

BLENHEIMS AND ARMA

It is important for anyone seeking to appoint a Managing Agent to consider all the information available to them before doing so. One important factor in such a decision should be the membership of professional bodies, which offer decision makers additional peace of mind and security that they have made the right choice.

WHAT IS ARMA & WHY IS IT IMPORTANT?

Blenheims is a Member of the **Association of Residential Managing Agents (ARMA)** – the only body in England and Wales to focus exclusively on matters relating to the Management of Residential Leasehold blocks of flats and estates. ARMA's founding principal aims are to represent its members and the interests of Lessees, Resident Management Companies and Freeholders. Blenheims received ARMA-Q accreditation in January 2015 having demonstrated compliance to over 160 qualifying criteria.

WHY DOES ARMA MEMBERSHIP MATTER?

The residential leasehold sector in England and Wales is unregulated. Anyone can set up as managing agent and start collecting service charges without the relevant qualifications or experience. ARMA Accredited agents must meet the ARMA Consumer Charter & Standards – a bespoke set of professional standards aimed at consumer protection and best practice in all areas of residential long leasehold management. In summary, the Standards cover:

- Client Matters
- Financial Matters
- Management Matters
- Legal Matters
- Disputes and Contracts

Members must comply with these Standards, so anyone appointing an ARMA agent to manage their property can enjoy the peace of mind that comes with knowing they conform to high standards and are independently regulated.

WHAT WILL BLENHEIMS DO THAT A NON-ARMA AGENT MAY NOT?

By using Blenheims as an ARMA Accredited managing agent you can be confident that:

We have the right **professional experience**

Every member has to prove they have substantial residential management experience

Your **service charge money** will be held legally and safely

All members must demonstrate they hold service charge monies in trust as required by law and adhere to stringent client money protection controls

We adhere to the **Standards and Consumer Charter** set by ARMA

These comprehensive criteria cover all areas of property management

We are **audited** at least every three years by ARMA

This ensures that standards do not slip and quality of service is consistent

We are **separately and independently audited** annually

This is done by external auditors and we are required to submit this audit certificate to ARMA

We have **Professional Indemnity Insurance**

This covers you against inadequate advice and negligence relating to a member

We are committed to and **bound by professional standards**

ARMA agents must comply with the RICS Service Charge Residential Management Code. This defines best practice in the sector

If you would like to know more about ARMA and the work it does, please visit www.arma.org.uk for more details.

