Feature: Right to Manage

FlatLiving Magazine

Information, Advice and Guidance for Those Who Live in, Own, or Manage Blocks of Flats

November 2024

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Welcome

Welcome to our November issue of Flat Living Magazine!

This month's issue focusses on Right to Manage (RTM). Our contributors have covered a variety of topics including the benefits of RTM, how to navigate the RTM application process and overcoming any challenges involved.

Last month, The Property Institute held their first Annual Conference under its unified TPI brand (formally ARMA and IRPM). Read more about this years event on page 5.

Earl Kendrick Specialist Surveys Launches Leak Inspection & Identification Service (LIIS) for Property Managers and you can read all about it on page 7.

In news - we celebrate excellence as Jodie Fraser is named Property Personality of the Year and JB Leitch hold their position in Tier 3 for property litigation.

As always, we have included training opportunities from TPI and job vacancies from Block Recruit to help you upskill or move on to new pastures.

If you have any questions you would like us to organise an article on, or if you have any interesting articles to add – please send them directly to the team via info@flat-living.co.uk.

Happy reading!

Belinda Bagnall and The Flat Living Team

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Celebrating Excellence: Jodie Fraser Named ‘Property Personality of the Year’ at the South West Property Awards

In a spectacular event celebrating the best of the property industry, Jodie Fraser has been honoured with the prestigious title of “Property Personality of the Year” at the Insider South West Property Awards. This accolade recognises her outstanding contributions to the sector, particularly in promoting personal safety, diversity, and inclusion.

A Trailblazer in Safety and Security

Jodie Fraser has established herself as a leading figure in the property industry through her commitment to enhancing personal safety and security. Her pioneering efforts to introduce the work of the Hollie Gazzard Trust and the innovative Hollie Guard Extra App to the property sector have set new standards in safeguarding professionals and clients alike. These initiatives have been crucial in creating a culture of safety and awareness, earning her the admiration of the judging panel.

Championing Diversity and Inclusion

Jodie’s dedication extends beyond safety; she is a passionate advocate for diversity and inclusion within the property industry. Her work with Women in Residential Property highlights her commitment to empowering women and ensuring equal opportunities for all. Her efforts have not only opened doors for many but have also inspired a more inclusive and supportive industry environment.



A Voice for the Industry

Through her podcast, “Beyond Four Walls,” Jodie continues to support and educate property professionals. By covering a wide range of topics, from tackling burnout to exploring the latest in prop tech, Jodie offers valuable insights and practical advice. Her podcast is a testament to her deep understanding of the industry’s challenges and opportunities, providing a platform for learning and growth.

A Well-Deserved Recognition

Jodie’s far-reaching knowledge, compassion, and relentless dedication to the property industry are what make her the deserving winner of this year’s award. Her influence extends across the South West and beyond, serving as a beacon of excellence and inspiration for industry professionals.

The South West Property Awards celebrate individuals who have made significant impacts in the industry, and Jodie Fraser exemplifies the qualities of leadership, innovation, and integrity that the awards honour. Her achievements set a benchmark for future leaders in the property sector, and her legacy will undoubtedly inspire positive change for years to come.

The FirstPort Group Appoints Director of Operational Excellence Jo Green

The FirstPort Group, the UK’s leading provider of residential property management services, is pleased to announce the appointment of Jo Green as Director of Operational Excellence, effective immediately.



The appointment marks a further advance in The FirstPort Group’s aim to become the property manager of choice for clients by driving operational excellence. Led by Managing Director Martin King, The FirstPort Group, which manages more than 6,000 developments across England, Wales and Scotland, has undergone a significant transformation over the past 12 months as it aims to become the property management expert of choice for RMCs and developers, with a uniquely data-driven, professional, customer focused approach.

Jo brings close to two decades of experience in both large international corporate and rapid scale start-up structures within the UK’s Build to Rent (BtR) and residential property management sectors. She has an exceptional track record in strategic growth, operational transformation and business development.

Prior to joining The FirstPort Group, Jo was Director of Business Development (Europe) at Cortland, the real estate investment, development, and management company with a £15.3bn gross real estate value. Prior senior roles include Head of Business Development at Home Made, the UK’s largest hybrid lettings company, and Director of PRS at LSL Property Services PLC, the LSE-listed property services group. Jo is also Chair of the joint Association of Rental Living (ARL) & The Property Institute (TPI) Education & Qualifications Committee.

Jo will play an instrumental role in achieving operational excellence across all areas of the business by driving improvements through capability and process analysis and implementing best practice.

Martin King, Managing Director of The FirstPort Group, said:“We are delighted to welcome Jo to the team. By embedding professionalism and operational excellence across all areas of our business, Jo will assist us in helping The FirstPort Group achieve its ambition is to become the property manager of choice for clients who seek an efficient, proactive and technology-led service, supported by expertise in complex legal, compliance and regulatory matters.”

Jo Green added:“I am very excited to be joining The FirstPort Group at this pivotal time and to work with such an experienced and competent team. I am impressed by the clear commitment to become the acknowledged industry leaders, re-setting professional standards and driving forward the benchmark of residential property management. It’s very clear to me that the business is uniquely positioned to be the true sector innovator. By establishing and embedding operational excellence in all our systems and processes The FirstPort Group will not only continue to grow but will lead the sector in serving clients and their resident customers with an unrivalled standard of service. I look forward to working with Martin and his team to achieve this.”

New Rankings Success Positions JB Leitch as “Real Specialists in Their Field”

This week the Legal 500 rankings for 2025 were released, which sees JB Leitch hold its high position in Tier 3 for property litigation, alongside some of the largest firms in the country.

For over 30 years, The Legal 500 has been analysing the capabilities of law firms across the world, with a comprehensive research programme revised and updated every year to bring the most up-to-date vision of the global legal market. The rankings are based on a series of criteria including notable cases, capability and technical expertise – highlighting the practice area teams who are providing the most cutting edge and innovative advice.

We are delighted that not only has the firm been recognised for its expertise in property law, but key individuals have been singled out for their outstanding work, including Principal Associate Katie Edwards, Principal Solicitor Jonathan Leitch, Associates Katie Orr and Lauren Walker and Legal Director Phil Parkinson, who receives Next Generation partner status for the second consecutive year.

An important component of the award is client feedback, which notes “JB Leitch are real specialists in their field. Their primary focus on long leasehold work is unique – the entire practice management ethos has developed with that specialism in mind” and that the firm is “a tight and focused team that is a match for any competition.’

Director Jonathan Leitch adds: “I am delighted that the new rankings provide such a high degree of recognition for the whole team and our recent successes. I’m particularly pleased that some of our rising stars are being acknowledged for their remarkable achievements. In a time of significant change across the property sector, we are honoured that our clients have provided testimonials that reflect our dedication, focus and commitment.”

The good news arrives at an exciting time for the firm, with recent weeks seeing a host of new starters welcomed at every level of operation – from apprentices to solicitors. Coupled with a continuing programme of systems investment and resource development, the 140 strong team continues to look ahead with confidence and focus.

Should you have any further enquiries, please contact Steve Sherlock Head of Marketing & Communications at JB Leitch: s.sherlock@jbleich.co.uk

Irwin Mitchell Appoints Two New Senior Heads of Property



Guy Sackett to lead Irwin Mitchell’s National Real Estate Team and Garrath Reayer to lead Residential Property

National law firm Irwin Mitchell has appointed partner Guy Sackett as its new Head of Real Estate. Guy is replacing Adrian Barlow, who is retiring from the partnership.

In addition, Garrath Reayer has been appointed new Head of Residential Property, following the retirement of Jeremy Raj earlier this year.

Irwin Mitchell’s Real Estate and Residential Property Teams together number 25 partners and have over 130 qualified staff working from nine offices across the UK.

Guy Sackett, National Head of Real Estate

Irwin Mitchell’s National Real Estate Division offers full-service advice across the sector including property transactional advice, including investment and development, planning and environment, construction, real estate disputes and tax.

Guy joined the firm in 2015 following its merger with Thomas Eggar and is a real estate development lawyer with over 25 years’ experience in commercial and residential development. Prior to his new national head role, he led the firm’s Southern real estate division.

Guy’s focus over the past five years has been on large scale residential and mixed-use regeneration schemes. He also has significant expertise in the strategic land and student accommodation sectors, and acts for a number of leading developers, promoters and operators.

In recent years Guy has acted on a number of significant transactions including:

Advising Sussex County Cricket Club on the residential-led development of part of the County Ground in a joint venture with Roffey Homes

Acting for Summix Capital in its role as lead promoter, promoting Worcestershire Parkway as an allocation for residential-led mixed use development of a new settlement

Acting for a long-standing developer client in connection with the funding and development of a 215-unit central London student accommodation scheme with a GDV in excess of £130m

Advising a leading developer in relation to a key residential-led town centre regeneration opportunity (estimated GDV in excess of £60m) in partnership with the local council

Advising Landlink Estates on the pre-letting, development and forward funding of Saltbox Business Park (an industrial/ retail/logistics park in West Sussex)

Advising on the acquisition, development and funding of the iconic mixed-use development at St Georges Tower, Leicester (also known as the Blue Tower) accommodating: student housing, hotel, offices, residential, leisure and retail.

He brings strong hands-on experience to the new role together with strategic knowledge of the real estate sector, strong client relationships and a track record of success in the transactional arena.

Commenting on his appointment, Guy Sackett said, “I am excited to be taking over the reins of IM’s Real Estate Division at a time when the new government’s policies are fixed firmly on addressing the housing crisis and delivering on planning and environmental reform. All of these play to IM’s strengths and provide us with a great platform for growth.”

Garrath Reayer, National Head of Residential Property

Irwin Mitchell’s National Residential Property Team covers the full remit of residential property advice including residential sales, acquisitions, refinances, leasehold enfranchisement and secured lending across the UK. The Team offers market competitive fee rates, providing an advisory rather than mere executory service. The provision of a “Platinum Service” being of paramount importance.

Garrath joined the firm in 2015 following its merger with Thomas Eggar and has over 25 years’ experience in the high net worth / ultra-high net worth London and South-East property markets. Garrath’ s particular area of expertise lies in the secured lending sector of the residential market, working alongside top financial institutions.

In recent years Garrath has acted on many significant transactions including:

Acting for Lender in respect of a loan for purchase – London flat: purchase price: £111,000,000 – Loan Value: £52,500,000

Acting for Lender in respect of a refinance to a Guernsey company – funding secured on a London flat valued at £40,000,000 – Loan Value: £28,000,000

Acting for Lender in respect of a refinance to a BVI company – funding secured on two London properties [valued at £33,000,000 and £17,500,000] – Loan Value: £25,300,000

Acting for Lender in respect of an equity release secured against three flats in London – Loan Value £23,000,000

Acting for Lender in respect of a refinance of a 17-property portfolio – Loan Value: £11,500,000

In addition, Garrath has numerous long-standing celebrity clients from the world of film, TV, entertainment and sport.

Garrath brings long and successful hands-on experience to the role together with strategic knowledge of the residential market (in particular the secured lending sector), strong and long-established client relationships and a proven record of success.

Commenting on his appointment, Garrath Reayer said, “I am obviously very excited to be appointed to the role. We have a well-established, experienced and very dedicated Team who work tirelessly for our clients. I am extremely confident that we will build on the Team’s existing strong foundations. It is an exciting time to be a part of Irwin Mitchell with the firm going from strength to strength!”

The Property Institute Annual Conference 2024

The Property Institute: A Day of Insight, Innovation, and Connection

Property Management Recruitment: Highlights and Key Takeaways from the TPI Annual Conference 2024

The Property People: A Festival of Networking, New Tech and Increasing Diversity

4site Consulting: Did You Leave Our Stand with a Toblerone in Hand?

A Day of Insight, Innovation, and Connection

The Property Institute (TPI) hosted its highly anticipated Annual Conference on Thursday, 24th October, marking the first Conference under its unified TPI brand (formerly ARMA and IRPM). The event gathered over 480 property managers, sponsors, speakers, partners, and special guests at Convene, 133 Houndsditch in London. Attendees from government, housing associations, trade associations, industry suppliers, and media joined to explore the latest insights in Property Management.

Featuring six breakout sessions, four keynote addresses, and a total of 22 speakers, the conference offered an exceptional platform for knowledge-sharing and industry networking. With 32 exhibitor stands, delegates had ample opportunity to discover innovations, learn from experts, and discuss pressing industry challenges and legislation.

This year's event, the 27th in TPI's history, covered a broad range of timely topics – from artificial intelligence to insurance premiums, and even included engaging activities like mini golf and exclusive giveaways. It was a day of thought-provoking dialogue, with keynote sessions focusing on the latest in Building Assessment Certificate (BAC) applications, legal complexities, and the importance of Psychological Safety in the workplace.

