



Homes 2019

Professionalising the sector

Andrew Bulmer

BSc FIRPM FRICS

www.irpm.org.uk



Institute of Residential Property Management (IRPM)

IRPM's mission...

- to raise standards in the management of residential property
- provide individuals with independent professional accreditation
- ✓ Professional body - c.5,000 individual members, from >1,000 firms
- ✓ Leading provider of learning, apprenticeships and qualifications in the residential leasehold, block, factoring and build-to-rent sectors
- ✓ An authoritative and trusted voice with Government and stakeholders as an unbiased speaker of truth to power.

Institute of Residential Property Management (IRPM)

OFQUAL regulated qualifications

- Level 3 leasehold (AIRPM)
- Level 4 leasehold (MIRPM)
- Level 4 build-to-rent (MIRPM)

Scotland – Factoring

- L6 equivalent (AIRPM)
- L8 equivalent (MIRPM) - soon





Trust [noun] – Oxford English Dictionary

Firm belief in the reliability, truth, or ability of someone or something.

‘relations have to be built on trust’

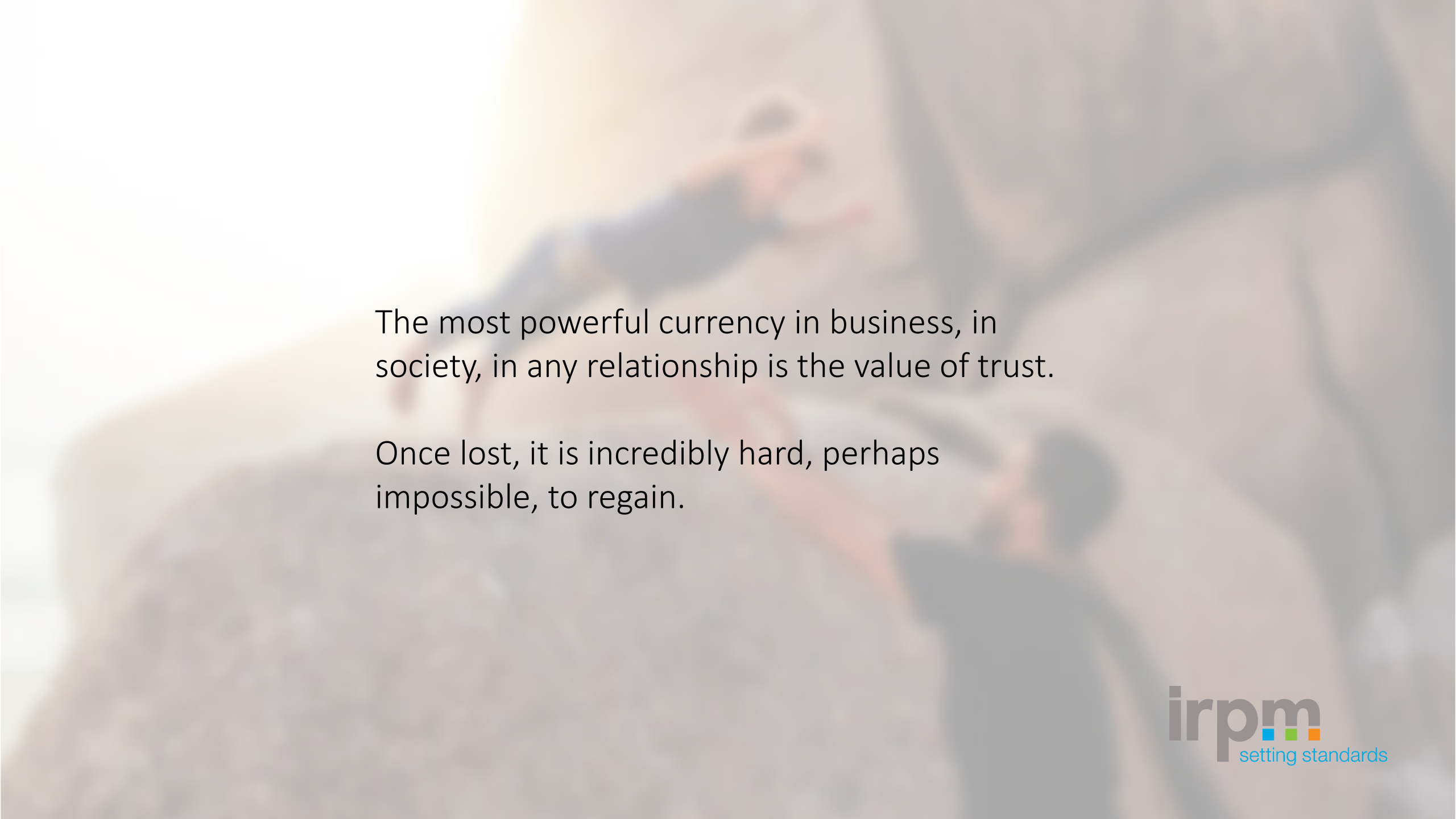
‘they have been able to win the trust of the others’

Trust [noun] – Oxford English Dictionary

Firm belief in the **reliability, truth, or ability** of someone or something.

