

Background

In November 2002 ARMA first published GN 06 'Professional Development & Qualifications' which set out the learning and professional career structures for individuals involved in the management of residential long leasehold property.

ARMA has always planned to provide three ways of learning in the form of:-

- Open Learning Courses
- Day Release Training Courses
- Self-learning Guidance

The last of these comes in the form of this GN which is intended not only to be a learning tool for students but also a comprehensive reference source for everyone in the sector.

Contents

This GN is split into five parts.

Part 1 is an indexed list of all publications and information ARMA could find on long leasehold management and related issues. However, it should be noted it does not include (for the present) the scores of peripheral legislation and regulations that also affect such management.

Part 2 provides information on where to obtain such publications or information.

Part 3 is a schedule of organisations that ARMA perceives are relevant to the sector.

Part 4 is a list of some of the trade and technical magazines and newsletters that relate to the sector.

Part 5 is a list of useful websites for block managers.

No document like this can guarantee to be all encompassing nor fully up-to-date. It is therefore essential that everyone reading this GN lets ARMA know of any alterations, additions and amendments they feel are relevant.

At some time in the future it is hoped that ARMA will be in a position to expand on this GN to provide a truly global point of reference.

Further Information

If you would like to suggest any additional, relevant information readers can contact ARMA as below.

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Association of Residential Managing Agents Limited (ARMA)
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Email: info@arma.org.uk Website: www.arma.org.uk

Whilst every effort has been made to ensure the accuracy of the information contained in this Guidance Note, it must be emphasised that because the Association has no control over the precise circumstances in which it will be used, the Association, its officers, employees and members can accept no liability arising out of its use, whether by members of the Association or otherwise. The Guidance Note is of a general nature only and makes no attempt to state or conform to legal requirements; compliance with these must be the individual user's own responsibility and therefore should seek independent advice.

PART 1: BIBLIOGRAPHY

For publisher's details see Part 2

Status: F = free D = downloadable from website M = members only

SUBJECT	TITLE	AUTHOR	PUBLISHER	ISBN	STATUS
ASBESTOS	The Management of Asbestos in Non-Domestic Premises	Approved Code of Practice	HSE Books	0717662098	
	A Comprehensive Guide to Managing Asbestos in Premises		HSE Books	0717623815	
	Asbestos for Surveyors	W J H Sanderson	EG Books	0728205123	
	Asbestos Guidance Note	RICS Practice Standards	RICS Books	9781842194508	
CODES OF PRACTICE	Service Charge Residential Management Code		RICS Books	9781842191682	
	Code of Practice for Private Retirement Housing		ARHM	0952669129	
	Rent Only Residential Management Code		RICS Books	9781842190708	
	Rent only Residential Management Code for Wales		RICS Books	9781842192092	
COMMONHOLD	Commonhold: the new law	D Clarke	Jordans	9780853087748	
	Coommonhold: law, practice and precedents	Ed. Clarke & Crabb	Jordans	9780853087755	Looseleaf
	Commonhold	Fetherstonhaugh, Peters, Sefton	OUP	9780199272242	
	Commonhold Law	TM Aldridge	Sweet & Maxwell	9780421758803	Looseleaf
	Commonhold Law and Practice	Cowen, Driscoll, Target	Law Society	1853288675	
	Commonhold: what it is and how it works		LEASE		F, D
	Commonhold – Land Registry Practice guide (LRG060 and addendum)		Land Registry		F, D
CONSULTATION	S.20 Consultation		LEASE/ARMA/ARHM		F, D
	S.20 Consultation for council and other public sector landlords		LEASE		F, D
ENFRANCHISEMENT	Collective Enfranchisement: getting started		LEASE		F, D
	Collective Enfranchisement: Valuation		LEASE		F, D
	Participation Agreements		LEASE		F, D
	Houses: qualification and valuation		LEASE		F, D
	Hague on Leasehold Enfranchisement	Radevsky & Greenish	Sweet & Maxwell	9780421908802	
	Leasehold Enfranchisement & Right to Manage	D Clarke	Jordans	9780853084266	

