



Annual Report

2010/2011

Putting the property management pieces in place





Chaired by Peter Dening FRICS FIRPM, Partner, Pennycook Collins

ARMA Council members who served in 2010/2011:

David Clark FIRPM, Principal, Mainstay Residential Ltd

Gerry Fox FRICS FIRPM, Head of Compliance, Peverel Property Management

Ben Jordan MIRPM, Managing Director, Premier Estates Ltd

Bruce Maunder Taylor FRICS MAE, Partner, Maunder Taylor

Andrew McKeer MRICS FIRPM, Director, Prior Estates Ltd

Martin Perry AIRPM, Director, West of England Estate Management Co. Ltd

Laurence Read BSc MBA, Director, Castlebar Management Ltd

Duncan Rendall FIRPM, Chairman, Rendall & Rittner Ltd

Michael Stiers FRICS FIRPM, Consultant, Countrywide Estate Management Ltd

Andrew Taylor MIRPM, Director, Bourne Estates Ltd

Brett Williams BSc(Hons) MRICS FIRPM, Partner, CP Bigwood

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As I look back on my first year in office I realise the number of key issues that have arisen during that period; not least the government walking away from the CLRA 2002 service charge accounting regulations and statutory regulation of the residential sector.

Regarding service charge accounting it is pleasing to read that the Technical Committee are making real progress on filling the void, this is in conjunction with the Institute of Chartered Accountants in England & Wales and the Royal Institution of Chartered Surveyors. Indeed you will read how active this committee has been in producing technical support, in many forms, not just for our members, but also their clients and their lessees.

As to regulation we are, of course left with self-regulation, which is overseen by the Practice Committee. The introduction of the mandatory membership of an Ombudsman scheme has somewhat changed the role of this committee - changes which are likely to continue in the coming year as the result of a report produced by an independent review group chaired by Baroness Hayter, former chair of the Property Standards Board. The report looks at how ARMA can enhance its self-regulatory role and as we go to press we are fully consulting our members on the proposals. Much more on this in my report next year.

The Practice Committee also deals with applications for membership of which there continues to be a healthy flow. It is also pleasing to note we had 100% renewal of membership for the 2011/2012. Firms join and renew for many reasons but perhaps this quote from one member's renewal says it all: "I would also like to add that since becoming a corporate member our firm has experienced great benefit from the resources offered to ARMA members".

I would like to close by thanking my fellow Council members and those who sit on our various committees and working groups, some 30+, for their hard work and support over the last year, all of which is given freely. Without them, the progress which has been made would not have been possible. I also wish to thank David Hewett our Chief Executive and his Secretariat team of six and the many other consultants and trainers for their hard work and continuing efforts to develop ARMA. And my thanks to the whole membership for your support during my first year in office.

PRACTICE COMMITTEE



Chaired by Laurence Read BSc MBA, Director, Castlebar Management Ltd

May I start this report by saying that, sadly, this is my final full year as Chairman of the Practice Committee, having joined Council in 1997 and taken over as Chair of the Practice Committee in September 2004 – a good innings but I shall be sorry to relinquish my role. Practice Committee has addressed many challenging and stimulating issues during my tenure. In commencing a review of our procedures at this year end, we were asked if ARMA had ever expelled a member. The answer is yes, 25 members have been removed for non-compliance of varying sorts since 1998 up to the year end of this Annual Report. Four companies were suspended in the year in question pending submission of required documents but reinstated once these were received. In addition to their considerations at scheduled meetings, Practice Committee held a further three hearings to consider members' actions, following which one member was vindicated and two members were disciplined. Having covered above some of the more onerous duties of Practice Committee, now on to a general update on statistics:

MEMBERSHIP

Having reported an "all-time high" of 252 members last year, I am pleased to say the high has been surpassed with 260 corporate members at the year end (with a further 44 additional offices listed). This is notwithstanding

Practice Committee members who served during 2010/2011:

David Clark FIRPM, Principal,
Mainstay Residential Ltd

Andrew McKeer MRICS FIRPM,
Director, Prior Estates Ltd

Duncan Rendall FIRPM, Chairman,
Rendall & Rittner Ltd

a few mergers which took place, effectively reducing the number of members. Last year's Affiliate numbers (82) have also been surpassed at 91, an increase of nearly 10%. The percentage of ARMA members who are also RICS members remains roughly the same, around 40%.

