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AUTUMN FORUM

The UK's primary event for valuers and auctioneers

Chateau Impney Hotel, Droitwich Spa
10 October 2019

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PROGRAMME *

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MORNING

9:20 Networking

9:45  **President's welcome**
James Emson

9:55 **Bidpath—Sponsor**
George Wade

10:10  **The art of good customer service**
Gayle will challenge you to provide creative solutions and encourage results through your people and your processes. **Gayle Audley**

10:45 **Fees and transparency**
Richard Lewis | James Emson

11:15  Refreshment break

11:30  **Fifth money laundering directive and Regulation of Property Agents (RoPA)**
Compliance with Anti-Money Laundering is critical if companies are to avoid hefty fines. This session will cover the essential steps that need to be taken. Mark will also bring you up to date with RoPA's report released in July. **Mark Hayward**

12:00 Choose your session...

 **Fire arms law for auctioneers**
Auctioneers are often asked to dispose of clients' firearms, this session will cover what you need to do without committing an offence.
Bill Harriman

 **Common auction conditions**
Richard will cover the history of common auction conditions and how they can be used to standardise the legal process to the benefit of all auctioneers throughout the profession and their clients.
Richard Auterac

12:30 Lunch | Exhibition 

AFTER LUNCH

13:30 Choose your session...

 **Latest news and updates from the Auction Technology Group**
Richard Lewis

Panel debate

Our panel challenge each other on the received wisdoms of the saleroom.

 **Current market and potential growth for the future**
David Sandeman

 **How do leasehold properties affect you?**

Louie explains the legal rights of leaseholders and the various options you can recommend to clients to help sell their properties. He will also demonstrate how using the Land Registry can help you stay informed on the issues affecting a property. **Louie Burns**

14:50  Refreshment break

15:00 **Build a digital marketing plan**
Google Digital Garage

For small business owners and aspiring digital marketers who want to get to grips with the main digital marketing channels. You'll learn how to develop, implement and track a digital marketing strategy.

16:00 Close

* Subject to change

MEET THE SPEAKERS



**James Emson,
NAVA Propertymark**

James is President of NAVA Propertymark and has been around the auction business all of his life. He joined Clive Emson in 1991 and became Managing Director in 2009. He first took to the rostrum in 1995 and is the Auctioneer for the Sussex area.



George Wade, Bidpath

George is Director of Strategic Relationships for Bidpath and brings 18 years' auction industry experience to his role. He is also currently serving on the NAVA Propertymark Committee. George previously worked for 11 years at ATG Media (the now The Auction Technology Group) where he served as Managing Director of Product and Services.



Gayle Audley

Gayle is an award-winning trainer and qualified teaching professional with an enviable reputation having worked with and for a number of the top UK agents. As a former top British tennis player and elite performance coach Gayle knows what it means to be the best and brings her sporting pedigree to the business arena.



**Mark Hayward,
NAEA Propertymark**

Mark ran a UK-wide estate agency operation covering sales, lettings and property management. He was a director of a national financial services company. Mark has acted as a consultant to national and regional developers, housing associations, city funds and property companies large and small. He has headed up NAEA Propertymark since 2013.



Richard Auterac, Acuitus

Richard is a well known auctioneer and commentator on the UK commercial property auction and private investor markets. He has overseen the sale of more than £6 billion of individual property assets. He has more than 30 years' real estate advisory experience and was a founding director of Acuitus in 2010.



Bill Harriman

Bill is a specialist on the BBC's Antiques Roadshow, with a passion for weapons and their place in history. He has a personal collection of over 150 military rifles and their accessories dating from the 1830s to the First World War. Bill also practices as a firearms forensic examiner and is a technical adviser to the Association of Chief Police Officers.



Richard Lewis, Auction Technology Group

Richard is the chief operating officer for Auction Technology Group. He joined their executive team in 2010 after ten years in senior management positions in international publishing and event management. He was senior vice

president for dmworldmedia and responsible for their art and antiques fairs in America.



David Sandeman, EIG

David, a qualified barrister, began his career acquiring London properties for redevelopment. Many of the properties were acquired at auction giving David valuable experience in the auction industry. In 1990 he set up the Essential Information Group which

now not only covers every property auction in the UK but also provides a wide range of tech services to the industry.



Louie Burns, Leasehold Solutions

Louie is the Managing Director of Leasehold Solutions, one of the largest companies of its kind carries out thousands of lease extensions and freehold acquisitions every year, working exclusively for leaseholders. Well known for his campaigning work

on behalf of leaseholders, Louie frequently speaks in front of leaseholders and writes about issues that affect them.

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