SUBJECT	TITLE	AUTHOR	PUBLISHER	ISBN	STATUS
ENFRANCHISEMENT	Leasehold Valuation Tribunals – Leasehold Enfranchisement		RPTS		F , D
	Enfranchisement of Houses and Flats	J Driscoll	OUP	1841741329	
	The Survivors Guide to Buying a Freehold	K Callo	Lawpack	9781905261109	
	Leasehold Enfranchisement & the Right to Manage	C Sykes	Law Society	9781853289996	
FLAT MANAGEMENT COMPANIES	How to manage your own block of flats	Cumming and Hickie	College of Estate Management	9781904388319	
	Flat Management Companies		Companies House Ref:GBA9		F , D
GUIDANCE NOTES	Complaints Handling 'in-house' (GN01)		ARMA		M
	Lessee Welcome Pack (GN02)		ARMA		M
	Health & Safety Policies (GN03)		ARMA		M
	Risk Assessments (GN04)		ARMA		M
	Data Protection and Lessees (GN05)		ARMA		M
	Professional Development & Qualifications (GN06)		ARMA		F , D
	Asbestos Management (GN07)		ARMA		M
	Electrical Inspections and Tests (GN08)		ARMA		M
	Environmental Management (GN09)		ARMA		M
	Pre-contract Enquiries (GN10)		ARMA		M
	Head-Leases & Structures of Titles (GN11)		ARMA		M
	Lessees & Residents' Management Companies (GN12)		ARMA		F , D
	Debt Recovery (GN13)		ARMA		M
	Money Laundering (GN14)		ARMA		M
	Bibliography & Information Sources (GN16)		ARMA		M
	Ground Rent Notices (GN17)		ARMA		M
	Forfeiture (GN18)		ARMA		M
	CLRA 2002 Fifth Commencement Order – Other Changes (GN19)		ARMA		M
	Management Handovers (GN20)		ARMA		M
	Acquisitions, Mergers & Changes (GN21)		ARMA		M
	Management of Freehold Dwellings with Communal Areas (GN22)		ARMA		M
	Filing & Retention of Papers (GN23)		ARMA		M

SUBJECT	TITLE	AUTHOR	PUBLISHER	ISBN	STATUS
GUIDANCE NOTES	Flat Management Trusts and Their Taxation		ARMA		M
	The Commonhold & Leasehold Reform Act 2002: Lease Extensions & Variations (GN25)		ARMA		M
	Formation & Recognition of Residents' Associations (GN26)		ARMA		M
	Section 20 Consultations Update (GN27)		ARMA		M
	Alterations & Improvements (GN28)		ARMA		M
	Anti-Social Behaviour (GN29)		ARMA		M
	Right to Manage – Insurance & Contractor Notices (GN30)		ARMA		M
	Management of Vehicles (GN31)		ARMA		M
	Working Tim Regulations (WTR) (GN32)		ARMA		M
	Resident Management Companies (RMCos) – Directors' Meetings (GN33)		ARMA		M
	Digital Switchover (GN34)		ARMA		M
	Appointment of a Manager (GN35)		ARMA		M
	Annual General Meetings of Resident Management Companies (GN36)		ARMA		M
	Licensing of Houses in Multiple Occupation (HMOs) (GN37)		ARMA		M
	Home Information Packs (HIPs) (GN38)		ARMA		M
	Water Safety: Legionella and the prevention of Legionnaires disease (GN39)		ARMA		M
	Fire Safety and Fire Risk Assessments (GN40)		ARMA		M
	Working with Hazardous Substances (GN41)		ARMA		M
	Administration Charges (GN42)		ARMA		M
	Empty Dwelling Management Orders (EDMOs) – Under The Housing Act 2004 (GN43)		ARMA		M
Road Safety – Driving At Work and Traffic Management (GN44)		ARMA		M	
Working At Heights (GN45)		ARMA		M	
Manual Handling (GN46)		ARMA		M	
Handling Residents Meetings (GN47)		ARMA		M	
Model Management Agency Agreement for Members (GN48)		ARMA		M	

SUBJECT	TITLE	AUTHOR	PUBLISHER	ISBN	STATUS
GUIDANCE NOTES	Obstruction of Common Parts (GN49)		ARMA		M
	New Jurisdictions for the Residential Property Tribunal Services (RPTS) (GN50)		ARMA		M
	Management Regulations for HMOs (GN51)		ARMA		M
	Access in Emergencies (GN52)		ARMA		M
	Lone Working (GN53)		ARMA		M
	Assignments and Restrictions (GN54)		ARMA		M
	Arrears and Assignments (GN55)		ARMA		M
	Right to Manage (RTM) Handovers (GN56)		ARMA		M
	Business Recovery Planning (GN57)		ARMA		M
	Disability Discrimination and Residential Premises (GN58) (<i>This supercedes GN15</i>)		ARMA		M
	Aronyms and Jargon (GN59)		ARMA		M
	Cyclical Maintenance and Reserve Funds (GN60)		ARMA		M
	Employing Contractors (GN61)		ARMA		M
	Insurance (GN62)		ARMA		M
	The Construction (Design and Management) Regulations 2007 (GN63)		ARMA		M
	Construction Industry Scheme (CIS) (GN64)		ARMA		M
	Smoke-Free Premises Regulations (GN65)		ARMA		M
	Energy Performance Certificates (EPCs) (GN66)		ARMA		M
	S.153 Service Charges – Summaries of Rights and Obligations (GN67)		ARMA		M
	Solving Noise Problems (GN68)		ARMA		M
	Companies Act 2006 (GN69)		ARMA		M
	S.257 HMOs (Houses in Multiple Occupation) (GN70)		ARMA		M
	The Code for Sustainable Homes (GN71)		ARMA		M
	Accounting for Lessees' Money (GN72)		ARMA		F, D
	Examination of Lifts (GN73)		ARMA		M
	Recent Changes in the Role of the Managing Agent (GN74)		ARMA		
Refurbishment and Modernisation of Lifts & Escalators (GN75)		ARMA		M	
Management Fees (GN76)		ARMA		M	
Private Leisure Facilities in Residential Buildings (GN77)		ARMA		M	