238 application packs were sent out during the year, 50% for membership and 50% for Affiliate status. Many of the initial approaches for membership had to be converted to Affiliate status in the light of the strict requirement for a minimum two year period of trading and managing leasehold blocks. It was also noticeable during the year that some applicants were under the misapprehension that corporate membership was automatic and a foregone conclusion, which is of course not the case. Apart from the exacting requirements of membership and the minimum trading condition, some applicants for both corporate membership and Affiliate status are not deemed suitable and are rejected.

This "foregone conclusion" thinking lead some applicants to mistakenly display the ARMA logo/claim membership immediately on application and, as I advised in last year's Report, one of the duties of Practice Committee is to ensure only corporate members can use our logo, if necessary pursuing enforcement through Trading Standards. The public place great reliance on ARMA

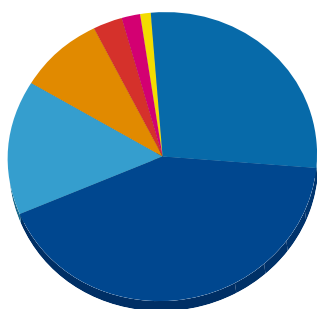


membership signifying accountability, especially with regard to client money handling and as I advised in last year's Report, misuse of our logo and misleading claims to ARMA membership are vigorously pursued. I can confirm in this year nine companies were taken to task for misuse of the ARMA logo/misleading claims to membership, although the majority retracted before the matter was referred to Trading Standards for enforcement/prosecution.

Within the 91 Affiliates mentioned above are accountants, solicitors, landlords, developers and self-managing blocks. The directors of these blocks often contact us for advice and avail themselves of the Guidance Notes and regular e-briefings. One of these blocks told us recently that they "found it a valuable experience" and "are grateful for the flow of information". I hasten to add that members do often thank us for our help also!

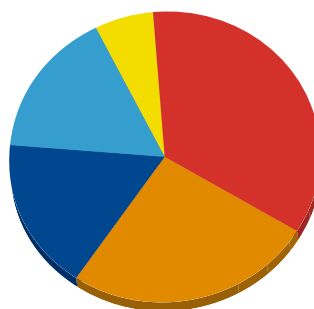
On the next page is the breakdown of members' portfolio sizes; as with last year, despite the increase in membership, the split again is virtually unchanged.

Number of members in each portfolio bracket



- 1 - 500 = 28%
- 501 - 2000 = 42%
- 2,001 - 4,000 = 15%
- 4,001 - 8,000 = 9%
- 8,001 - 20,000 = 3%
- 20,001 - 50,000 = 2%
- 50,001 - 100,000 = 1%

Complaints received by ARMA



- Accounting for service charges = 35%
- Handover = 26%
- Misc. = 17%
- Promise not delivered = 16%
- Lack of or no communication = 6%

COMPLAINTS

The chart above right shows statistics for what are predominantly approaches to ARMA and requests for intervention/help/advice from ARMA (total 288), now that Ombudsman redress is firmly established. Many disputes are clearly only suitable for LVT determination, (which both ARMA and the Ombudsman signpost) and many disputes are now taken, through procedures, directly to the Ombudsman for consideration if not resolved within the timescales of members' in-house complaints procedures. We do however receive many approaches where the issue appears capable of easy resolution through our intervention and make an "informal approach" to the member. I am pleased to say that there has been a noticeable increase in people expressing their appreciation for our help: "we would like to thank you for your involvement"; "thank you so much for your advice and your time, you have set me at ease finally"; "we are grateful for your quick, clear, professional and helpful advice"; "we are all, directors and those of us who are not, very grateful for your assistance". These are just some from a gratifyingly large file.