Keynote Highlights:

Alan Walker, Distribution Consultant at Freedom Asset Management Limited, kicked off the day, setting the stage for an impactful conference. Andrew Bulmer, CEO of TPI, followed with a welcome address featuring an engaging video that highlighted TPI's recent achievements, including advancements in member benefits, training, and AI-enhanced qualifications supported by a new host of course avatars.

Key takeaways included updates on TPI's policy initiatives, notably the 2024 Policy Manifesto presented at the recent Labour Party Conference. The manifesto calls for crucial reforms, including the regulation of managing agents, transparency for leaseholders, the completion of essential building safety measures, and support for decarbonising blocks of flats to achieve net-zero goals. TPI's newly appointed Chair, Baroness Dianne Hayter, followed with an address underscoring the organisation's continued commitment to sector advancement.

Tim Galloway, Deputy Director at the Building Safety Regulator, delivered an informative session on Building Assessment Certificates (BACs), guiding attendees through the essentials of safety case reports and application best practices. His talk highlighted potential pitfalls to avoid, reflected on key take-outs from the Grenfell Report, and covered other critical aspects of building safety management.

The 'Law Meets Practice: Common and Complex Scenarios' session, led by Cassandra Zanelli of Property Management Legal Services and Justin Bates KC from Landmark Chambers, explored complex issues around building safety and insurance, presenting live examples and practical insights for property managers.

Breakout Session Highlights:

The conference also offered an array of insightful breakout sessions. These included:

- Insurance Premiums: Trends and Impacts, with Rob Mayo from Insurety
- Fire Safety Regulations: Then and Now, presented by Mark Field of Cardinus
- Maximising Wellbeing – Strategies for a Thriving Workplace, led by Shelley Jacobs, Michael Laurie Magar, and Emily Gray of Burns Hamilton.

The afternoon breakout sessions focused on relevant and helpful guidance for industry professionals:

- Navigating TPI's Compliance Review with TPI's Glenys Diebelius and Waqas Mahmood
- AI: From Concept to Competitive Advantage with Colin Stokes and Tom Shrive from Adiuvo
- Lone Working Guidance for Property Managers, led by Jodie Fraser of Fraser Allen Estate Management.

Jonathan Peach from Art of Brilliance concluded the conference with an inspiring session on Psychological Safety in the Workplace. This session focused on building effective teams, presenting findings from a two-year Google study, and emphasising the benefits of psychological safety, including improved physical health, enhanced problem-solving, and a more focused work environment.

Thank You to All Attendees

The TPI team would like to thank all delegates, speakers, sponsors, and partners for making our first Annual Conference under the TPI brand a resounding success. Positive feedback has shown that the event provided attendees with a valuable and thought-provoking experience, and planning for the 2025 event is already underway. Further details will be shared soon.

All presentation slides from the Conference are available on TPI website. View speaker slides here and explore moments of the day captured in the TPI 2024 Conference photo gallery here.

Highlights and Key Takeaways from the TPI Annual Conference 2024

Author: Annie McGrandles MRICS FIRPM.

The TPI Conference 2024 took place on 24 October, setting an upbeat tone with a positive opening from Andrew Bulmer, CEO, much needed after previous years conferences.

There was a buzz in the air as delegates eagerly scanned their badges for a chance to win a holiday prize – something every Block Manager needs.

The conference delved into several important updates, including TPI's shift from traditional auditing of member firms to conducting remote compliance reviews. TPI explained that the change was introduced to ensure that member firms maintain high standards, support those working toward compliance, and help prepare firms for upcoming regulatory changes. A key point of discussion focused on how TPI holds firms accountable if they fall short of the required standards.

Other critical topics included rising insurance premiums and recent regulatory changes affecting commission structures. The forecasted increase in Insurance Premium Tax, potentially rising to 20%, was also a point of concern.

One of the most popular sessions of the day, as always, was the legal update. This session provided vital information on liability chains for costs associated with Building Safety remedial work and guidance on defining responsibilities for the "responsible person." This information is particularly valuable for block managers overseeing these projects.

The industry suppliers provided fantastic support, with interactive stands stocked with sweet treats and stress balls, creating a lively and engaging atmosphere.

For those who couldn't attend every session, TPI has recorded all presentations. Whether you missed out due to networking, other breakout sessions, or a busy schedule, you can access the day's slides and recordings at: [TPI Annual Conference 2024 - Event Recordings - The Property Institute].

A Festival of Networking, New Tech and Increasing Diversity

Author: Sandeep Singh FTPI, Assoc RICS.

I've been attending the annual conference of The Property Institute – formerly IRPM and ARMA – for some 18 years, almost without fail. But this year was different. For the first time, I was not attending as a property manager, but a consultant. I set up my own business, The Property People, earlier this year. And attending in this new capacity gave me a subtly different take on the event.

Of course, some things haven't changed. I was delighted to meet up with my mentor Janie Strange. Janie helped set up the IRPM more than 20 years ago, and later taught me (nearly) everything I know about the business. She's retired now but remains a highly respected and much-loved figure at the annual conference.

As ever, this year's conference also featured a great line-up of keynote sessions and speakers. They provided valuable insights on everything from 'Managing Your Key Business Risk' to 'Law Meets Practice - Common and Complex Scenarios'. A special shout out to Tim Galloway from HSE, who made the potentially dry topic of building assessment certificate applications both compelling and relevant for property managers.

There were also breakout sessions on important topics like maximising wellbeing and guidance on lone working for property managers. I know what it can be like to be constantly on-site visits or catching up on paperwork without much opportunity to connect with colleagues. So, any advice on getting the balance right is really helpful. With the nights getting darker, it's an issue of safety as well as wellbeing. Agents can help by having a clear and easy-to-follow policy in place that prioritises the safety of property managers when they're out and about on their own.

I was also pleased to see a focus on tech at the conference. Colin Stokes and Tom Shrive from Adiuvo spoke on 'AI: From Concept to Competitive Advantage' and explained how this tech is enhancing their out-of-office services. I'm not worried about AI taking over the very human role of property managers. But I am excited about how new tech might improve efficiency by taking some of the unnecessary drudgery out of the job. So, it was also good to see platforms like Fixflo and Ark represented at the conference.

One difference I noticed at this year's event was a significantly more diverse group of people. I'm well known in the industry not just because of my personality, but also because there aren't many other people around with a beard and turban like mine. That could be about to change, though. More people from ethnic minorities are coming into the industry and that was definitely reflected at the conference. It was also good to see more women, not just attending but on panels. So it looks like our industry as a whole is becoming much more representative; that said so much work to be done on this.

Maybe the reason I noticed that change is that I approached the conference a bit differently this year. Attending as a property manager, my focus was usually on soaking up new information and thinking about CPD. Well, that and grabbing branded pens, chocolates and other freebies! This time, I was much more focused on networking. As a business owner, I'm always keen to make contacts, and it was good to meet some of the rising stars in the industry.

I also met some colleagues in a similar position to me, offering consultancy services. There's plenty of work to go round, so I'm not so much worried about the competition as encouraged to find others who share my goal of driving up industry standards. There's so much we can do to improve the way property managers work and get better results for all landlords, residents and everyone concerned. Events like The Property Institute's Annual Conference are a great opportunity to get together and compare notes. I can't wait for next year's.

About the Author:

Sandeep Singh FIRPM and Assoc RICS is Co Founder & Director of The Property People and a valued adviser to landlords, developers, investors, funds and property management companies in both the residential and mixed use sectors.

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4site Consulting: Did You Leave Our Stand with a Toblerone in Hand?

Author: Valentina Culcea.

We had a fantastic time at **The Property Institute**'s Annual Conference! Our team — Andrew Bull, Daniel Bull, Stuart Bonnett, Scott Masters, Neil Bongard, and Valentina Culcea — had the pleasure of connecting with hundreds of property professionals. Throughout the day, our team engaged in great discussions, shared knowledge on the latest regulations, and provided practical advice on building safety compliance.

Our scratch card competition added extra excitement, with lucky winners walking away with giant Toblerones and Dairy Milk bars. Thank you to everyone who stopped by — we enjoyed meeting you all!

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EK Specialist Surveys Launches Leak Inspection & Identification Service (LIIS) for Property Managers

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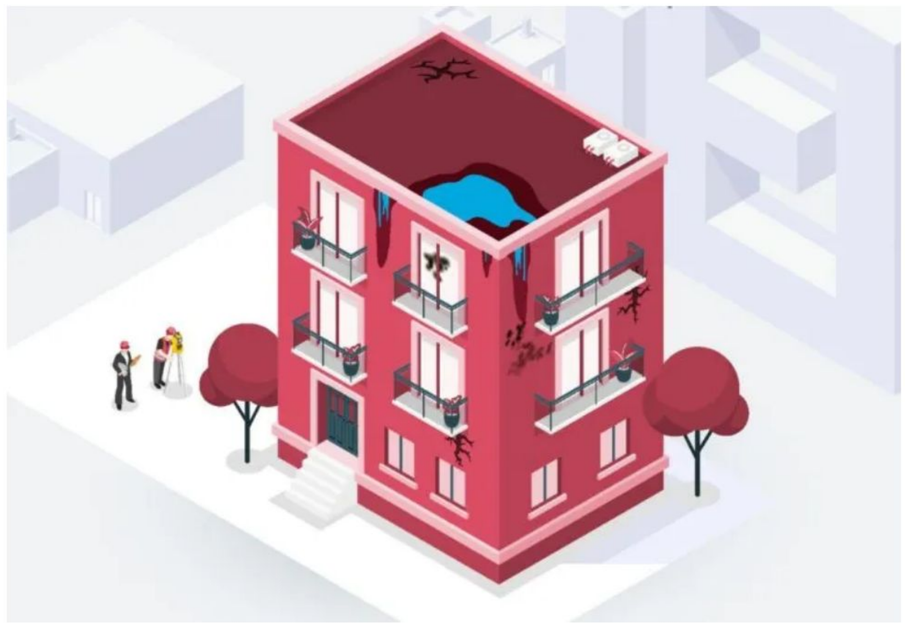
EK Specialist Surveys, part of the Earl Kendrick Group, is proud to announce the launch of its new Leak Inspection & Identification Service (LIIS), a specialist service tailored to support property managers and those responsible for buildings affected by leaks and damp.

Designed to provide a comprehensive solution, the LIIS goes beyond merely treating the symptoms of leaks. Our expert surveyors conduct a thorough investigation of your building, helping to identify the root cause of leaks or damp, whether they originate from the roof, rainwater goods, plumbing, drainage, or other structural areas. Each client receives an independent report, complete with clear recommendations for investigating and correctly identifying the issues efficiently and effectively.

Key Features of the LIIS:

- Rapid Initial Inspection: We quickly assess the property, identifying all potential leak sources through an efficient initial inspection process.
- Expert Independent Advice: Our reports offer clear, actionable steps to identify and address leaks and damp using non-destructive techniques, ensuring fast and cost-effective solutions.
- End-to-End Support: From initial inspection to final resolution, we provide quotes from EKSS-approved specialists and oversee the entire investigation process, saving property managers time and ensuring seamless project management.
- Beyond the Basics: As part of the Earl Kendrick Group, we offer guidance and project oversight when remedial works are required, ensuring that even complex water ingress issues are resolved effectively.

This new service empowers property managers to tackle leaks at their source, minimising unnecessary repairs and ensuring a faster, more effective resolution for buildings.



The Initial Inspection is available at just £275 + VAT, and full details of the service are provided in the attached leaflet.

For more information or to discuss how the Leak Inspection & Identification Service can benefit your property portfolio, please get in touch with EK Specialist Surveys today.

EKSS Contact:
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Website: www.ek-ss.com

Earl Kendrick Group are a multi-disciplinary firm of chartered engineers, surveyors and designers, providing national services from our offices in London, North, Midlands, West and South Coast.

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What Is a Compartmentation Survey and When Is It Required?

www.4siteconsulting.co.uk

Regular Fire Risk Assessments are an obvious legal responsibility for property managers, but do you know what level of assessment your building needs?

The current regulations stipulate that risk assessments must be reviewed regularly, but little guidance is provided around how intrusive or destructive the assessments need to be.

In this article we'll be explaining the different types of assessment available while going into some detail around compartmentation surveys; what they are and when they are required.



