



Property Managers Association
Scotland Limited

Annual Conference

23rd September 2009

Dunblane Hydro Hotel, Dunblane

Hosted by BBC Scotland's Lesley Riddoch



Principal sponsors

DEACON
the property insurance
professionals




CLEAN sweep Ltd.


**HUNTER BUILDING
SERVICES
LTD.**

Aspect
Work at Height

Programme

Registration from 09.00. Conference Centre, Dunblane Hydro Hotel, Dunblane.

The Content

PMAS welcomes you to the only Annual Conference for Property Managers in Scotland. In a change from the past two years' successful format, PMAS has devised a conference featuring live role-play scenarios of the things that happen in the life of a real life property manager to provide an opportunity for delegates to consider the type of issue faced by them during their working days. This year's conference centres around matters of topical interest to property managers.

The emphasis will be on participation and empowerment. To assist we are delighted that the facilitator for the conference will again be Lesley Riddoch whose skills in the broadcasting world will be brought to bear to ensure that the group discussion sessions are lively. Lesley is a writer, commentator and broadcaster. She runs her own independent radio and podcast company, Feisty Productions Limited, which produces Riddoch Questions, a weekly topical phone-in programme fronted by Lesley every Friday on Radio Scotland. She is also a weekly columnist for the Scotsman and was shortlisted in 2006 for the Orwell Prize for political writing.

About Our Sponsors

PMAS is delighted to welcome the sponsorship of our sponsors for the Conference and acknowledges the generous support of the following principal sponsors:

Deacon Insurance Services

Deacon insures residential, commercial and mixed-use leasehold property. Deacon has a unique understanding of the requirements of property owners and managing agents, whether they are employed by landlords or residential management companies.

Deacon provides cover for commercial as well as residential let property.

One of Deacon's main strengths is the efficiency with which they handle administration and claims, reducing the workload for property managers. Deacon processes and pays the majority itself, responding to clients within a matter of days.

Deacon has been a regular sponsor of and contributor to the Association's Conferences and the Association welcomes Deacon's continuing support.

S2 Partnership

The S2 Partnership was founded in February 1999 and provides a wide range of services in the fields of health and safety, fire safety, asbestos safety, water hygiene and control of Legionella, disability access audits, environmental management, and web-based management systems and training. S2 offer our services throughout the UK and have offices located in Cambridge and Glasgow. In nine years of operation S2 are proud to have built up a successful consultancy business based on reputation and service quality.

Cleansweep

CLEANSweep Limited is a long established Company providing Cleaning; Grounds Maintenance & Concierge Services to Members of the Property Management Companies throughout the Central Belt area of Scotland. CLEANsweep's Managing Director is Mr.Gerard Bonner & they employ approx. 60 staff, who all pride themselves by working hard to make YOUR job as easy as possible by being Efficient; Proactive with Immediate Response to any job.

Hunter Building Services

Hunter Building Services is a family business with David J Hunter as Managing Director.

Hunter Building Services is a member of the Scottish Building Employers Federation ((S.B.E.F.) and Scottish and Northern Ireland Plumbing Employers Federation (S.N.I.P.E.F.). David Hunter is a Past President of Scottish Master Slaters and Tilers Association and a Past President of Glasgow and West of Scotland Plumbers Association. Hunter Building Services is CORGI registered for gas work and its competence is regularly measured by ACOP assessments.

Membership with the two Principle Federations ensure Hunter Building Services is kept at the forefront of the industry and offer many quality guarantees to customers.

The Federation assist in training all its apprentices and are in regular contact with colleges. The Federatrions also offer Code of Fair Trading which seek to provide a conciliation and arbitration procedure.

Aspect Work at Height Ltd

Specialists in high level building maintenance works.

Our industrial abseiling division specialises in gutter cleaning and repair, whilst our window cleaners offer a multi-access window cleaning service.

We are committed to high quality work and safe working practices and are pleased to be accredited by SAFEcontractor, a leading-edge scheme designed to help industry improve its safety record.