We have, however, continued to monitor and record the number and nature of the disputes/issues reported to ARMA which show interesting variations. Issues revolving around service charges and financial matters

generally, whilst still dominating the picture, have reduced from 37% to 35% which probably indicated the LVTs have been even busier. However, handover issues have increased dramatically (from 12% last year to 26% this year) – given that handover issues are not really suitable for Ombudsman timescales, Practice Committee intends to look into this problem in more detail during the forthcoming year to see what we can do to help resolve issues that arise. There certainly appears to be a lot more movement in the market with RMCs more prompted to change in a desire to have their expectations met and to competitively tender, often in an effort to reduce service charge costs. Within this category Right To Manage handovers also featured for almost the first time (although there is recourse in law at LVT for RTM handover disputes) – as we reported some time ago noticing then that RTM takeup was on the increase, it is interesting to note that at the time of writing there are well over 50,000 Resident Management Companies and over 2,000 Right to Manage Companies registered at Companies House.

Of general interest, from the 260 ARMA members during the year, 224 joined Ombudsman Services: Property, 37 are with the Property Ombudsman, one is with the Housing Ombudsman and for those mathematical wizards who realise this does not add up, two ARMA

members have joined both the Property Ombudsman and Ombudsman Services: Property. Practice Committee reviews all Ombudsman decisions involving our members – 27 cases during the year in question – and generally felt that the determinations made were fair and equitable.

Of course, none of this would have been possible without Geraldine. Geraldine Shortall has done a wonderful job of coordinating the activities of the committee. Her organisational abilities, wise counsel and knowledge of the industry have been one of the major reasons for our progress and our achievements. We all owe her our profound thanks.

TECHNICAL COMMITTEE



Chaired by Martin Perry AIRPM, Director at West of England Estate Management Co. Ltd

The role of the Technical Committee is to provide technical guidance to members, their clients – most of whom are resident and right to manage companies – and also to their customers, the lessees.

For members ARMA issues guidance notes, regular email briefings and assistance with queries. During the year 13 new guidance notes were added and 15 existing ones revised and updated. There are now over 90 in existence and so the Committee saw the need to update the way that this useful but now lengthy guidance could be accessed by members. A dedicated search facility is in development which will allow word or topic search and the guidance notes themselves will be classified into seven categories.

ARMA deals with queries for technical advice from members. An email address dedicated to health and safety queries has been introduced and queries can be referred to a health and safety consultant. Members also have access to the services of employment and tax consultancy Croner. Exchanges of views on topical matters in the members email briefings has also become a popular way to improve the way that services are provided.

The types of queries ARMA receives influences the training courses that are offered to members. So it was decided to merge the roles of the Technical and Education Committees

Technical Committee members who served during 2010/2011:

Robert Aitken-Sykes FNEA ARSH FIRPM, Director, Prior Estates Ltd

Stephen Gayer BSc MRICS FIRPM, Director, Hallmark Property Management Ltd

Neil Maloney FRICS FIRPM MEWI, Director, My Home Surveyor

Bruce Maunder Taylor FRICS MAE, Partner, Maunder Taylor

Edward Stanley AssocRICS MIRPM, Partner, Salter Rex

Michael Stiers FRICS FIRPM, Consultant, Countrywide Estate Management

Gavin Whitehouse MIRPM, Partner, Clement Keys

of ARMA from 2011/2012 onwards. Work was carried out to write a new constitution and terms of reference for the Technical Committee.

ARMA also has a role to assist lessees and freeholders paying service charges. Information for lessees is available on the ARMA website, there are now 17 lessee advisory notes on various topics. During the year new guidance was issued on condensation and insurance of blocks of flats. Freeholders of houses paying service charges are left out of advice and protections in law offered to lessees – something ARMA has lobbied to be changed over the past years. We issued a guidance note for freeholders of houses to explain their position and what rights they have about service charges.

Other activities by ARMA also should benefit lessees and freeholders. ARMA has lobbied government on the proposal to ban clamping on private land. At the time of writing the government is determined to go ahead with the ban but steps are being taken to give some protections to residents in flats and on private estates to prevent parking by those who have no right to do so. Rogue clampers are wrong; but those who knowingly park where they have no right to do so are just as wrong!

ARMA was a co-sponsor of new guidance issued on Electrical Safety

in Common Parts of Blocks of Flats. It was written and published by the Electrical Safety Council, an independent charity committed to reducing deaths and injuries caused by electrical accidents at home.

ARMA was also invited by the Department of Communities and Local Government to be on the project group for the development of guidance on fire safety for purpose built blocks of flats, a project ARMA had sought for several years. The guidance (published in late Summer 2011) should lead to a much more consistent approach to the reduction of risk of fire in blocks of flats than has been the case so far. ARMA is also pressing for a national register of competent fire risk assessors.