Assessment Types

There are 4 levels of assessment, with Types 2 and 4 often referred to as "compartmentation surveys":

- Type 1: This is a non-destructive survey of the common areas of the building and is the most commonly requested assessment.
- Type 2: This assessment involves destructive works in the common areas of the building. Type 2 assessments are required only if there is good reason to believe there are serious structural flaws that risk breaches in compartmentation.
- Type 3: This is a non-destructive assessment, like Type 1, but it includes the assessment of individual flats. This is only advised if there is reason to believe there is a fire risk present within an individual unit.
- Type 4: This assessment is the same as Type 2, but it extends to individual flats.

What is Compartmentation?

Compartmentation within blocks of flats is a vital element of fire safety. It's used to subdivide these large, residential buildings into smaller compartments using fire-resisting materials.

These compartments can contain fire and smoke for at least 30 minutes- protecting escape routes, minimising spread and reducing damage. It also allows the fire and rescue services time to arrive.

Fire doors, fire-resisting walls and floors, and fire protected glazing all come into play to create effective compartmentation. It saves lives and reduces property damage enormously.

When is a Compartmentation Survey Necessary?

In the vast majority of cases, a Type 1 survey (carried out with regularity by a competent person) is sufficient. It will satisfy the legal requirements and maintain safety in most buildings.

However, due to the importance of effective compartmentation, type 2 and 4 surveys are sometimes necessary. If you have reason to believe that there are serious defects in common areas (type 2) or within individual flats (type 4), then more destructive surveys are imperative.

These issues may well be brought to your attention by the surveyor carrying out your standard assessment. They may find that they can't sufficiently determine adequate compartmentation and so suggest a more destructive assessment.

Common reasons for suggesting a type 2 or 4 assessment include needing access to ceilings, floorboards, roof voids, risers, service cupboards or boiler rooms. If they can't assess these areas, a high risk of fire spread could be assumed.

Who Can Carry Out a Compartmentation Survey?

As is the case for any fire risk assessment, the person you instruct must be "competent". They will need the qualifications, skills and experience to do the job- experience being the most important factor for these higher level surveys.

Compartmentation surveys differ greatly to standard assessments. They are intrusive and can therefore be complex. In-depth understanding of the building's structure and design is needed, as well as an awareness of active and passive fire safety measures.

For buildings built before 2000, an Asbestos Refurbishment and Demolition Survey will also be required. This must be completed before the compartmentation survey to identify any Asbestos Containing Materials that may be present. This survey will also be intrusive, as any ACM present may be disturbed during the course of the compartmentation survey.

Evacuate or Stay Put?

The results of your compartmentation survey will form the basis of your entire fire safety strategy, so surveys must be accurate, repeated regularly and carried out by a competent person.

Compartmentation provides residents and staff with the precious time needed to escape the building if a fire takes hold. These compartments must not be breached- the consequences can be fatal.

The National Fire Chiefs Council supports a "stay put" policy wherever possible, as building regulations require each flat to be its own compartment. For this to be a safe strategy, effective compartmentation is vital.

If compartmentation can't be confirmed or corrected, Simultaneous Evacuation should be adopted instead. For this to be applied, fire detection and alarm systems must be effective- allowing residents and staff to evacuate as soon as possible.

Building Safety Reports

For managers of high-rise blocks (18 metres or higher, or over 7 storeys), fire safety and a demonstration of your efforts in this area could be required and would form part of your Building Safety Report.

We offer specific guidance in this area and can support you with compiling, maintaining and sharing your safety case reports, as well as carrying out the necessary assessments.

If you would like further advice or guidance regarding Compartmentation Surveys or our Building Safety Case Support Service, please speak to a member of our team.

4site Consulting provide independent residential and commercial assessments and surveys for owners and managers of property.

A family run company at its core, 4site Consulting completes in excess of 9,000 property visits each year for property professionals across the UK. They employ all advisors directly, never sub-contracting, to control and maintain consistency and quality of reporting, providing the best service and keeping prices realistic and stable.

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The Supreme Court Hands Down Landmark Judgment in A1 Properties -v- Tudor Studios

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The Supreme Court has unanimously dismissed an appeal in a landmark ruling in the case of A1 Properties (Sunderland) Ltd v Tudor Studios RTM Company Ltd [2024] UKSC 27 ('the Appeal'). The decision holds that the respondent's failure to serve a claim notice on the appellant did not invalidate the transfer of the Right To Manage, in a judgment that will provide helpful clarity to leaseholders, freeholders and all stakeholders operating in the leasehold sector.

Philip Rainey KC and Mark Loveday of Tanfield Chambers were instructed by Mark Chick and Matthew Davies of Bishop & Sewell LLP on behalf of the Intervener, the Association of Leasehold Enfranchisement Practitioners Ltd ('ALEP').



The hearing was held in the Supreme Court on 8 February 2024, judgment was handed down on 16 August 2024, and the Supreme Court livestreamed a piece to camera for the record on 6 October 2024, a recording of which is accessible here.

Factual Background

The Appeal concerned the operation of the regime in the Commonhold and Leasehold Reform Act 2002 (the "CLRA") under which qualifying tenants may acquire the right to take over the management of their block of flats through the formation and interposition of a Right To Manage ("RTM") company. The acquisition process requires the RTM company to serve a claim notice to acquire the right to manage their block on each person who is a landlord under a lease of the whole or any part of the premises under section 79(6)(a). For more statutory and factual context of the appeal, you can read further here.

The dispute in this appeal concerned the right to manage Tudor Studios, a former factory in Leicester now converted into student accommodation. The investor tenants had sought to acquire the right to manage Tudor Studios through the respondent RTM company. The respondent gave the claim notice required by section 79(6)(a) to the freeholder and to the management company, but not to the appellant. The management company served a counter-notice pursuant to section 84(1) stating that the respondent was not entitled to acquire the right to manage Tudor Studios because it had not complied with section 79(6)(a).

The Appellant, which has no management function, appealed to the Supreme Court on the basis that failure to serve an RTM claim notice on an intermediate landlord invalidated the transfer of management.

Outcome

The Judgment, handed down on 16 August, dismissed the appeal. In dismissing the appeal, the Supreme Court accepted arguments advanced by ALEP that the judgment in Natt v Osman (summarised in an article accessible here), was inconsistent with the revised framework for assessing compliance with statutory requirements as the Supreme Court has determined that the decision in Natt v Osman should be qualified such that landlords are not afforded unwarranted opportunities for obstruction of the transfer of the right to manage who they themselves have not been significantly affected by any particular omission with legislative requirements.

The Supreme Court has held that to impose on an RTM company an obligation to re-start the process of an RTM claim if it happens to omit to comply with any procedural requirement would tend to undermine to an unwarranted degree the ability of tenants and RTM companies to pursue the remedy in respect of problems regarding the management of their building which Parliament intended should be available to them. It is only where a landlord or other stakeholder can show that it has lost a right to assert an objection which has substantive force in the context of the legislative scheme that it may be inferred that the transfer of the right to manage should be voidable and capable of being set aside by the person affected.

In their judgment, which unanimously dismissed the appeal, Lord Briggs and Lord Sales observed that: "The transfer of the right to manage to an RTM company should not be invalidated for the purely procedural reason that a landlord was deprived of the valueless opportunity to make a hopeless objection to the validity of a scheme which has in fact been tested by a tribunal and found to be compliant."

The landmark judgment sets an important precedent for how the courts will determine the implications of statutory non-compliance when such implications are not specified within the statute itself. Going forward, when dealing with such issues of non-compliance with statutory procedure, where such non-compliance is immaterial to the outcome, the courts will take a less harsh and more forgiving path.

As experts in the right to manage process and case law, Bishop & Sewell acted on behalf of the Intervener, ALEP. The Supreme Court decided to proceed with the rare step of inviting an Intervener, ALEP, to provide oral submissions at the in-person hearing on this matter on 08 February 2024. Significant value was attributed to ALEP's intervention on this landmark ruling. Lord Justice Briggs credited the "scholarly and helpful intervention" of ALEP and the "carefully prepared and very helpful submissions on this difficult piece of legislation" made on ALEP's behalf.

The success of ALEP's intervention rested on case law from an earlier House of Lords decision in the public law judgment of R v Soneji [2005] UKHL 49, which established a test for prejudice. In the case before the Supreme Court, ALEP was able to show that non-service of the notice on the appellant did not meet the definition of prejudice. The Supreme Court gave particular weight to the fact that the Appellant had been joined to the proceedings by the FTT and had already had an opportunity to object to the acquisition of the right to manage notwithstanding they were not served with the notice of claim. Therefore, A1 Properties had not suffered any prejudice as they'd had the opportunity to participate and there was no substantive objection which they could have raised. The Justices were swayed by this line of argument: "The appellant had in fact been joined to the FTT proceedings and therefore had the same opportunity of participation which it would have had if it had been given a claim notice in the first place in accordance with section 79(6)(a)."

Addressing ALEP's intervention directly, Lord Briggs and Lord Sales observed that: "the legal question is whether the service of the claim notices on the Freeholder and the Management Company was a sufficient foundation for the commencement of the statutory procedure for the transfer of the right to manage."

Dismissing the appeal, the judgment explained: "There is no good reason to suppose that Parliament intended that a person which has not itself been affected by a procedural omission in relation to another should acquire, by a windfall, a power to thwart the operation of the statutory process which it would not otherwise have enjoyed."

Implications

The judgment by the Supreme Court in A1 Properties v Tudor Studios provides helpful clarity to all stakeholders operating in the leasehold sector and sets a significant precedent for the future in cases of procedural non-compliance.

In the first reported case on A1 Properties v Tudor Studios, we have already seen how the Courts will refer to the recent criteria set by the Supreme Court for determining the implications of non-compliance with property statutes when such implications are not specified within the relevant legislation. Indeed, in the recent Judgment in the Upper Tribunal (Lands Chamber) in Atesheva v Halifax [2024] UKUT 314 (LC) the approach by the Supreme Court in A1 Properties v Tudor Studios has been applied to the context of a tenant challenging an increase in rent proposed by their landlord under s 13 Housing Act 1988, who failed to file the prescribed Form 6 for such a challenge to rent increase within the statutory deadline. The Upper Tribunal referred to the Supreme Court's approach in A1 Properties v Tudor Studios to decide that the said procedural defect in the tenant's application was not fatal.

The decision in A1 Properties v Tudor Studios is helpful in providing a test to be applied where there are errors in a statutory notice concerning property. The courts will no longer take the view that all procedure needs to be complied with in matters where compliance is immaterial to the outcome, offering greater assurance that procedural non-compliance will not lead to harsher implications.

The above is accurate as at 28 October 2024. The information above may be subject to change.

The content of this note should not be considered legal advice and each matter should be considered on a case-by-case basis.

If you have a query concerning the Right To Manage, please contact a member of the expert Landlord & Tenant team of Bishop & Sewell by emailing leasehold@bishopandsewell.co.uk. For property dispute queries, please contact expert Property Litigation & Dispute Resolution team via email to: litigation@bishopandsewell.co.uk.

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Embracing a Consumer-Led Approach in Property Management

www.firstport.co.uk

With a growing number of consumer-led property management models, such as resident management companies (RMCs) and right-to-manage (RTM), residents have more say in how their communities are being cared for.

Paul Atkinson, Director of Portfolio & Growth at The FirstPort Group, has over 20 years of experience in property management. He believes that while the industry is evolving towards more consumer-led models, the role of an experienced property manager is critical for both residents and clients in ensuring developments are managed effectively and compliantly.

The rise of resident-managed developments



Legislative changes within the property industry have shifted the dynamic towards resident-led management, driving an increase in RMCs.

Paul explains: “Legislative reform is set to change the relationship we have with customers. Customers are now next to us in the driving seat, co-pilots so to speak, and all parties responsible for managing the development need to focus on developing a collaborative approach, based on sharing expertise and good practice so that there is more collective responsibility for managing a development.

“Changes in legislation and regulation, especially around building safety, biodiversity net gain, and how we manage complex heat networks, sees those stepping into the role of an RMC Director facing into an increasingly challenging environment. They, and developers, are looking to the property management company for guidance to navigate the complex requirements of the role.

“We are noticing more clients utilising the expertise that The FirstPort Group have available.”

The Value of Professional Property Management

Managing a development requires not only an understanding of the property itself but also the legal, financial, and health and safety obligations that come with it. “The biggest challenge for RMC Directors, who are quite often residents in a voluntary role, is understanding the scale of their responsibilities,” says Paul.

He adds: “Many are not industry qualified to navigate the complexities that they have to face into, which is why it’s crucial to have a property management company in place who can guide them, ensure compliance, and help mitigate risk.”

