



PRESS
INFORMATION

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ARMA APPOINTS NEW CEO

The Association of Residential Managing Agents (ARMA), the only body in England and Wales to focus exclusively on residential leasehold management, has today announced the appointment of Michelle Banks as its new chief executive. The appointment follows the announcement on 12th October that David Hewett would be retiring after 15 years.

Michelle leaves her post as deputy director in the Department of Communities and Local Government after a lengthy career in the civil service. During that time she has worked in a wide variety of policy sectors, most recently housing and planning. She brings to ARMA her expertise in developing policy and strategies for change together with an understanding of the expectations that ministers have of external partners such as ARMA.

The appointment comes at an important time in ARMA's history. 2012 sees the Association celebrate its 21st birthday as well as the implementation of its 'ARMA-Q' project - the enhancement of its self-regulatory regime.

"I am delighted to be joining ARMA at this important point in the Association's development" said Michelle Banks. "Clearly David Hewett will be a very hard act to follow, but I am very much looking forward to the challenge. My aim is to build on the excellent foundation provided by the existing organisation and to drive the development of an enhanced self-regulatory regime".

Welcoming the new appointment, ARMA's chairman Peter Denning commented "I am delighted to welcome Michelle Banks to the role of chief executive officer. I believe she will bring to ARMA the dedication and skill necessary as our Association expands its activities

and influence". Denning continued, "Michelle's experience in the civil service, bringing complex projects from inception to completion, will be invaluable if we are to offer a regime that will demonstrate to both clients and customers a true professional service."

Michelle Banks takes up her appointment on 6th February.

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Notes to Editors

1. Formed in 1991, ARMA is the only body in England and Wales to focus exclusively on matters relating to the management of long leasehold residential property. The association has over 260 firms in membership that between them manage some 900,000 units in more than 34,000 blocks of flats or estates (at least 60% of which are lessee-controlled properties). ARMA's founding principal aims are to represent its members and the interests of lessees, resident management companies and investor freeholders. More information on the association can be found at www.arma.org.uk.
2. Picture of Michelle Banks and press release in Word format available on request.

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