

Dear [name]

Great news — we have the required support for our [building name] RTM application. It's clear everyone wants a proactive property manager who can resolve problems and better communication, the good news is we can now put that right. Please read carefully the next steps:

Next steps

1. You will be sent a membership form by email which can be signed digitally. Being a member means that you will have a say and vote in company matters including an invitation to company meetings. You will be sent this form in about 10 days time (after we have registered our RTM company with Companies House).
2. There are small costs for our RTM application, estimated to be around £xx each. Needless to say, this is a tiny investment which we will all get back many times over with a better run property. The total cost for [building name] which has xx flats is £xxx (£xx per flat). Our landlord (freeholder) is allowed to charge "reasonable costs" which are expected to be in the range of £500 - £1000 (if charged at all). This brings the total for xx flats up to £xxx (when divided by xx = £xx). From xx flats we have xx flats in support of RTM which means we pay for the non-participating flats *for now*, but we will be reimbursed once we start using the new property manager — this comes in the form of a refund or credit. Therefore the final amount will be around £xx, but in the setup stage, it can be up to £xx (until we are refunded the difference).
3. Once everyone has completed their membership form (point 1), all non-members (those that haven't participated in our RTM application) will be formally invited to participate within 14 days. After this period a claim notice is issued to our freeholder, from this date there is a period of 4 months until we acquire control.
4. Once the claim has been submitted (point 3) the directors of our [building name] RTM company will start interviewing new property management companies — the aim is to meet/interview at least 3 companies. The selected company will be made available to everyone, including the reason for choice and how much they charge (I am confident this will be less than [current property manager]). At this point, it's your chance to provide feedback or object to the selection, for example, if you have previous bad experiences with the selected company.
5. The new property manager takes over the day-to-day running of [building name]. Going forward, contracts with the property manager are for 12 months and if they underperform it's a simple process to replace them. (Needless to say, all directors/ committee members of our [building name] RTM company work on a voluntary basis.)

Please take note

You will receive an email in approximately 10 days, this will be a request for digitally completing your membership form (point 1 above). Please complete this as soon as possible. We cannot progress with our RTM application until your membership form is signed.

Finally, thank you for supporting other owners and residents in making [building name] a better place to live and please let me know if you have any questions or would like to speak.

Kind regards,