

# Benefits of Membership

Putting the property management pieces in place



**Why be a member**  
**Why people use our members**  
**And how you can deliver more...**

# ARMA MEMBERS DELIVER MORE BECAUSE...

...ARMA members are part of an association that commits them to reputable practices and the highest levels of service in the sector so they can offer so much more to their clients.

ARMA is an invaluable resource to its members who are able to draw on extensive technical advice and have access to in-depth guidance and support that can not be found anywhere else. All the marketing advantages mean that they can develop their business and attract new clients more effectively. Of course, members can also use these advantages to deliver a better service to their existing clients and customers.

*"The main reason we joined ARMA is to keep up-to-date with current legislation and technical issues..." - a new member.*

*"Our company benefits from the added credibility and the quality of literature and guidance from ARMA..." - a new member.*

## LEVELS OF MEMBERSHIP

### Corporate Membership

The Corporate Members of ARMA consist of firms or practices involved in the management of long leasehold residential property. Members range from small localised practices to national concerns and must have been in business for a minimum of two years and meet strict entry criteria.

### Affiliation

This is open to any organisation or individual not directly involved with the practice of block management, or those who currently do not meet the criteria for Corporate Membership, but who would like to be party to some of the benefits available to the membership. Current Affiliates include Law and Accountancy firms; Local Authorities; Freehold Investors; Self-managed Residents Management Companies; Banks; Housing Associations; Service Providers; Insurance Providers.



*Read on to find out more about the many benefits available to ARMA members...*

# THE BENEFITS OF MEMBERSHIP

As a (Corporate) Member of ARMA, you will enjoy a full range of exclusive benefits, resources and services which will help you to manage with confidence.



**Expertise and guidance** A wealth of advice, information and updates on current Acts and other legislation that is totally unrivalled is available for members to download at any time through exclusive access to the members only area of the ARMA website. ARMA's Technical Officers are on hand to provide advice and support on the wide range of issues that property managers face each day.

**Dispute Resolution Scheme** All ARMA members are expected to have a written in-house complaints procedure. Where this fails, complainants will have access to an independent Adjudication Scheme run by the Independent Dispute Resolution Service.

**Stay up to date with the latest industry news** Get access to the ARMA Quarter Day - a regular news bulletin keeping members informed about activities of the Association and its members. Keep one step ahead with e-briefings delivered direct to your desktop.

**Events** Discounted attendance at our 'sell-out' Annual Conference, Annual Dinner and the opportunity to participate in general and regional briefings which offer the ideal opportunity to network, exchange views and solve problems with a body of like-minded, reputable firms and individuals.

**Member support** Free Business Support, FSA and Health and Safety Helplines.

**Training and career development** Members' employees get the opportunity to develop their careers through access to all ARMA training materials and courses and regular webinars at special discounted rates. ARMA is committed to recruiting quality people into the property management sector and does so through its widely circulated careers information leaflet.

**Increased recognition** Have your full company details entered into ARMA's membership directory and also on the Search for Members page on our website where people will be able to search for your company directly, generating new business enquiries.

**Representation and influence** ARMA is always working with national and local government to enhance the profile and understanding of residential managing agents. ARMA lobbies government and key MPs, voicing the views of the profession as a whole and endeavouring to protect lessees, clients and managing agents where legislation can have an undesirable impact on this complex yet unregulated sector.

# ONE MEMBERSHIP, MANY BENEFITS



## Support

- Exclusive access to all Guidance Notes when you need them (see over)
- Technical advice and support from our Technical Officers
- Use of the new ARMA dispute resolution scheme\*
- Access to summaries of relevant and important LVT, Lands Tribunal and Court decisions
- Representation at government level and influence on legislation
- Access to a full directory of Service Providers on the ARMA website
- Receipt of the ARMA Quarter Day and other bulletins
- Advantages from the production of joint publications with other bodies
- Free Business Support Helpline
- Free Health and Safety Helpline
- Free FSA Helpline
- Keeping up-to-date through regular ARMA e-briefings

## Training

- Discounted rates for ARMA training material and courses
- Involvement in the development of educational programmes and qualifications
- Opportunity to purchase at a discounted price and distribute to clients the ARMA RMC directors training DVD-Video and CD-ROM
- Access to all ARMA webinars at discounted rates
- Participation in the development of professional standards\*

## Commercial

- Use of the ARMA logo on stationery and literature\*
- Full entry into our widely-circulated Membership Directory and Search For Members page on the ARMA website\*
- Potential for new business to be generated from enquiries and referrals\*
- Development of your business on the back of ARMA's expectation of high standards\*
- Enhanced recognition through national and regional publicity\*
- Availability of literature for distribution to clients and lessees\*

## Events and Networking

- Discounted rate for ARMA's Annual Conference and Dinner
- Input and participation in general and regional briefings
- Opportunity to network, exchange views and solve problems at our many national and regional events.
- Belonging to a body of like-minded, reputable firms and individuals

*With so many benefits at your fingertips, shouldn't you consider applying for membership?*

\* These benefits are not open to Affiliate members

# ALL ARMA GUIDANCE NOTES...

“One of the greatest advantages of ARMA membership is the sheer wealth of information and guidance that is available to download instantly and freely from the website”