We continue to work with the accountancy bodies and the RICS on service charge accounting guidance to replace the Regulations abandoned by the Government last year and hope to publish further information in the autumn.

A draft protocol between ARMA and the Energy Retail Association (ERA) about how to handle possible disconnections to landlords' supplies to common parts has been written. There is already a protocol agreed by the ERA with government about disconnection for domestic premises, but it does not apply to common parts or landlords' supplies; these are classified as commercial supplies. We continue to push for its early introduction to protect lessees from the hazards that can arise when power to the common areas is summarily cut-off.

On a similar subject ARMA is actively involved with a number of organisations lobbying government on the Green Deal. There are serious practical problems for lessees seeking to benefit from the Deal initiative and ARMA is working with the Department of Energy and Climate Change to find a way forward.

Many of the publications mentioned above are available on our downloadable publications page at www.arma.org.uk.



Geraldine Shortall FIRPM, technical consultant to ARMA

I am glad to report that attendance at training courses increased during this year by 28% over last year with the total number of attendees at 711. 44 courses in all were run of which nine were in-house. As ever, the introductory training courses TC1 and TCX were run throughout the year and around the country (London, Birmingham, Southampton and Manchester) attracting between them a total of 261 students of which 66 were non-ARMA members; 25% as opposed to 47% non-members last year. Attendees on these two courses are invariably new entrants to the sector.

Despite the sudden death of Sec. 152 and Sec. 156 and our enforced cancellation of the courses planned to address the new "accounting regulations", the replacement courses organised on Accounting for Services charges (best practice and practicalities rather than prescribed content) proved enormously popular. 169 people attended the 10 courses around the country and in-house.

Given that the vast majority of all



members' telephone and email requests for technical advice involved Sec. 20 issues, I am not surprised that the attendance figure was 100 for the very practical Sec. 20 courses which we will continue to run in the forthcoming year as need dictates.

Only five courses had to be cancelled during the year due to insufficient bookings (students do not get the full benefit of a course if the numbers are very limited). I would urge those wanting training in their area to be proactive in getting a minimum of seven students to book.

Towards the end of the year, April 2011, the first Property Inspections course was run at Twickenham Rugby Stadium following an on-site inspection of a managed property nearby – by popular demand, this is also being repeated in the forthcoming year as you will see in next year's Report.

ARMA/Brethertons webinars are noticeably going from strength to strength as a means of inexpensive, flexible training with the discount available to ARMA and IRPM members remaining at 20%. A total of 24 webinars were run during the year (15 were run the previous year). Last year's most popular webinar "Disruptive Lessees" dropped to 9th place this year with Service Charge Accounting (139 subscribers) top of the list followed by Sec. 20 Consultation in second place at 94 companies.



As before, the number of staff involved at each company ranged from 1 to 15.

AssocRICS

During the year we continued to work very closely with the Education Officers of the RICS on the detail of the competencies involved in block management pathway into AssocRICS membership. We also maintained regular liaison meetings with the Residential Faculty of the RICS to ensure working together on issues of mutual concern, approaches to Government, etc.

ASSETSKILLS

As ever, we maintained representation on the Property Sector Board, continued to work with the Higher Education/Employers Forum and work closely with the Open Learning Course Partnership, which now involves IRPM, to enhance the website.

- For more information about ARMA

- To search for members

- Download our free publications

- Find out how to join

- And read about our latest news, events and training courses...

Visit

www.arma.org.uk



Hon. Treasurer, Gerry Fox FRICS FIRPM, Head of Compliance at Peverel Property Management

I am pleased to report a healthy financial position for the year ended 30.4.11 with net revenues and reserves both up. Membership continues to grow and both the Annual Conference and Training Courses continue to make a substantial contribution to revenues at just under fifty percent of the total.

Our administrative expenses clearly will include the related costs of running the Conference and training courses and also reflect the technical support provided to members, the cost of our promotional activities, meeting costs, Secretariat salaries and office and other overheads.

While most costs were contained within budget, we did incur unbudgeted costs as a result of having to fill the void left by the Government's decision not to regulate our sector nor introduce the long awaited accounting regulations. We also spent more than budget on promotional activities to take advantage of certain opportunities and to further upgrade our website. In addition, staff costs were over budget as a result of changes and additions to the Secretariat staff necessitated by the growing activities of the Association.

