

KENSINGTON AND CHELSEA HAS SEEN ANNUAL PRICE GROWTH OF 11%. Source: The Land Registry



MANAGEMENT JACK OF ALL TRADES, MASTER OF ALL

Jonathan Channing says professional learning is the key to good property management.



“LEASEHOLD MANAGEMENT IS A DAMN DIFFICULT JOB”

said David Hewett at ARMA's 16th Annual Conference. It certainly is. RMC clients in particular have very high expectations of their managing agent - and they expect a great deal from their appointed property manager. They want a building maintenance expert, health & safety guru, accounts whizz, legal eagle, dispute mediator, rocket scientist... a Jack of all Trades, Master of all.

How do property managers become what clients need and desire? It is not enough for property management companies to recruit carefully, they also need to proactively develop their property managers into multi-skilled employees and encourage and support their continued learning.

The Institute of Residential Property Management (IRPM)

provides a unique path to sought-after qualifications for those who study for and pass the technically-based Part 1 and Part 2 examinations. Whilst many clients will only consider instructing a managing agent with ARMA or RICS membership, increasingly clients are looking for a firm with well-rounded property managers who are IRPM qualified. Recruiters are telling candidates to 'get IRPM qualified' or else!

Since 1 January 2011, CPD (Continued Professional Development) has become compulsory for Associates, Members and Fellows of the IRPM. CPD should form a part of a personal development plan and relate to the theory and practice of the professional services offered to clients. The IRPM Code of Professional Conduct requires every member to maintain and improve his or her professional knowledge

and at the same time conduct themselves in a manner befitting a property professional. This is exactly what the client wants too.

First class "soft skills" are crucial if property managers are to consistently please their customers. You might know CLRA 2002 back to front but if you cannot remain calm when an irate leaseholder is panicking about their collapsing ceiling, then you have still got a lot to learn. Working on your soft skills can certainly form part of your annual CPD.

Clients need property managers to have excellent interpersonal skills and be technically proficient. We regularly invite experts in their fields to provide technical and practical knowledge property managers crave - whether that is in respect of insurance revaluations, water hygiene, fire safety, lift maintenance, or company secretarial. These

First class "soft skills" are crucial if property managers are to consistently please their customers

sessions arm property managers to more expertly deal with client queries and give sound advice - and at the very least they provide property managers with direct access to industry experts to consult as and when required. In this way, the property management industry is becoming more professional - that's just what the client wants.

Jonathan Channing MSc (Hons), AssocRICS, FIRPM is a Director of Farrar Property Management.

cardoemartin
chartered building surveyors

building... property... value...
experts in block management building surveying services

- Major works
- Defects diagnosis
- Planned maintenance reports
- Fire insurance valuations
- Licences to alter
- Party walls

RICS

email: enquiries@cardoemartin.co.uk
web: www.cardoemartin.co.uk
phone: 020 7563 8900
address: 95 Wigmore Street,
London, W1U 1QW