



Celebrating success

We talk to more members celebrating qualification success.

MEET THE TEAM – THE PROPERTY STORE, EAST KILBRIDE



**LORRAINE
ROBB –
DIRECTOR**

Level 6 Award in
Residential Letting
and Property
Management –
Scotland

**KAREN
LANGRIDGE –
PROPERTY
MANAGER**

Level 6 Award in
Residential Letting
and Property
Management –
Scotland

**HEATHER
FRASER –
PROPERTY
MANAGER**

Level 6 Award in
Residential Letting
and Property
Management –
Scotland

**YVONNE
MONCUR –
LETTINGS
MANAGER**

Level 6 Award in
Residential Letting
and Property
Management –
Scotland

**CHANTELLE
MANN –
PROPERTY
MANAGER**

Level 6 Award in
Residential Letting
and Property
Management –
Scotland

Lorraine Robb, Director of The Property Store, East Kilbride talks to Property Professional about the importance of qualifications and her office's training journey.

As a company we have always tried to conduct our business in a professional and ethical manner, always placing a great deal of importance on staff training and as a result I have a great knowledgeable team working for me.

We have always been members of accreditation schemes but as a small independent business had not considered ARLA Propertymark before. However, after I initially met Daryl from Propertymark at a networking lunch and had asked him lots of questions

about the benefits of ARLA Propertymark membership and training, I came away with a clear understanding of how this would benefit both my staff and the business.

I was pleasantly surprised that the costs were much more reasonable than I initially thought as well.

Daryl's enthusiasm and genuine desire to work with companies to improve their professionalism and skill set was obvious from day one.

He took the time to get to know us and