One matter of note is the increase in the taxation charge which is as a result of an under provision of £9,190 in the previous year. The under provision arose due to the increase in non-member income which is fully taxable.



We have a strong balance sheet (with which to fund special projects as they arise) and with the continuing growth in membership, a small increase in

subscriptions for 2011/2012 and an increase in our other revenue generating activities I look forward to yet another successful year.

IN SUMMARY THE RESULTS FOR THE YEAR ENDED 30.4.11 AND THE MEMBERS' FUNDS AS AT THAT DATE ARE:-

	£	£
Revenues		688,589
Administrative expenses		<647,590>
Operating surplus		40,999
Interest receivable and similar income		<u>5,680</u>
Surplus on ordinary activities before taxation		46,679
Tax on surplus on ordinary activities		<19,457>
Surplus on ordinary activities after taxation		<u>£27,222</u>
Fixed assets		26,828
<u>Current asset</u>		
Debtors	24,275	
Cash at bank and in hand	<u>388,010</u>	412,285
Creditors – amounts falling due within one year		<96,070>
Total assets less current liabilities		<u>£343,043</u>
Members' funds		<u>£343,043</u>

THE SECRETARIAT AND PROMOTION



By Tim Taylor BSc(Hons) AIRPM, Marketing (pictured left with Laura Henderson BA(Hons) AIRPM, Membership Services, Yen Ly AIRPM, Conferences and Events and Geraldine Shortall FIRPM, technical consultant)

As usual the Secretariat has worked tirelessly to keep up to speed with and respond to the demands of our growing Association and the challenges of certain developments (or lack of them!) in the sector. It has been a year of further progress and more milestones. The Secretariat team have remained strong and close throughout which has been to ARMA's advantage; this dynamic has helped drive the Association forward and improve the services it offers to members.

ARMA's lines of communication have continued to be well used with calls and emails from members and the general public at their highest level. The Secretariat always endeavours to respond to such enquiries as efficiently as possible. Many of the queries posed by lessees have reinforced the sense that there is a real need for more information and education about the sector; members of the team are happy to provide appropriate guidance if enquiries are from corporate members and their client/lessees or if not, direct them to other relevant sources of advice or information.

Of course communication with members is not a one way process and ARMA continues to stay in contact through the weekly e-circulars and the AQD newsletter providing information, news and direct feedback on specific issues. The weekly bulletins in particular must now surely be indispensable to all members for keeping up to speed with developments in the sector, technical updates and any changes in legislation.

As part of the need to increase information on the leasehold sector to the public, the number of freely downloadable publications on the website has been steadily added to, Citizens Advice Bureaus have been mailed with copies of the Living in Leasehold Flats booklet and the Association has remained closely involved with lessee and consumer publications and organisation such as Flat Living magazine, Consumer Focus and Which.

To accommodate the increase in demand for ARMA training courses, a new online booking system was introduced to make it even easier to book courses through the website. A further indication of the increasing need for information on leasehold was that visits to the ARMA website have continued to rise, with well over 70,000 visits made during the year.

It has been particularly satisfying to see the number of corporate members break through the 260 mark. Hopefully this growth has mainly been down to an increased awareness of the need for professionalism and high standards in the sector and being part of a body that promotes this. This is something that has been reinforced through various recruitment drives and ARMA's involvement and presence at specific industry events where the benefits of being part of ARMA and employing an ARMA member are heavily promoted; ARMA's good name and the profile of its members was promoted at RESI during September, the Retirement Lease Housing

Association's conference in March and the Property Professional Show and the LEASE Conference both in May.

It is pleasing to note the Regional Briefings continue to be well supported which was indicated by the high numbers who attended this year. It is always a challenge to decide on topics and speakers that are going to cater for the needs of all so it is hoped a good balance has been established with these events. As well as all the information and advice given by the industry expert speakers, these events also provide the perfect opportunity for informal networking.

The AGM and Dinner were held at a new venue last year, the Park Plaza Hotel in Victoria. The smart yet modern surroundings offered an ideal place for members to have their say and comment on how the association is run during the AGM and relax afterwards with colleagues and peers during the Dinner.

