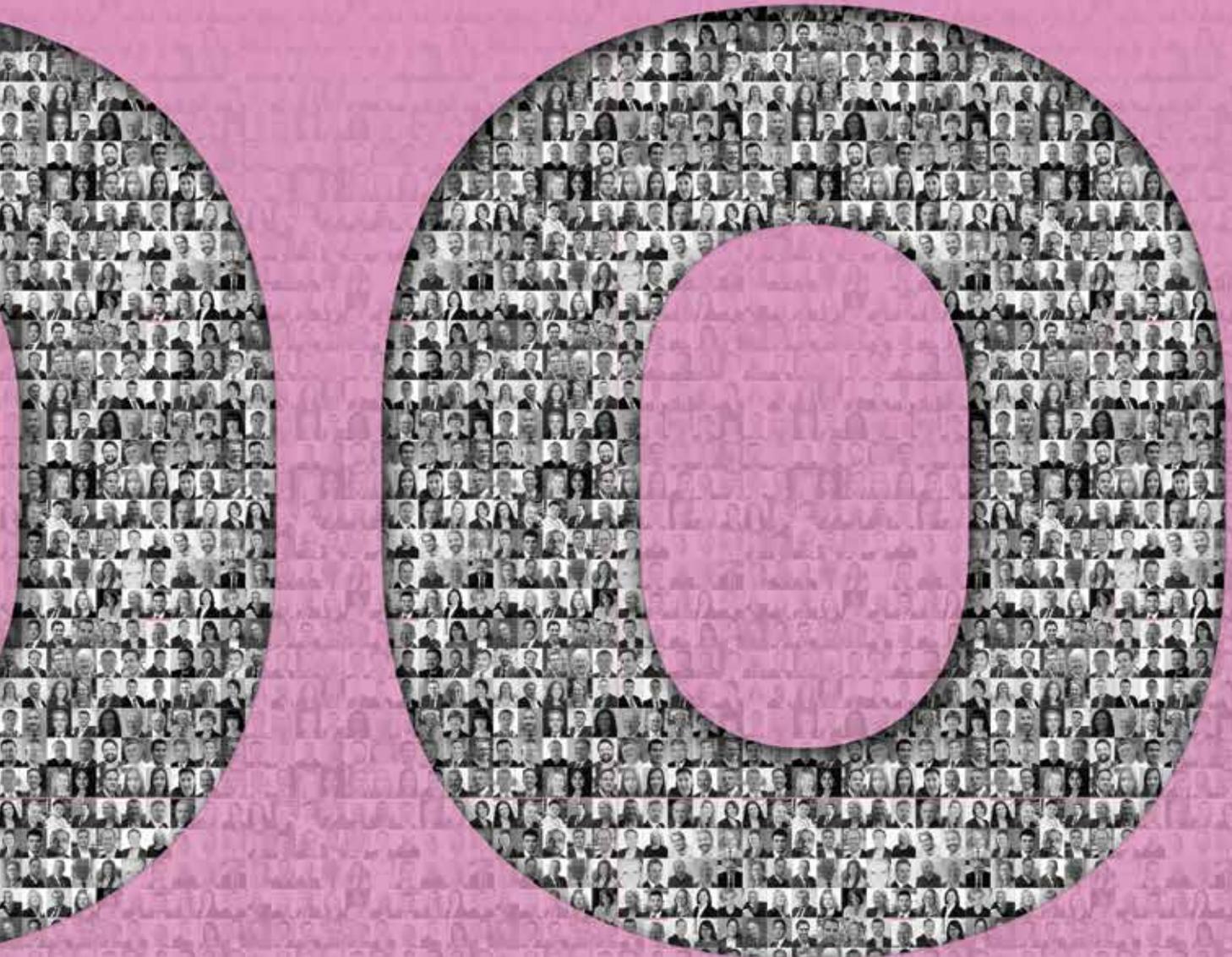


# *the* hot



In this special feature, we identify the most influential people in the residential leasehold property sector. Included within the list is a mix of leasehold campaigners, Parliamentarians, trade and professional bodies, managing agents, building owners, investors, developers, valuers, and lawyers among others. Let us know if we missed anyone out by emailing [editor@newsontheblock.com](mailto:editor@newsontheblock.com)

Entries have been gathered subjectively according to our knowledge and experience of the industry and are arranged in alphabetical order by name.





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**Alan Durrant**

Director - Property Services, Advance TRS



Alan's experience in recruitment and as a Property Manager brings him to the top of his game. He quickly identifies the best candidates for any role by understanding

exactly what both the clients and candidates need. Testimonials prove he is a polite, hard-working, skilled communicator and acts with the upmost professionalism. He is extremely informative, reliable and has a personable approach. No problem is ever too much for him and he always gives 100% service.

**Alex Greenslade**

Honorary Secretary, ALEP and Chairman, Leasehold Solutions, Leasehold Valuers and Leasehold Law



Alex co-founded these organisations with Anna Bailey. He has huge experience as a hands-on manager of both collective enfranchisement and bulk lease extension

projects, and prides himself on explaining both processes in jargon-free language. At the ERMs 2017, he won the Outstanding Achievement award for his contribution to standards and professionalism in the industry.



**Alice Cadfan-Lewis**

Director, BlockRecruit

Alice Cadfan-Lewis spent more than 17 years working within property management before founding Block Recruit in 2014. With Block Recruit firmly established on the map Alice co-founded together with female industry peers Doyenne. Unique in its aim to bring together women in block management, providing a platform in which to share challenges, insights and experiences.

**Alison McCormack**

Director of Legal Services, Brethertons



Alison is responsible for spearheading the company's property strategy across all property teams, determining firm policy, and ensuring operational functions

are represented at board level. In addition, Alison is a member of the Brethertons Executive Committee (ExCo), one of four partners responsible for the day to day running of the business.

**Anna Bailey**

Founder and Director, ALEP



A Chartered Marketer by profession, Anna is co-owner of marketing agency DRIVE Marketing, as well as Leasehold Solutions, Leasehold Valuers and Leasehold Law. In 2007

she founded ALEP (the Association of Leasehold Enfranchisement Practitioners) with her brother, Alex Greenslade, and has overseen the growth of the Association to 230 member organisations.

**Anna Favre**

Partner, Pemberton Greenish



Anna Favre is a partner in the Residential Real Estate team at Pemberton Greenish LLP. She is a leading expert in the complex fields of leasehold enfranchisement and

residential landlord and tenant law acting for major London estates including Cadogan and Sloane Stanley as well as companies and high net worth individuals. Anna regularly presents at conferences and seminars, and writes for both the general and legal press. In the years 2016 and 2017 Anna won Real Estate Lawyer of the Year at the Women in Law Awards.