‘relations have to be built on trust’

‘they have been able to win the trust of the others’



The most powerful currency in business, in society, in any relationship is the value of trust.

Once lost, it is incredibly hard, perhaps impossible, to regain.

The “grand bargain”

Grenfell - a breach of trust.



The “grand bargain”

Grenfell - a breach of trust.

The job property managers do and how they do it is legally, morally and socially critical to the lives of millions of people.



- Dame Judith Hackitt – Review of Building Regs & Fire Safety
- Grenfell Public Enquiry
- Prohibiting new build leasehold houses (exceptions...)
- Restricting ground rents in new houses and flats
- Closing loopholes for leaseholders and freeholders; those RTEs, consents, hidden commissions
- Reinvigorating commonhold
- 13th Law Commission – watch this space
- **Mandatory regulation of property managers, note – for both the corporate entities and individuals**
- **Nationally recognised qualification for property managers, with CPD**



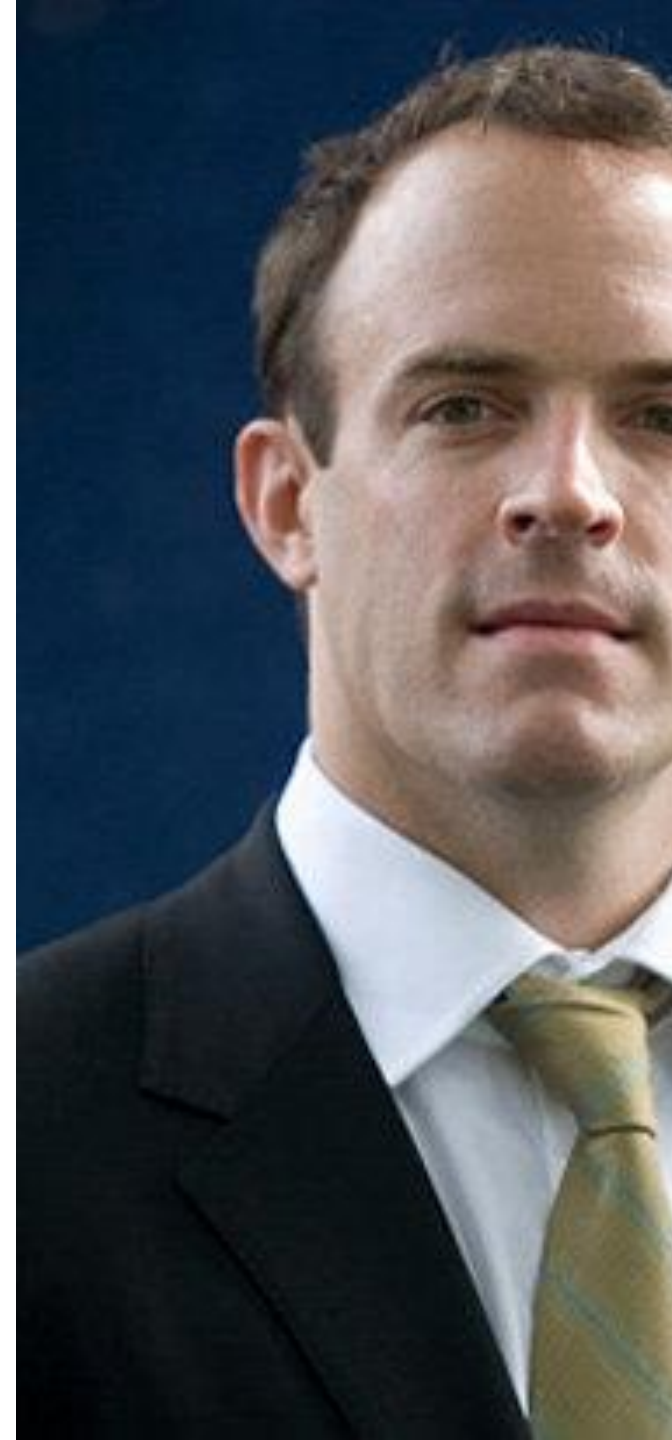
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Power to the people!

Law Commission and MHCLG – a clear direction of travel

- easier enfranchisement of existing leaseholds
- better consumer info/switching agents
- end of the 3rd party landlord going forward?
 - zero ground rents
 - ending excessive commissions
- rebooting commonhold
- increasingly dealing with RMCs. Or commonhold...

This is culture change, in leasehold



Dame Judith Hackitt's Review of Building Regulations and Fire Safety

- the Regulator
 - the Accountable Person – an individual (exc CHold)
 - the Building Safety Manager
 - the qualification
 - the Safety Case
 - The Residents' Voice
-
- DJH wants culture change - nothing less



Lord Best's RoPA Working Group Regulation of Property Agents

Working Group members were:

- Royal Institution of Chartered Surveyors (RICS)
- Institute of Residential Property Management (IRPM)
- ARLA/NAEA Propertymark
- National Trading Standards (NTS)
- Professor Christopher Hodges, Oxford University
- Leasehold Advisory Service (LEASE)
- National Landlords Association (NLA)
- Citizens Advice
- Ombudsman Services



Lord Best's RoPA Working Group Regulation of Property Agents

- for sales, lettings and block
- a state regulator, regulating culture
- new code(s) of practice
- individual licencing, mandatory qualifications, CPD
- leasehold reform matters





Lord Best's RoPA Working Group
Regulation of Property Agents – on qualifications...