The FirstPort Group is one of the largest providers of property management services for RMCs, which means we can invest and offer a comprehensive range of support – from a dedicated fire safety team to experts in mechanical engineering who understand complex heating systems and the increasing range of equipment being installed on developments.

Paul says: “It can be overwhelming for Resident Directors to navigate the ever changing, often conflicting, statutory and regulatory minefield that impacts leasehold and freehold living. That’s why we have introduced specialists in our account management team who work with our developer and RMC clients to support them.

“Having regional teams means that we have local property managers that live and work in the areas they manage, who understand the specific needs of the developments in their communities. This ensures we’re not just seen as a big business – our people are on the ground, engaging directly with residents.”

While older properties often won’t have the same communal facilities, maintaining the fabric of a building, which may have key historical considerations, also requires expert care.

The Future of Resident-Managed Developments

As the industry continues to shift towards more resident-managed developments, Paul says property managers will need to adapt to changing expectations and technologies. He explained: “We are in a consumer-led industry and that’s only going to grow. This means we always need to be looking at how we can improve the delivery of our services.”

The FirstPort Group has embraced this with its upgraded customer portal, which allows residents to track communications, access important documents, and stay informed about what’s happening in their development. However, Paul acknowledges that not all residents are comfortable with digital solutions. “We need to ensure we continue to engage with all of our customers, including those who may not be as tech-savvy,” he says. “It’s about finding a balance between offering modern, digital solutions and maintaining the personal touch that residents value.”

Looking ahead, Paul predicts that the trend of resident-led management will only continue to grow, with RMCs playing an increasingly prominent role in both leasehold and freehold estates. He explains: “The future of the industry will require property management companies and RMC Directors to work together closely to ensure the best outcomes.

“It’s a partnership. By working collaboratively, we can help our Resident Directors to navigate the complexities of managing a development while ensuring that residents’ homes are safe, compliant, and well-maintained.”

FirstPort is the UK’s leading residential property services provider. With more than 40 years’ experience, we work with over 1,000 resident managed developments, helping RTM and RMC Directors meet their management and legal obligations, all while delivering a great service for residents too.

firstport.co.uk | rmc@firstport.co.uk | 01582 393756

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EXPERT RESIDENTIAL PROPERTY MANAGEMENT



With over 40 years' property management experience, we're here to provide expert support for Resident Management and Right to Manage companies.

From helping you make sure your building and the areas you share with your neighbours are safe, clean and comfortable, to making sure your community is a great place to live.

Arrange a free, no-obligation development assessment and benefit from:

- An initial, high-level review to see if your service charge offers value for money
- Suggestions for potential improvements for your development
- Advice on how to enhance resident communication and community engagement
- Insights into possible management issues or risks and solutions for overcoming them

To arrange a development assessment visit:
www.firstport.co.uk/resident-directors

BRITISH SAFETY COUNCIL
Five Star Occupational Health and Safety Audit 2023

FIRST PORT

Home Décor Trends of 2024

Written by Maddie Thorpe – if you have any lifestyle features you would like included, please forward them to maddie@flat-living.co.uk

Statement Lighting

Using statement lighting in your flat décor goes beyond mere functionality; it's about crafting a home that resonates with your personality and taste. Imagine stepping into a room where the lighting doesn't merely illuminate but serves as an artful centrepiece, by doubling as artwork, one essential piece of furniture can add depth and character to your home. Oversized fixtures, for instance, create a daring contrast in smaller spaces, evoking a sense of grandeur while ensuring your décor makes a lasting impact. What's more, opting for rental-friendly solutions like plug-in pendant lights or stylish floor lamps makes it easy to achieve that high-end look without modifying the property's wiring, keeping your flat stylish and your deposit safe and sound. As you layer various light sources—from chic table lamps to sculptural floor lights—your interiors will transform into inviting sanctuaries where mood shifts with the flick of a switch. Choosing coloured glass or unusual materials introduces an element of playfulness, allowing your lighting selections to reflect your personality while harmonising beautifully with your design scheme. Try rummaging your local markets and charity shops for tiffany style lamps and vintage shades, repurposing and recycling quality pieces can add a touch of exclusivity, separating your own flat from the masses we see influenced online each day. With the right statement pieces, even a temporary sanctuary can exceed ordinary living into a realm of curated style, proving that you don't need to own the space to make it your own.

Oversized Fixtures



MADE: Ilaria XL Cluster Ceiling Light, Multi

Plug in Pendent Lights

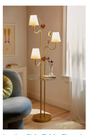


Litecraft Copper Beca Black Cable Plug In Ceiling Pendant

Stylish Floor Lamps



John Lewis Angus Floor Lamp, Natural



Louisa Side Table Floor Lamp

Stained Glass Tiffany Lamps



Tiffany Style Coloured Glass – Smooth Round Base and Stem

Material Lamps



Hampton Table Lamp

Featured Flooring

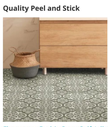
Featured flooring can be a transformative element in any flat, giving it character and charm. Patterned flooring, for instance, can make compact spaces feel larger and more inviting, creating a visual flow that draws you in. Invest in high-quality options that promise durability and style—after all, a well-chosen floor is a foundation for your entire décor. For renters looking to spice things up without a permanent commitment, peel-and-stick flooring provides an easy and chic solution, allowing you to express your style without the stress of renovations. And let's not forget the magic of area rugs—these soft additions offer a budget-friendly avenue to introduce warmth and texture, especially in hard floor flats during chilly winter months. Layering rugs not only cushions your space but also infuses it with personality, proving that you don't have to sacrifice comfort for affordability. In the world of interior design, flooring is not just an afterthought; it's the steppingstone to a beautifully curated home.

Unique Flooring



Hammamet Gold Decor MINI Moroccan Porcelain Wall & Floor Tile

Quality Peel and Stick



Floorpops Gothic Sage Self Adhesive Floor Tiles

Rugs



Morris & Co. Strawberry Thief Sage & Rose Rug

Painted Ceilings

How about taking your décor to new heights-literally-by embracing the daring trend of ceiling painting. This eye-catching technique can transform a plain overhead space into a dramatic focal point that commands attention. Whether you're feeling adventurous with vibrant hues or opting for sophisticated patterns, painted ceilings create a striking aesthetic that draws the eye upward and adds unique character to your home. While some may argue it's a love-it-or-hate-it choice, there's no denying its ability to elevate interiors, especially in rooms with soaring ceilings that crave a touch of drama. It might be considered a micro-trend for now, but as the saying goes, why not be ahead of the curve? However, potential renters should be cautious—this bold move isn't always tenant-friendly, as it typically requires permission from landlords. Still, for those with a penchant for the unconventional, a painted ceiling can be the ultimate conversation starter, redefining the way we perceive our living spaces.

Dark colours – try deep dark colours with a gloss finish



Epoch Resistance Ultra Matt Emulsion 4L

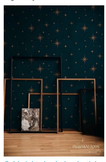
Light colours – try a tone that reminds you of the great outdoors



Try colour No.89, Lulworth Blue from Farrow & Ball, inspo from @italian.polish.mansion

No.89 Lulworth Blue Dead Flat

Fancy a unique pattern? How about a starry night sky



Gold night sky dark celestial wallpaper, Stars cosmic Wall Decor, Peel and stick Cosmic Wall Art 92

Intentional Décor

Decorate your flat by giving your décor dual ability- decorate with intention. Intentional décor is the secret ingredient that turns a house into home. Try gleaming pots and pans on display inn your kitchen, perhaps the stunning Le Creuset collection that provides high quality ceramics that you can bake a loving meal in, while adding colour and style to your home, transforming kitchen essentials into an eye-catching showcase. Another way to add functionality into your home is to opt for clear decanters over plastic bottles, they not only declutter your countertops but also adds a touch of sophistication to your culinary space. Linens are also a way to add intention, kitchen towels are essential for a busy household, so purchase high-quality matching clothes that draw together your kitchen. You can extend this trick out of the kitchen too, try bathroom towels, rugs and bedding sets that are high quality and add to the space while also providing comfort and visual pleasure. For hosting and multifunctionality, look no further than coffee tables that extend for guests or rise for desk use—perfect for adapting to your lifestyle. With intentionality in every detail, your décor will not only look cohesive but also reflect your unique style, transforming every moment into an opportunity for elegance.

Pots and Pans and a Way to Display Them



Kitchen Rail made from Raw Steel with S Hooks



Cast Iron Frying Pan with Wooden Handle



Cast Iron Round Casserole

Decanter Bottles and Refills



Culinary Concepts Olive Collection Oil & Vinegar Glass Decanter Set with Marble Base, Clear/Brass



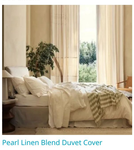
Amber Glass Oil & Vinegar Bottle 500ml

Kitchen Linens

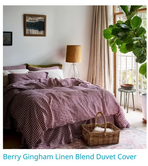


Fresh Picked Dishcloths, Set of 2

Bed Linens

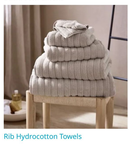


Pearl Linen Blend Duvet Cover



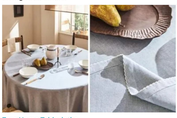
Berry Gingham Linen Blend Duvet Cover

Bathroom Linens



Rib Hydrocotton Towels

Living Area Linens



Zara Home Tablecloths

Multifunctional Tables and Coffee Tables



Fulton Lift Top Coffee Table

Concealing with Curtains

Curtains are more than just a practical necessity; they're an opportunity to reimagine your space. By hanging curtains higher than the window frame, you can create an illusion of height, making any room feel more expansive and airier. For renters seeking to infuse personality without permanent alterations, vibrant curtains offer the perfect splash of colour, breathing life into otherwise neutral walls. But that's not all; these fabric drapes can also serve as functional dividers, cleverly splitting larger spaces into cosy nooks without the need for clunky furniture. Whether you choose sheer fabrics for a soft, ethereal vibe or bold patterns to make a statement, the right curtains can dramatically alter the atmosphere, turning functional spaces into stylish retreats. With a little creativity, curtains can become your design allies, adding warmth and character to every corner of your home.

Try hanging your curtains higher to fake the appearance of taller ceilings



Voyage Maison Romeo Made To Measure Curtains

Adding colour to rentals



Curtains in Strawberry Thief Fabric

Splitting the space



VIDGA Room divider for corner

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Feature: Right to Manage

A First-Time Buyer's Guide to Right to Manage

Fraser Allen
— Estate Management —
www.fraserallenem.co.uk

Embarking on the journey to homeownership is an exciting milestone, especially for first-time buyers. However, the world of real estate can present its complexities, particularly when it comes to leasehold properties. Understanding the nuances of leasehold ownership—and the opportunities it presents, such as the Right to Manage (RTM)—is crucial for making informed decisions.

Leasehold Basics for First-Time Buyers



When purchasing a leasehold property, it's essential to grasp that while you own the property itself, the land it stands on remains under the ownership of a freeholder, often referred to as the landlord. This arrangement comes with specific terms and covenants detailed in the lease agreement.

These can include obligations to pay ground rent and service charges, restrictions on property alterations, and responsibilities for maintenance.

As a first-time buyer, scrutinising these lease terms is paramount. Knowing the length of the lease, any potential for lease extension, and the implications of service charges will help you understand the financial commitments involved.

Introducing Right to Manage

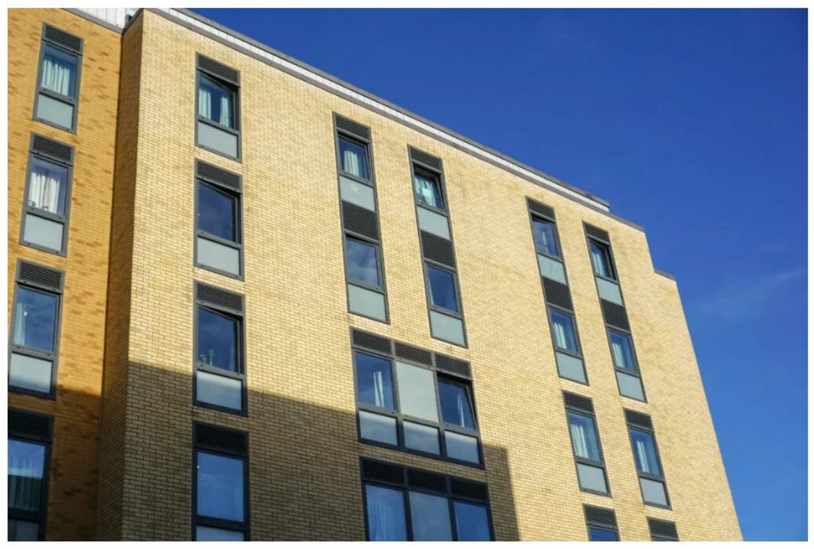
The Right to Manage offers an empowering option for leaseholders, allowing them to assume control over the management of their building. This is particularly relevant for first-time buyers, who may initially feel overwhelmed by the perceived lack of control in a leasehold setup.