PMAS also acknowledges the following support sponsors

Gordon & Noble
Sheriff Officers

Caledonian Lift Services
Lift installation and maintenance

Qube Global
Property Management
Software Systems

Castlebrae Drainage
Plumbing Contractors

Allianz Insurance
Block Insurers

Alexander Anderson
Limited
Plumbing Contractor

Interlink Lighting
Lighting Contractors

Programme

9.00am Registration

12.30pm Lunch

9.30am Introduction
Alan Maxwell

1.45pm On the Couch

9.35am Setting the scene
Lesley Riddoch

2.00pm Scenario 3: Conference Call

Followed by an interactive session and panel discussion

9.45am Scenario 1: Breaking News

2.50pm Afternoon Tea

Followed by an interactive session and panel discussion

3.10pm Scenario 4 : The Devil in the Detail

10.15am Accreditation of Property Managers

Followed by an interactive session and panel discussion

Lesley Riddoch will interview Lorraine MacDonald on proposals for Accreditation of Property Managers

3.45pm Wrap up of Session 2
Lesley Riddoch

11.00am Coffee

3.55pm Conclusion
Alan Maxwell

11.30am Scenario 2: In the Firing Line

4.00pm Close

Followed by an interactive session and panel discussion

12.15pm Wrap up of Session 1
Lesley Riddoch

Information

Date

Annual Conference: Wednesday, 23rd September 2009.

Venue

Dunblane Hydro Hotel, Dunblane FK15 0HG
Telephone: 01786 822551 Fax: 01786 825403

Fee

PMAS members or employees of

PMAS member firms: £95 inc VAT

Non-members of PMAS: £135 inc VAT.

A discount of 10% is available for block bookings of five or more delegates. The delegate rate includes attendance at all the Annual Conference sessions, supporting documentation, refreshments on arrival, mid-morning and mid-afternoon tea and a buffet lunch.

Booking

Please use the enclosed booking form and return it to the address on the form together with a cheque for the full amount made out to: Property Managers Association Scotland Limited.

A letter of confirmation and a receipted VAT invoice will then be forwarded to you. If you have not received this confirmation by 16th September 2009 please contact Jamie Millar on:

Telephone: 0141-245-6779, or

Email: jamie.millar@brodies.com

Reservations must be made using the form or a photocopy of it and will only be processed if accompanied by the full correct payment.

Certificates of Attendance

Qualification for CPD attendance should be checked by delegates with their own professional bodies and certificates will be issued on request.

Cancellations

We regret that unless cancellations are received in writing by Friday 11th September 2009, registration fees cannot be refunded although all conference documentation will be forwarded.

Substitutions may be made without penalty but must be received in writing prior to the event.

Accommodation

The organisers are unable to make hotel reservations for delegates. However, those wishing to stay overnight should contact the Hotel direct quoting PMAS Conference to obtain the Conference rate.

Pre-Conference Dinner

For delegates who are staying overnight at the Hotel on 22nd September 2009 there will be a pre-conference dinner. Please book on the enclosed booking form.

Data Protection

The information you provide on the booking form will be held by the organisers in a database and may be used to keep you informed of other PMAS activities and the products/services of the conference sponsors.

Terms & Conditions

PMAS reserves the right at any time and without prior notice to change the venue and date of the conference and/or speaker(s) and/or the contents of the programme from those described in this leaflet.

PMAS also reserves the right and without further liability to cancel the programme in which event all monies will be refunded—but no further liability can be accepted.

Neither PMAS nor the conference organisers accept responsibility for the views and opinions expressed by any speaker or other person at the conference.

Travel Directions

- **Driving directions from Edinburgh:-** Take the M8 to Newbridge interchange, follow sign post for M9 Stirling and continue along M9. Take the exit to Dunblane and drive for half a mile on the dual carriageway before driving straight through the roundabout. The Dunblane Hydro is 200 yards on the right.
- **Driving directions from Glasgow:-** On the M8 motorway, follow the signs for Stirling M80. Keep on the M80 and it will go on to the A80 for a few miles then revert back to the motorway. Do not take the exit for Stirling but keep on until you see the sign for Dunblane. At the roundabout take the exit for Dunblane and continue on the dual carriageway for about half a mile until you come to a roundabout. Go straight over and at the second roundabout take the second exit. The Dunblane Hydro is 200 yards on the right.
- **Driving directions from the North and North East:-** From Perth take the A9. Take the exit for Dunblane and enter Dunblane passing Queen Victoria School. The Dunblane Hydro is approximately 400 yards from Queen Victoria School and on the left hand side.
- **Rail Travel:-** Dunblane is served by a main line station with services from Glasgow, Edinburgh, Perth, Aberdeen and Inverness. Dunblane Station is a short taxi journey to Dunblane Hydro Hotel.