**Anthony Radevsky**

Barrister, Falcon Chambers



Anthony Radevsky is a barrister at Falcon Chambers, whose main specialism is enfranchisement. He is the co-author of the leading textbooks: Hague on Leasehold

Enfranchisement (6th edn, 2014) and Tenants' Right of First Refusal (3rd edn, 2017). He has won the Barrister of the Year and Outstanding Achievement Award at the ERMs, and the Real

Estate Junior of the Year at the Chambers & Partners Awards. Representing both landlords and tenants at all levels of courts and tribunals, recent successful Court of Appeal cases include Sloane Stanley Estate v Mundy [2018] ECLR 7 and Mahmut v Jones [2018] ECLR 14.

**Ashley Davies**

Managing Director, Blocsphere Property Management



Ashley has built Blocsphere from its incorporation in 2013, to a national provider of Block Management services which is highly respected within the industry. Ashley

tirelessly supports all areas of the business including IT, accounting, property management, health & safety and staff training. Starting work at 6am, not taking a lunch break and finally finishing around 6pm each day shows Ashley's dedication to the Company and never-ending drive to increase the long list of happy Blocsphere Clients!

**Benjamin Hume**

Managing Director, Evolve Block & Estate Management Ltd



Ben has been involved in residential property for nearly 10 years, more recently run his own rapidly expanding block management business. Evolve was set up to rewrite

the rules on client and customer care by providing the highest standards whether tenants, residents, directors or freeholders. Ben is also one of the founders and host of the 'Leasehold Management Professionals' which is an growing leasehold training organization providing regular popular events complete with networking and CPD.

**Bob Smytherman**

Chairman, FPRA (Federation of Private Residents Associations)



Bob Smytherman is the Chairman of The Federation of Private Residents Associations, The organisation has just celebrated 45 years providing independent, impartial advice and

support to over 500 Residents Associations, RMC, and RTMCo's. Bob is a passionate campaigner and advocate for leasehold rights, and since 1992 has been a director of his own residents association as well as taking on the role of Company Secretary.

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Website: [www.jpclaw.co.uk](http://www.jpclaw.co.uk)**



**Bradley Parker**

Managing Director, Future Fire Systems



Bradley Parker is a qualified electrical engineer with more than 20 years' experience in the fire and life safety industry. Working in roles ranging from technician

level to head of engineering, he has managed both service and installation departments for large corporations and blue chip clients. Since its 2017 launch Bradley has successfully driven Future Fire Systems' rapid growth, meeting growing demand for professional fire and life safety advice in the residential block market.

**Brett Williams**

Founder, Principle Estate Management



Brett is a Fellow of both the RICS & IRPM. He is a well-known property professional having been Chairman of ARMA for 3 years, a member of the RICS Residential

Management Working Group and has spoken at numerous conferences and events over the years. This year, Brett has launched a new firm, Principle Estate Management, which will offer the highest standard of property management to developments for freeholders, developers and resident management companies throughout the country.

**Cassandra Zanelli**

Partner and Head of PM Legal Services, PM Legal Services



Award-winning PM Legal Services' driving force, Cassandra is recognised for her expertise in residential leasehold, principally for First-Tier tribunal matters. Marking over

200% expansion (April 2017- June 2018), the firm's growing nationwide client base comprises landlords/property management companies. Milestones include launching innovative Legal Hub - free online resource on key industry issues, launching revolutionary flood insurance scheme for 'uninsurable' blocks, spearheading two 'sell out' conferences where property managers pledged to drive up industry standards, ARMA advisory panel appointment, and most recently honorary FRPA consultant. Cassandra is a Recognised speaker - and regularly addresses key national/regional conferences/hosts training sessions for organisations including ARMA, IRPM, RICS and NotB.

**Chris Baker**

Owner, McDowalls Surveyors Limited



Chris is responsible for the development of what has become a leading team of Valuers acting for some of the biggest social landlords in the country. His independent firm acts

for both Freeholders and lessees and provides valuations throughout the South East. You'll find this vivid Twitter and LinkedIn enthusiast on social media linking to the leasehold news daily.

**Chris Wiles**

Director, Realty Management Limited & IRPM



Chris's professional relationship with property started in the early 2,000's and he now specialises in business development, having quietly orchestrated some

of the most significant rises in profile, reputation and turnover seen by managing agents in recent years. Now co-running North-West based Realty, Chris also sits on IRPM's board, following a number of year's involvement with the organisation's working groups. He currently sits on the IRPM strategy committee which spearheads the direction of professionalism for the sector.

**Christian Howe**

Managing Director, Howe Chartered Surveyors



Christian's reputation is well respected and well known as being a Chartered Surveyor and RICS Registered Valuer with a wealth of experience having founded his own successful business,

Howe Chartered Surveyors, which has grown from strength to strength with offices in London and Essex. Additionally, Christian works for the RICS as an APC Chair Assessor, interviewing candidates who wish to attain chartered status and provides expert reports to the courts in relation to property disputes.

**Clare Brady**

Founder and MD, Brady Solicitors



Clare Brady is the founder and MD of award-winning property management law firm, Brady Solicitors. The firm celebrated its 10th birthday earlier this

year and is firmly established as a leading light in the industry, with a commitment to challenging what should be expected from a legal partner. Clare leads the firm's drive to professionalise the leasehold sector, and spearheaded the firm's recent Leasehold Survey, which continues to be quoted widely. Under Clare's relentless client focus, Brady Solicitors continues to record substantial year on year growth and a client roster that is the envy of many of its competitors.

**Colin Horton**

Managing Director of Hortons Valuers and Chairman of the YLP



Colin owns Hortons Valuers which is a successful valuation firm specialising in Leasehold Enfranchisement work, his results for his clients have seen him recognised as one of

the leading figures in the industry. He is known for his tenacious and creative approach to negotiations and is now instructed by some of the leading firms in the sector. Colin is also the founder of the Young Leasehold Professionals Association which is the most successful networking group in the industry.

**Colin Stokes**

Managing Director, Aduivo



Colin, a former Block Manager formed Aduivo 10 years ago to provide a professional emergency service for the industry manned by property professionals and customer service

experts. In that time the company has grown to almost 40 employees and management of 400,000 units out of hours, the largest single residential portfolio of any kind in the UK. Trusted with client's brands, sites and residents Aduivo dealt with 195,000 plus calls and 50,000 emergencies in 2017

**Craig Stevens**

Managing Director, Warwick Estates



Craig started Warwick Estates 11 years ago and has nurtured it into one of the largest companies in the industry. He puts it down to the simple fact of how much he loves

all his staff. "I love them all. Look what they've helped me do" he can often be heard saying. With 6 acquisitions completed in the last 12 months and more in the pipeline Craig will be falling in love a lot more in the future.

