



FAQ

1. What is the ARL Market Directory?

The ARL Market Directory is a searchable listing of ARL Supplier, Advisor and Agent members. It has been developed to strengthen member value, improve visibility for suppliers, agents and advisors, and help the rental living sector identify ARL members offering relevant products, services and expertise.

The Directory is publicly accessible on the ARL website and sits outside the member paywall.

2. Who is included in the Directory?

ARL Supplier, Advisor and Agent members are included automatically as part of their ARL membership, unless they choose to opt out.

SMEs, Operators, Investors and Developers are not included in Phase 1, which launched in June 2026. ARL intends to consider wider member inclusion in future phases.

3. Is there a cost to be listed?

Standard listings are included as a free ARL member benefit.

A Featured Status option is currently being tested with the support of the ARL Supplier Committee. Upgrade packages are expected to be available from Autumn 2026.

4. Where does the Directory data come from?

The information used in the ARL Market Directory is drawn from ARL membership records, including information provided through membership applications and annual member returns. Prior to launch, Supplier, Advisor and Agent members were also invited to review and update their information so that listings could be as accurate as possible at the point the Directory went live.

Members are responsible for keeping ARL informed of any changes to their organisation, services, contact details, website links, categories or regions covered. Updates can be sent to ARL at any time by contacting **info@thearl.org.uk**.

5. How can members opt out or change their listing?

Members can opt out or request changes to their listing at any time by contacting ARL in writing at **info@thearl.org.uk**.

6. What information is shown in a listing?

Listings may include:

- company logo;
- company name;
- membership type;
- member since year;
- website link;
- service categories;
- company description; and
- featured member label, where applicable.

7. How quickly do updates appear?

Updates usually appear within around 24 hours once processed, subject to the website data refresh.

8. How are service categories and regions handled?

Members may select up to three service categories and all regions they serve. Where "All UK regions" is selected, this is treated as national coverage.

Category suggestions and regional information are reviewed periodically by ARL.

Current service categories are:

- Agents & Property Management;
- Architectural, Surveying, Planning & Engineering Advisory;
- Building Services & Facilities Management;
- Compliance & Risk Advisory;
- Data & Research Advisory;
- Energy, Utilities & Sustainability;
- Gyms, Wellbeing & Lifestyle Services;
- Hospitality, Short Stay & Resident Experience Services;
- HR, Recruitment & Training;
- Insurance;
- Interiors, FF&E & Fit-Out, including Appliances;
- Legal, Investment & Finance Advisory;
- Management Consultancy;
- Market Research;
- Marketing, PR, Media & Communications;
- Project & Construction;
- PropTech & Digital Systems; and
- Smart Buildings, Access & Security Systems.
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9. What is Featured Member Status?

Featured members are visually highlighted and appear more prominently within the Directory. At launch, Featured Status is being tested by Supplier Committee members and corporate sponsors for a fixed period. Featured members may also add up to two additional website links.

10. How are listings ordered in the Directory?

Listings are displayed in a randomised order and refreshed regularly, so that standard listings have a fair opportunity to appear in different positions over time.

Featured members may appear more prominently as part of the Featured Status option. ARL does not guarantee any particular ranking, position or level of visibility within the Directory.

11. Can members see who has clicked on their listing?

No personal or user-level data is shared with suppliers, agents or advisors. ARL may share aggregated reporting only, where appropriate.

12. Does inclusion in the Directory mean ARL endorses a company?

No. Inclusion in the Directory confirms that the organisation is an ARL member in an eligible membership category.

It does not constitute an endorsement, recommendation, accreditation or guarantee by ARL of any specific product, service, supplier, agent or advisor.

13. Can ARL edit listing information?

Yes. ARL may edit listing information for clarity, consistency, length, formatting or accuracy. ARL may also decline to include content that is promotional in tone, misleading, incomplete, out of date, or not considered appropriate for the Directory.

14. Can company logos be used in the Directory?

Members are responsible for ensuring they have the right to provide any logo or brand assets submitted for use in the Directory.

By providing a logo or related brand asset, the member confirms that ARL may use it for the purposes of displaying and promoting the Directory.

15. What happens when a membership lapses or is cancelled?

Where a membership lapses or is cancelled, the member will be removed from the Directory once the change has been processed.

16. How is data quality maintained?

The ARL Membership Team carries out monthly checks and a fuller review as part of the annual membership return process.

Members are responsible for keeping ARL informed of any changes that may affect the accuracy of their listing.

17. Will the Directory be developed further?

Yes. ARL expects the Directory to evolve over time.

Future development may include wider member inclusion, enhanced profile options, improved search functionality, additional reporting, featured listings, sponsorship opportunities and closer links with ARL content, events and member resources.

18. Who should I contact with queries?

For any queries about the ARL Market Directory, please contact info@thearl.org.uk.