Under the Commonhold and Leasehold Reform Act 2002, leaseholders can form an RTM company, provided they meet certain criteria, to take over management responsibilities without needing to demonstrate any mismanagement by the freeholder.

Why Right to Manage Matters to You

For first-time buyers, RTM can be a game-changer. It allows you to have a direct say in how your building is managed, directly affecting your living environment and financial outlay. With leaseholders in charge, service charges can become more transparent, ensuring that funds are allocated efficiently and effectively to benefit the property.

Understanding the RTM process is essential. It involves forming a company with fellow leaseholders, serving the appropriate notices, and possibly negotiating with the freeholder. While the process can seem daunting, it ultimately empowers you as a homeowner, allowing you to prioritise improvements and maintenance that matter most to you, but also adheres to the term of the lease.



Enhancing Living Conditions and Property Value

Taking control through RTM not only improves your living conditions by addressing issues like maintenance and security but also positively impacts property value. When you and your fellow residents have the authority to manage your building, you can ensure its well maintained and appealing to future buyers, potentially leading to higher resale values.

Seeking Professional Guidance

Given the complexities involved, first-time buyers should consider seeking professional advice to provide invaluable guidance, helping you navigate the legal and administrative aspects of RTM. Professional support ensures that the transition to self-management is smooth and compliant with all legal requirements.

For more from Fraser Allen, click here.

Fraser Allen Estate Management specialise in Residential Block Management and are committed to ensuring your needs are put first. We bring an innovative, organised and reputable approach to the industry with a friendly team who are on hand to assist you.

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Feature: Right to Manage

Getting ‘Right to Manage’ Right – and How a Building Surveyor Can Make The Difference

www.earlkendrick.com

Leasehold properties are typically managed by the freeholder (landlord) or a managing agent employed by them. The leaseholders pay a monthly service charge to cover the costs of maintaining the building, including paying the managing agent. And they are consulted under Section 20 of the Landlord and Tenant Act 1985 about any relevant capital works to be undertaken. Otherwise, they usually have little to do with the day-to-day management of the building. Unless, that is, they claim the Right to Manage.

This is a legal provision that allows some leaseholders to take over management of their building, even without the landlord being at fault. If they qualify – then they can manage the building through a Right to Manage (RTM) company. Typically, they will then employ a managing agent of their own.

Leaseholders generally choose the Right to Manage for one or more of three reasons. One is that they no longer trust the freeholder to manage the building properly or with sufficient regard for their interests. Another is that there is a large proportion of leaseholders who take an active interest in the management of the building and want to have their say. And the third is that they simply want to reduce the service charges they are paying and believe they can save money by doing it themselves.



Of course, leaseholders are not usually experts on buildings and how to manage them. So in addition to hiring a managing agent to take on day-to-day responsibilities, RTM companies often bring in a building surveyor to provide strategic advice and guidance. This can be helpful even for something as simple as explaining the terminology involved in maintaining buildings and abiding by relevant laws and regulations. A suitably engaged surveyor will be happy to attend meetings of the RTM board and share their expertise. In fact, most surveyors will take any opportunity to talk about buildings, what’s wrong with them and how to put it right!

With the expert help of a surveyor, members of the RTM board are much better able to understand the complex issues affecting their building. Their surveyor will also be able to propose a range of solutions, both short and long term, to resolve the issues that inevitably arise. And by explaining the pros and cons of the various solutions, they can help the board come to an informed decision. Crucially, they can also help the board explain the reasoning behind such decisions to other leaseholders and the freeholder.

One of the key tools in a surveyor’s toolkit is the scoping document. Surveyors draft these documents to provide clarity and reasoning for proposed capital works schemes, by including all the relevant information in an easy to understand format with photographic reference. This provides transparency for all stakeholders, and serves as a convenient resource for the board, as well as the building’s freeholder.

A related tool is a long-term planned maintenance programme or PMP. This is based on a comprehensive survey of the building and allows for a joined-up approach to maintenance. Rather than waiting for problems to occur and dealing with them reactively, you can plan ahead, factoring in economies of scale and timing. A surveyor who has already been engaged by the RTM company and knows the building will be well placed to put together a PMP tailored to its particular needs.

The Right to Manage can be an attractive option for leaseholders who want more control over what happens with their building. But managing a property is never simple, and involves a range of technical, legal and practical considerations. A good building surveyor can help leaseholders who are engaged but ‘amateurs’ when it comes to looking after a building by providing professional help with those tricky technical issues.

Earl Kendrick Group are a multi-disciplinary firm of chartered engineers, surveyors and designers, providing national services from our offices in London, North, Midlands, West and South Coast.

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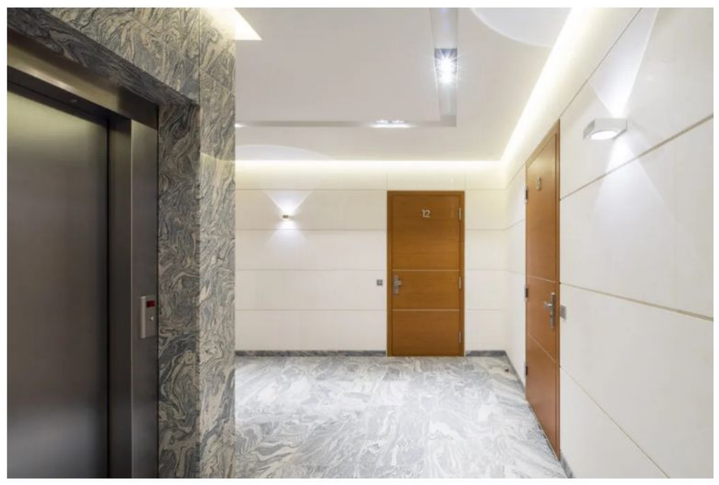
Feature: Right to Manage

Section 20 and the Importance of Consultation for Lift Works

www.ardentlc.co.uk

If you're involved with a Residents' Management Company (RMC) or a Right to Manage (RTM) company, there will come a time when major lift works are necessary to avoid significant breakdowns and extended outages.

Under the Landlord and Tenant Act 1985, as amended by the Commonhold and Leasehold Reform Act 2002, any works costing over £250 per leaseholder require a Section 20 notification process.



Consultation with Residents

For major lift works, a Section 20 Notice is essential. This involves clearly outlining the project plans, objectives, costs, and timelines to leaseholders. Providing accurate information is crucial to gain acceptance, as major works can be costly and contentious.

Property managers, RMCs, and RTMs should hold early meetings with residents. Those unable to attend should be kept informed via emails or leaflets to ensure a transparent and effective consultation process. Responding to written comments from leaseholders is also important.

Getting the Specifications Right

A well-specified project has two main benefits:

1. It ensures the lift meets or exceeds client expectations.
2. It addresses only necessary areas, avoiding unnecessary costs for flat owners.

Clear specifications allow lift contractors to provide accurate pricing, ultimately saving residents money. A specialist consultant can draft a full project specification to meet contractual and technical requirements.

Consultation Meetings

Traditionally held face-to-face, these meetings are increasingly conducted online for convenience and safety. Online meetings allow more participants to attend and facilitate easy sharing of project information by the specialist consultant.

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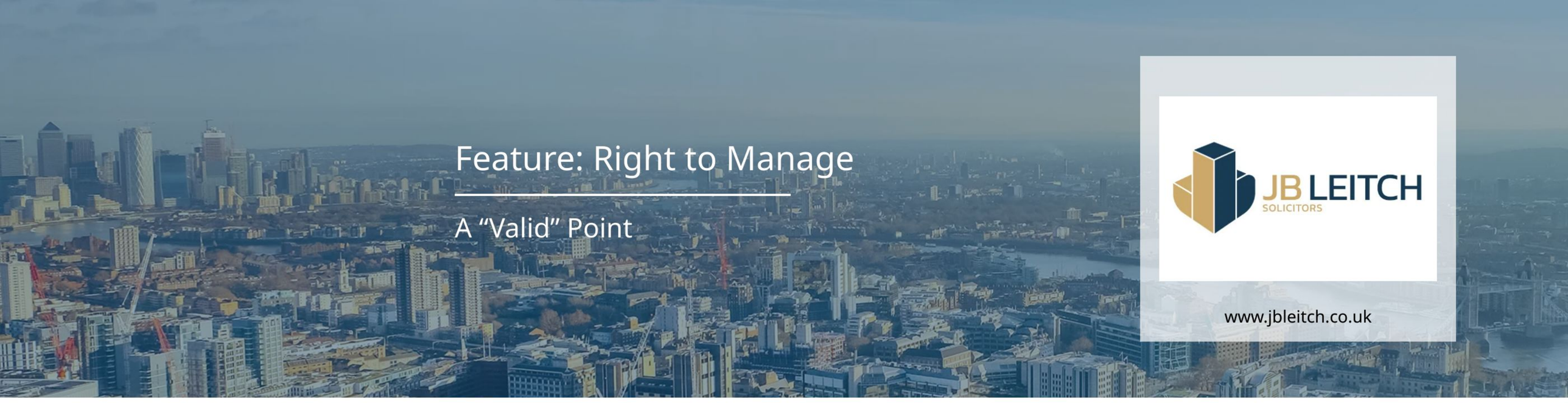

Feature: Right to Manage

A “Valid” Point

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Whether the failure to serve a claim notice to all landlords involved necessarily invalidates an RTM claim…

The team at specialist property solicitors examine the question further drawing in a recent Supreme Court decision.



The Supreme Court case A1 Properties (Sunderland) Ltd v Tudor Studios RTM Company Ltd [2024] UKSC 27 addresses a key issue of statutory interpretation in the context of procedural requirements under the Commonhold and Leasehold Reform Act 2002 (CLRA) (“the Act”) for Right to Manage (“RTM”) companies, specifically whether the failure to serve a claim notice to all landlords involved necessarily invalidates an RTM claim. This decision has significant implications for landlords facing RTM claims, offering guidance on when procedural errors can or cannot be used to challenge an RTM application. Importantly, and of even wider implication, the Court also considered the correct approach in a case where there is no express statement of the consequences of non-compliance with a statutory requirement.

Serving RTM Claim Notices

Under the CLRA, as well as service upon any party to a lease other than the landlord or tenant and any tribunal appointed manager, by Section 79(6)(a) an RTM company must serve a Notice of Claim to acquire the right to manage to each person who on the relevant date is a landlord under a lease of the whole or part of the premises. Service of the Notice of Claim triggers the acquisition process, placing the burden on the landlord (or other entitled party) to oppose the right of the tenants to take over the management of the property (by service of a counter notice within a limited period of time). In the absence of opposition, the acquisition of the right to manage applies by default, enabling the RTM company to take over management duties from the date specified on the Claim Notice.

Facts of the Case

The property in issue was a student accommodation building in Leicester. The appellant, A1 Properties (Sunderland) Ltd (“A1 Properties”), held intermediate leases for the communal areas within the property, but did not have management responsibilities under the leases.

Tudor Studios RTM Company Ltd (the Respondent) (“Tudor Studios”) was formed by tenants aiming to take over management responsibilities under the CLRA’s RTM regime.

When Tudor Studios served a claim notice to acquire management rights, it notified the freeholder and the primary management company but failed to notify A1 Properties, the intermediate landlord.

The FTT initially allowed Tudor Studio’s claim for the RTM, noting that A1 Properties’ management role was limited. In doing so, the Tribunal relied upon the decision of the Court of Appeal in Elim Court RTM Company Limited v Avon Freeholds Limited [2018] QB 571 (“Elim Court”) (discussed in more detail below), where a failure to serve notice on the appellant intermediate landlord with no management responsibilities did not invalidate the RTM claim.

A1 Properties continued to argue that this failure invalidated the RTM claim and sought permission to appeal from the Upper Tribunal. The Upper Tribunal ultimately dismissed the appeal as it too was bound by the Court of Appeal’s decision in Elim Court but granted a “leapfrog” certificate to the Supreme Court.

Previous Decisions and the Elim Court Case

In Elim Court, the Court of Appeal suggested that Parliament did not intend that minor procedural errors, such as failing to serve a notice on intermediate landlords without management responsibilities, would invalidate an RTM claim. In that case, the court held that the procedural lapse did not compromise the tenants’ substantive right to manage owing to the lack of management responsibilities of the omitted landlord. The court found that the transfer of important non-management functions / rights of a landlord is ancillary to the primary objective of the Act.