*“Throughout this report we note the importance of effecting cultural as well as technical change. We recommend that the syllabus should not focus too narrowly on **technical skill – safety, consumer relations and ethical behaviour** are also essential components which should be reflected in qualifications.”*



***technical skill – safety, consumer
relations and ethical behaviour***

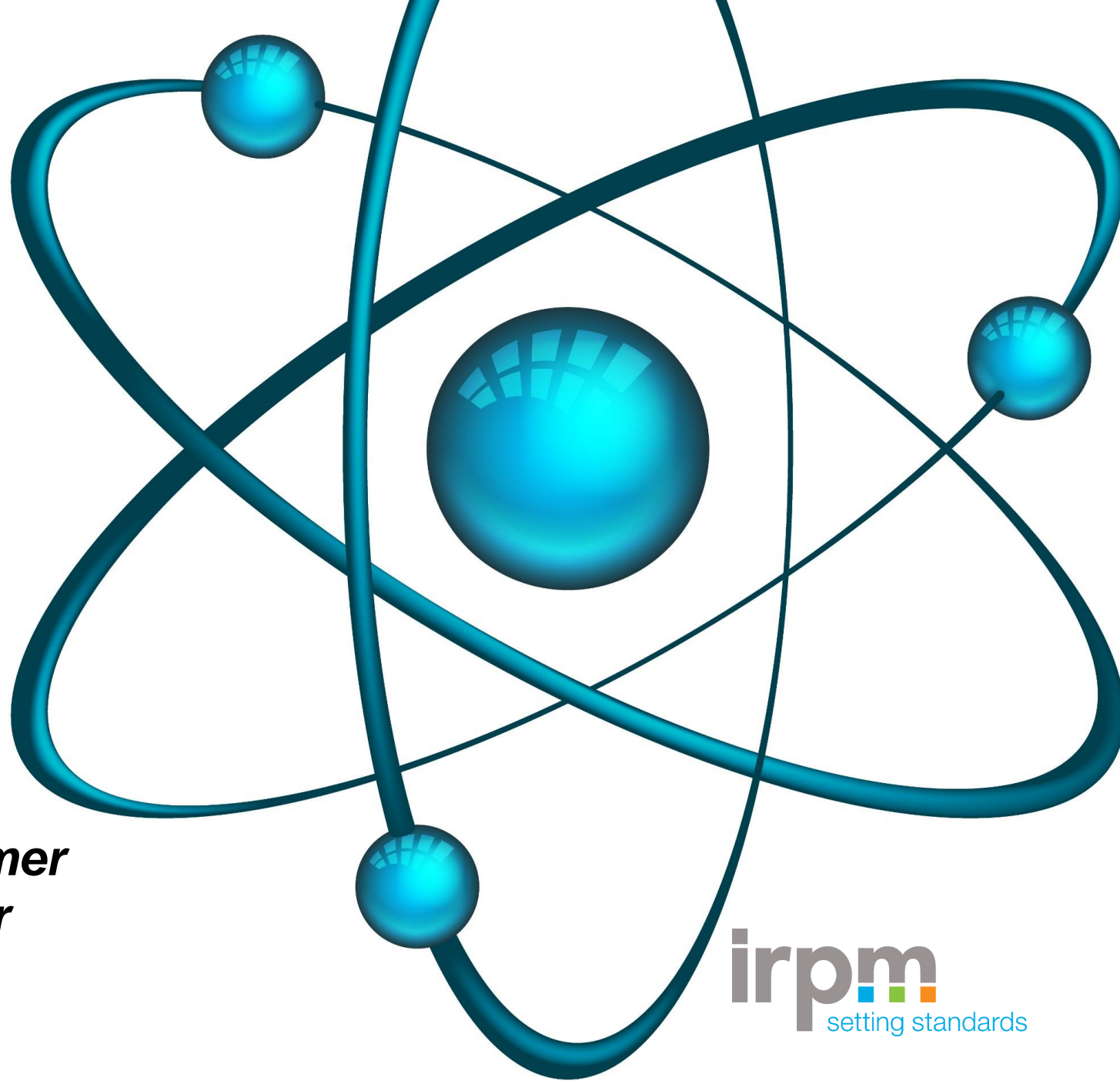


IRPM professionalism

The “IRPM Four Elements”

- Technical competence
- Safety
- Customer and consumer
- Ethics and behaviours

technical skill – safety, consumer relations and ethical behaviour





- Technical competence
- Safety
- Customer and consumer
- Ethics and behaviours

Andrew Bulmer

CEO

Institute of Residential Property Management