SUBJECT	TITLE	AUTHOR	PUBLISHER	ISBN	STATUS
HUMAN RIGHTS	A guide to the Human Rights Act for housing professionals	D O'Carroll	CIH	1903208157	
LEGIONNELLA	Legionnaires Disease: The control of legionella bacteria in water systems	ACOPL8	HSE Books	07176217726	
	Legionnaires Disease: Essential information for providers of residential accommodation	Ref: indg376	HSE		
LANDLORD AND TENANT LAW	Encyclopedia of housing law and practice	Arden	Sweet & Maxwell	9780421007307	
	Residential Leasehold Property Law	J Driscoll	OUP	9781841741321	
	Hill and Redman guide to L & T Law	Ed. Furber	Lexis Nexis	9780406926753	
	Woodfall on Landlord & Tenant	Ed. The Hon. Mr Justice Lewison	Sweet & Maxwell	9780421218207	
	Enforcing Covenants	B Jones	EG Books	9780728204836	
	Butterworth's Residential L&T Handbook	Ed. Driscoll	Lexis Nexis	9781405728904	
LEASEHOLDERS' RIGHTS	Rights and responsibilities for long leaseholders		CLG Ref: 07HC04707		F , D
	Summary of Rights		FPRA		F
	Leasehold Retirement Housing: Your rights and responsibilities		LEASE / AIMS		F
	Living in Leasehold Flats: Your rights and responsibilities		LEASE/ARMA/ARHM		F , D
	Appointment of Surveyor/Management Audits		LEASE		F , D
LEASEHOLD GENERAL	Leasehold Management: a good practice guide	P Robinson	CIH	1 903208 52 1	
	Principles of Council Leasehold Management	S Michaux	LC	1854941291	
	Leasehold Management-social housing	D Kilcoyne	Lemos and Crane	9781898001102	
	Open Learning Course for Block Management		AssetSkills		
	Residential Leaseholders Handbook	Charles Ward	EG Books	9780728204904	
	Making Sense of Leasehold Property	K Callo	Lawpack	9781904053125	
	Guidance on unfair terms in tenancy agreements		OFT: Ref: 356		F , D
LEASE EXTENSIONS	Lease Extention: getting started		LEASE		F , D
	Lease Extention: valuation		LEASE		F , D
LEASEHOLD VALUATION TRIBUNALS	LVTs – Leasehold Service Charges		RPTS		F , D
	LVTs – Leasehold Enfranchisement		RPTS		F , D
	LVTs: a practical guide	Gallagher, Dymond, Cafferkey	Sweet & Maxwell	9780421691308	
	Leasehold disputes – a guide to LVTs	Bates, Davey	Legal Action Group	9781903307625	
	Application to the Leasehold Valuation Tribunal		LEASE		F , D

SUBJECT	TITLE	AUTHOR	PUBLISHER	ISBN	STATUS
LESSEE ADVISORY NOTES (LANs)	TV is Changing..... A Leaseholder's Guide to Digital TV (LAN01)		ARMA		F , D
	Lessees Carrying Out Gardening, Cleaning and Other Duties (LAN02)		ARMA		F , D
	Health & Safety (LAN03)		ARMA		F , D
	Lessees' Rights to Information (LAN04)		ARMA		F , D
	Smoke-Free Regulations (LAN05)		ARMA		F , D
	Noise (LAN06)		ARMA		F , D
	S.20 Consultation and Major Works (LAN07)		ARMA		F , D
	Resident Management Company Accounts: Preparing for the Future (LAN08)		ARMA		F , D
	Conveyancing (LAN09)		ARMA		F , D
	Recent Changes in the Role of the Managing Agent (LAN11)		ARMA		F , D
	Anti-Social Behaviour (LAN12)		ARMA		F , D
	Management Fees (LAN13)		ARMA		F , D
MANAGING AGENTS	Appointing a Managing Agent		LEASE/ARMA/ARHM		D
	Agreement setting out the terms of appointment for the management of a block of flats	Residential Faculty	RICS Books		D
	Management Agency Agreement		ARHM		M
	Model Management Agency Agreement for Agents		ARMA GN48		M
MANAGEMENT AUDIT	Appointment of a Surveyor / Management Audits		LEASE		F , D
OPEN LEARNING COURSE	Residential Block Management – An Introductory Open Learning Course		AssetSkills		
RESIDENTS ASSOCIATION	Tenants' Associations-procedure for recognition		RPTS		F , D
	Information Pack – Setting up a residents' association		FPRA		
RIGHT TO MANAGE	The Right to Manage		LEASE		F , D
	Right to Manage and Service Charges	B Jones	EG Books	9780728204287	
	Right to Manage: A Good Practice Guide		AIMS		F , D
	RTM Standard Forms		Oyez		
RIGHT TO FIRST REFUSAL	Tenant's Right to First Refusal	Radevsky and Clark	Jordans	978184661	
	Right of First Refusal		LEASE		F , D