- GN 1:** Complaints Handling ‘in-house’
- GN 2:** Lessee Welcome Pack
- GN 3:** Health and Safety Policies
- GN 4:** Risk Assessments
- GN 4:** Risk Assessments – Appendices
- GN 5:** Data Protection and Lessees
- GN 6:** Professional Development & Qualifications
- GN 7:** Asbestos Management
- GN 8:** Electrical Inspections and Tests
- GN 9:** Environmental Management
- GN 10:** Pre-Contract Enquiries
- GN 11:** Head-Leases & Structures of Titles
- GN 12:** Lessees & Residents’ Management Companies
- GN 13:** Debt Recovery
- GN 14:** Money Laundering
- GN 15:** The Disability Discrimination Act and Residential Block Management
- GN 15a:** The Disability Discrimination Act 2005 [Interim Guidance Note]
- GN 16:** Bibliography & Information Sources Part 1 and Part 2
- GN 17:** Ground Rent Notices
- GN 18:** Forfeiture
- GN 19:** CLRA 2002 Fifth Commencement Order - Other Changes
- GN 20:** Management Handovers
- GN 21:** Acquisitions, Mergers & Changes
- GN 22:** Management of Freehold Dwellings with Communal Areas
- GN 23:** Filing & Retention of Papers
- GN 24:** Flat Management Trusts And Their Taxation
- GN 25:** The Commonhold & Leasehold Reform Act 2002: Lease Extensions & Variations
- GN 26:** Formation & Recognition of Residents’ Associations
- GN 27:** Section 20 Consultations Update
- GN 28:** Alterations & Improvements
- GN 29:** Anti-Social Behaviour
- GN 30:** Right to Manage – Insurance & Contractor Notices
- GN 31:** Management of Vehicles
- GN 32:** Working Time Regulations (WTR)
- GN 33:** Resident Management Companies (RMCos) – Directors’ Meetings
- GN 34:** Digital Switchover [Interim Guidance Note]
- GN 35:** Appointment of a Manager
- GN 36:** Annual General Meetings of Resident Management Companies
- GN 37:** Licensing of Houses in Multiple Occupation (HMOs)
- GN 38:** Home Information Packs (HIPs) August 2007
- GN 39:** Water Safety: Legionella and the prevention of Legionnaires’ disease
- GN 40:** Fire Safety and Fire Risk Assessments
- GN 41:** Working with Hazardous Substances
- GN 42:** Administration Charges and Summaries of Rights
- GN 43:** Empty Dwelling Management Orders (EDMOs) – Under The Housing Act 2004
- GN 44:** Road Safety – Driving At Work And Traffic Management
- GN 45:** Working At Heights
- GN 46:** Manual Handling
- GN 47:** Handling Residents Meetings
- GN 48:** Model Management Agency Agreement for Members
- GN 49:** Obstruction of Common Parts
- GN 50:** New Jurisdictions for the Residential Property Tribunal Service (RPTS)
- GN 51:** Management Regulations for HMOs
- GN 52:** Access in Emergencies
- GN 53:** Lone Working
- GN 54:** Assignments and Restrictions
- GN 55:** Arrears And Assignments
- GN 56:** Right To Manage (RTM) Handovers
- GN 57:** Business Recovery Planning
- GN 58:** Disability Discrimination and Residential Premises
- GN 59:** Acronyms and Jargon
- GN 60:** Cyclical Maintenance and Reserve Funds
- GN 61:** Employing Contractors
- GN 62:** Insurance
- GN 63:** The Construction (Design And (Management) Regulations 2007 Construction Industry Scheme (CIS)
- GN 64:** Smoke-Free Premises Regulations
- GN 65:** Energy Performance Certificates (EPCs)
- GN 66:** S.153 Service Charges – Summaries of Rights and Obligations
- GN 67:** Solving Noise Problems
- GN 68:** Companies Act 2006
- GN 69:** S.257 HMOs (Houses in Multiple Occupation)
- GN 70:** S.257 HMOs (Houses in Multiple Occupation)

# ABOUT ARMA...




ARMA is the only trade body in England & Wales to focus exclusively on matters relating to the block or estate management of long leasehold residential property, whether for resident management companies or investor freeholders.

With over 190 corporate members managing some 800,000 leasehold units in excess of 30,000 blocks (at least 60% of which are lessee-controlled properties), ARMA members are committed to reputable practices in the profession, professional codes of practice, consistent levels of service and client satisfaction.

ARMA members comprise selected firms and sole practitioners. 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) as approved by the Secretaries of State for England and Wales under the terms of Section 87 of the Leasehold Reform, Housing and Urban Development Act 1993.

## Interested? How to take it further...

Firstly, you should establish which of the two categories of involvement you are eligible to apply for. Please write in to ARMA (address at the bottom of the page) on your business letterhead and we will post you an application pack. We may contact you to check your details at this stage. Once received, your firm's application will be considered by ARMA's Practice Committee which, upon approval in principle, may then wish to interview you. Full acceptance into membership is subject to the provision of appropriate references and declarations relating to financial probity and insurance matters where required.



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