It was reassuring to see the 2010 ARMA Conference once again sell out although this is something that the Secretariat never takes for granted. Equal effort and resource are now poured into the production elements as well as defining the topics and sourcing quality speakers so that the annual conference has become a true experience as well a platform for learning. It still remains the best value event of its type in the sector.

The focus of the 2010 ARMA Award moved from an individual to a corporate member firm with an emphasis on innovation. The reason for this was to, for the first time, celebrate, recognise and encourage innovation within the leasehold sector. The very first ARMA Innovation Award was presented to Rendall & Rittner at the annual conference.

Finally, the Secretariat would like to express their thanks and appreciation to those volunteers who sit on ARMA's Council and sub-committees for their guidance and support which undoubtedly gives the team direction, keeps the membership well served and pushes standards in the sector ever higher.

CORPORATE MEMBERS AND AFFILIATES (AS AT 14.09.11)

Corporate Members

Abbott Management	Capital Property Management	Douglas & Gordon
Acorn Estate Management	Carrick Johnson Management	Drivers & Norris
Adair Paxton LLP	Services Limited	E A Shaw Chartered Surveyors
Adelaide Jones	Carringtons	Eddisons Residential Ltd
Allsop Residential Investment	Carringtons Residential	Edgerley Simpson Howe LLP
Management Ltd	Management Ltd	ERA Property Services Ltd
Amax Estates and Property Services Ltd	Castlebar Management Ltd	Esskay Management Services
Amber Management	Castleford (Poole) Ltd	Estate & Property Management Ltd
Management Ltd	CastleKeys	ETC Block Management Ltd
Andrews Letting & Management	Castlereagh Management Limited	F & S Property Management (So'ton)
APA Management & Lettings Ltd	Caxtons Commercial Ltd	F W Gapp (Management Services) Ltd
Appletons	Centrick Property Management	Farebrother
Arkleygate	Chainbow	Farrar Property Management
Arko Property Management Limited	Chelsea Property Management Ltd	Fell Reynolds
Aspect Property Management Limited	Chesterton Humberts	Fifield Glyn
Aston Rose	Chilton Estate Management Limited	Fortune Management
Atlantis Estates Ltd	City Estates	Foxes Property Management Limited
Avoca Estate Management Ltd	CJ Delemere International	Francis Butson & Associates
Ayling & Strudwick	Cleaver Property Management Ltd	Frank Bailey & Partners
Banner Property Services Ltd	Clifford Dann LLP	Freehold Property Services Ltd
Bartholomews	Cluttons LLP	Fresson & Tee Ltd
Base Estate Management Ltd	CMG Leasehold Management Ltd	Fry & Company
BBM - Burkinshaw Block Management	Colin Cohen Property Management	Galleons Point Management Ltd
Belgarum Property & Management Ltd	Compton Property Management Ltd	GCS Property Management Limited
Bells Chartered Surveyors	Concept Property Management Ltd	Gordon & Co (Property Consultants)
Belmont Property Management	Consort Property Management	Grace Miller & Co.
Bennett Clarke & James	Cotswold Property Management	Granville & Company
Blake Property Management Ltd	Services Limited	Graves Son & Pilcher LLP
Blenheims Estate and Asset	Cottons	Gray Property Management Ltd
Management Limited	Countrywide Estate Management	GVA Grimley
Blue Property Management UK Limited	Covenant Management	Hadrian Property Management
BNS Management Services	Crabtree PM Limited	Company Limited
Bourne Estates Ltd	Crabtree Property Management LLP	Hallmark Property Management Ltd
Bowood Commercial	Craig Sheehan	Hamways Ltd
Boydens	Crescent Estates Management Ltd	Harrods Estates Asset Management
Braemar Estates (Residential) Limited	Crown Leasehold Management	Hazlett Cox
Bridgeford & Co	Crown Property Management	Heritage Management Limited
Broadlands Estate Management LLP	Curry & Partners	Hillcrest Estate Management Ltd
Broadleaf Management	D & B Property Management	Hillsdon Management Ltd
Services Limited	Company Ltd	HML Andertons Ltd
Buckingham Management Services	Dauntons Soar Management Limited	HML Hathaways Ltd
Burns Property Management	Defries & Associates Ltd	HML Hawksworth Ltd
Bush Property Management Ltd	Denfords Property Management	HML Shaw Ltd
Campsie	DJC Property Management Limited	HMR London Limited
	DMA Chartered Surveyors	Hobdens Property Management Ltd
	DMG Property Management Limited	Homecare Property Management