SUBJECT	TITLE	AUTHOR	PUBLISHER	ISBN	STATUS
RIGHT TO FIRST REFUSAL	Tenants Pre-emption Rights	Thompson-Copsey, Dollar	Jordans	9780853085539	
SALE OF LEASES	Homebuyer Surveyor and Valuation Leasehold Properties		RICS Books		
	Which? Way to buy, own and sell a flat	M Haley	Which Books	9780852029763	
	The sale and management of flats	Barracrough	Tottel	9781845926052	
SERVICE CHARGES	Service Charges: law and practice	Freedman, Shapiro & Slater	Jordans	9781846610417	
	Service Charges and other issues		LEASE		F, D
	Service charges and management	Tanfield Chambers	Sweet & Maxwell	9781847037558	
	Case in Point – Service Charges	P Forrester	RICS Books	9781842194201	
	Right to Manage and Service Charges	B Jones	EG Books	9780728204287	
	Service Charges: a guide for housing associations	D Rawson	NHF	9780862975142	
	Service Charges for Leasehold, Freehold and Commonhold	G Sherriff	Tottel	9781845921200	
	Service charges in commercial property	Commercial Faculty	RICS Books	9781842193006	
STATUTES	Leasehold Reform Act 1967		TSO		All of these statutes can be viewed on www.opsi.gov.uk
	L & T Act 1985		TSO		
	L & T Act 1987		TSO		
	Leasehold Reform, Housing and Urban Development Act 1993		TSO		
	L & T (Covenants) Act 1995		TSO		
	Housing Act 1996		TSO		
	Commonhold and Leasehold Reform Act 2002		TSO		
	Housing Act 2004		TSO		
	Housing and Regeneration Act 2008		TSO		
STATUTORY INSTRUMENTS arising from 2002 Act	Commencement No. 1 Order 2002 No. 1912 (C58)		TSO		All these SI's can be viewed or D from www.opsi.gov.uk
	Leasehold Reform (collective enfranchisement) (counter notices) (England) Regulations 2002 No.3208		TSO		
	Leasehold Reform (notices) (amendments) No.2 (England) Regulations 2002 No. 3209		TSO		
	Commencement Order No.2 (England) 2003 No.1986 (C2)		TSO		

SUBJECT	TITLE	AUTHOR	PUBLISHER	ISBN	STATUS
STATUTORY INSTRUMENTS arising from 2002 Act	Leasehold Reform (enfranchisement and extensions) (England) Regulations 2003 No. 1989		TSO		All SI's can be viewed or D from www.hmso.gov.uk
	Leasehold Reform (collective enfranchisement & lease renewal) (amendment) (England) 2003 No. 1990		TSO		
	The Service Charges (consultation requirements) (England) Regulations 2003 No. 1987		TSO		
	The Right to Manage (prescribed particulars and forms) (England) Regulations 2003 No. 1988		TSO		
	The Right to Manage (memorandum and articles of association) (England) Regulations 2003 No.2120		TSO		
	LVT's (fees) (England) Regulations 2003 No. 2098		TSO		
	LVT's (procedure) (England) Regulations 2003 No.2099		TSO		
	C&LR Act 2002 (commencement No.3) Order 2003 No.2377 (C91)		TSO		
	The Service Charges (consultation requirements) (amendment) (England) Regulations 2004 No.2665		TSO		
	The Commonhold Regulations 2004 No.1829		TSO		
	The Commonhold (land registration) Rules 2004 No.1830		TSO		
	C&LR Act Commencement Order Number 4 2004 No.1832 (C76)		TSO		
	C&LR (commencement No.5 and saving and transitional provision) Order 2004 No.3056		TSO		
	The Right of Re-entry and Forfeiture (prescribed sum and period) (England) Regulations 2004 No.3086		TSO		
	The Landlord and Tenant (notice of rent) (England) Regulations 2004 No.3096		TSO		
	The Leasehold Houses (notice of insurance cover) (England) Regulations 2004 No.3097		TSO		
The Leasehold Valuation Tribunals (procedure) (amendment) (England) Regulations 2004 No.3098		TSO			

