



## EVENTS AND PEOPLE

### Interested in participating?

An Association can only be as active as its members' contribution. IPFMA is always looking for members to participate in committees and/or working groups. If you are interested in getting involved for the 2010 session, contact Jennifer Dosch at [jdosch@ipfma.com](mailto:jdosch@ipfma.com)

### UPCOMING EVENTS

11 February

#### The Financial Aspects of Setting up your own Business

Mark Reardon; Reardon and Associates Accountants  
1pm, 5 Wilton Place, Dublin 2

25 February

#### Insolvency: Challenges in the Property Sector

Colin Farquharson, Senior Manager, TAS -  
Restructuring, Ernst & Young  
1pm, 5 Wilton Place, Dublin 2

11 March

#### Carbon Tax and BERs (legal requirements, assessment details, improvements)

Sean Dowd, Dowd Energy  
1pm, 5 Wilton Place, Dublin 2

19 March

#### Annual Members' Lunch

The Burlington Hotel, Dublin 4  
(see article opposite)

23-24 March

#### Facilities Management Ireland Conference & Exhibition

RDS, Dublin 4  
[www.fmireland.com](http://www.fmireland.com)

8 April

#### Fire Safety: The Responsibilities of the Managing Agent

Colm Traynor, Colm Traynor & Associates  
1pm, 5 Wilton Place, Dublin 2

Full details available on [www.ipfma.com](http://www.ipfma.com)

### APPOINTMENTS

Austin McCormack and Paul Moore have joined the Convention Centre Dublin as facilities director and building services contracts manager respectively. (more details page 33)

# Selecting your MUD agents

When managing a multi unit development (MUD) there is more involved than just the building

In Ireland, where industry regulation is still under review, the criteria for selecting a managing agent is somewhat vague. Given the complex nature of the professional services required, the perception of standards can often be very different from the reality. Here are some simple guidelines designed to assist you in the process and to assure a professional service:

**1** Ask what services will be provided to your development? Be specific.

**2** Check the agent will provide regular financial reporting? We recommend this is done quarterly.

**3** Find out about the agent's debt collection procedure and get details of their success rates? If service charges are not collected, this will impact negatively on the cash flow of your management company and ultimately affect the services provided.

**4** What comfort can the agent offer to ensure issues are actually tracked and attended to in your development? You should be provided with procedures and time frames for logging and attending to issues as well as provided with information on sub-contractor selection and management.

**5** Ask about the level of professional Indemnity insurance? It is important to make sure there is adequate cover.

**6** In addition to building management services, be sure to review an agent's expertise and support in legal, corporate administration, financial management and insurance.

**7** What is the financial stability of the agent? You should request a copy of the most recent audited accounts and bank references.

**8** Is the potential agent a member of a relevant professional organisation and are they regulated by the Property Services Regulatory Authority and strictly adhering to codes of industry practice?

**9** Ask for the names of the team dedicated to serve your development and see if they are suitably qualified. Experience, qualifications including technical expertise matter when managing a building.

**10** What communication services does your agent provide? It should include, at a minimum, updates on budgets, notifications, newsletters.

*Siobhan O'Dwyer is chairman of O'Dwyer Property Management (ODPM)*

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