



ARMA Autumn Training Programme 2023

This Autumn we're offering our biggest training programme yet, with a selection of courses covering all areas of your business. From introducing new-starters to residential property management, to offering legal and financial help on reading leases and service charge accounting, our training will keep you in the know. We also have several new courses covering the new building safety regime.

Courses are open to ARMA, IRPM and non-ARMA members, and ARMA and IRPM members can take advantage of discounted ticket prices.

ARMA members can also benefit from our block booking discount. **Purchase 10 training credits and receive a 20% discount.** If you have questions about ARMA training please contact: training@arma.org.uk.

All courses online unless stated otherwise.



Residential Leasehold

TC1: Introduction To Residential Property Management

Trainer: Jackie Dickens – Housing Network

A six-hour online webinar run over two sessions, this interactive training course is an ideal starting point for those beginning their journey in residential leasehold property management. It will provide an overview of the essential knowledge and processes required to effectively manage a leasehold block.

**BOOK
NOW**

Autumn Dates

11th/12th September – 1pm to 4pm

13th/14th November – 9:30am to 12:30pm

TC111: Managing Mixed-Use Developments

Trainers: Michael Maunder-Taylor/Bruce Maunder-Taylor – Maunder Taylor

Residential and commercial management: an excellent knowledge of one does not imply a competence to handle the other.

This six-hour online webinar run over two sessions will examine the practical difficulties imposed by the different statutory and regulatory regimes for commercial and residential property. The course utilises a hypothetical development of mainly residential (leasehold flats and freehold houses) and commercial units (shops and offices) with shared elements where the landlord has appointed one agent to manage all.

**BOOK
NOW**

Autumn Dates

9th/10th October – 1pm to 4pm

TC46: Basic Building Construction And Common Defects

Trainer: Neil Maloney – MyHomeSurveyor

An introductory one-day course covering the basic elements of traditional and low-rise residential construction. It will help you understand the construction elements of a building and some of the more typical defects you can find in them. It's not designed to convert property managers into building surveyors, but it will give you more confidence in your professional reporting, advice and discussions with contractors.

**BOOK
NOW**

Autum Dates

28th September – 9:30am to 4pm

Location: In person at the ARMA Wimbledon Office

TC68: Communal Heating For Apartment Blocks

Trainer: Rupert Mackay – Manging Director Data Energy

This 3.5 hour training session is essential for any managing agent with a new-build block. Looking closely at the evolving energy landscape and new challenges affecting managing agents' responsibilities, this bespoke and practical course will provide attendees with specific knowledge to ensure compliance under the Heat Network (Metering and Billing) Regulations 2014. The forum will be a fantastic opportunity to discuss specific scenarios and gain professional advice on CHP and Heat Networks relative to individual experiences.

**BOOK
NOW**

Autum Dates

21st of September – 9:30am to 12:30pm



TC105: Complaints Handling

Trainer: Lesley Horton – Deputy Ombudsman TPO

The property business is a people business, and good business means you will deal with a range of people. Inevitably some of those people will be dissatisfied and will make complaints.

The aim of this course is to help you and your team understand how best to deal with complaints to repair the relationship between your organisation and the complainant, so that great customer relations can be built and maintained.

**BOOK
NOW**

Autum Dates

22 November – 10:00am to 12:30pm

TC109: How to Work Effectively with Housing Associations

Trainer: Steve Michaux – Consultant – iro: People Performance Insight

This course will teach you how to navigate working with a Housing Association. Find out how to get your invoices paid. Understand how a Housing Association is structured, how they work and what they prioritise. Identify the key decision makers and gatekeepers within a Housing Association to unblock problems. Through interactive discussion participants will gain insider's knowledge and have their specific situations expertly addressed.

**BOOK
NOW**

Autum Dates

10th/11th October – 9:30am to 12:30pm

TC97: Counting the Cost

Trainers: Lisa Warren – RMG/Neil Maloney – MyHomeSurveyor

A six-hour online webinar, run over two sessions, this practical workshop is intended to explore the liability for providing a reserve fund in residential management and the rules governing its accumulation and use.

You should attend this course if you are responsible for advising clients on whether or not to use reserve funds and for the calculation behind their accumulation.

Autumn Date: TBC

For details please email training@arma.org.uk

Legal

TC27: Section 20

Trainer: Jackie Dickens – Housing Network

Run over two sessions, this practical workshop will cover the requirements and procedures of Section 20 (Qualifying Works and Qualifying Long-term Agreements), dispensation, OJEU Public Notices and the growing body of case law.

