



# ARLA 2008 Conference Programme

Tuesday 5 February 2008

Novotel London West, 1 Shortlands,  
Hammersmith, London W6 8DR

Held in association with:



supported by:



Robert Jordan  
President ARLA



## WELCOME

**I have said it before and I'll say it again. This will be my last ARLA Conference. And this time it will be my privilege to introduce you to David McMaster who will take over as your ARLA President in May.**

This means that we are coming up to some really exciting times with ARLA bedded down as a lead player in the National Federation of Property Professionals and with new leadership.

As a foretaste, this year's conference at Hammersmith's Novotel is bigger and better yet again, with huge spaces for us to meet, chat and take in the exhibition, and comfortable seating for many more delegates. And, of course, we will be welcoming new ARLA members from among the lettings professionals of the NAEA.

Conference will have a "Watch Out" element to it, watch out for money laundering and fraud, and listen carefully to the new format of our popular perennial, Legal Update. In the new format, disagreement will be actively encouraged. There will also be the premiere of Property TV, opening soon at a desktop near you.

So, some radical departures, many old friends and exhibitors, many new people and exhibitors to meet. To round it all off, Rosie Millard of Sunday Times fame will be giving her take on us, the professionals in lettings, from the perspective of experienced landlady, property investor and as one of the most beguiling media folk writing about property today.

As always, I look forward to meeting as many of you as possible, and, at last, introducing you to your new ARLA President. Yes. Really!



## Guest Speaker Rosie Millard

This year's guest speaker is **Rosie Millard**, famed for her weekly take on lettings in the Sunday Times. One of the most engaging figures in the British media, Rosie has shared her life as Arts Correspondent for BBCTV and also gives her - sometimes unconventional - views on life and living in the Independent on Sunday. As a serial Buy to Let landlady herself, Rosie knows all about the pains and pleasures of renting making her well able to engage a conference hall of lettings professionals.

## New bigger venue for 2008

As the audiences at the annual conference continue to increase year by year, it has been necessary, once again, to find another larger venue! ARLA 2008 will be held at Novotel London West, situated in Hammersmith where the conference facilities are to the highest standard. The exhibition area is adjacent to the conference hall which means that delegates will be able to meet their regular suppliers and new ones too in comfortable and relaxed surroundings. An additional feature is the spacious dining hall where everyone will be comfortably seated at lunchtime.

## Bigger exhibition!

The new venue of Novotel provides a larger exhibition area than before and therefore there will be a greater range of products and services on display. Delegates will have ample opportunity to meet with exhibitors during the breaks. The following organisations will be featured:

- ARLA
- British Gas
- Buy to Let Plus Limited
- C.A.R.L. Communications Ltd
- Colemans - CTTS
- CFP Software Ltd
- Dean Wilson Laing
- Dutton Gregory
- Endsleigh Insurance Services Ltd
- Estate Agency Recruitment
- Eurolink Technology Ltd
- Fully Furnished Ltd
- Gas-Elec
- Hallmark Corporate Services
- HomeLet
- Inventoryclerk.com
- IT Proz
- Keysafe (UK) Ltd
- LetCheck Inventories Ltd
- LetMC.com
- LMS - Survey & Valuations
- NAEA
- NICEIC Group
- Painsmith Solicitors
- PropertyLab
- Property Personnel
- PropertyRisks
- Rightmove.co.uk
- Roomservice Group Ltd
- Rushbrook & Rathbone Ltd
- SPA Microsystems
- Technology Blueprint Ltd
- The Rent Service
- Vebra Plc
- VTUK Ltd



National Federation of Property Professionals



# Conference Programme

The lettings industry is a fast moving environment and the annual conference of the Association of Residential Letting Agents (ARLA) is the one place where you can get up to date with new legislation, new technology, new products and meet with fellow professionals working in the private rented sector. All in a day!

## 09.15 Registration

## 09.15 Coffee and Exhibition Visit

### 10.00 SESSION 1

#### ■ Welcome and opening address

Robert Jordan, President, ARLA

#### ■ Time for regulation of private renting

Why the time is right to bring Lettings Agents and go-it-alone landlords into a compulsory regulatory redress scheme.

