



IRPM Seminar & AGM 2010

As the IRPM continues to go from strength to strength it was only right we had an event to mirror the success of the past year. This year's IRPM Annual Seminar and A.G.M – held on 30th September 2010 - was without doubt the biggest to date with over 180 delegates attending. After securing sponsorship from Sky, finding a great venue in Glaziers Hall and lining up interesting speakers the day was set to be the best yet.

We started the day in the Banqueting Suite with the A.G.M. Once Jeremy Loudan FIRPM was elected as our new Chairman and all recommendations for new Governors were approved, guests were ushered upstairs into the River Room for a delicious lunch. The main event of the day: **Taking Control sponsored by Sky Communal Solutions** commenced at 2pm.

Thanks to Sky's generous sponsorship we were able to really push the boat out this year starting with the venue: Glaziers Hall, overlooking the Thames was very impressive and an ideal setting for the day. Securing Penny Mallory (Former British Ladies Rally Driving Champion & TV Presenter) as the Headline speaker meant we could offer our members a motivational speaker with a difference.

Penny was highly recommended by Shaun Jardine AIRPM of Brethertons Solicitors who runs the Banbury Business Breakfast Club and described Penny as:

“one of the best speakers we have ever had in 18 years! If you take away the glitz of the international rally driving and the TV presenting you are left with a story which is... informative, uplifting, motivational and fascinating. Add back the rally driving and TV presenting, and you have a great presentation from a great speaker. If you get the chance to hear Penny speak or book her for one of your events... grab it.”

The rest of the day echoed Penny's theme of Taking Control as the next three speakers all tackled disputes, complaints and avoiding litigation. Mike Biles from the Housing Ombudsman gave an update on service & using complaints positively and Anthony Essien, Chief Executive of Lease, discussed LEASE's mediation service. Shaun Jardine of Brethertons Solicitors examined online mediation service & common mistakes in recovery of service charge arrears. Each presentation was well received and a joint open microphone session that explored the most appropriate courses of action to deal with real life practical problems followed.

The last speaker of the day was Sanjay Sudra from Sky. He provided details of the services and assistance they can offer to property managers, landlords and Residents' Management Companies to not only meet digital switchover but to plan ahead for future exciting developments in TV, media and communications.

Before delegates were invited to wind down at the wine reception, three awards were presented. Scott Robertson won the PMAS Award for highest mark in IRPM Part II

Exam Scotland. Christopher Brotherton won the BPF Award for highest mark in IRPM Part II Exam England & Wales. Gail Preston won the Brethertons Solicitors Best legal paper in the Part II Exam.

A huge thank you to everyone that attended and made the day so successful. We hope to see you all again next year alongside many more of your fellow members. As our numbers continue to increase each month and with all the exciting new plans for the Institute in 2011, we're sure next years event will be one not to be missed. We will provide you with all the details of next year's event in the summer of 2011.