Homes & Watson Partnership Ltd	Minster Property Management Limited	Rebbeck Brothers
Homestead Consultancy Services Ltd	MITIE Scotgate Ltd	Red Brick Management Ltd
House & Son Property Consultants Ltd	Moonstone Management	Regalty Estates
Housemartins Property Management	My Home Surveyor	Rendall & Rittner Ltd
Houston Lawrence Management Ltd	Napier Management Services Limited	Residential Block Management Services Ltd
Huggins Edwards & Sharp	Nock Deighton	Residential Management Group Ltd
Hurford Salvi Carr Property Management	Northleach Property Management Ltd	Revolution Property Management Ltd
Hydehead Ltd	Now Professional Property Management	Ringley Chartered Surveyors
Ian Gibbs	OM Property Management	RMC (The Residents Management Co.)
Investment Solutions	Omnia Estates Ltd	RMD Properties (London) LLP
Islington Properties Limited	Omnicroft Ltd	Roger McMillan Properties Ltd
Itsyourplace Limited	Orchard Block Management Services Ltd	Rounce & Evans Property Management Ltd
Jacksons	Owens & Porter Limited	Royle Estates (Lancaster) Ltd
Jakes Property Services Ltd	Oyster Estates	Rumball Sedgwick
JJ Homes (Properties) Ltd	P R Gibbs & Co Ltd	Salter Rex
John Mortimer Property Management Ltd	Parkgate-Aspen Property Management	Saxons Estate Agents
Jordan & Cook Ltd	Parkwood Management Company (London) Ltd	Scanlans Property Management LLP
Kensington Flats	Parsons Son & Basley	Scotts
Kent Gateway Block Management	Peerless Properties (Oxford) Limited	Sears Morgan Property Management Ltd
Kinleigh Folkard & Hayward	Pembertons Residential Ltd	Seel & Co Ltd
Knight Frank LLP	Pennyquick Collins	Sheridan's
Lambert Smith Hampton	Peter Haddon Property Management Services	Sinclairs Block Management
Lamberts Chartered Surveyors	Peter Overill Associates	Smith Waters LLP
Leasehold Management Limited	Philip Laney & Jolly	Sorrell
Lewis & Tucker	Pinnacle Housing	St Andrews Bureau Ltd
Livingcity Asset Management Ltd	Pinnacle Property Management Ltd	St Anselm Property Management Ltd
Lloyd Property Management	PMS Leasehold Management Ltd	Stiles Harold Williams
London Block Management Ltd	Port Hall Property Management Ltd	Stonedale Property Management Limited
London Residential Management Ltd	Portland Block Management Ltd	Stride & Son
Lucy Block Management Limited	Premier Estates Limited	Sutton Heights Management Services Ltd
M H Associates	Premier Management Partners Ltd	Sweetings Property Management Limited
Mainstay Residential Ltd	Premier Property Management & Maintenance Co. Ltd	The Flat Managers Ltd
Management Accountants Ltd	PRESIDE	The Guthrie Partnership
Manchester Residential Management Ltd	Prior Estates Limited	The Management
Marlborough House Management	Priors	The Robinson White Partnership Ltd
Marr Johnson Stevens LLP	Qbit Property Management Ltd	TMS South Ltd
Martyn Gerrard	Quadrant Property Management Limited	TMS South West Limited
Maunder Taylor	Qualitas Residential	Touchstone
May & Co Management Ltd	Rayners	Town & City Management Limited
MCS	Realty Management Limited	Trinity Estates
Metro PM		
MH Property Management		
Michael Laurie Magar Ltd		

Urang Property Management Limited
Walton & Allen Properties Ltd
Watson Mitchell
Watson Property Management
West Kirby Property
Management Limited
West of England Estate Mgmt Co Ltd
Western Permanent Property
Woollens of Wimbledon Ltd
Worthing & District Estate Management
Y & Y Management Ltd
York Laurent Ltd

