



# 2021 IN REVIEW

Emerging from the pandemic, ARMA has continued its success story by growing its membership, expanding its training offering and being a driving force behind a number of key industry successes in the leasehold management sector:

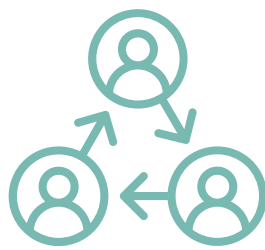


## ARMA Membership Growth



# 340

Managing agent Member and Associate firms, welcoming **14** new managing agents to membership in 2021, representing **40%** of the market in England and Wales.



# 175

Partner, Network & RMC/RTM firms.

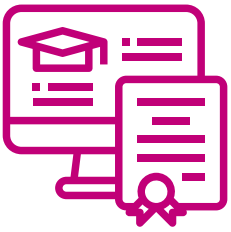


# 1.5m

Homes under management (up from **700,000** in 2014) by ARMA Members, representing around **50%** of private sector leasehold properties and **3.4** million people.

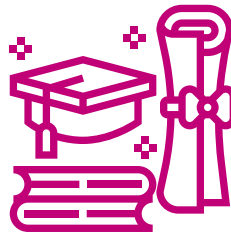


## ARMA Training Courses



# 59

Training Courses delivered delivered online.



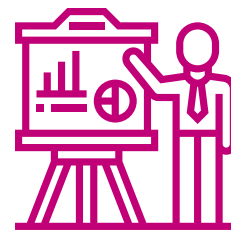
# 1,707

Upskilled themselves, totalling **8,028** CPD hours.



# 270

Hours of training provided.



# 6

New Training Courses and Webinars launched.



## ARMA COVID-19 Crisis Support



# 12

Email updates featuring advice, guidance & news.



# 4

Quarterly video calls with membership providing updated on the pandemic and its impact on the industry.



# 2

Best Practice Guideline document published for property managers, sector suppliers and business owners, including guidance on working safely during the pandemic and returning to work safely.



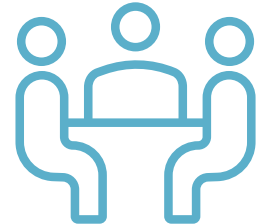
## Industry Success



26 meetings with Government on cladding and 10 with Cladding Actions Groups. Helped secure the additional **£3.5 billion** to aid the remediation of buildings over 18 metres with unsafe cladding.



ARMA and IRPM merger approved by members and underway. The new company will expand its offering to both sets of members and be a larger voice when speaking to Government and the industry.



Extensive lobbying with Government and the industry throughout the year, including **29** meetings with MPs.



Extensive TV, radio and media appearances including coverage in The Telegraph, The Guardian, The Times & Sunday Times, BBC Radio 4 You and Yours and BBC News.



Supreme Court intervention in a landmark 'Right to Manage' legal case.



ARMA's Regional Briefings took place online in April and its flagship Annual Conference also returned as an online event in October.

For more information on ARMA and membership benefits, visit [www.arma.org.uk](http://www.arma.org.uk), follow our updates on [LinkedIn](#) and [Twitter](#), and check out our [YouTube Channel](#)

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