SUBJECT	TITLE	AUTHOR	PUBLISHER	ISBN	STATUS
STATUTORY INSTRUMENTS arising from 2002 Act	The Commonhold and Leasehold Act 2002 (Commencement No.6) (England) Order 2007 No.1256.				
	The Service Charges(Summary of Rights and Obligations and Transitional Provision)(England) Regulations 2007 No.1257		TSO		
	The Administration Charges (Summary of Rights and Obligations)(England) Regulations 2007 No.1258				
VARIATION OF LEASES	Variation of Leases		FPRA		

PART 2: PUBLISHER'S DETAILS FOR BIBLIOGRAPHY

NAME	ADDRESS	TELEPHONE	EMAIL	WEBSITE
AIMS	Astral House, 1268 London Road, London SW16 4ER	020 8765 7465	aims@ace.org.uk	www.ageconcern.org.uk/aims
ARHM	Southbank House, Black Prince Road, London SE1 7SJ	020 7463 0660	enquiries@arhm.org	www.arhm.org
ARMA	178 Battersea Park Road, London SW11 4ND	020 7978 2607	info@arma.org.uk	www.arma.org.uk
ASSET SKILLS	2 The Courtyard, 48 New North Road, Exeter EX4 4EP	01392 423399	exeter@assetskills.org	www.assetskills.org
CIH	Octavia House, Westwood Way, Coventry CV4 7LP	024 7685 1752	pubs@cih.org	www.cih.org/publications
CLG	Communities and Local Government, Eland House, Bressenden Place, London SW1E 5UD	020 7944 4400	contactus@communities.gsi.gov.uk	www.communities.gov.uk
COLLEGE OF ESTATE MANAGEMENT	White Knights, Reading, Berks RG6 6AW	0800 019 9697	info@cem.ac.uk	www.cem.ac.uk
COMPANIES HOUSE	Crown Way, Cardiff CF14 3UZ	0303 124 3500	enquiries@companies-house.gov.uk	www.companieshouse.gov.uk/about/guidance
ESTATES GAZETTE	1 Procter Street, London WC1V 6EU	020 7911 1700	sales@egi.co.uk	www.estatesgazettegroup.com
FPRA	PO Box 10271, Epping, CM16 9DB	0871 200 3324	info@fpra.org.uk	www.fpra.org.uk
HSE BOOKS	PO Box 1999, Sudbury, Suffolk CO10 2WA	01787 881165	hsebooks@prolog.uk.com	www.hsebooks.co.uk
JORDANS	21 St Thomas St, Bristol BS1 6JS	0117 923 0600	customerservice@jordanpublishing.co.uk	www.jordanpublishing.co.uk
LAND REGISTRY	32 Lincoln's Inn Fields, London WC2A 3PH	020 7917 8888		www.landregistry.gov.uk
LAW SOCIETY	The Law Society's Hall, 113 Chancery Lane, London WC2A 1PL	020 7242 1222	contact@lawsociety.org.uk	www.lawsociety.org.uk
LAWPACK	76 – 89 Alscot Road, London SE1 3AW	020 7394 4040		www.lawpack.co.uk

NAME	ADDRESS	TELEPHONE	EMAIL	WEBSITE
LC	London Councils, 59 ½ Southwark Street, London SE1 0AL	020 7934 9999	info@londoncouncils.gov.uk	www.londoncouncils.gov.uk/publications
LEASE	31 Worship Street, London EC2A 2DA	020 7374 5380	info@lease-advice.org	www.lease-advice.org
LEXIS NEXIS	Halsbury House, 35 Chancery Lane, London WC2A 1EL	020 7400 2868	orderline@lexisnexis.co.uk	www.lexisnexis.co.uk
LEMONS & CRANE	64 Highgate High Street, London N6 5HX	020 8348 8263	admin@lemosandcrane.co.uk	www.lemosandcrane.co.uk
NHF	Lion Court, 25 Procter Street, London WC1V 6NY	020 7067 1010	info@housing.org.uk	www.housing.org.uk
OUP	Great Clarendon Street, Oxford OX2 6DP	01865 556767	bookshop.uk@oup.com	www.oup.co.uk
OYEZ	Oyez House, 7 Spa Road, London SE16 3QQ	08450 175517	info@oyezstraker.co.uk	www.oyezformslink.co.uk
RICS BOOKS	Surveyor Court, Westwood Business Park, Coventry CV4 8JE	0870 333 1600	mailorder@rics.org	www.ricsbooks.com
RPTS	10 Alfred Place, London WC1E 7LR	0845 600 3178	rptscorporateunit@communities.gsi.gov.uk	www.rpts.gov.uk/pubs_and_forms
SWEET AND MAXWELL	Cheriton House, PO Box 2000, Andover, SP10 9AH	0845 600 9355	sweetandmaxwell.customerservices@thomson.com	www.sweetandmaxwell.co.uk
TOTTEL PUBLISHING	41-43 Boltro Road, Haywards Heath, West Sussex RH16 1BJ	01444 465500	customerservices@tottelpublishing.com	www.tottelpublishing.com
TSO	St Crispins, Duke St, Norwich NR3 1PD	0870 600 5522	customerservices@tso.co.uk	www.tsoshop.co.uk
WHICH? BOOKS	Castlemead, Gascoyne Way, Hertford SG14 1LH	01903 828557	mailorders@lbsltd.co.uk	www.which.co.uk