However, A1 Properties argued that Elim Court was wrongly decided and sought to have it overturned.

The Decision



The Supreme Court dismissed the appeal, ruling that the failure to notify A1 Properties was a procedural flaw, but did not invalidate Tudor Studios’ acquisition of the right to manage under its interpretation of the Act. Whilst the Supreme Court found Elim Court to be correct, it found flaws with some of its reasoning. The Supreme Court confirmed that while an intermediate landlord, or one who lacks any management responsibilities (as was the case for A1 Properties), cannot be disregarded under the RTM claim process, the court must consider in cases where statute does not provide a specific consequence for non-compliance, the effect of that failure from the perspective of the prejudice or loss of opportunity caused to the affected party by noncompliance. The Supreme Court relied on the approach set out by the House of Lords in R v Soneji [2005] UKHL 49 as a starting point, in which Lord Steyn said that “the emphasis ought to be on the consequences of non-compliance and posing the question whether Parliament can fairly be taken to have intended total invalidity.”

Importantly, the Supreme Court found that failure to fully comply procedurally would not automatically make the claim void, but rather voidable until such time as the court or tribunal was satisfied to approve it notwithstanding the error.

Implications for landlords

This decision clarifies that landlords should not assume that procedural lapses, where there are no statutory consequences for non-compliance, will invalidate an RTM claim. Instead, a more flexible judicial approach will apply, where the Courts weigh the significance of the omission. Some key take aways for landlords are:

- Assess the Impact of Procedural Errors: If a procedural error (such as a failure to serve claim notice) does not affect a landlord’s substantive rights or management responsibilities, it is unlikely to void the RTM claim. Counter-notices based on technicalities may not succeed unless, on the facts of the case, it can be shown that the omission deprived a landlord of the opportunity to meaningfully contest the RTM application (thus causing it prejudice).
- Assess each case on its own facts: Each case ought to be considered on its own merits and against the analysis carried out in the Soneji case. The Supreme Court here found that whether there has been a “substantial compliance” is not relevant to the approach in determining what Parliament intended should follow from a failure to strictly comply.

Landlords facing RTM claims should now focus on the impact of an RTM transition on their interests rather than any procedural missteps by the RTM company. If an RTM claim is uncontested on substantive grounds, it is likely to proceed even with minor procedural errors.

Should you wish to learn more, or discuss the contents of this article, please contact us: mail@jbleitch.co.uk

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Feature: Right to Manage

Take Back Control: Key Benefits of Right to Manage (RTM)

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Long before Brexiteers started talking about taking back control from the EU, leaseholders in England and Wales had much more modest ambitions: to take back control of their buildings. And in 2002, they got it. Introduced under the Commonhold and Leasehold Reform Act 2002, the Right to Manage (RTM) is a powerful legal tool for leaseholders in England and Wales, allowing them to take control of the management of their building without having to purchase the freehold.

It can be used where leaseholders want to explore alternative options to manage their block, often because they consider that it is being poorly managed or service charges have become excessive. If done correctly, RTM can deliver several key benefits:

1. Control Over Management

Leaseholders can make decisions about who to appoint as managing agent and which suppliers are used for maintenance, repairs, and services (e.g. cleaning, gardening, or security), rather than relying on the freeholder's appointed managing agent and their preferred suppliers. If the property is currently poorly managed or service charges are unreasonably high, RTM can offer a way to improve the building's maintenance and reduce costs.

2. More Transparency and Accountability

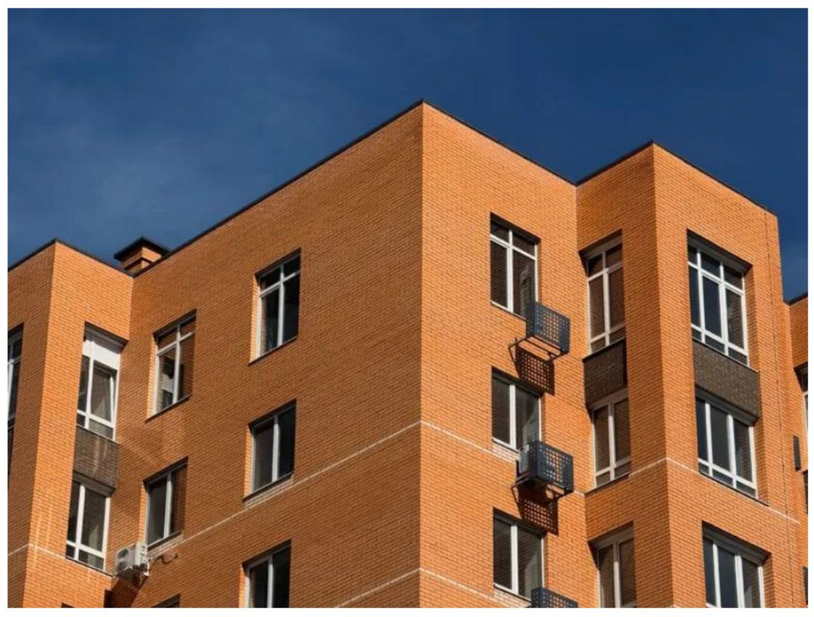
With RTM, you can ensure that decisions about maintenance and services are transparent, and you have greater control over how service charges are spent. This can help avoid disputes over unclear or inflated costs from managing agents or freeholders.

3. Improved Maintenance and Standards

If the building has been neglected, RTM allows leaseholders to prioritize repairs and improvements that enhance the living conditions. Leaseholders can choose reputable contractors, ensure regular maintenance is carried out, and avoid the risk of deterioration that could devalue their property.

4. Potential to Reduce Costs

Some leaseholders find that taking over management can reduce service charges because they have more oversight over what is being spent. By comparing different agents or contractors, RTM companies may identify saving opportunities. However, it's essential to balance cost-cutting with maintaining the building's quality and safety.



Eligibility

Whilst RTM may sound straightforward, there are several pitfalls that RTM companies and leaseholders often encounter. Understanding these common challenges can help avoid costly mistakes.

One of the first hurdles is ensuring that the building qualifies for RTM. For a successful claim, the building must:

- Consist of two or more flats.
- Be self-contained, meaning it's structurally detached or capable of being managed separately.
- At least two-thirds of the flats must be leasehold with leases that were originally granted for more than 21 years.

Moreover, over 50% of the qualifying leaseholders must be willing to join the RTM company. Buildings used primarily for commercial purposes, or with a majority of non-residential space, may not qualify. Not checking these qualifications can lead to wasted time and resources if the claim is invalid.

Missing deadlines or providing inaccurate information can result in delays or even the failure of the RTM claim.

The notice to the freeholder must be in the correct format and include specific details. Errors in this notice can lead to legal challenges, forcing the RTM company to start the process over again, which could significantly increase costs.

Responsibilities Once RTM Is Achieved

Once an RTM company takes over management, they are responsible for handling:

- Building maintenance and repairs.
- Insurance.
- Services such as cleaning, gardening, and communal facilities.

The freeholder retains ownership of the building's freehold and some responsibilities. There might still be ambiguity regarding specific areas of responsibility, for example external areas if a site contains more than one block and establishes more than one RTM company; or it it is part of a wider estate where an estate charge for estate wide communal areas will still remain. Where appropriate, seek specialist advice, and work through these issues in collaboration with the freeholder whenever possible.

Conclusion

RTM comes with responsibilities and potential challenges, particularly in terms of managing the building effectively or navigating legal disputes with the freeholder. It requires perseverance and organisation to see it through. However, in most cases, the transparency, savings and accountability that flow from taking back control via RTM are worth persevering for.

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Feature: Right to Manage

Right to Manage and Your Insurance

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The Right to Manage (RTM) is an important concept for leaseholders living in blocks of flats. It allows you to take over control the building's management without the need to prove that your freeholder is at fault or buy the freehold from them.

This opportunity brings many responsibilities, including handling the building insurance requirement for the block. This article will explain how RTM affects your building insurance and what leaseholders should consider when securing or changing their insurance policy.



Understanding Your Insurance Obligations Under RTM

If you are part of a Right to Manage (RTM) company, you will be taking on many responsibilities that were previously managed by the freeholder – comprehensive building insurance being a key element.

Your policy must insure the building for all standard risks such as damage caused by:

- Fire
- Flood
- Storm
- Vandalism

Most mortgage lenders also require adequate building insurance, meaning that the RTM company must meet a certain standard to satisfy all leaseholders' financial commitments.

You will also need to make sure that the insurance policy you choose is compliant with the terms of the leases. Most have specific requirements concerning insurance and it is crucial that these conditions are met. Failure to do so could lead to complications including disputes with leaseholders or their mortgage providers.

Alongside standard building insurance, RTM companies often need to consider additional coverage such as public liability and employers' liability insurance. Public liability insurance protects against claims made by third parties (e.g. visitors or contractors) who may suffer an injury while on the property.

Employers' liability insurance is necessary if the RTM company employs staff, such as a caretaker or cleaner. This insurance helps cover any claims made by employees in the event of an accident while working on the property.

Choosing the Right Insurance Policy for Your Block of Flats

Once you understand the coverage needed, the next step is to choose the right insurance policy. It is often beneficial for RTM companies to work with an insurance broker who specialises in block of flats insurance. A specialist broker can guide you through the complexities of building insurance, ensuring that all essential areas are covered. They can also help you compare policies from multiple insurers to find the best deal for your building.

They can help with the following considerations:

1. Rebuild Cost: The policy must cover the rebuild cost of the entire property. This should not be based on the current market value, but rather the estimated cost of rebuilding the property from scratch in the event of a total loss. A surveyor can help determine an accurate rebuild valuation to avoid being underinsured or over insured.

2. Additional Coverage: Aside from building damage, you may need additional coverage such as:

- Loss of rent and alternative accommodation costs (in case the building is uninhabitable following an insured event)
- Terrorism cover (required by some leases)
- Legal expenses (protecting the RTM Company from the cost of legal disputes)

As the costs of the insurance policy will be shared between all leaseholders, it is essential to maintain transparency about policy choices and costs. This can help prevent disputes and ensure that everyone is comfortable with the level of cover provided.

Reducing Insurance Costs Via RTM

One significant advantage of exercising Right to Manage is the potential to reduce costs – including building insurance. You can shop around for multiple quotes and compare various providers and policies. Working with a broker makes light work of this intensive process.

Another cost saving tip is to bundle your insurance policies together under one provider. Consolidating your policies can lead to lower premiums and make it easier to manage renewals and claims.

Insurance premiums are often calculated based on perceived risk, so reducing risks within the building can lead to lower costs. Simple measures such as installing CCTV, ensuring that fire alarms are well maintained or improving the security of the building's entrances can help reduce the bottom line. Similarly, regular maintenance checks like having the wiring inspected or ensuring the roof is in good condition can also help reduce potential risks and, in turn, insurance costs.

Another way to reduce premiums is by adjusting the excess level on your insurance policy. The excess is the amount paid by the RTM company when making a claim before the insurer pays out. Generally, the higher the excess, the lower the premium. However, be cautious: the excess should not be set at a level that would be difficult for the RTM company to finance if a claim is needed.

It is also worth reviewing whether you need all the aspects of your current insurance policy. Some features may not actually be essential for your block of flats. By identifying and removing unnecessary extras, you can further reduce costs. Just make sure that any changes are compliant with your lease requirements.

Managing the insurance coverage for your block of flats can be complex, but with proper planning and advice, it can lead to better coverage and financial savings for everyone involved.

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Feature: Right to Manage

Navigating the Right to Manage Application Process

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For leaseholders struggling with poor management or financial concerns, exercising the Right to Manage (RTM) can be a great option. The process is relatively straightforward, but it is not without its challenges.

In this article, we will provide a step-by-step guide to help leaseholders navigate the process effectively, ensuring a smooth transition to RTM.



Step 1: Determine Eligibility

Before starting the RTM application, it is important to determine whether your building is eligible:

- Your block must consist of at least two flats.
- At least 50% of the building must be used for residential purposes.
- At least 50% of leaseholders must be willing to participate.
- At least two-thirds of the flats must be owned by leaseholders whose leases were originally granted for terms longer than 21 years.

It may be a good idea to consult a solicitor in these early stages. They can verify that your building meets the criteria, saving time and avoiding potential legal issues later in the process.

Step 2: Form an RTM Company

Once eligibility is confirmed, the next step is to set up an RTM company. The RTM company must be formally incorporated, as it will represent the leaseholders when serving the legal notices and managing the building in the future. It must be a private company, limited by guarantee and every participating leaseholder must be a member.