A presentation by Lord Richard Best, Group Chair, Hanover Housing Association and Council Member Ombudsman for Estate Agents

#### ■ On-line TV – the present and the future

Ross Alderson of Powershift TV introduces ARLA's new on-line TV programming and showcases the future for property professionals on the net

## 11.05 Coffee and Exhibition Viewing

### 11.50 SESSION 2

#### ■ Industry round up

Peter Bolton King, Chief Executive of the National Federation of Property Professionals will look at some important industry issues affecting the letting industry including Energy Performance Certificates and anti money laundering.

#### ■ Suspicious Activity Reporting (SAR) – the benefits

David Copley, Principal Officer, United Kingdom Financial Intelligence Unit (UKFIU) SOCA will explain registration for SARs, online reporting and will present case studies.

## 1.00 Lunch and exhibition viewing

### 2.15 SESSION 3

#### ■ Advice & guidance for landlords on electrical safety

Tony Cable, Senior Marketing & Events Engineer for NICEIC will give an update on Part P of the Building Regulations, the use of Certificates, Property Inspections and the Periodic Inspection Report. The presentation will also highlight the major changes to the IEE Wiring Regulations coming into effect from 1 July 2008.

#### ■ Legal question time

Frances Burkinshaw of Ashton Burkinshaw (Countrywide) will present a series of topical questions to a panel of legal experts, featuring David Barling of Dean-Wilson Laing, Robert Bolwell of Dutton Gregory and Marveen Smith of Painsmith.

## 3.30 Tea and exhibition viewing

### 4.15 SESSION 4

#### ■ ARLA Awards

Official presentation of certificates and prizes to the most successful candidates of the recent ARLA Competency Tests.

#### ■ Guest Speaker: Rosie Millard

## 5.00 Close of Conference

The organisers reserve the right to amend the programme or substitute speakers without notice if it should be necessary.

Register on-line at [www.arla.co.uk](http://www.arla.co.uk)

# Conference Registration Form

See overleaf for Registration Fees

## Register on-line at [www.arla.co.uk](http://www.arla.co.uk)

'Early bird' discounts available for members of ARLA and NAEA, book before 14 December 2007 to take advantage

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TEL: \_\_\_\_\_

FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

FORM COMPLETED BY: \_\_\_\_\_

### 1. DELEGATES ATTENDING – enter names below

First Name \_\_\_\_\_

Surname \_\_\_\_\_

Registration Fee (exc VAT) £ \_\_\_\_\_

First Name \_\_\_\_\_

Surname \_\_\_\_\_

Registration Fee (exc VAT) £ \_\_\_\_\_

First Name \_\_\_\_\_

Surname \_\_\_\_\_

Registration Fee (exc VAT) £ \_\_\_\_\_

First Name \_\_\_\_\_

Surname \_\_\_\_\_

Registration Fee (exc VAT) £ \_\_\_\_\_

Add VAT @ 17.5% £ \_\_\_\_\_

**Total Payable £** \_\_\_\_\_

### 2. DIETARY REQUIREMENTS:

Please note any special dietary requirements:

Name \_\_\_\_\_

Dietary Details \_\_\_\_\_

Name \_\_\_\_\_

Dietary Details \_\_\_\_\_

### 3. PAYMENT DETAILS

Note: All bookings will be acknowledged with a VAT invoice

By Cheque: to be made payable to Westrade Group Ltd

By Credit Card: Complete details below

Card Number

Expiry Date     3 Digit Security Code

Cardholder Name \_\_\_\_\_

Data Protection: Please check the box if you do not want your details passed to Exhibitors and Sponsors supporting ARLA 2007 (such data is not passed to any other third parties.)