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**Dani Green**

Solicitor, Bolt Burdon Solicitors



Dani is a Solicitor at Bolt Burdon solicitors. She successfully represents both leaseholders and landlords over a variety of high net worth matters including leasehold

enfranchisement, lease disputes, lease compliance, breaches of lease, rights of first refusals and roof top acquisitions. Dani has also presented to the industry at a range of events and delivers training to managing agents on leasehold issues and procedures.

**Daniel Harrison**

Managing Director, Pier Management



With over 10 years experience in the industry and one of the youngest IRPM Fellows in the sector, Daniel exudes enthusiasm and passion. Appointed Managing Director

of Pier Management Ltd in 2017 Daniel is responsible for overseeing the company's substantial UK portfolio and has extensive experience in all matters from acquisitions, leasehold reform and Tribunal representation.

**Daniel Pollard**

Managing Director, Realty Management



Daniel is the Managing Director of Realty Management Ltd, one of the most well-respected Managing Agents in the North West. As well as winning "Best Medium Sized Agent"

at the inaugural ARMA ACE Awards, Realty have secured several commendations and shortlisting's over the past twelve months. In recent years Daniel has initiated a complete overhaul of Realty's systems and processes which has helped to achieve several important contract wins and the attraction of key staff.

**Danielle Parker**

Director, Inspired Property Management



After working as a property manager for a corporate company in Leeds for several years, I felt that I could provide a more personal service which I felt was lacking in

our industry. I approached a friend at the time, Dave Poppleton with a business plan and in 2009 Inspired was formed with myself, Dave

Poppleton and Andrew Poppleton. The company was created from the spare bedroom from my flat in Harrogate at the time with zero business. IPM was started with simply a pen and paper and a phone to call potential clients. With sheer hard work, determination and no sleep we created a company from nothing to what it is today which is now one of the largest in the North. Over the past 9 years I have worked hard and built a solid, respectable company and I now have a team of 7 property managers in the North and six in London. We employ 61 members of staff and are growing from strength to strength. I am extremely proud to be one of the only female members in this industry that has built their privately owned company from the ground up which allows me to mentor the younger girls coming up through the company and provide them with a good strong female role model.

**Darren Coleran**

Partner, Bolt Burdon



Darren is a Partner at Bolt Burdon solicitors and heads up the Enfranchisement and Block Management team. Darren, as well as dealing with a varied case load advises on

portfolio management and acquisition as well as refinance and absentee landlord claims. Darren is equally responsible for business development and the strategic growth of the team. His success in that respect is evidenced by the recent growth in Bolt Burdon's Enfranchisement team which now boasts 5 solicitors and two paralegals with another year of significant national growth planned.

**Darren Waitson**

Founder and CEO, Nirvana



Under Darren's leadership and strong vision, Nirvana is fast becoming the face of block and estate maintenance within the leasehold sector. Darren who is a qualified

engineer by trade has formed a passionate and driven team built on the company's founding family values which operates exclusively within the block management sector. Since 2009 Nirvana has been providing both planned and reactive solutions ranging from fire defence, electrical and general maintenance to a growing portfolio of 82 managing agents and hundreds of property managers across London and South East. Darren's mission to be the catalyst for change and the disrupters of the industry, whilst improving relations between managing agent, contractor and resident.

**David Bentham**

Director, Homestead Consultancy Services



In the industry 38 years, 31 with Homestead where under David's Guidance the company is serially recognised by the industry.

ARMA Q and NotB winners for major works and highly commended for customer services by both, Highly Commended Property Allstars. Homestead consistently punch above their weight. David's Maxim is Integrity, Professionalism and Longevity, Homestead's first client is still onboard 40 years on. Last year's ARMA ACE Recognised Homesteads ethos 'under promise and over deliver'.

**David Clark**

Chairman, Mainstay



David is co-chair and owner at Mainstay Group, one of the largest residential and mixed use asset managers in the UK. A former chair of both ARMA and IRPM - during his tenure

the first PRS qualification and IRPM Resource Hub were launched. He is a board director Fortis Living HA and chairs their maintenance division, Fortis Property Care. He remains passionate about raising standards in the industry.

**David Hurren**

Director, Abbot Property Services



With over 30 years operational HR and recruitment expertise over the last 3 years, David has created a pioneering outsourced staffing solution) that on average has reduced

residential property staffing costs by 23% whilst freeing up Property Management time. Having assisted over 50 developments with staff setups, TUPE transfers and team restructures, he is having a positive impact on the sector.

**Dr Nigel Glen**

CEO, ARMA



Nigel joined ARMA as CEO following international senior executive positions in big oil, fintech and seven years as the owner of a residential property management firm.

Nigel's main responsibility is to represent the industry to Government and the longer term strategy and direction of ARMA.

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## Duncan Llewelyn Rendall

CEO and Founder, Rendall & Rittner



Duncan graduated with a 2.1 in Law from Oriel College, Oxford in 1986 and three years later passed the Bar Finals exam. He first worked at Japanese bank Sumitomo Trust

before studying for an MBA at the London Business School, graduating in 1992. While still at Business School, Duncan started Rendall & Rittner with his business partner Matt in 1990, while working for the Treasury Department of Esso UK, after which he left to focus full-time on Rendall & Rittner. Advising lessees and landlords on freehold acquisitions, RTM applications and management disputes, Duncan has been appointed by the Leasehold Valuation Tribunal (LVT) now known as the First Tier Tribunal to manage several Central London schemes. In 2010 he became Chairman of Rendall & Rittner and in 2015, the CEO. Duncan takes an active interest in the Association of Residential Managing Agents (ARMA), where he was the Chairman of the Association from 2005- 2007. Duncan is also a Fellow of the Institute of Property Management. Duncan is married with three children.

## Eleanor Murray

Counsel, CMS Cameron McKenna Nabarro Olswang LLP



Eleanor leads the Residential Disputes and Enfranchisement Team at CMS. She is the principal enfranchisement and RTM legal advisor to the Wellcome Trust.

She also advises Derwent London, Columbia Threadneedle Investment and the Portman Estate. In 2016 she successfully led the Trust's legal team in the landmark Upper Tribunal decision on Relativity. Eleanor won the Young Professional of the Year Award at the 2014 ERMAS and was a finalist for Solicitor of the Year in 2016. She was also awarded Highly Commended for Associate of the year at the British Legal Awards 2015.

## Elizabeth England

Barrister, 42 Bedford Row



Elizabeth is an established property practitioner, with particular expertise in the fields of residential landlord and tenant, and

housing law. She has extensive experience in all aspects of residential property law, management of estates and enforcement of covenants. She assists a range of clients from private landlords of short lets seeking possession or advice on tenant issues, to long leaseholders in forfeiture and breach of covenant claims. She has a growing practice in enfranchisement, right to manage, extension of lease claims, boundary disputes, rights of way and easement claims.

## Emily Ørner

Head of Property Management, SPL Property Management LLP



Emily heads up a growing team at SPL Property Management LLP in Bournemouth. Always keen to promote professionalism in the sector, she pushes her

team to achieve high standards of customer service, resulting in significant business growth. She sits on the Board of Directors and Product and Strategy Working Group for the IRPM and is also an honorary consultant to the FPRA. In 2017 she won the ARMA Award for Property Woman of the Year.

## Emma Blaney

Warwick Estates Property Management Limited



Emma has worked in the leasehold sector for over 10 years and her passion and dedication are unmatched. Recognising the issues early on, Emma has spent her career

working to gain perspective of the sector, to identify ways to promote positive change and improve how we operate. In addition, Emma is committed to raising the profile of the sector for those working in it and to make property management a real career choice.

## Emma Power

Associate Director, Freehold Managers PLC



Emma oversees various areas of the business including property management, Lease Extensions and Enfranchisement, Insurance and Acquisitions. Over

a number of years, she was worked with her colleagues to transform the business and the quality of the service provided allowing

Freehold Managers to give what is considered an industry leading service to their clients and leaseholders. She is an avid supporter of the industry and improving its standards.

## Emma Timothy

Director, Deverell Smith



Emma is a founding Director of Deverell Smith, the 8th Best Small Company to work for in the UK as voted by the Times and the winner of the Overall Engagement

Award by Property Week. She has successfully placed 1423 candidates into 343 property companies in the last 12 years, building careers and businesses in the industry. Emma is an ambassador of The Daisy Chain who are champions of getting working parents back into the workplace.

## Fernando Valdivielso

Account Director, Deacon



Deacon account director Fernando Valdivielso has gained his experience working in predominantly commercial, property and reinsurance, as well as broking at

Lloyds of London. He was instrumental in setting up and implementing Deacon's CPD accredited block insurance training for property managers, has been a regular speaker at IRPM and ARMA events, and is also a founding member of Leasehold Management Professionals which, through regular networking and speaker events, helps meet the CPD needs of busy insurance, accountancy, legal and property professionals working in block management.

## Fiona Docherty

Managing Director, James Andrew Residential



Fiona established James Andrew Residential 6 years ago offering a bespoke and personalised property management service. Having started the company with 300

units under management the business has steadily grown and James Andrew Residential currently manage over 3000 units with an impressive portfolio of clients ranging from landlord investment companies to resident-owned blocks to include the residential development of the Kings Cross regeneration scheme one of the most prestigious projects in London.



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### Gordon Whelan

Managing Director, Haines Watts Service Charge



Gordon joined Haines Watts Service Charge in 2016 and under his vision and leadership the firm is now one of the leading accountancy firms specialising in the certification and audit of service charge accounts. During the year, he advised the Institute of Chartered Accountants in England and Wales (ICAEW) on revising best practice accounting guidance for the sector, TECH03/11 and is now a member of the working party set up to revise the guidance note. He is also a member of ARMA's Technical Advisory Panel.

### Gudrun Helevuo-Burnet

Senior Business Partner, Peabody



Gudrun is Senior Business Partner at Peabody, one of the largest housing providers in London, and has worked in the field of domestic abuse for 15 years.

As a result of her work at Peabody transforming the response to domestic abuse Peabody now receive a report of domestic abuse every 3 days and are seen as best practice. Guddy co-founded the Domestic Abuse Housing Alliance (DAHA) which is a national initiative to improve the whole housing sector response to domestic abuse. She is a 2016 Winston Churchill Fellow and travelled around the world to learn about best practice. She was shortlisted for Red Magazine's Pioneering Woman of the year Award 2016.

### Hema Anand

Partner and Head of Residential Property, Bircham Dyson Bell



Hema has over 17 years' experience in all aspects of high net worth residential property and leasehold enfranchisement. She is known for

successfully handling group actions and complicated enfranchisement claims. Hema was awarded Highly Commended at the ERMs in 2017, 2014 and 2012. She is the residential property expert for City AM newspaper and is regularly approached to comment or write on current residential property issues in the press.

### Ian Fletcher

Director of Policy, The British Property Federation



The Federation's Director of Policy, whose remit covers everything property, but looks never happier than when promoting residential investment and leading the BPF's position as

the home of Build-to-Rent. Passionate about the importance of good property management and the long-term view, not just for the experience of tenants, but the value that the sector creates. A strong believer in evidence-based policy, rather than political pendants.

### Ian Hollins

Director, Clear Building Management Ltd



Ian and his business partner Pete McCabe established Clear only a few years ago in the Northwest but already it is developing in to one of the most trusted brands in the UK for

property management. Ian's attention to detail and knowledge of the sector is sure to deliver on service and encourage growth. They were also the first managing agent to be awarded the prestigious Customer Service Excellence award by the Cabinet Office.

### James Farrar

Co-Founder & Managing Partner, JFM Block & Estate Management



Launched in April 2015, JFM has acquired 56 blocks/estates under management equating to 1,900 units. In 3 years, they've gone from a 2-man start-up to a team of 11, and still have

a 100% client retention rate. Their mission to specialise in Resident Management Companies, empowering homeowners to manage their blocks/estates in the way they want has been hugely well received by leaseholders, peers and staff alike. They expect big things in the year ahead.

### Jamie Willson

Managing Director, Future Lighting



Jamie is a fully qualified engineer with 25 years' experience in commercial lighting. In 2014, in response to the emergence of LEDs, he established Future Lighting to support the

maintenance requirements of block managers. From launch, the business has gone from strength to strength. In the last three years, the company has saved clients thousands of pounds, while dramatically reducing energy wastage from outdated lighting systems. Under Jamie's direction Future Lighting is now positioning itself as a thought leader at the forefront of the residential lighting sector.

### Jeff Whiley

Co-Director, JM2 Support Services



Jeff founded JM2 Support Services in September 2009. JM2 have built a recognition of importance around technology when it comes to creating clean communal living space.

As a result, the team has helped to enhance processes and increase efficiency for many of the industry's best-known Managing Agents. Through Jeff's winning combination of technical expertise and the belief that relationships are the key to success, JM2 have grown consistently over the past 5 years. In 2018 Jeff is aiming to increase his involvement within the leasehold sector in an educational and advisory capacity in relation to internal and external communal maintenance.

### Jeremy Dharmasena

Partner and Head of Leasehold Reform, Knight Frank LLP



Jeremy has over 20 years qualified professional experience specialising in lease extension valuations and enfranchisements of flats and houses of prime central London

residential properties. He advises both landlords and tenants, allowing him to see and use various technical arguments to his clients' best advantage. He is user friendly and takes pride in delivering a first class service.

### Joaquim Fillola

Managing Director, Encore Estate Management



Joaquim is a Chartered Engineer & Member of the Institute of Civil Engineers, and a background in managing large scale construction projects, which has directly influenced

Encore's strong focus on operational excellence and customer service. As a keen supporter of the work that ARMA and other professional bodies are doing to raise standards across the residential property sector, Joaquim has played a key role in driving Encore's successful training programme.



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**Joe Mallon**

Co-Founder & Managing Partner, JFM Block & Estate Management



JFM have turned heads in the industry, having originated as a 2-man start-up. The company has since grown to a team of 11, become Property Management Awards Finalists and become full ARMA-members within 3 years. JFM now manage 56 blocks/estates - a total of 1,900 units under management. "The secret to our success is working hard on consumer-empowerment. The tide has been turning in favour of end-users and we are proud to represent home-owners" says Joe.

**Joe Tona**

Director, Property Debt Collection & PDC Law



Joe has worked tirelessly with his team over the last 25 years to develop a unique service charge and ground rent recovery solution. Focused on service delivery, enhanced reporting technology and key industry knowledge, his efforts have culminated in the revolutionary No Win No Fee service provided by Property Debt Collection and PDC Law to many freeholders and managing agents.



**John Midgley**

Partner Real Estates Disputes and Head of Leasehold Enfranchisement, Seddons Solicitors

John acts for landlords and tenants in relation to advising on property management issues and disputes. He is a leading practitioner in collective enfranchisement, lease extension and right to manage claims, having been involved in a number of landmark cases. He is a member of the Advisory Committee of the Association of Leasehold Enfranchisement Practitioners (ALEP). John was instrumental in pioneering the Leasehold Reform (Amendment) Act 2014 and works closely with politicians on various other issues affecting the leasehold sector.

**John Stephenson**

Partner, Bircham Dyson Bell



John served the first ever collective enfranchisement claim notice on the day the 1993 Act came into force, and has been a leading practitioner in leasehold reform ever since. He has acted for leaseholders on all the main PCL estates, and been involved in many leading court and tribunal cases, including most recently Sloane Stanley v Mundy (Court of Appeal). To ensure the freehold project is a long-term success, he also advises on many complex management issues.

**Jonathan Leitch**

Founder, J B Leitch Ltd



Jonathan founded J B Leitch in 1997 since when the firm has gone from strength to strength building an impressive roster of clients including many significant freehold investment and property management companies. Known for its forthright collection methods and recognised by the Legal 500 for its expertise in highly technical disputes, the firm also aims to deliver cutting edge business intelligence information.

**Julian Davies**

Managing Director, Earl Kendrick Associates



Julian draws on the success of his own dynamic and growing business to act as a thought leader for the property industry as a whole. He regularly speaks at industry events, represents trade associations and contributes to publications, bringing his invaluable experience to a wide audience. Julian is a member of the RICS editorial advisory group, and respected not only as a technical expert but as someone with a vision for the future of surveying.

**Justin Bates**

Barrister, Arden Chambers



Justin has an active and high profile leasehold law practice. He has acted in most of the major RTM cases of the last decade and has over 75 reported and significant cases to his name at High Court, Upper Tribunal, Court of Appeal and Supreme Court level. He is the author of "Leasehold Disputes", the deputy general

editor of the Encyclopedia of Housing Law and is presently instructed on the Grenfell Tower inquiry.

**Karl Ardern**

Director, Warwick Estates



Karl's property career began over 30 years ago, moving into specialising in residential management at the turn of the century, just 100 years after his dress sense. Renowned for his wit and charm he has cut a swathe through the industry for years, gathering experience, frowning a lot and twinkling quietly amongst the crowd. Now spreading like a rash across the country for Warwick Estates, no one has yet found a cure for him.

**Kevin Fairless**

Head of Training and Qualifications, IRPM

Kevin Fairless joined the IRPM as Head of



Training in September 2017 following a highly successful career at a specialist facilities management company, and an award winning residential property management firm. Managing agents will be required to obtain a nationally recognised qualification to practice and Kevin has taken a leading role in the only IRPM qualification for managing agents that is widely recognised and accepted by our industry.



**Kevin Ryan**

Partner, Carter Jonas LLP

Kevin Ryan, a Fellow of the Royal Institution of Chartered Surveyors, is an expert in enfranchisement, lease extensions, collective enfranchisement and residential landlord and tenant matters. He acts for high profile landlords in prime central London including Howard de Walden, Berkeley Estate, Langham Estate, Royal Borough of Kensington & Chelsea, Dorrington PLC and Transport for London as well as tenants of high value property on the Grosvenor, Crown, Cadogan, Wellcome, John Lyon, Eyre and Bedford Estates, among many others. He is regularly instructed as an expert witness in Tribunal and Court.

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**Kier White**

Audit Director, BDO LLP



Kier heads the residential service charge team at BDO LLP, the 6th largest accountancy firm in the UK who were Highly Commended at the recent PMA's. Kier has been involved in service charge audits for over 25 years and reports on the service charge accounts of over 3,000 schemes. Kier was a member of the working party that developed the accounting guidance note TECH03/11 and is currently working on updating this technical release.

**Laura Severn**

Director, LMP Law



Laura works directly with Landlords, Managing Agents and Property Managers. She has an overwhelming sense of commerciality and is a customer service enthusiast. Laura focuses on creating lifelong relationships with clients. Her continuing mission is that all clients of LMP Law are provided with the support and advice they require on every aspect of Property Law (with no need to look elsewhere). LMP Law continues to grow based on this vision.

**Leigh Shapiro**

Partner - Residential Property, Irwin Mitchell Private Wealth



Having recently moved to Irwin Mitchell, Leigh has continued to enhance her reputation as a specialist leasehold enfranchisement practitioner. Her practice includes acting for all parties involved in residential leases and she thoroughly enjoys the complexities of leasehold reform. Leigh is known for being commercial and pragmatic in her work and she has spoken at a number of ALEP and CLT training events. She is also an honorary consultant for the FPRA.

**Liz Rowen**

Associate, PM Legal Services



A Founder member instrumental to the trailblazing success and rapid growth of PM Legal Services, Liz has amassed over a decade's experience in

specialist property management litigation. With a Strong track record at leading, award-winning specialist firms, she consistently provides high quality, commercially astute legal advice. Advising clients on County Court/Tribunal related matters, her enfranchisement expertise includes lease extensions, and she is often called upon to often advising on wide-ranging challenges with defective leases challenges. An IRPM member, Liz is regularly invited to present webinars on industry topics and is a regular contributor to the industry press.

**Louie Burns**

Managing Director of Leasehold Solutions and Partner of Leasehold Valuers and Leasehold Law



Passionate about the rights of leaseholders, Louie Burns is co-owner of Leasehold Solutions, Leasehold Valuers and Leasehold Law. Well-known for his campaigning work on behalf of leaseholders, Louie regularly appears in the media as an expert, and presents at events, seminars and conferences in the wider property industry. Louie co-authored the Leasehold Valuers Relativity Graph 2017, which is now widely accepted in the sector and has been used in a number of recent tribunals.

**Louise Uphill**

Senior Associate, Blake Morgan



Louise specialises in leasehold enfranchisement advising individuals and groups of flat owners, private and investment landlords, institutional lenders, national and regional house builders and other landowners in relation to enfranchisement claims. Louise has presented two pre-recorded webinars for LexisNexis as an industry expert and has provided similartalks for the RICS; Louise also provides in house training days for her larger clients and has appeared as an Expert Witness and Forensic Solicitor in relation to a fraud trial for a missing landlord claim.

**Mark Chick**

Partner, Bishop & Sewell LLP



Mark Chick is a specialist in Leasehold Reform and a Partner at Bishop & Sewell LLP, a full service Central London law firm. He is also a director/founder of ALEP and was recently named Solicitor of the Year 2016

at the ERMA's. Mark has also appeared on BBC Breakfast as a property expert and writes and lectures regularly on landlord and tenant matters via his websites Leaseholdinfo.com and Leaseholdreformnews.com.

**Mark North**

Business Development Partner, Brethertons



Partner responsible for Business Development, Mark North, has a wealth of expertise in the property industry. He specialises in the leasehold sector, is responsible for customer and business relationship management, and plays a critical role in monitoring the firm's high levels of customer care. He has been with the firm since 2005.

**Mary-Anne Bowring**

Founder, Ringley Group



Mary-Anne, Ringley Group's founder, leads a multi-award winning team from Camden Town and features weekly on Property TV's 'Property Question time' which broadcasts on Sky Channel 198. As a qualified engineer, property manager and chartered surveyor, Mary-Anne has a detailed understanding of property assets: specialising in leasehold issues she remains a practicing surveyor and presents cases on service charge reasonableness, recoverability and valuation matters. A passionate consumer champion, Mary-Anne contributes to the leasehold all party working group, the Federation of Private Residents Associations and served as an IRPM Governor. She is also on the RICS residential working group

**Matt Lewis**

Partner, Solicitor and Head of Residential Leasehold Department, Coles Miller Solicitors LLP



Matt is a residential leasehold specialist, known for successfully handling contentious matters such as service charge disputes, breaches of covenant, enforcement and forfeiture. Matt is one of the founders responsible for creating and evolving Leasehold Management Professionals (LMP) an association for professionals in the residential leasehold sector. Matt is highly Influential on social media providing regular residential leasehold legal updates. He is also a member of IRPM and a FPRA Honorary Consultant. Coles Miller is a member of ALEP.



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**Matt Rittner**

Founding Director, Rendall & Rittner



Matt founded Rendall & Rittner in 1990 with his business partner Duncan Rendall. With over 28 years property management experience, Matt continues to manage developments, with a hands-on approach across Rendall & Rittner's portfolio. Matt is responsible for the placement of £5.5bn DV and his internal insurance team. Matt supports lessees and Landlords on freehold acquisitions, RTM applications and management disputes. He has also been appointed by the FTT to manage several Central London schemes. Matt previously worked in the music industry. His entrepreneurial skills enabled him to build up a chain of record shops, among whose services was the wholesale import and export of records and CDs. Matt is a dedicated family man and is interested in a very wide range of music.

**Melanie Leech**

CBE, British Property Federation



Melanie joined the British Property Federation in 2015, following nine years as Director General of the Food and Drink Federation. Melanie began her working

life as a Police Constable in the Metropolitan Police Service. She joined HM Customs in 1988 and subsequently held senior roles in the Department for Culture, Media and Sport, the Office of the Rail Regulator and the Cabinet Office. Her role is to champion UK real estate and to promote a sustainable partnership between governments and the sector to deliver a high quality built environment.

**Michael Howard**

Managing Director, Urbanbubble



Founder and MD of urbanbubble, Michael has moved the Manchester based residential managing agent into Build to Rent arena and in the last year, extending

their reach outside of the North West on to a national platform. Their portfolio stands at 8.5k homes in Manchester & Liverpool, with a North West new homes pipeline of 7.5k secured by end of 2020. Added to this, urbanbubble have L&G and DTZi as their two and only institutional clients fuelling their BtR operations and Michael makes it well known they are not seeking any further BtR instructions or clients considering

the pipeline in front of them.

**Michael Jacobs**

Chartered Surveyor and Founding Director,



Michael Laurie Magar Michael Jacobs, Chartered Surveyor and founding director of Michael Laurie Magar has over 25 years' experience in the property industry

working in residential block management. The company manages more than 6500 leasehold properties in over 200 developments and is one of the largest independent Managing Agents in North London. In 2016, Michael was appointed to the Board of ARMA and is passionate about raising standards and introducing regulation in the industry.

**Naomi Heathcote**

Senior Associate, Charles Russell Speechlys



Naomi advises companies and private individuals on commercial and residential property matters. Her particular expertise is in leasehold enfranchisement,

acting for both landlord and tenant clients in this specialist field. Naomi received the Highly Commended Award for Young Professional of the Year at the Enfranchisement & Right To Manage Awards 2013 and 2014. Naomi is admitted to practise in England and Wales.

**Nathan Hayward**

Managing Director, Cable Rock Management



Nathan is responsible for developing Cable Rock into one of Sussex's fastest growing property management and lettings companies which, over the last two years, has consistently

doubled both its turnover and units under management. With a strong background in engineering and property, Nathan is a highly astute and experienced property manager. The philosophy he instils throughout all his team is to look after every one of their properties as if they lived there themselves.

**Nicholas Rich**

Associate Director, Warwick Estates



A former winner of the NotB Young PM of the Year and a winner at the RICS Young Surveyor Awards, Nick's primary focus is finding innovative new ways

Warwick Estates can work to deliver exceptional service to their clients. Nick is also a Director of the Young Leasehold Professionals networking group, helping increase membership with event attendance regularly over 200. More recently Nick has helped found MyManagingAgent.com looking to create an environment where leaseholders can access real choice in the sector.

**Nigel Feast**

Customer Relationship Director, Deacon



With a lifetime career in the industry, Nigel continues to command huge respect in the insurance market where he was managing director until taking up his new role to focus

on client relationships and technical issues. Established in 1989, and with a relentless focus on negotiating terms and conditions that benefit lessees, agents and freeholders, Deacon has an enviable reputation as the specialist 'go to' insurance broker for blocks of flats cover and has twice been named Block Insurer of the Year at the PMA Awards. Deacon is part of Gallagher, the international insurance, risk management and consulting group, who are replacing Aviva as the title sponsor of Premiership Rugby this year.

**Nigel Howell**

Chief Executive, FirstPort



In 2018, after three years of Nigel's leadership, FirstPort is a company transformed, with renewed confidence and revived performance. Through innovative and involved

management, and inspired appointments, Nigel has re-engaged clients, customers and colleagues, securing more new business in the last 12 months than ever before. Under Nigel, FirstPort have bolstered their position as the UK's largest property manager and as a champion for higher standards in the industry.

**Noella Lee**

Chief Operating Officer, ARMA



Noella is a networker extraordinaire and knows just about everybody in the business. As Chief Operating Officer at ARMA Noella makes the organisation tick on a

day-to-day basis and spends her days balancing books and spinning plates. In true Henry Kissinger style she has brought warring parties to peace and rumour has it she is even able to turn back the tide.



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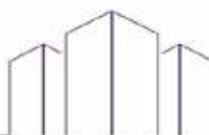
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**Patrick Flynn**

Business Development, Urang



Patrick has managed some of London's most iconic apartment blocks, retaining some clients for over 20 years. Skilled in building management teams and developing portfolios, Patrick has

worked for some of London's leading block management companies including; Chesterton, Gross Fine, Knight Frank and Douglas & Gordon. Patrick is currently lending his considerable business development expertise to Chelsea-based Urang Property Management.

**Philip Parkinson**

Legal Director, J B Leitch Ltd



Phil works as Legal Director at J B Leitch Ltd and advises significant landlord clients on matters relating to forfeiture, breach of covenant and dispute resolution.

Phil is recognised in the Legal 500 as a ranked lawyer and has conducted several recent cases in the appellate Courts. He prides himself on an innovative approach to legal solutions and manages a large team of solicitors.

**Philip Rainey QC**

Barrister, Tanfield Chambers



Head of Tanfield Chambers, Philip "continues to be regarded as one of the Bar's finest property silks, and has an excellent reputation for his enfranchisement

work" [Chambers & Partner 2018]. He is one of the UK's leading specialist property law barristers and "A true star with a first-class brain" (Legal 500). He is keenly interested in the reform of landlord and tenant law. He also won the Outstanding Achievement Award at the 2018 Enfranchisement & Right to Manage Awards.

**Professor James Driscoll**



Professor James Driscoll is a solicitor, writer, lecturer and an accredited mediator. For 11 years he was a Judge on the First-tier Tribunal (Property Chamber). He is a

leading expert on residential leasehold matters and housing law generally. In addition to his years in practice as a solicitor he has held

academic positions in England and in the United States. He is a regular speaker at conferences for lawyers and property professionals. James is a prolific author of books on housing and property law (including several volumes of Halsbury's Laws). James is a consulting editor to the Landlord and Tenant reports.

**Rajeev Nayyar**

Managing Director, Fixflo



Rajeev is the co-founder of Fixflo, the market-leading repair reporting software specialist currently used to manage over 450,000 residential units across the

UK and internationally. As a landlord and former lawyer, he has been able to use his vast knowledge to position Fixflo as a highly-respected, award-winning industry thought leader; as a prominent industry figure, he is often in demand as a speaker on the impact of technology on the property industry.

**Rhys Townsend**

Head of Block Management Recruitment, BBL Property Recruitment



Rhys is a well-connected, highly regarded recruitment professional with an unrivalled client base and reputation across the UK. Working as the lead Block Management

recruiter at BBL Property, he played a pivotal role in BBL winning "Property Recruitment Agency of the year" at the most recent NOTB Awards. Providing impartial advice to client companies and job applicants alike, Rhys's credibility and knowledge, underpinned by a decade's dedicated service to the industry, are as impressive as his ability to match individuals to companies however niche their requirements.

**Richard Daver**

Managing Director, Rendall & Rittner



Richard holds a degree in Urban Estate Surveying and has worked across both Local Authority and Housing Association roles before moving into the private sector.

He is a Fellow of the Royal Institution of Chartered Surveyors (RICS) and the Chartered Institute of Housing, with over 25 years' experience. Richard joined R&R in 2006 to head a specialist team providing developers with long-term consultancy, strategy advice

and management services. He has been instrumental in delivering the management of a range of developments including some of London's largest regeneration projects. He was made Managing Director in 2010 and has over seen Rendall & Rittner doubling in size, now managing 55,000 units. He has been integral to ensuring the company has won many awards including three at the inaugural ARMA Ace Awards last year, RESI and IIP.

**Rob Plumb**

Chief Executive Officer, HML Holdings plc



Rob is CEO of HML Holdings plc, the only residential block management business listed on the London Stock Exchange. Rob joined Hawksworth Management Limited

in late 2005 and floated the company on AIM in 2006. The group now has over 75,000 units under management across 21 offices. Rob is a Chartered Accountant and Chartered Surveyor.

**Robin Gleeson**

Business Director, Towergate Insurance Brokers



Robin runs Towergate's North London operation specialising in Property Owners and Block Management. He has been in the Insurance industry for nearly 15 years and has

used this experience, as well as a 3 year stint working for Trinity Estates, to tailor products / services for the property sector. Award winning Towergate are constantly reviewing the ever-evolving property management industry and are proud to have supported the PMA's for the past 6 years.

