



# **Introduction to the ARHM**

## **2011 - 2012**

**Association of Retirement Housing Managers  
Southbank House, Black Prince Road, London SE1 7SJ  
Tel: 020 7463 0660 Fax: 020 7463 0661  
Website: [www.arhm.org](http://www.arhm.org) Email: [enquiries@arhm.org](mailto:enquiries@arhm.org)**

## **Contents:**

|   |           |
|---|-----------|
| <b>A. MESSAGE FROM THE ARHM .....</b>   | <b>3</b>  |
| <b>B. WHO WE ARE. ....</b>              | <b>5</b>  |
| <b>C. AIMS OF THE ARHM .....</b>        | <b>5</b>  |
| <b>D. MEMBERSHIP BENEFITS.....</b>      | <b>6</b>  |
| <b>E. GETTING INVOLVED.....</b>         | <b>7</b>  |
| <i>BOARD OF DIRECTORS .....</i>         | <i>7</i>  |
| <i>POLICY COMMITTEE.....</i>            | <i>8</i>  |
| <i>REGIONAL FORUMS .....</i>            | <i>8</i>  |
| <i>CODE REVIEW GROUP.....</i>           | <i>8</i>  |
| <i>EXTRA CARE GROUP.....</i>            | <i>8</i>  |
| <b>F. MEMBERSHIP REQUIREMENTS .....</b> | <b>9</b>  |
| <b>G. MEMBERSHIP FEE 2011/12 .....</b>  | <b>10</b> |
| <b>H. HOW TO CONTACT US .....</b>       | <b>10</b> |
| <b>I. CURRENT ARHM MEMBERS .....</b>    | <b>11</b> |

## **A. Message from the ARHM**

*The ARHM was founded in June 1991 and has since developed an important role in the management of private retirement housing.*

*The ARHM is the only body, which jointly represents the private sector, and those registered social landlords who provide leasehold retirement housing. As such it is widely consulted by Government and other professional bodies.*

*The ARHM Code of Practice for England, which was approved by the Government under the Leasehold, Housing and Urban Development Act 1993, aims to promote best practice in the management of leasehold retirement housing, regardless of whether the services are provided by private companies or housing associations. It not only sets out the statutory obligations that apply to the management of leasehold properties, but also sets out additional requirements which should be followed as a matter of good practice. The Code of Practice forms a benchmark for Leasehold Valuation Tribunals in the exercise of their role in relation to the management of retirement leasehold properties. This makes the code an extremely useful source of reference for managers, and also for leaseholders as it provides clarification around the level of service they can expect to receive.*

*The ARHM has also achieved success on a national basis. The Code of Practice for Scotland was launched by Alex Neil MSP, the Housing and Communities Minister for the Scottish Government on 26 October 2009.*

*The Code of Practice for Wales was successfully launched by Jocelyn Davies AM, the Deputy Minister for Housing at the Senedd in Cardiff on 22 November 2010. The ARHM remains committed to raising standards in retirement housing across the whole of the UK.*

*The ARHM Code Review Group has been formed to revise the existing Code. The Group is chaired by Bob Bessell. Its members consist of representatives from ARHM Member organisations, the CLG, LEASE, Age UK, Leaseholders and other organisations/trade bodies with an interest in retirement housing.*

*Membership of the ARHM is the most effective way to:*

- *Demonstrate to residents your commitment to high standards of service.*
- *Extend your staffs skills and knowledge by attending seminars, conferences and by having access to the valuable "good practice" notes regularly updated to reflect changing legislation.*
  - *Develop effective networks with other managers.*

*Through full membership of the ARHM and compliance with the **Code of Practice**, your organisation is required to use the **ARHM logo** – a powerful sign to residents whose schemes you manage and to those who seek professional, quality management services.*

*The ARHM is managed by a **Board of Directors** appointed by the members. Regular "regional forums" are held where members are able to discuss topical matters, listen to guest speakers and share common interests.*

*The ARHM holds a major two-day Conference each summer and a Winter Seminar.*

*At both these events members are able to listen and discuss with prominent speakers the major issues affecting our industry.*

*For all of these reasons, membership of the ARHM has much to offer everyone connected with retirement housing.*

*With its growing membership, a new Code of Practice and a developing reputation for expertise in its specialist field, the future for the ARHM is looking bright!*

*For further details contact Dorothy Uwota on 020 7463 0660 or [enquiries@arhm.org](mailto:enquiries@arhm.org)*

## ***B. Who we are.***

The Association of Retirement Housing Managers (ARHM) represents 55 organisations which, between them, manage 105,000 leasehold retirement properties.

The Association is committed to high standards and ethics in the management of private retirement and sheltered housing. Our Code of Practice forms a benchmark for Leasehold Valuation Tribunals in the exercise of their role in relation to the management of retirement leasehold properties.

## ***C. Aims of the ARHM***

- ❑ Promote high standards of practice and ethics in the management of retirement housing and in the provision of services to residents.
- ❑ Set standards for membership of the Association and to promote quality and professionalism through the training and education of its members.
- ❑ Implement a compliance-testing regime to monitor standards of members so that further improvements in standards can be made.
- ❑ Consider and comment on general questions affecting the Association and retirement housing, and to promote the views of the Association in the business, social, educational and political communities.
- ❑ Investigate complaints against members.
- ❑ Provide the principal forum for the discussion and progression of issues facing the industry and to consider legislation on matters relating to management organisations. To monitor developments of interest to members and to ensure that the views of members are represented on a national basis.
- ❑ Promote the benefits of retirement housing.
- ❑ Provide and disseminate information on retirement housing and to act as a source of professional knowledge.
- ❑ Provide a vehicle for fostering the exchange of ideas and information between members and organisations.
- ❑ Form links with and promote the aims and objectives of other organisations, which may have similar or sympathetic objectives, and to provide a vehicle for fostering the exchange of ideas and information between members and other organisations.
- ❑ To petition Parliament in favour of, or against, any measure affecting the Association or proposing to make changes in law or practice, and appear in support of any such petition.

## ***D.Membership benefits***

**Full  
Membership**  
**Affiliate  
Membership**

|  |   |   |
|--|---|---|
| Membership of a recognised organisation which is held in high esteem.                  | ✓ | ✓ |
| Access to a members' helpline which provides specialist advice                         | ✓ | ✓ |
| Access to advice, formally through the ARHM, informally through our network of members | ✓ | ✓ |
| Up to date information on legislation  | ✓ | ✓ |
| Opportunity to attend Regional Forums  | ✓ | ✓ |
| Regular briefing notes   | ✓ | ✓ |
| Discounted rates at events organised by ARHM   | ✓ | ✓ |
| Possibility of referrals through new business enquiries                                | ✓ | ✓ |
| Access to the members' only section on the ARHM's Website                              | ✓ | ✓ |
| Networking Opportunities   | ✓ | ✓ |
| A chance to influence policy affecting the sector                                      | ✓ | ✓ |
| Copies of Good Practice Notes drawn up by experienced practitioners                    | ✓ |   |
| Use of ARHM logo and quality approved rating   | ✓ |   |

## ***E. Getting Involved***

### **Board of Directors**

The Board of Directors is responsible for all decisions made in the name of the Association. It comprises 12 elected members, and has the power to co-opt.

Members are elected to serve for 3 years, and must then step down.

Elections to the Board are held annually at the AGM. At the AGM elections are held to fill the places on the Board, plus any vacancies which have arisen through retirement or expulsion during the year.

To be eligible for election, candidates must represent a full member organisation. Candidates may nominate themselves, or be nominated by their organisation or another individual within it. The Officers of the Association are Chair, Vice-Chair and Treasurer.

With effect from December 2011, Board of Directors are:

- Peter Barker – Harewood Housing Society Ltd
- Bob Bessell - Retirement Security Ltd
- Karen Carter – Hanover Housing Association
- Keith Edgar – Peverel Management Services Ltd
- John Evans – Jephson Housing Association
- Sarah James - Retirement Security Ltd
- Christine Jeffers – Home Group
- Debbie Matusevicius - Anchor
- Lorraine Murphy – Grange Management Ltd
- Andy Patchitt – Longhurst & Havelok Homes
- Paul Silk – Hanover Housing Association
- Margaret Waters - Peverel Management Services
- Richard Wheeldon – Housing 21

The main aim of the ARHM is to set, promote and maintain high standards of management in the leasehold retirement housing sector.

The starting point is the Code of Practice. The Board is responsible for checking members' compliance statements, investigating complaints against them, auditing them, and vetting new applicants for membership. Each of these functions is seen to feed into a learning process for Members through the publication of an annual digest of complaints, a training programme, Good Practice Notes and the agenda for the work of the Regional Forums.

## **Policy Committee**

The Policy Committee has a wide remit being particularly concerned to ensure that the ARHM responds fully to government or other proposals or actions which may impact on its members or the retirement industry generally.

The Policy Committee has been able to establish a good rapport with principal civil servants at the Department of Communities & Local Government - DCLG, whom they meet on a regular basis.

## **Regional Forums**

The Regional Forums are an informal grouping of Member representatives who offer their time and expertise to help further the Association's aims. The main purpose is to allow discussion of good practice and be an avenue to keep members up to date on various issues.

The four ARHM Regional forums are:

South East Forum: Chair: Tony Pritchard, Landbridge Ltd

South West Forum: Chair: Daniel Hope, Sanctuary HA

Northern Forum: Chair: Debbie Matusevicius, Anchor

Midlands Forum: Chair: TBA

Meetings are held in each region, two to three times a year.

## **Code Review Group**

The ARHM Code Review Group has been formed to revise the existing Code. The Group is chaired by Bob Bessell.

Its members consist of representatives from ARHM Member organisations, the CLG, LEASE, Leasehold experts, Age UK, Leaseholders and other organisations/trade bodies with an interest in retirement housing.

## **Extra Care Group**

The Extra Care Group has been set-up for those with a particular interest in Extra Care housing.

The main aim is so that the ARHM can better address the issues of concern to its members providing this type of specialist retirement housing.

## **F. Membership requirements**

### **Eligibility**

Full Membership is open to organisations which manage leasehold retirement and sheltered housing. This includes private companies and Registered Social Landlords and other organisations, subject to the discretion of the Board of Directors.

Affiliate membership is open to any other organisation or individual with an interest in, but without management duties, subject to the discretion of the Board of Directors.

### **1. Code of Practice**

Compliance with the Code<sup>(\*)</sup> is the most important requirement of membership. Both existing and prospective members will be expected to:

- ❑ Commit themselves to compliance with the Code in full.
  - (\*) Members may seek approval from the ARHM Board of Directors for limited non-compliance with the Code if:
    - on any estate or estates already in management, the terms of the lease make full compliance with the Code impossible. In this case estates should be identified separately and the clauses which cannot be fully complied with should be indicated.
    - compliance with all the requirements of the Code is not possible immediately but the member organisation intends to put in place the necessary arrangements for full compliance as soon as possible. In this case the relevant clauses should be identified and the time scale for full compliance should be stated.
- ❑ Co-operate in Code Compliance Checks which the Association has initiated. This will involve agreement to permit members of the Association's Board of Directors or its appointees to visit the Member's premises and, on request, to make available relevant documents for inspection.

The following documents are to be submitted with all applications in accordance with the ARHM's Code of Practice:

- i. A leaseholders handbook or purchasers information pack (see Appendix One)
- ii. A complaints procedure (Chapter 13)
- iii. A procedure manual for your warden/house manager (Whatever title you use).
- iv. A copy of a set of accounts and budget for one of your leasehold retirement schemes. (Chapters 1 & 2)
- v. An example of a S.20 consultation notice sent to a group of leaseholders in the last 12 months.

The ARHM Code of Practice is available at £5 + p&p

The ARHM Code of Practice for Scotland is available at £5 + p&p

The ARHM Code of Practice for Wales is available at £10 + p&p

ARHM Code Compliance Checks will be carried out (for a fee) on all new members within 6 months of joining.

## **2. Professional Indemnity Insurance**

Members must show proof of having Professional Indemnity Insurance cover.

## **3. Residents' access to Independent Dispute Resolution Service**

Members and applicants for full membership must confirm, on a development by development basis, that residents have been or will be offered the opportunity to join a recognised Dispute Resolution Service.

## ***G. Membership Fee 2011/12***

The fee year runs from July to June. New members joining half way through a fee year will be charged pro-rata. Fees for the current year are as follows:

- **Full Membership**

A basic fee of **£625 + 60p** per unit managed (+ VAT)

- **Affiliate Membership**

A flat rate fee of **£900** + VAT

## ***H. How To Contact Us***

Address: Southbank House, Black Prince Road, London, SE1 7SJ

Tel: 020 7463 0660

Fax: 020 7463 0661

Email: [enquiries@arhm.org](mailto:enquiries@arhm.org)

Website: [www.arhm.org](http://www.arhm.org)

## ***I. Current ARHM Members***

|                                       |                                      |
|---------------------------------------|--------------------------------------|
| Accent Foundation                     | ISOS Housing Association             |
| Accord Housing Group                  | Jephson Housing Association Group    |
| Aldwyck Housing Association Ltd       | Johnnie Johnson Housing              |
| Anchor                                | Kingsdale Group                      |
| Bromford Housing Group                | Landbridge Ltd                       |
| CDS Co-operatives                     | Letco Residential Management         |
| Clement Keys, Chartered Accountants   | Longhurst & Havelok Homes            |
| Cognatum Ltd                          | Mainstay Residential Ltd             |
| Contour Housing Association           | Midland Heart                        |
| Countrywide Managing Agents           | Millstream Management Services       |
| Crabtree PM Ltd                       | Network Stadium Housing Association  |
| Devon & Cornwall Leasehold Solutions  | Orbit Housing Association            |
| Emerson Management Services           | Peverel Retirement                   |
| Exclusive Property Management         | PlumLife                             |
| Galbraith Property Services           | Raglan Housing Association           |
| Genesis Housing Association           | Remus Management Ltd                 |
| Girlings Retirement Rentals           | Retirement Lease Housing Association |
| Goldsborough Estates Ltd              | Retirement Security Ltd              |
| Grange Management Ltd                 | Riverside Home Ownership             |
| Guinness Northern Counties            | Rosemary Simmons Memorial HA Ltd     |
| Hanover Housing Association           | Sanctuary Housing Association        |
| Harewood Housing Society Ltd          | St George's Park Ltd                 |
| Hightown Praetorian & Churches HA Ltd | Sussex Housing & Care                |
| Home Group                            | Town & City Management Services      |
| Housing 21                            | Wales & West Housing Association Ltd |
| Hyde Minster Housing Association      | Warwick Estates Property Management  |
| I Care Extra Care Ltd                 | Waterloo Homes                       |
| Ian Gibbs Estate Management           | Westcountry Housing Association      |
| Irwell Valley Housing Association Ltd |                                      |



**Association of Retirement Housing Managers**  
**Southbank House, Black Prince Road London SE1 7SJ**  
**Tel: 020 7463 0660 Fax: 020 7463 0661**  
**Website: [www.arhm.org](http://www.arhm.org) Email: [enquiries@arhm.org](mailto:enquiries@arhm.org)**