PART 3: LIST OF ORGANISATIONS

ACRONYM	NAME	ADDRESS	TELEPHONE	EMAIL & WEBSITE	DESCRIPTION
AIMS	Advice, Information and Mediation Service	Astral House, 1268 London Road, London SW16 4ER	020 8765 7465	aims@ace.org.uk www.ageconcern.org.uk/aims	Advice service for leaseholders of retirement schemes, other retired leaseholders and for rented sheltered housing.
ALEP	Association of Leasehold Enfranchisement Professionals	Southbridge House, Southbridge Place, Croydon, CR0 4HA	0845 225 2277	www.alep.org.uk	Database of accredited members
ARHM	Association of Retirement Housing Managers	Southbank House, Black Prince Road, London SE1 7SJ	020 7463 0660	enquiries@arhm.org www.arhm.org	Trade association for managers of retirement housing.
ARLA	Association of Residential Lettings Agents	Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG	01926 496800	info@arla.co.uk www.arla.co.uk	Professional body for landlords and managers of rented properties.
ARMA	Association of Residential Managing Agents	178 Battersea Park Road, London SW11 4ND	020 7978 2607	info@arma.org.uk www.arma.org.uk	Trade association for managers of long leasehold flats.
ASSET SKILLS	AssetSkills	2 The Courtyard, 48 New North Road, Exeter EX4 4EP	01392 423399	exeter@assetskills.org www.assetskills.org	Sector Skills council for property, housing, cleaning and facilities management.
BPF	British Property Federation	1 Warwick Row, 7 th Floor, London SW1E 5ER	020 7828 0111	info@bpf.org.uk www.bpf.org.uk	Trade association.
BRE	The Building Research Establishment	Bucknalls Lane, Garston, Watford WD25 9XX	01923 664000	enquiries@bre.co.uk www.bre.co.uk	Provide consultancy, testing, research and certification.
CAB	The Citizens Advice Bureau	Myddleton House, 115-123 Pentonville Road, London N1 9LZ	020 7833 2181	www.citizensadvice.org.uk	National free advice service.
CEM	College of Estate Management	White Knights, Reading, Berks RG6 6AW	0800 019 9697	courses@cem.ac.uk www.cem.ac.uk	Training centre for surveyors.
CIEH	Chartered Institute of Environmental Health	Chadwick Court, 15 Hatfields, London SE1 8DJ	020 7928 6006	info@cieh.org www.cieh.org	Professional body
CIH	Chartered Institute of Housing	Ocatvia House, Westwood Way, Coventry CV4 8JP	024 7685 1700	customer.services@cih.org www.cih.org	Professional body for social housing managers.
CML	Council of Mortgage Lenders	Bush House, North West Wing, Aldwych, London, WC2B 4PJ	0845 373 6771	webenquiries@cml.org.uk www.cml.org.uk	Trade association.