You can register the RTM company online, either yourselves or with the help of a solicitor. The company must have the appropriate Memorandum and Articles of Association, as required by law. Each participating leaseholder must become a member of the RTM company. This gives them voting rights and allows them to be involved in key decisions.

Tip: Setting up a steering group is beneficial. Responsibilities can be assigned, helping to distribute the workload and make for a smoother process.

Step 3: Gather Leaseholders' Support

Once the RTM company is formed, the next step is to gather support from the other leaseholders in the building. At least 50% of leaseholders must be in favour of the RTM. This can be challenging as not all leaseholders will have the same enthusiasm for taking on management responsibilities.

Arranging meetings to explain the benefits of RTM such as improved quality of service and better control over costs can be helpful. You can also create leaflets or a simple information pack that explain what RTM means and what is involved in the process.

Be transparent about the responsibilities and any costs involved – open discussion can help alleviate fears and increase the likelihood of agreement.

Step 4: Serve Notice Inviting Participation

Once the RTM company has gathered enough support, a "Notice Inviting Participation" must be served to all qualifying leaseholders in the building. This notice invites leaseholders who have not yet joined the RTM company to participate.

The notice should include the name of the RTM company and explain the rights that leaseholders have to join. Recipients should be given at least 14 days to respond.

Tip: Keep clear records of which leaseholders have been served the notice and their responses. A well-documented process will help prove that everything has been done correctly if any disputes arise.

Step 5: Serve the Notice of Claim

The next step is to serve a "Notice of Claim" to the landlord. This is a formal notice, stating that the RTM company intends to take over the management responsibilities of the building.

The Notice of Claim must include:

- A clear description of the building, including addresses.
- The RTM company's name and registered address.
- A proposed date for when the RTM company intends to take over management (this is usually at least three months after the notice is served).

Your freeholder then has 28 days to respond. They can either accept the notice or dispute it if they believe the RTM company does not meet the requirements.

Tip: A mistake in the Notice of Claim could lead to unnecessary delays or a legal dispute. It's best to hire a solicitor to ensure that the notice is drafted and served correctly.

Step 6: Respond to Your Landlord's Reply



If the landlord agrees to the Notice of Claim, the process can move forward smoothly. However, if the landlord disputes the claim, they must do so within 28 days, providing reasons for the objection. Common reasons for dispute include claims that the building or RTM company does not qualify.

If a dispute arises, you should apply to the First-tier tribunal (Property Chamber) and supply all your supporting evidence. They can then determine whether the RTM Company has the right to proceed. Professional legal support is advisable in this instance.

Step 7: Management Handover

Once the Notice of Claim is accepted or the tribunal grants the RTM company the right to proceed, preparations must be made for the management handover. The handover date is usually three months after the Notice of Claim has been accepted. During this time, the landlord is required to provide the RTM company with necessary information such as financial statements, maintenance contracts and health and safety records.

If you lack experience in managing a property, it is advisable to appoint a professional managing agent. This ensures that responsibilities like maintenance, insurance and service charges are handled correctly and efficiently.

Tip: A managing agent should be selected well in advance. Look for an agent who has experience with RTM properties and is a member of a professional body to ensure high standards.

Step 8: Running the RTM Company

Once handover is complete, the RTM company will be fully responsible for managing the building. This includes:

- Maintenance: Arranging repairs, scheduled maintenance and improvements.
- Service Charges: Collecting service charges from leaseholders and ensuring that funds are managed responsibly.
- Compliance: Ensuring that the building complies with all safety regulations, including fire safety.

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Key Tips for Success:

- Regular Meetings: Hold regular meetings for the RTM members to make decisions collectively and ensure everyone is informed.
- Hire Professionals When Needed: Consider hiring an accountant to manage financial records or a managing agent to handle day-to-day operations.
- Transparency: Maintaining transparency with all leaseholders about costs and management decisions helps prevent conflict and ensures everyone remains satisfied with the RTM company's actions.

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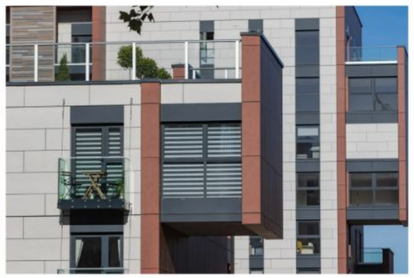

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Right to Manage vs. Enfranchisement: Which is Best for Your Block of Flats?

ManageYourBlock™
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tel: 0333 577 9070

Effective management is key to maintaining the value of your block and the standard of living for your fellow residents. When residents choose to take control of a block of flats, it is commonly done in one of two ways: Right to Manage or Enfranchisement.



The two terms may sound complicated, but the differences are very simple. Here we will be explaining what each of them entails and making you aware of key factors that may factor into the decision-making process.

Understanding Right to Manage (RTM)

The clue is in the name here – RTM is a legal right that allows leaseholders to take over the management responsibilities of their block from the freeholder.

This does not involve buying the freehold, but it gives leaseholders direct control over how the property is managed. RTM does not require the leaseholders to prove any wrongdoing on the freeholder's part either.

Put simply, actioning the RTM process means you can take over the management of the building without taking ownership or having to prove that your freeholder is at fault.

Understanding Enfranchisement

This is the process by which leaseholders collectively buy the freehold of their building. This option, often called "collective enfranchisement," is more comprehensive.

By purchasing the freehold, the leaseholders become the owners of the land and building, which offers complete control over management decisions and future arrangements with leases.

Key Difference: Cost

The cost of acquiring the right to manage is generally lower compared to enfranchisement.

For RTM, leaseholders need to form a company which is relatively straightforward and inexpensive, although you will need to consider other costs such as:

- Legal fees
- Surveyor charges
- Potential admin fees for the company set up

Unlike enfranchisement, leaseholders are not buying the freehold when they assume the Right to Manage, so there is no large lump sum involved.

To give an idea, most RTM companies may spend anywhere from £5,000 to £10,000 depending on the complexity of the building and the involvement of solicitors and managing agents.

Enfranchisement, on the other hand, involves buying the freehold which is significantly more expensive. The purchase price depends on factors such as the building's market value, the length of the leases and ground rent payable. On top of the purchase price, there are additional costs, including professional fees (such as surveyors and solicitors), and possibly the costs of negotiating with the freeholder.

The cost of enfranchisement can range widely, from tens of thousands to hundreds of thousands of pounds depending on the property value. For example, in high-value areas such as London, the cost to acquire the freehold could be much higher.

Enfranchisement is certainly more of a financial commitment, but it offers greater rewards in terms of control and ownership.

Key Difference: Control

With RTM, leaseholders gain significant control over the management of their property. They can choose contractors, decide on budgets for maintenance and select managing agents. This gives leaseholders the ability to address ongoing issues more promptly than the freeholder may have done in the past.

However, the RTM company are still bound by the lease terms and regulations and as the freeholder retains ownership of the building's freehold, their consent may still be needed for certain actions such as major alterations.

Enfranchisement provides full control and ownership with complete decision making power over:

- How the block is managed
- The option to extend leases without paying a premium
- The ability to make decisions about redeveloping or selling parts of the property

With enfranchisement, leaseholders can take a more long-term approach to maintenance, investment and property improvement as they hold the freehold title. The ability to grant new leases also allows for increased value for individual flats which can be a big benefit when selling.

Overall, enfranchisement provides a level of control far beyond what is offered through RTM, which is a critical factor for leaseholders wanting complete independence from a freeholder.



Key Difference: Legal Responsibility

RTM brings with it certain legal obligations. While the underlying ownership still rests with the freeholder (which means there are some boundaries to what the RTM company can enforce), the RTM company is responsible for:

- Managing the building
- Handling service charges
- Health and safety compliance
- General maintenance
- Legal and regulatory compliance
- Dealing with disputes
- Keeping proper accounts

It is important to be aware that while RTM gives more control, it also means handling complex management issues which may require the professional advice or the support of a managing agent.

Enfranchisement means taking over all legal responsibilities in place of the freeholder. This includes the above as well as:

- Extending leases
- Making fundamental changes to the building
- Managing any third-party interests tied to the property

The directors of the freehold company are responsible for overseeing all legal and practical aspects of managing the building. For many, this is an attractive challenge, but it is certainly more demanding than RTM. Professional management assistance is often needed to ensure all responsibilities are met.

Making Your Choice

Choosing between RTM and enfranchisement often comes down to the goals, finances and needs of the leaseholders.

RTM might be a better choice if the below factors appeal or apply to you and your fellow leaseholders:

- Lower costs and a simpler process

If leaseholders are primarily concerned about high service charges or poor property management and want to reduce costs, RTM offers a simpler, less expensive way to take over management without buying the freehold.

- Lack of funds for freehold purchase

Enfranchisement can be expensive, particularly in high-value areas. RTM provides an opportunity for leaseholders to take control if there is not enough capital available to buy the freehold.

- Maintaining the status quo

If you and your fellow residents are generally happy with the freeholder and the long-term lease structure, but want to be directly involved in day-to-day management, RTM could be the right solution. It allows leaseholders to improve services without significantly altering the relationship with the freeholder.

Enfranchisement may be the better solution if you are looking for full control and ownership. If the below appeals or applies, it may be the right choice:

- Increasing property value

Buying the freehold can significantly increase the value of individual flats, especially when leases are relatively short. Leaseholders who wish to add value or avoid costly lease extensions should consider enfranchisement.

- Long-term vision and full autonomy

If leaseholders are looking for full autonomy, including the power to extend leases, redevelop parts of the property or fundamentally change its use, enfranchisement is the only option that provides this level of control.

- Ending disputes with the freeholder

If there is a history of disputes with the freeholder, enfranchisement may offer a clean break. It will eliminate any ongoing conflict and provide peace of mind through full ownership.

For more from Manage Your Block, click here.

Manage your Block has been created to assist Residents' Management Companies, Right to Manage Companies and Residents Associations to self-manage their block.

It's a secure, easy-to-use portal that offers access to your block's details at the touch of a button. Designed to make your life easier, it saves you time and offers a fast and efficient interface to connect you, your residents, and your block.

manageyourblock.co.uk | info@manageyourblock.co.uk | 0333 577 9070

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ManageYourBlock™

Self management software for blocks of flats!

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An **online portal** designed for RMC's, Directors and Owners of apartment blocks. With Manage Your Block, you can update, control and navigate your documents all in a user-friendly hub. This is accessible through any device at a touch of a button 24/7 personalised to suit your needs.

Who is Manage Your Block For?

Manage Your Block is a nifty online portal specifically designed for anybody managing a block of flats, including:

- Residents' Management Companies
- Right to Manage Companies
- Residents Associations

Do you want to make managing your block easier? Consider our trusted software solution used by thousands of professionals nationwide!

Tel: 03335779070 Email: info@manageyourblock.co.uk

OUR FEATURES

Diary

Set diary reminders to ensure you don't forget anything.

Documents

Securely hold all your block's documents in one place. Examples of what you may want to store include: copy leases, financial records, fire evacuation procedures, along with other day-to-day procedural documents.

Notes

Make sure you have an audit trail by adding notes for anything important.

Quotes

Request quotes from your preferred contractors or use one of our recommended specialists. You can also issue work orders to accept quotes.

Save

Our trustworthy online space lets you keep your most important documents safe, and you will have access day and night, wherever you are.

Contractors

Keep a list of your key contractors, for example, plumbers, decorators, gardeners, window cleaners in one place.

Contacts

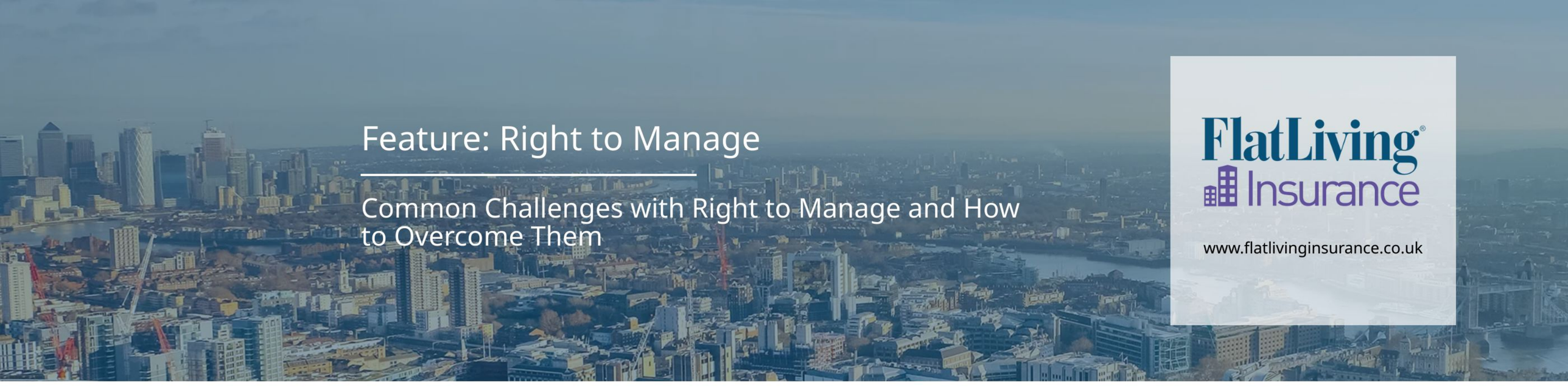
All the owners and residents in your block can be added to your contact list, so you can keep track and update it. You'll always have all of this contact info at your fingertips.