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Autumn Dates

4th/5th October – 1pm to 4pm

11th/12th December – 9:30am to 12:30pm

TC39: Reading Leases

Trainers: Richard Bagwell – Stephens Scown / Barnaby Hope – Selborne Chambers

This six-hour online webinar run over two sessions, teaches you how to read leases constructively and understand the practical application of the principles, gleaning the essential knowledge to format a bible for each managed property. You will understand the practical application of the principles with breakout sessions during the day.



Autumn Date

26/27th October – 9:30am to 12:30pm

TC59: Managing Your First Portfolio – Legal Workshop

Trainer: Cassandra Zanelli – PMLS

Being a property manager is a demanding job; on any given day you can be required to demonstrate a variety of skills and knowledge. In this interactive legal workshop, we'll explore some of the common legal challenges that you might face and how to deal with them. This workshop will be based around a fictional block and a copy of its specimen lease and Articles of Association will be provided to all delegates for 'pre-reading'.



Autumn Dates

23rd/24th/25th October – 10am to 12pm

TC98: Granting Consent and Licenses to Alter

Trainer: Richard Bagwell – Stephens Scown / Barnaby Hope – Selborne Chambers

Property managers dealing with leasehold properties will often be faced with situations where a leaseholder has asked for permission to carry out work to their flat, or to sub-let the flat to another person, or even for permission to have an animal in the property. They will also have to deal with cases where a leaseholder has not asked for permission but has just gone ahead and done something forbidden by their lease. Knowing when permission is required and the basis for giving or refusing consent is an important part of residential leasehold management. This half-day course will give property managers confidence to deal with requests for consent in an efficient and lawful manner.



Autumn Dates: TBC

30th November – 9:30am to 12:30pm

TC100: Company Law Basics for Management Companies

Trainer: Cassandra Zanelli – PMLS

Residents' Management Companies and RTM companies are subject to the same rules and regulations as all other limited companies. With corporate-based challenges from members on the increase, it is important that managing agents are familiar with company law basics. At the request of members, ARMA has designed an interactive workshop focusing on the fundamentals of company law for management companies and troubleshooting some of the most common issues and challenges that managing agents face.



Autumn Dates

12th October – 9:30am to 12:30pm

TC102: Company Directors and Secretarial Duties and Responsibilities

Trainer: Cassandra Zanelli - PMLS

Residents' Management Companies and RTM companies are subject to the same rules and regulations as all other limited companies in England and Wales. This online training course highlights the key responsibilities and duties of Company Secretaries and Directors in relation to RMCs and RTM companies.



Autumn Dates

20th/21st November - 9:30am to 12:30pm

Health and Safety

TC53: Managing Contractors and Implementing CDM 2015

Trainers: Mark Snelling - ARMA H&S Consultant / Neil Maloney - MyHomeSurveyor

A six-hour online webinar, run over two sessions, covering a managing agents' duties under the Health and Safety at Work etc. Act 1974 when instructing or employing contractors and the duties under the Construction (Design and Management) Regulations 2015 when the work 'requires construction skills and uses construction materials'. It will help you understand your legal duties and will explain what actions you need to take to comply with those duties.

Please note that this course will not address Section 20 issues which is the subject of a separate course.



Autumn Dates

18th/19th/20th September - 9:30am to 12:00pm

TC62: Fire Safety Management (Senior Level) for Residential Managing Agents

Trainers: Mark Snelling - ARMA H&S Consultant / Cassandra Zanelli - PMLS

A six-hour online webinar, run over two sessions for directors and senior managers responsible for fire safety management in residential blocks of flats.

The course explains the guidance given in ARMA's ['Fire Safety Management in Flats'](#) publication and provides leasehold and legal tools that can be used to enforce leaseholder fire safety compliance.

This course will NOT enable you to:

- Provide safety assistance as required by Regulation 18 of the Regulatory Reform (Fire Safety) Order 2005, or;
- Undertake a fire risk assessment as required by Regulation 9 of the Regulatory Reform (Fire Safety) Order 2005.



Autumn Dates

11th/12th/13th October - 2pm to 4:30pm

TC108: Introduction to the Building Safety Act

Trainer: Shaun Lundy - Tetra

This course delivers guidance on managing buildings in scope under the Building Safety Act 2022. Through interactive and engaging contents participants will gain confidence in delivering positive building safety outcomes in their areas of responsibilities.



