

Dear [name]

I have your email address from the [building name] forum -- I hope you don't mind the message. *If you are not the leaseholder (owner) then I would appreciate it if you could forward this message to your landlord or letting agent.*

I've owned a flat at [building name] since the development was first built and in that time I have tolerated the below average service from [property manager], however, in the last few years the service has deteriorated further. I'm writing to you with regard to Right to Manage (RTM) which 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: I'm 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 any questions you have. The residents I have spoken to are keen, however, to move forward we need a minimum of 50% of the flats to agree which is xx flat owners (fully owned or shared- ownership flats). I'm happy to do the leg-work so it's just your agreement I need for now. Finally, please forward this email to any leaseholder you know.

Kind regards,