### Complete and return this registration form to:

Caroline Prescot, ARLA 2008 Conference, Westrade Group Ltd,  
PO Box 28970, London SW14 8XH

T: 020 8876 1881 E: [arla@westrade.co.uk](mailto:arla@westrade.co.uk) F: 0870 429 9275

# Registration fees

Following the formation of the National Federation of Property Professionals (NFOPP), members of ARLA and NAEA are able to take advantage of the member registration rates shown below. This year, all members will pay the same rate whether Corporate or Individual members of ARLA.



## Members of ARLA and NAEA

Before 14 December: £130 + VAT (Total £152.75)

After 14 December: £160 + VAT (Total £188.00)

## Affiliated Organisations (members of ARMA, NALS, RICS)

Delegate Fee @ £210.00 + VAT (£246.75)

(No Early Bird discounts)

## Non Members

Delegate fee @ £225 + VAT (Total £264.37)

(No early bird discounts)

## How to register

■ **On-Line:** Log onto the web site at [www.arla.co.uk](http://www.arla.co.uk) and register on-line

■ **By Mail or Fax:** Complete the registration form and return together with payment using one of the methods below:

- *By cheque:* enclose your cheque payable to Westrade Group Ltd
- *By Credit Card:* Visa, MasterCard, Diners or American Express. Provide credit card details as requested
- *By BACS Transfer to:* Lloyds TSB, 1 Butler Place, Caxton Street, London SW1H 0PR. Sort Code: 30-98-97. Account Name: Westrade Group Ltd. Account number: 0654058

## Booking Conditions

Admission to the Conference can only be guaranteed to delegates whose fees are paid in full at the time of registration. A cancellation charge of £20 + VAT will be made for all cancellations. No refunds after 18 January 2008. Substitute names may be given at any time.

**Register on-line at [www.arla.co.uk](http://www.arla.co.uk)**



# About ARLA

The Association of Residential Lettings Agents (ARLA) was formed in 1981 as the professional and regulatory body for letting agents in the UK. ARLA has some 2,250 member offices throughout the UK including large multi-branch national companies as well as the smaller single office practices; and an individual membership of some 1,500. Membership is achieved only by agents who demonstrate that they have a thorough knowledge of their profession and that they conduct their business according to current best management practice.

ARLA is recognised by government, local authorities, consumer interest groups and the media as the leading professional body in the private rented sector. It produces policy papers on key issues affecting the lettings market and lobbies government and other bodies within the industry to develop the appropriate legislative framework and initiatives.

Contact ARLA for more details:

## The Association of Residential Letting Agents

**T:** 0845 345 5752 **W:** [www.arla.co.uk](http://www.arla.co.uk) **E:** [info@arla.co.uk](mailto:info@arla.co.uk)

ARLA is a member of the National Federation of Property Professionals.

# Hotel accommodation

Novotel London West are offering rooms at £129 single occupancy or £149 for double occupancy. The rate includes breakfast and VAT. Delegates should make reservations directly with the hotel (a credit card will be required to guarantee the reservation) either at [www.novotellondonwest.co.uk](http://www.novotellondonwest.co.uk) (on-line request for groups), by email [h0737@accor.com](mailto:h0737@accor.com) or call 020 8741 1555. To obtain this rate, you must quote ARLA 2008.

Delegates wishing to seek alternative accommodation in London are invited to contact Anthony James Associates tel: 01692 400799.

# Getting there

Novotel enjoys excellent public transport links and easy underground journeys (by Piccadilly, District and Metropolitan lines) to all London mainline stations.

Access by car is also convenient, being outside the Congestion zone and close to the M4 and M40 motorways. The hotel has underground car parking, charged at £3 per hour for non-residents and £1 per hour for residents. Full details and directions will be provided to all registered delegates.

# All enquiries

ARLA 2008 Conference is organised on behalf of ARLA by Westrade Group Ltd. For all enquiries, contact:

## Caroline Prescott

ARLA 2008 Conference,  
Westrade Group Ltd,  
PO Box 28970  
London SW14 8XH

**T:** 020 8876 1881

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On-line registration and updated information on the ARLA 2008 Conference may be found at [www.arla.co.uk](http://www.arla.co.uk)