



Sebastian O'Kelly
14th January 2015

Dear Sebastian,

We are now in the final stages of processing ARMA-Q applications, and once this has been completed we will be publishing a list of all members who have successfully achieved accreditation. Of course we are meanwhile encouraging those members to publicise their accreditation themselves and many of them are doing so.

At this stage we will not be publishing members who have not achieved accreditation. Our aim has always been to ensure that as many of our members as possible achieve accreditation. We have always said that we would work with companies where necessary to achieve this. We are creating a new class of involvement with ARMA, called Associate. Member companies who do not achieve accreditation will be offered Associate status in order to work towards accreditation. They will have a grace period until the 31st December 2015. During this period they will not be permitted to display the ARMA Logo, or to describe themselves as ARMA members. After this, if they are not successfully accredited, they will be asked to leave.

There will be only one category of ARMA membership. Only those who are accredited will be able to call themselves members. They will need to demonstrate their continuing compliance with the Consumer Charter and Standards (which are available on our website - www.arma.org.uk) through audit and scrutiny by our independent regulator. Residents whose managing agents are ARMA-Q accredited will be able to refer to our website to ascertain the details of those standards.

We would encourage all managing agents that are eligible to apply for ARMA-Q as we want this to be a "badge of quality" and something that will set them apart from other, non accredited firms.

Telephone 020 7978 2607
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The Association of Residential Managing Agents Ltd
178 Battersea Park Road, London SW11 4ND

Company Limited by Guarantee
Registered in England No. 5128635 at the above address

VAT Number: 707 3118 58



From this point forward all new applications for membership will have to comply with our Consumer Charter and Standards, as well as meet all other entry requirements.

Kind regards,

Michelle Banks
CEO

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