

# Rent Collections

## Telephone collections for social housing

Negotiate with confidence and reduce rent arrears with this interactive 2-day training. Build confidence in collecting from vulnerable people. Practice taking and making calls and seeing expert trainers role play challenging situations.

### What will you gain?

- New techniques to raise your effectiveness in collecting from vulnerable debtors.
- Confidence in dealing with difficult and challenging situations.
- Post-course assignment if you are interested in getting qualified.

### Who is it for?

The training is designed for anyone who works for a council, housing association or private landlord and is keen to improve rent collections.

### What will it cover?

- Social housing values & collections philosophy
- What makes a good telephone collector?
- Recognising different types of defaulters
- How do debtors think and prioritise money?
- Telephone techniques – striking the balance
- How to secure a direct debit payment
- Inter-personal skills for handling calls
- Being and staying assertive
- Dealing with opposition and conflict
- Telephone collections cycle

### Assessment

Pre and post training self assessment linked to a performance improvement action plan.

Opportunity to complete an assignment to gain a Level 2 or Level 3 award in Telephone Collections (6 credits) in January, June or October.

**Duration** 2 days  
**Cost** £620 + VAT  
CICM member

£780 + VAT  
Non-member

**Code** S302

**Recommended next courses:**

**Negotiation and Influencing  
Advanced telephone collections**

### Training options



Open training



In-company training

**OPTIONAL assignment towards  
CICM Certificate in Credit Management**

“ I feel I have the right balance now when collecting from vulnerable debtors. ”  
Collector, Housing Association

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**The Recognised Standard**

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