Affiliates

Affinity Sutton
Altermans Solicitors
AMP Mgmt Limited
Anchor
Applegate Lettings
Beechwood Homes Limited
Block Management Online
Blockinsure Limited
Bradbury Place Management Ltd
Brady Solicitors Limited
Brethertons Solicitors
Bury & Walkers LLP
Cadogan Estates Ltd
Canda Copying Ltd
Cardinus Risk Management Ltd
Carter & Coley
Cavendish Square Investments Limited
CFP Software Ltd
Chambers & Newman
Chapel Court (Tewkesbury)
Mgmt Co. Ltd
Chester Street Management
Co (Shrewsbury) Ltd
Cheviot Housing Association Limited
CityWest Homes Limited
Clement Keys
Coastal Estate Management Ltd
Coleherne Court Maintenance Fund
Commerson Estate Management Ltd
Cranbrook House Residents Ltd
Cunningham Lindsey

Darnhills Limited
David Roberts & Partners Ltd
Deacon
Dickinson Dees LLP
DJW (Agency Services)
East Block Martello Quay
Residents Company Ltd
East Thames Group
Elmbirch Properties plc
Emerson Management Services
ER Property Developments Ltd
European Land & Property Ltd
Flat Living
Foot Anstey LLP
Fresh Property Management Ltd
Grainger plc
Grosvenor Estate Management Ltd
Grosvenor Systems Limited
Guinness Trust
Hanley Estates
Hillier Hopkins LLP
ILECS Ltd
Interior Projects Ltd
John Needham & Co
Kevin Usher & Associates
Laceys Solicitors
Lampier Insurance Brokers
Lawrence Ward & Co
Lee Pomeranc
LHH Residential Management LLP
Lloyds Bank Corporate Markets
Lloyds Bank Corporate Markets
Lloyds Bank Corporate Markets
Lloyds Bank Corporate Markets
Locksons Property Services
Lockton Companies International Ltd
M Hume & Son Limited
Manchester City Council
Oamps Special Risks Ltd
Origin Housing Ltd
Ormerod Rutter
Pel Property Management
Platt Rushton LLP
Plummer Parsons
Plymouth Wharf Residents
Association Ltd

Point West London Limited
Princecroft Willis LLP
Pristine Block Management
Property Debt Collection Limited
Property Management Recruitment
Qube Global Software Ltd
R & C Estates Management
Regenda Homes Limited
Residential Land Ltd
Residentsline Ltd
Retirement Lease Housing Association
and Ethical Leasehold Management Ltd
Riverside Home Ownership
Royal Borough of Kensington
& Chelsea TMO
Sherland Court Ltd
SLC Solicitors
Southern Housing Group
Sovereign Housing Association
Sterling Property Management
(UK) Limited
Temples Block Management
The Old Tisbury Brewery
Management Company Ltd
The Portman Estate
The Right To Manage Your
Block Organisation Ltd
Thomas Eggar LLP
Thrive Homes
Tilmore Developments Ltd
Towergate Risk Solutions Fareham
Tuffins
V & S (No.3) Ltd
Viridian Housing
Whitley Stimpson LLP

ABOUT ARMA

ARMA was founded in 1991 and is the only body in England & Wales to focus exclusively on matters relating to the management of residential leasehold blocks of flats and estates, whether for investor freeholders or resident management companies.

Its principal objectives are to...

- Create and maintain an awareness amongst property owners, developers, residents as well as national and local government of the proper role of – and indeed need for – residential managing agents.

- Provide a forum where members involved in the management of residential blocks of flats can discuss and develop management practices to enhance service to clients and lessees.

- Promote the highest standards of management.

- Fix and endeavour to maintain consistent standards of practice amongst members in an otherwise unregulated market.

ARMA members comprise selected firms and sole practitioners engaged

in the management of residential leasehold blocks of flats and estates in the UK.

ARMA has over 260 firms in membership that between them manage around 900,000 units in more than 34,000 blocks of flats or estates, at least 60% of which are lessee-controlled properties.

All members agree to adopt and abide by ARMA's principal objectives and undertake to comply with the Code of Practice issued by the Royal Institution of Chartered Surveyors (RICS).



ARMA

ASSOCIATION OF RESIDENTIAL
MANAGING AGENTS

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