Autumn Dates

15th/16th November - 9:30am to 12:30pm



TC107: The Building Safety Act and Higher Risk Buildings (Advanced Level)

Trainers: Mark Snelling – ARMA H&S Consultant / Cassandra Zanelli – PMLS

This course will cover the practicalities and details of the new building safety regime providing a more focused and forensic look at what the new Building Safety Act means for company directors and senior property managers who will be involved in preparing their companies for the new regime.

BOOK NOW

Autumn Dates

25th/26th/27th September – 9:30am to 12:30pm

31st October/1st/2nd November – 9:30am to 12:30pm

TC110: Leaseholder Protections and Landlord's Certificates and Leaseholder Deeds of Certificate

Trainer: Cassandra Zanelli – PMLS

A half day course exploring the leaseholder protections under the Building Safety Act, covering

1. Relevant buildings and the exclusions
2. Qualifying leases at the qualifying time
3. Relevant defects and relevant works
4. Associated companies
5. The statutory waterfall under schedule 8
6. Landlord's certificates
7. Leaseholder deeds of certificate

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Autumn Dates

26th September – 1:30pm to 4:30pm

W12: Flat Front Doors (Conducting Basic Fire Door Checks)

Trainer: Shaun Lundy – Tetra

This training course delivers instruction on how to conduct basic fire door checks under Regulation 10 of the Fire Safety (England) Regulations 2022.

It will aim to enable those with the responsibility for conducting routine fire door checks to appreciate the purpose and role of a fire door and how to identify common faults in fire doors for remediation.

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Autumn Dates

11th September – 10am to 12pm

20th September – 1pm to 3pm

9th October – 10am to 12pm

(More Dates TBC – Check website for more information)

Accounting

TC44: Introduction to Accounting for Service Charges

Trainer: Lisa Warren – RMG

A six-hour online webinar, run over two sessions walking through the financial year of a property. This course is aimed at individuals with less than 18 months' experience in the industry.

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Autumn Dates

20th/21st September – 1pm to 4pm

TC11: Guidance on Accounting for Service Charges

Trainer: Lisa Warren - RMG

A six-hour online webinar, run over two sessions addressing best practice and legislative requirements at a senior level when accounting for service charges.



Autumn Dates

30th/31st October - 9:30am to 12:30pm

TC106: Effective Arrears Management and Navigating the Cost-of-Living Crisis

Trainer: Jonathan Coles - PDC

This course deals with providing you with the tools to complete arrears recovery in an effective and professional manner, while also taking into account the challenges both leaseholders and clients face in the current cost of living crisis.

Autumn Date: TBC

For details please email training@arma.org.uk

Insurance

TC82: Insurance in Residential Leasehold Management

Trainer: Insurety

The Introduction to Insurance course is designed to provide property management staff with a sound knowledge of the insurance industry within the residential leasehold sector. The course will provide useful information to enable your staff to provide knowledge-based advice to clients in line with UK regulatory standards.

Autumn Date: TBC

For details please email training@arma.org.uk

Human Resources and Wellbeing

TC83: Developing Resilience

Trainer: Shelley Jacobs - MLM

The speed of change in business today, especially in property management, can be very overwhelming. We are constantly bombarded with new challenges, new information, new technologies, new threats and new opportunities alongside the ever-increasing expectations of leaseholders and clients. This practical and highly engaging three-day webinar (two hours a day) provides delegates with a range of tools and techniques to develop and maintain their own resilience, providing significant benefits to mental, physical and emotional well-being.



Autumn Dates

18th/19th/20th October - 10:00am to 12:00pm



TC84: Developing Leadership

Trainer: Shelley Jacobs – MLM

In a sector rife with high employee turnover, managing people in today's complex world of work, especially in property management, has reached crisis point. High employee stress levels, lack of engagement and high levels of absenteeism requires managers and leaders to significantly up their game in order to have the necessary skills to be able to deliver an excellent employee experience. Managers/leaders have the responsibility to create a healthy working environment, a positive culture, and have a shared responsibility for the future success of their business. This interactive and engaging webinar, run over three days (2.5 hours a day). covers practical solutions to today's leadership challenges and the resources to develop resilient, engaged and trusting teams.



Autumn Dates

27th/28th/29th November 9:30am to 12:00pm

TC104: Effective Time Management

Trainer: Shelley Jacobs – MLM

This practical and highly engaging half-day course provides delegates with a range of tools and techniques to use time more effectively, providing significant benefits to work output, mental well-being, work-life balance and motivation.



Autumn Dates

3rd November 9:30am to 12:30pm



Association of Residential Managing Agents (ARMA) – now part of The Property Institute

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