Calendar

Record key dates and reminders, for example insurance renewal date, health & safety risk assessment due date, date to send out service charges.

Alerts

Broken down lift? Power shortage? Local crime issues? Provide instant alerts out to all residents with one simple alert.



Feature: Right to Manage

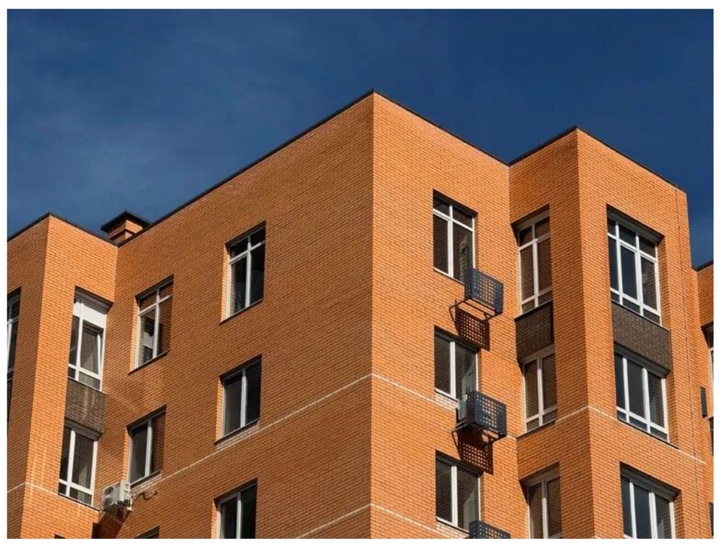
Common Challenges with Right to Manage and How to Overcome Them

www.flatlivinginsurance.co.uk

Applying for the Right to Manage your building can be a great way to take control of building maintenance and the related costs. With this option, there is no lump sum to pay as you are not buying the freehold, and there is no need to prove any fault on behalf of the landlord.

However, the process can throw up some challenges for leaseholders. Here we will be exploring some of the common issues you could encounter and how to overcome them.

Understanding the Legal Process



RTM is a statutory right provided by the Commonhold and Leasehold Reform Act 2002. One of the first challenges leaseholders face when considering RTM is understanding the legal requirements. While the idea of taking control of a building's management sounds straightforward, the legal process is complex. Leaseholders must understand eligibility requirements, follow prescribed timelines and ensure compliance with regulations.

You should consider seeking legal advice early in the process. Consulting a solicitor experienced in RTM can help clarify whether the building meets eligibility requirements. Engaging a legal expert ensures that forms and notices are completed properly, avoiding any costly mistakes or delays.

Difficulty in Building Consensus

Another significant challenge is getting enough leaseholders on board. For an RTM to succeed, at least 50% of leaseholders must agree to participate. This can be tricky – particularly in larger buildings or those with diverse demographics. Residents may be uninterested, concerned about potential costs or have reservations about upsetting landlord relationships.

Effective communication is key. Organising meetings or creating a committee to discuss RTM openly can help. Clear and informative materials that explain the benefits of RTM (including potential service improvements and cost savings) can help persuade hesitant neighbours. It is also important to address any worries directly. Explaining the costs involved and how these can be managed effectively could ease many people's concerns.

Managing Relationships with the Freeholder

Not all landlords will welcome an RTM claim. Some landlords might view RTM as a challenge to their authority and resist by employing delaying tactics or even challenging the RTM claim. This can lead to an adversarial relationship between leaseholders and landlords, creating stress and potentially leading to legal battles.

It is important to remain calm and professional, maintaining clear communication throughout the process. Engaging a solicitor who can manage correspondence with the landlord is often a good step. If a landlord is obstructive, a professional who understands the RTM process can help ensure that the leaseholders' legal rights are enforced. It is also wise to keep detailed records of communications, ensuring that all legal notices are correctly served.

Costs Involved in Setting Up RTM

Setting up RTM involves some costs, although, as you are not buying the freehold, there is no lump sum to contend with. Costs include legal fees, surveyor costs and administrative charges. Some leaseholders may be hesitant if they are concerned about the costs being too high or unpredictable.

To overcome financial concerns, it helps to plan ahead. An estimated budget should be created as early as possible. Costs can be shared among participating leaseholders, making the process more affordable. In addition, speaking to multiple solicitors to gather quotes can help ensure competitive pricing. Once RTM is in place, you could consider appointing a professional managing agent to assist with budgeting and managing expenses, ensuring costs are transparent and manageable going forward.



Lack of Experience in Property Management

Leaseholders taking over management often lack experience in property management. Suddenly having the responsibility for maintenance, insurance and other building management tasks can be daunting. Hiring a professional managing agent can address the lack of expertise.

A managing agent will take care of day-to-day responsibilities like maintenance schedules, hiring contractors and budgeting. Leaseholders should be careful in choosing an agent, ensuring that they are well-qualified and experienced with RTM properties. Regular reviews and setting clear terms of service can help ensure the managing agent is working in the leaseholders' best interests.

Conflicts Within the RTM Group

Group dynamics can become challenging in RTM situations. When leaseholders come together to make decisions about the building, differing opinions are inevitable. Conflicts can arise over which service providers to choose, the level of service required or how budgets should be allocated. Disagreements can disrupt the effective management of the building and create tension between neighbours.

Establishing a clear structure for decision-making is crucial. This could mean creating a formal committee with set roles and clear voting procedures. Setting up transparent processes for handling decisions, including voting systems for major changes can help minimise disagreements. Regular meetings where everyone has an opportunity to voice their opinions can also improve communication and reduce the potential for conflict. It is also important to have agreed-upon rules for dispute resolution, so if conflicts do arise then there is a clear path for addressing them.

Conclusion

For property owners, neglectful maintenance can lead to serious legal consequences as well as causing unnecessary health and safety risks for residents.

Freeholders may face legal orders and financial penalties, while leaseholders could experience increased costs or in severe cases, even lose their property.

Maintaining properties appropriately, understanding the requirements of your lease and respecting the UK law are essential to avoiding these outcomes.

When issues arise, clear communication and a calm approach are vital to reaching a conclusion that suits all parties and avoids these legal and financial pitfalls.

Flat Living Insurance arranges insurance for self-managed customers only, call us on 0333 577 2044 to get a quote for your block today.

Flat Living Insurance only provides insurance for blocks of flats and apartments. Our flats insurance policies are designed to concentrate on understanding what protection your block of flats needs and delivering it.

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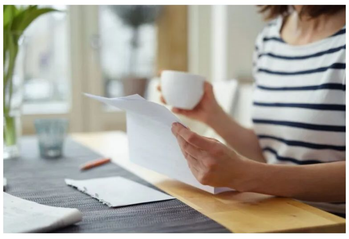
Feature: Right to Manage

Can You Challenge Service Charges Through Right to Manage?

www.blockinabox.co.uk

Service charges are a contentious issue for leaseholders. Many are facing increasingly expensive demands in an already tricky financial market with little control over how their funds are spent.

The frustration this causes is understandable and the increase in Right to Manage applications over the last few years is evidence of this spike in leaseholders wanting to take back some control.



In this article, we will be explaining how service charges work, how Right to Manage can be used to take control of them and how leaseholders can legally challenge excessive charges without needing to take over.

How Service Charges Work

Service charges are payments that leaseholders make to cover the costs of maintaining and managing the building they live in. Cost varies between properties depending on the level of services provided and the condition of the building.

The charges are typically paid annually or quarterly and cover a range of services related to the common areas of the building:

- Building maintenance
- Repairs
- Cleaning costs
- Utilities
- Buildings insurance
- Management fees

Service charges should be based on reasonable costs with transparency about where the money is spent. However, many leaseholders have concerns about excessive charges and poor value for money.

The Rise of Service Charges and Increased RTM Applications

According to a May 2024 report by The Negotiator, rising service charges have led to a growing number of RTM applications across the UK, as leaseholders seek greater control over the financial management of their buildings:

"Soaring service charges for leasehold flat owners are thought to be behind a 20% rise in applications to set up Right To Manage (RTM) and flat management companies during the past year, research from Direct Line reveals."

Many leaseholders are dissatisfied with the lack of oversight and control over how their money is spent. By forming an RTM company, leaseholders can take over the responsibility for managing the building from the freeholder and potentially make more cost-effective decisions, giving them the power to reduce these costs.

Using RTM to Reduce or Control Service Charges

The Right to Manage (RTM) is a legal right granted under the Commonhold and Leasehold Reform Act 2002. It allows leaseholders to form an RTM company and take over the management of their block of flats without having to prove that the freeholder has done anything wrong.

RTM can be a powerful tool for leaseholders who feel that their service charges are excessive and wish to have more say over how their building is run. It can be used to reduce or control service charges through:

- **Taking direct control over appointed contractors**

When leaseholders form an RTM company, they take on the power to appoint contractors for services such as cleaning, repairs and maintenance. This is one of the most effective ways to reduce service charges.

Under RTM, leaseholders can ensure that multiple quotes are obtained and that only those offering the best value are chosen. Unlike many freeholders or managing agents who may have agreements with specific contractors, an RTM company can make independent choices that prioritise quality and cost-efficiency.

- **Obtaining greater transparency**

When an RTM company takes over, leaseholders gain full access to the accounts and have a say in setting budgets. This increased transparency helps ensure that money is spent wisely and in the best interests of all residents.



- **Reducing managing agent fees**

If the building was previously managed by an external managing agent (appointed by the freeholder), RTM leaseholders have the option to either manage the building themselves or appoint a managing agent of their choice.

This means they can either eliminate the cost of a managing agent altogether or hire one with a more competitive rate and a better understanding of their needs. Many RTM companies also prefer agents who are more responsive and willing to collaborate, ensuring better value for money.

- **Taking a flexible approach to maintenance**

Many freeholders have strict schedules for maintenance which may not always be necessary or may lead to work being done at higher costs. Under RTM, leaseholders can assess the actual needs of the building and decide when to carry out maintenance, ensuring that only essential work is undertaken and that it is done at the best possible price.

Legal Challenges to Excessive Service Charges

Even with RTM in place, there may still be situations where leaseholders need to challenge service charges. Understanding your rights and the legal avenues available can be crucial in keeping these costs under control.

- **Section 19 of the Landlord and Tenant Act 1985**

This Act states that service charges must be "reasonable." If leaseholders believe that they are being asked to pay unreasonable charges, they can challenge these through the First-tier Tribunal (Property Chamber). The tribunal has the power to determine whether charges are reasonable and can adjust them accordingly. When RTM is in place, it is easier for leaseholders to scrutinise spending and if necessary, challenge unreasonable charges imposed before the RTM was established.

- **Requesting a Summary of Costs**

Leaseholders have the right under Section 21 of the Landlord and Tenant Act 1985 to request a summary of how their service charges are being used. This can help them understand where their money is going and identify any areas where charges seem excessive. RTM companies have a duty to provide these details which fosters ongoing transparency and helps to maintain trust among leaseholders.

- **Requesting an Inspection of Accounts and Receipts**

Leaseholders also have the right to inspect accounts, receipts and other relevant documents under Section 22 of the Landlord and Tenant Act 1985. This is a useful tool when questioning service charges. With RTM, leaseholders are already part of the management process, making it easier to review documentation and ensure costs are legitimate and accurately documented.

Is RTM the Right Solution for You and Your Block?

RTM is an effective way for leaseholders to challenge high service charges and take control over the financial management of their building. However, it's not a magic bullet and it comes with responsibilities.

Leaseholders must be prepared to actively participate in managing the property or appoint professionals to manage it on their behalf. This requires a willingness to scrutinise costs and to ensure that all decisions benefit the resident community.

For services to help you manage your block of flats, click here.

Block in a Box has been created to assist self-managed Residents' Management Companies, Right to Manage Companies and Residents' