



a real career in **property** management

"A growing service sector where rewards can be great for those willing to learn, develop and take on responsibility"



**BRINGING
PEOPLE AND
PROPERTY
TOGETHER**

A CAREER THAT KEEPS GROWING...

THE SECTOR

There are now over 1.5 million flats in England and Wales that are owned on long leaseholds and this number is growing by 80,000 a year.

No other service sector is seeing its growth being fuelled quite so much by the Government's housing policy as the management of the buildings and estates that these flats make up.

The leasehold system of ownership means that the structure, common areas and services provided to residents need a professional property manager to look after them.

THE ROLE

The property manager works for the organisation that owns the freehold of the property which in turn has granted long leases to the residents. This means your ultimate customers are the residents who will have a high expectation of the services you deliver.

A property manager will need to be able to budget and account for costs, deal with issues of repair and maintenance, cope with problems raised by residents and understand the legal framework in which this all happens.

It is like being an accountant, surveyor, social worker and lawyer all rolled into one.

THE PROSPECTS

As with all professions the work can be demanding but the rewards can be great for those willing to learn, develop and take on responsibility.

Graduate property managers can expect to command starting salaries of between £18-£25,000 and administrative and support staff entering the sector at between £12-£22,000. Often the employment package includes other benefits - where appropriate even a car but that is because you will be expected to get around and visit the properties you manage.

QUALIFICATIONS LEAD TO PROMOTION

To be a recognised professional you need recognised qualifications. In the long leasehold sector these are provided by the Institute of Residential Property Management and its examination process. Founded in 2002, the IRPM offers enhanced career prospects and promotion through its qualifications structure.

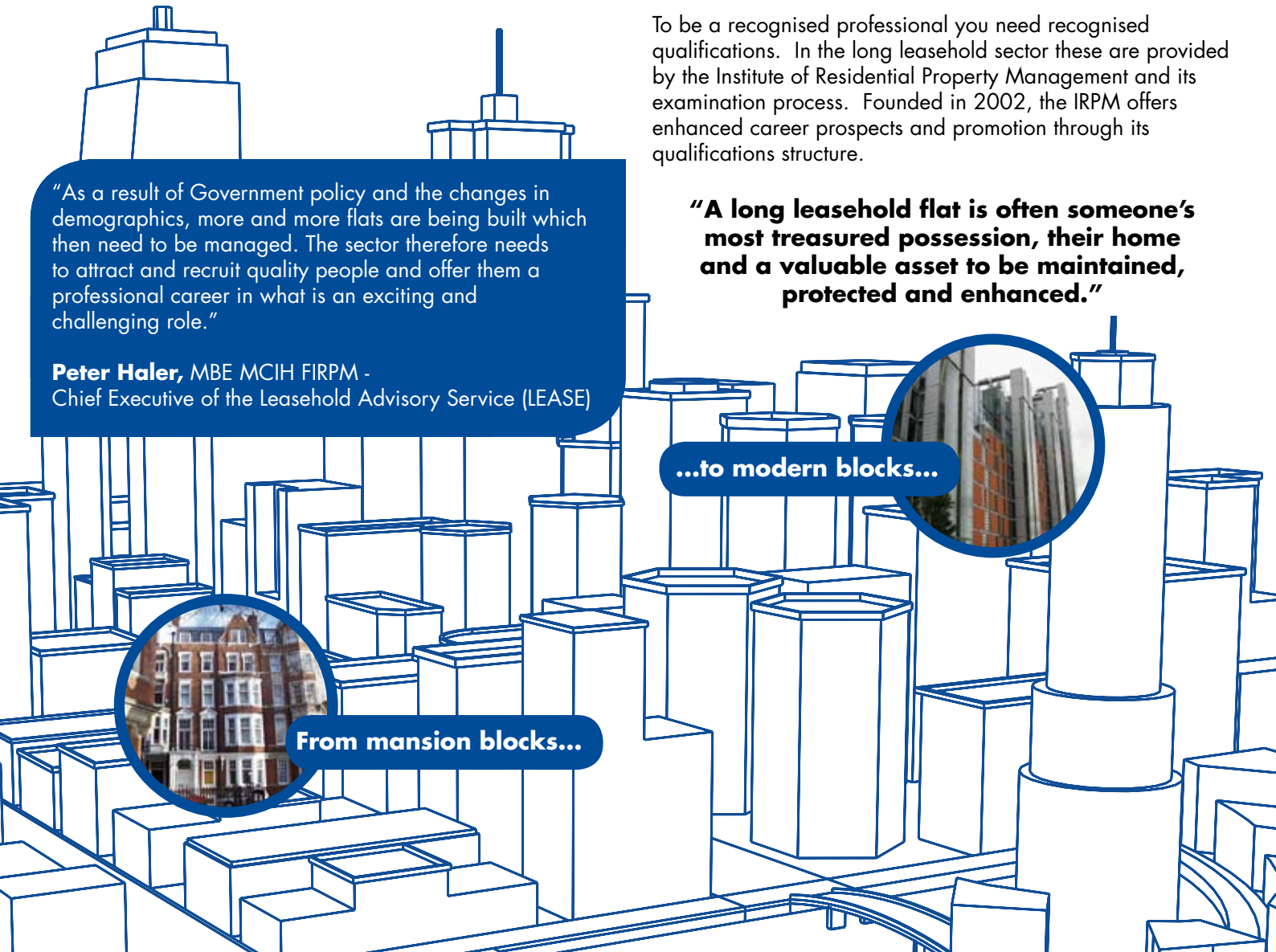
"As a result of Government policy and the changes in demographics, more and more flats are being built which then need to be managed. The sector therefore needs to attract and recruit quality people and offer them a professional career in what is an exciting and challenging role."

**Peter Haler, MBE MCIH FIRPM -
Chief Executive of the Leasehold Advisory Service (LEASE)**

"A long leasehold flat is often someone's most treasured possession, their home and a valuable asset to be maintained, protected and enhanced."

...to modern blocks...

From mansion blocks...



IS PROPERTY MANAGEMENT FOR YOU?



Do you enjoy dealing with a variety of people?

Montevetro in Battersea employs a total of 11 in-house staff with whom the property manager regularly liaises.



Would you like to be involved in practical issues?

As a property manager, you will not be desk bound. Your duties will range from dealing with contractors on maintenance issues, instructing landscape gardeners, to liaising with surveyors on major works.

WHAT DO PEOPLE IN THE BUSINESS HAVE TO SAY?

After fifteen years in the Catering Industry and four years in the Retail Industry, I needed a fresh challenge. I have now made a career in residential management as I enjoy helping people, providing a service and dealing with people at all levels.



David Mendelsson, Assistant Property Manager

I enjoy the diversity of my role, fresh challenges daily, meeting a variety of people and, most important of all, I am not desk bound and I never stop learning.

Karen Wilson MIRPM, Associate Director



After my Business Studies degree, I came across an opportunity to work in property on the management side. Having to develop an understanding of the legal, financial and practical complexities, I found I could use the intellectual skills learned during my degree course. Attending regular training courses, I have gained industry-standard certification with the IRPM and am proud to say I now lead a small team of people, all within four years.

Wale Oladunjoye AIRPM, Estate Manager

I left my job as secretary to the M.D, of a firm of Chartered Surveyors to have children and rejoined on a part time basis some 8 years later. Since then I have not looked back! I am now a Senior Property Manager and cannot think of a better profession to be in where, through ARMA and the IRPM examination process, individuals have extremely good career prospects, are recognised for their achievements and are very sought after in the sector.

Karen Combellack MIRPM, Senior Property Manager



"A good managing agent working closely with the freeholder and lessees can ensure a happy and harmonious community."

...to marinas - the properties you manage will be varied.



The main reason I like working in the Property Services department of residential management is that it is always varied – you rarely have the same challenge twice. My work is essentially administration but administration with a difference!

Karen Lyne, Property Services Administrator



My degree in Media & Film Studies did not appear to produce a suitable job other than with a very poor salary package. I selected an industry which would allow me to progress financially, develop into a well rounded professional, one that would be thriving for many years and containing many avenues and opportunities. As a once bewildered post graduate, residential management has helped me get a foothold on the ladder to success.

Andy Soteriou AIRPM, Senior Property Manager



INDUSTRY INVOLVEMENTS



ARMA's annual national conference attended by over 500 delegates.

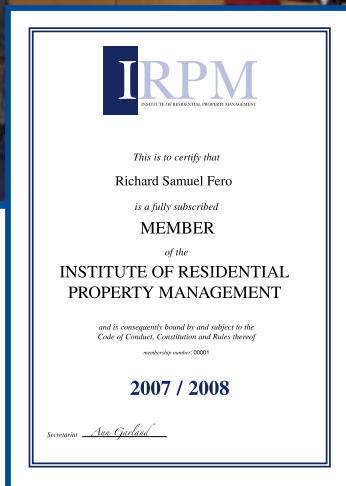
About ARMA

Formed in 1991, ARMA is the only trade body in England and Wales to focus exclusively on matters relating to the block or estate management of residential long leasehold property. With over 185 corporate members managing in excess of 750,000 units in an estimated 30,000 blocks of flats or estates, the Association's founding principal aims are to represent the interests of and to improve service standards for lessees and landlords alike.



An IRPM seminar - an opportunity to have your say.

Professional Qualification - Recognition.



Having fun winning the ARMA Annual Award.

About IRPM

The Institute of Residential Property Management was formally inaugurated in January 2002 as a means of delivering a portable professional qualification in residential property management, available to anyone working in the sector and one which would be accepted by all those operating within it. The IRPM has a hierarchy of membership grades, Fellow, Member, Associate and Affiliate, based on defined criteria.

WANT TO KNOW MORE ABOUT A CAREER IN PROPERTY MANAGEMENT?

WWW.ARMA.ORG.UK

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