am to 12:30pm – Online

Residents' Management Companies and RTM companies follow the same rules and regulations as other limited companies. With corporate challenges from members increasing, managing agents need to be familiar with company law basics.

This three-hour online workshop covers the fundamentals of company law for management companies and addresses common issues and challenges faced by managing agents.

**BOOK YOUR
PLACE HERE** 



TC103: Property Transfers – Implications For Property Managers

Cassandra Zanelli, FTPI – PMLS

22nd and 23rd October, 9:30am to 12:30pm – Online

This course, delivered as two consecutive three-hour sessions, explores common lease requirements related to property transfers. It equips attendees with the confidence to interpret leases effectively and manage the transfer process to ensure a smooth handover to the purchaser. The course will also address arrears and associated responsibilities.

**BOOK YOUR
PLACE HERE** 

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

Cassandra Zanelli, FTPI – PMLS

19th November, 1pm to 2pm – Online

This one-hour webinar explores the ‘18 Month Rule’ in detail and look at what this means for managing agents. The course will consider the latest case law on this topic and offer some practical guidance for agents trying to avoid stale service charges.

**BOOK YOUR
PLACE HERE** 

W15: Variable Estate Rent Charges

Cassandra Zanelli, FTPI – PMLS

8th September, 1pm to 2pm – Online

An estate rent charge is an annual payment to a third party, often a management company, for maintaining parts of a new estate. As many managing agents now oversee developments with rent charges, this webinar helps clarify their rights and responsibilities. It covers rent charges, enforcement in cases of non-payment (including the Upper Tribunal decision in *Roberts v Lawton*), and common requests for deeds of variation.

**BOOK YOUR
PLACE HERE** 

W25: Are You Being Served

Cassandra Zanelli, FTPI – PMLS
13th November, 1pm to 2pm – Online

Managing agents send various notices to leaseholders, including service charge demands, Section 20 consultation notices, and notices of general meetings (including AGMs). Are these notices served correctly? What do leases and statutory requirements say about proper service? This webinar explores common leaseholder (and member) notices, typical service requirements, and where to find them to ensure correct service.

**BOOK YOUR
PLACE HERE** 

W27: Data Protection and GDPR in Leasehold Management

Cassandra Zanelli, FTPI – PMLS
6th November, 12pm to 2pm – Online

This two-hour webinar offers a general overview of the current data protection regime, and explores the key areas affecting managing agents, including subject access requests and handling data breaches.

**BOOK YOUR
PLACE HERE** 



TC44: Introduction To Accounting For Service Charge

Lisa Warren, FTPI – RMG

7th and 8th October, 9:30am to 12:30pm – Online

This six-hour course being run over two consecutive days (three hours per day) will walk you through the financial year of a property. This course is aimed at individuals with less than 18 months experience in the industry.

**BOOK YOUR
PLACE HERE** 

TC11: Residential Service Charge Accounts Guidance

Lisa Warren, FTPI – RMG

4th and 5th November, 9:30am to 12:30pm – Online

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 YOUR
PLACE HERE** 

W20: Dealing with Client's Money – A Guide To Compliance

**Glenys Diebelius MAAT/ATPI & TPI Compliance Manager
and Waqas Mahmood ACA/TPI Compliance Officer**

26th November, 1pm to 3pm – Online

This informative course provides essential guidance on handling client money in line with current legislation, the RICS Residential Service Charge Code, and The Property Institute's Consumer Charter and Standards. Designed to improve compliance and reduce risk, it ensures delegates understand the key responsibilities of managing funds that do not belong to the Managing Agent.

**BOOK YOUR
PLACE HERE** 

Build to Rent

TC120: An Introduction to Letting Management In the Build To Rent Environment

Karen Williamson – AEHTA/ALA/TPI Qualifications
11th and 12th September, 9:30am to 12:30pm– Online

A six-hour interactive 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 



HR and Wellbeing

TC84: Developing Leadership

Shelley Jacobs – MLM/TPI Wellbeing Group
8th, 9th and 10th September, 9:30am to 12:00pm – Online

This interactive 7.5-hour online course, delivered over three consecutive days (2.5 hours per day, including 30 minutes daily for questions), addresses practical solutions to today's leadership challenges and provides resources to build resilient, engaged, and trusting teams.

**BOOK YOUR
PLACE HERE** 

TC104: Effective Time Management

Shelley Jacobs – MLM/TPI Wellbeing Group
7th November, 9:30am to 12:30pm – Online

Time management is a term that we often use but, we can't actually 'manage' time. We can't slow it down or speed it up. However, what we can do, and this course will teach you, is to understand how to use our time more effectively to be more productive and get more 'stuff' done.

**BOOK YOUR
PLACE HERE** 

TC122: Relationship Management

Benjamin Hume, MTPI, AssocRICS – Evolve BM
16th September, 9:30am to 4:30pm – In-Person at TPI Wimbledon Office

This one-day, in-person course provides insight into effective communication and consumer psychology, with discussions on good and bad relationship examples and practical best practices. You'll leave with a clearer understanding of how positive relationships reduce stress and ease workload.

**BOOK YOUR
PLACE HERE** 

HR and Wellbeing

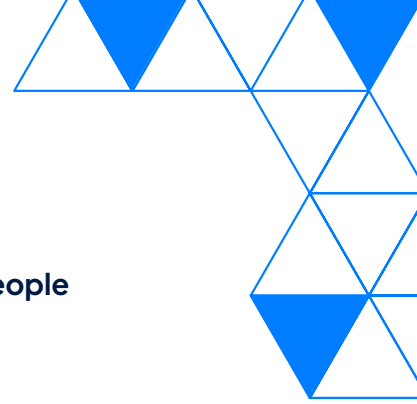
W23: Dealing with Difficult and Vulnerable People

**Shelley Jacobs, ATPI – MLM/TPI Wellbeing Group
and Jodie Fraser, FTPI/TPI Wellbeing Group
5th November, 1pm to 3:30pm – Online**

Working in residential property management often involves engaging with people facing challenging circumstances, whether due to personal vulnerabilities, financial difficulties, or complex disputes. This workshop will equip you with the skills and strategies needed to navigate these interactions effectively and compassionately.

This course has been specifically designed to highlight some of the key challenges faced by difficult and vulnerable people in the residential property management sector.

**BOOK YOUR
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CONTACT US

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