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Chainbow Staff Amongst the First AssocRICS Members

Dual national award winning property professional and new business manager, Gail Lawrence, was amongst the first managing agent in the UK to receive the new title of AssocRICS, an associate member of The Royal Institution of Chartered Surveyors (RICS), joined shortly afterwards by Operational Systems Manager, Niccie Storr.

For the first time in its history, the RICS has formally recognised the growing importance of residential managing agents in the industry by allowing Members of the Institute of Residential Managing Agents (MIRPM) to transfer their qualifications to its organisation.

The process involves a MIRPM to undertake an ethics examination and be proposed by RICS Fellow or Member in order to transfer their qualification.

Mr Southam said, "I happily welcome the RICS' forward thinking by including residential managing agents into its fold. Already there are a number of practitioners who are chartered surveyors and it makes sense to have us all under one roof. I also hope this is the first step in the right direction in terms of making the block management industry more accountable and professional as its peers."

Roger Southam is a RICS Fellow and former RICS JO Chairman. He has been actively involved with the Institution for 24 years sitting on a number of focus groups, most recently being the Transparency Working Group, which examined how openly residential and commercial property professionals declared their fees and commissions.

Gail Lawrence last year won Young Property Manager of the Year at the Property Management Awards and the Institution of Residential Property Management (IRPM's) best 'Legal Paper' 2010 Award.

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Notes to Editor

Since 2006, Chainbow has advocated for tighter regulations of the property management industry and have called on the Association of Residential Managing Agents (ARMA) to license operators to ensure they are educated about legislation and leaseholder rights and penalised when they do not comply.

Chainbow was founded by Roger Southam in 1989 and specialises in residential and commercial property management on behalf of owners, freeholders and developers. Chainbow aims to provide real value for money for its customers as well as changing their perceptions of property management. Chainbow does this through the provision of a clear charter aimed at setting out its values and promises to leaseholders, as well as an annual customer satisfaction survey intended to benchmark progress and identify areas for improvement.

Chainbow currently manages 90 developments with 3,850 leaseholders. Chainbow operates on behalf of private and public-sector owned residential, mixed-use and commercial properties. The types of developments range from small four-apartment blocks to complexes encompassing more than 700 homes.