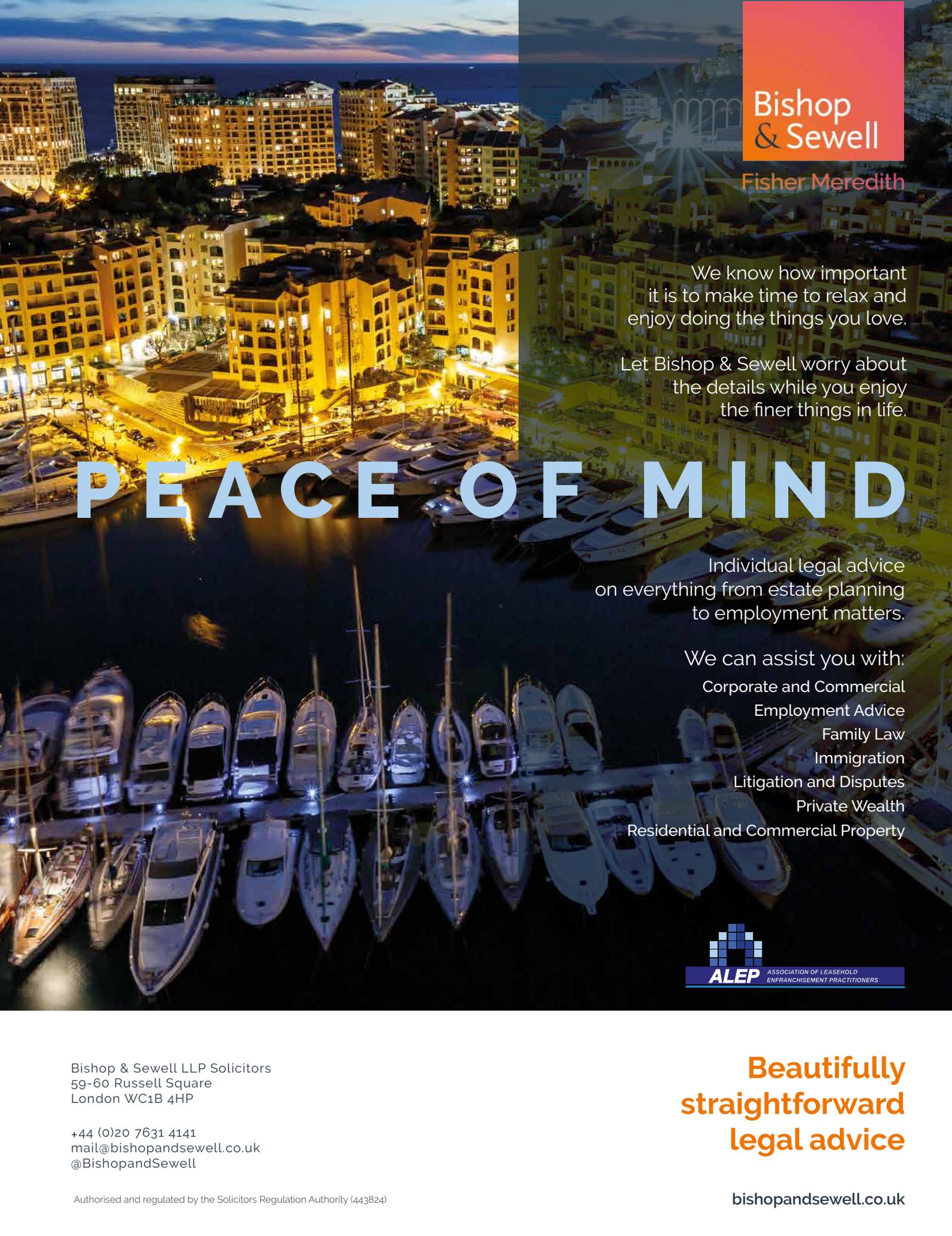
**Roger Hardwick**

Partner, Brethertons



Roger has extensive knowledge of statutory lease extensions, collective enfranchisement claims and the enfranchisement of leasehold houses. He is

frequently involved in proceedings before the First-tier Tribunal (Property Chamber) and Upper Tribunal (Lands Chamber), acting primarily for landlords and managing agents in connection with service charge disputes, applications to vary leases and applications to appoint a manager. Roger won ERMA's Solicitor of the Year 2017 and Regional Professional of the Year 2016 & 2017.



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**Sam Massey**

Franchise Launch Manager, Property Partners - SDL Group



Samantha Massey is a Chartered Surveyor working as launch manager at SDL Property Partners, the franchise scheme for property management.

With over a decade of experience in business development as part of her 20-year career in residential property, Sam has played a key role in the set up of the property management industry's first franchise scheme.

**Sarah Goodall**

Senior Solicitor, Bolt Burdon

Sarah is a Senior Solicitor at Bolt Burdon solicitors, specialising in leasehold enfranchisement, service charge disputes, breaches of lease and ground rent acquisitions and disposals. Sarah has successfully represented both leaseholders and landlords



in varied leasehold disputes including high value and sensitive matters. Sarah has delivered training and presentations to the industry at a range of events.

**Shaun Harris**

Managing Director and Founder, Harris Associates



Shaun has over 30 years' experience in the property sector. His firm currently advises on property with a value of in excess of £4bn. He has built a reputation for providing

outstanding levels of customer care and professionalism by blending technical expertise, innovation and traditional personal service and he places a great deal of stock in building trust and developing relationships. Shaun regularly runs CPD sessions on a myriad of subject matter, publishes articles and produces in-house video content for the benefit of clients and peers alike.

**Simon Crewe**

Managing Director, Millstream Management Services Ltd



Simon was appointed Managing Director of Millstream Management Services (MMS) in 2015. MMS manages 6,736 private retirement housing

properties across the UK and provides its services to over 8,000 people on a daily basis, for Housing Associations, developers, Right To Manage companies and employees over 200 people. Simon is also Managing Director of Stratton & King, an estate agency business specialising in the resale of retirement housing.

**Steve Grimsley**

Director, TemplePM Ltd



Steve has been recruiting for the block management industry for over 11 years and has achieved FIRP accreditation. He has helped many companies with their recruitment

needs and continues to do so, successfully placing many Block Managers. Steve set up TemplePM Ltd 9 years ago and is very proud that they are recognised as one of the industry leaders.

**Stuart Toper**

Chief Executive Officer, Abbatt Property Services



Stuart Toper, CEO of the multi-award-winning property recruitment agency that helps managing agents, developers and right to manage companies recruit property

experienced staff. Abbatt was founded over 59 years ago and was the first agency to specialise in property recruitment. Stuart recently launched an additional service, Abbatt Academy, that trains all Abbatt temporary concierges. Looking ahead, Stuart is eager to continue meeting the needs of his clients and providing skilled property staff to buildings across London.

**The Leaseholder**

With over 4.1 million privately owned leasehold properties in the country, by far the most influential people in the sector are flat owners themselves. In London alone, service charges are estimated in excess of £500 million. As paying customers, leaseholders are increasingly aware of their rights and how to exercise them.

**Tony Hymers**

Director, Burlington Estates



Tony is the co-founder of Burlington Estates, is a qualified Chartered Surveyor and holds a Post Grad from CEM. He practises in Mayfair and has worked in property for over 25

years. He is also the Vice Chair of ARMA and will become Chair in 2018. Tony provides key advice to Burlington clients and undertakes most new business pitches.

**Vikki Herbert**

Partner, Thackray Williams Solicitors



Vikki is head of the Leasehold Enfranchisement team at Thackray Williams, a leading regional law firm. In her role, Vikki helps leaseholders, freeholders and

intermediate landlords with all manner of residential lease-related matters with a special emphasis on leasehold reform. Vikki was 'Highly Commended' for both Young Professional of the Year and Regional Professional of the Year at the Enfranchisement and Right to Manage Awards in 2015, with her team receiving the same accolade for Regional Professional of the Year in 2016.

**William Heneker**

Director and Shareholder, Lamberts Chartered Surveyors



William Heneker (BSc (Hons), FRICS, FIRPM) is a Director and Shareholder at Lamberts Chartered Surveyors in London, with 25 years' experience in the

property profession. He is the current Chairman of ARMA, as well as being its Trustee to the International Ethics Standards Coalition. He sits as an RICS APC Assessor for the residential pathway and still manages on a daily basis a number of large residential blocks.

**Yashmin Mistry**

Partner and Property Practice Group Leader, JPC Law



Yashmin is a leading expert in leasehold enfranchisement and landlord & tenant matters whose professional success has been widely acknowledged for

some years. She is influential not only as a practitioner and commentator, but increasingly as someone asked to play an active role in shaping best practice and how the law works, being asked to share her expert opinion with professional and statutory bodies responsible for reforming the sector, most recently the Law Commission.