ACRONYM	NAME	ADDRESS	TELEPHONE	EMAIL & WEBSITE	DESCRIPTION
CSHS	Centre of Sheltered Housing Studies	1 st Floor, Elgar House, Shrub Hill Road, Worcester WR4 9EE	01905 21155	cshs@cornwall.ac.uk www.cshs.co.uk	Training organisation For housing-related support services
CLG	Communities and Local Government	Eland House, Bressenden Place, London SW1E 5DU	020 7944 4400	contactus@communities.gov.uk www.communities.gov.uk	Government department for leasehold reform.
EAC	Elderly Accommodation Counsel	3 rd Floor, 89 Albert Embankment, London SE1 7TP	020 7820 1343	enquiries@eac.org.uk www.eac.org.uk www.housingcare.org	Advice service for older people's housing choices.
EROSH	The Essential Role of Sheltered Housing	PO Box 2616, Chippenham SN15 1WZ	01249 654249	info@shelteredhousing.org www.shelteredhousing.org	Membership body for sheltered housing providers.
FPRA	Federation of Private Residents' Association	PO Box 10271, Epping, CM16 9DB	0871 200 3324	info@fpra.org.uk www.fpra.org.uk	Membership body for residents' associations.
HBF	Home Builders Federation	1 st Floor, Byron House, 7-9 St James Street, London SW1A 1DW	020 7960 1600	info@hbf.co.uk www.hbf.co.uk	Trade association.
HCA	Homes and Communities Agency	110 Buckingham Palace Rd, London, SW1W 9SA	0300 1234 500	mail@homessandcommunities.co.uk www.homesandcommunities.co.uk	National housing and regeneration agency
HOS	Housing Ombudsman Service	81 Aldwych, London, WC2B 4HN	020 7421 3800	info@housing-ombudsman.org.uk www.ihos.org.uk	Ombudsman for housing associations, commonhold associations and private companies.
HSE	Health and Safety Executive	Caerphilly Business Park, Caerphilly, CF83 3GG	0845 345 0055	hse.infoline@natbrit.com www.hse.gov.uk	National body to protect people at work from risks to health and safety
IRPM	Institute of Residential Property Management	178 Battersea Park Road, London SW11 4ND	020 7622 5092	info@irpm.org.uk www.irpm.org.uk	Professional body for managers of residential blocks.
LEASE	The Leasehold Advisory Service	2 nd Floor, 31 Worship Street, London EC2A 2DX	0207 374 5380	info@lease-advice.org www.lease-advice.org	Advice service for leaseholders, landlords and managers.
NAEA	National Association of Estate Agents	Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG	01926 496800	info@nfopp.co.uk www.naea.co.uk	Professional body for estate agents.
NHBC	National House-Building Council	NHBC House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP	0844 633 1000	cssupport@nhbc.co.uk www.nhbc.co.uk	Warranty scheme for new homes.
NHF	National Housing Federation	Lion Court, 25 Procter Street, London WC1V 6NY	020 7067 1010	info@housing.org.uk www.housing.org.uk	Membership body of housing associations.
PMAS	Property Managers Association Scotland	2 Blythswood Square, Glasgow G2 4AD	0141 248 4672	pmas@brodies.co.uk www.pmas.org.uk	Trade association.

TRS	The Rent Service	M0701 Durham House, Washington, Tyne and Wear, NE38 7SD	0845 026 4696	customer.services@therentservice.gov.uk www.therentservice.gov.uk	Executive agency for rental valuation services in England.
RICS	Royal Institution of Chartered Surveyors	RICS Contact Centre, Surveyor Court, Westwood Way, Coventry CV4 8JE	0870 333 1600	contactrics@rics.org www.rics.org	Professional body for surveyors.
RPTS	Residential Property Tribunal Service	10 Alfred Place, London WC1E 7LR	0845 600 3178	rptscorporateunit@communities.gsi.gov.uk www.rpts.gov.uk	Central contact for LVTs and rent assessment panels.
TSA	Tenants Services Authority	Maple House, 149 Tottenham Court Rd, London, W1T 7BN	0854 230 7000	www.tenantservicesauthority.org.uk	Regulator of housing associations
WELSH ASSEMBLY	National Assembly for Wales	Cathays Park, Cardiff CF10 3NQ	0845 010 3300	assembly.info@wales.gsi.gov.uk www.wales.gov.uk	The devolved government for Wales.

PART 4: MAGAZINES

TITLE	FREQUENCY	PUBLISHER	TELEPHONE	COMMENTS
ARMA QUARTER DAY	Quarterly	ARMA, 178 Battersea Park Road, London SW11 4ND	020 7978 2607	Free to all members
INSIDE HOUSING	Weekly	Inside Communications, 1 Canada Square, 19 th Floor, Canary Wharf, London E14 5AP	020 7772 8300	www.insidehousing.co.uk editorial@insidehousing.co.uk
ESTATES GAZETTE	Weekly	Estates Gazette, 1 Procter Street, London WC1V 6EU	020 7911 1900	www.egi.co.uk estates.gazette.subs@qss-uk.com
THE SURVEYOR	Weekly	Hemming Group, 32 Vauxhall Bridge Road, London SW1V 2SS	020 7973 6694	www.surveyormagazine.com
CML News & News	Fortnightly	Council of Mortgage Lenders, Bush House, North West Wing, Aldwych, London, WC2B 4PJ	0845 373 6771	www.cml.org.uk
HOUSEBUILDER	Monthly	Housebuilder Publications Ltd, Byron House, 7-9 St James Street, London SW1A 1DW	020 7960 1630	Free to all NHBC registered builders; info@house-builder.co.uk , www.house-builder.co.uk .
THE ESTATE AGENT	10 per year	NAEA, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG	01926 496800	www.naea.co.uk info@naea.co.uk
THE NEGOTIATOR	Fortnightly	Media Group, 1 Canada Square, 19 th Floor, Canary Wharf, London E14 5AP	020 7772 8300	www.negotiator-magazine.co.uk
ESTATE AGENCY NEWS	Monthly	Estates Press Limited, Keenans Mill, Lord Street, St Annes-on Sea, Lancashire FY8 2ER	01253 783221	www.estateagencynews.co.uk enquiries@estateagencynews.co.uk

PART 5: WEBSITES

ORGANISATION	WEBSITE ADDRESS	CONTENT
ASSOCIATION OF RESIDENTIAL MANAGING AGENTS	www.arma.org.uk	List of member organisation, downloadable publications, news & events, training and qualifications.
ASSOCIATION OF RESIDENTIAL LETTINGS AGENTS	www.arla.co.uk	List of agents, tenancy publications, code of practice, news & events.
ASSOCIATION OF RETIREMENT HOUSING MANAGERS	www.arhm.org	List of member organisations, events and publications.
BUILDING RESEARCH ESTABLISHMENT	www.bre.co.uk	FAQs on components, defects, repairs with references for answers. Search published guides by subject e.g. construction.
BUSINESS LINK	www.businesslink.gov.uk	Free advice and support for small/medium businesses
CHARTERED INSTITUTE OF HOUSING	www.cih.org.uk	Housing news for social sector, training and events.
CITIZENS ADVICE	www.citizensadvice.org.uk	Online advice service. Find your local bureau.
COMMUNITIES AND LOCAL GOVERNMENT	www.communities.gov.uk/housing	Consultation papers, factsheets on current bills, news releases. Also section on planning, fire safety and local government.
E POLITIX	www.expolitix.com	Lists comments by MPs and lobbying organisations on latest issues and legislation. Search for issues at Westminster, Welsh and Scottish assemblies, EU and GLA.
FEDERATION OF PRIVATE RESIDENTS' ASSOCIATION	www.fpra.org.uk	Non-profit making advice, support and lobbying organisation.
GOVERNMENT HOUSING ADVICE	www.direct.gov.uk/en/homeandcommunity/index.htm	A-Z of central government and local councils, database of official forms.
HOUSINGNET	www.housingnet.co.uk	Database of all housing associations and local authorities. Gives names and contact details of chief officers and department heads.
HOUSING OMBUDSMAN SERVICE	www.ihos.org.uk	Online application, list of landlords that are members of service, case report summaries.
HSE	www.hse.gov.uk	Best source of guidance. Special areas on asbestos, working at height.
INSIDE HOUSING	www.insidehousing.co.uk	Latest news with social housing bias. Database of current housing job vacancies.
LAND REGISTRY	www.landregistry.gov.uk	Report on residential property prices and online research of titles. For leases gives brief details of lease, plan of property, who owns, mortgage lender.
LANDS TRIBUNAL	www.landstribunal.gov.uk	Download forms, view decisions from 2000.
LEASEHOLD ADVISORY SERVICE	www.lease-advice.org	Download LEASE publications. Summaries of LVT decisions in 3 categories: RTM, enfranchisement and service charges, S20 etc.

ORGANISATION	WEBSITE ADDRESS	CONTENT
NATIONAL HOUSING FEDERATION	www.housing.org.uk	Latest news for social housing, online bookshop, some free briefing notes on housing topics.
PARLIAMENT	www.parliament.uk	Official report of proceedings in both houses, lists today's business, reports of debates including committees of previous day are on the website at 8am the next day. Texts of current bills and proposed regulations.
OFFICE OF PUBLIC SECTOR INFORMATION	www.opsi.gov.uk	Download any Act from 1988 or statutory instrument from 1987. For current bills see Parliament above.
RESIDENTIAL PROPERTY TRIBUNAL SERVICE	www.rpts.gov.uk	Download application forms, download guidance notes for service charge cases, enfranchisement, resident association recognition, rent assessment cases, view LVT decisions.
RESPECT	www.respect.gov.uk	Government website with advice on dealing with anti-social behaviour
ROYAL INSTITUTION OF CHARTERED SURVEYORS	www.rics.org	Online bookshop, news releases, find-a-surveyor link.
SHELTER	www.shelter.org.uk	Housing advice online, bookshop, press releases.
THE LAW COMMISSION	www.lawcom.gov.uk	Publication of list of current projects.
THE STATIONERY OFFICE	www.tsoshop.co.uk	Online bookshop for all government publications, FSA guides, national statistics.