

Dear [building name] owner,

Several of the owners at [building name] would like to contact you with regard to Right to Manage (RTM). Many of us have owned flats at [building name] since the development was first built and in that time we have tolerated the bad service from [property manager], however, in the last few years, the service has deteriorated even further. There are residents leaving or selling because of this. Right to Manage was introduced by the government and enables owners and residents the right to have more control over their building. Without taking action, the likelihood of building security improving, and other persistent problems being resolved is slim. Just to be clear: *We are not advocating that residents run the building but that we take control over who's allowed to manage the building and how money is spent.*

Some issues

Some of the issues observed by residents, include:

- Issue 1
- Issue 2
- Issue 3
- Issue 4
- Issue 5
- Issue 6
- ...

How to resolve

If you are not familiar with RTM, please see here:

<https://www.lease-advice.org/advice-guide/right-manage/> The brief summary is: a company is formed with a committee and the building management company reports to the RTM company. This does not need to be extra work on your behalf and for those that join the committee it's mostly to help with decision making, no one expects you to mow the lawn! I previously lived in an RTM building and can vouch that the level of service and value for money is night and day compared to what we are currently receiving, moreover, residents get to know each other better.

Some of the benefits

Some of the benefits of forming an RTM include:

- It adds value to everyone living here and for future residents, a building run by RTM is a selling point.
- Accountability, we can fire the management company and replace them with someone else if they are not doing their job properly. Building management companies normally provide better service to RTMs because they know they can be removed.
- Lower service charge from a more efficiently run building; we agree the budget, we can question how money is being spent and ask for better quotes.

Next steps

Please can you respond with your support and any questions you have:

email@address.com We already have many of the flat owners agreed, however, to move forward we need a minimum of 50% of the flats which is xx owners. I'm happy to do the leg-work so it's just your agreement I need for now and going forward there doesn't need to be extra work on your side. Finally, please forward this email to any other owners you know.

Kind regards,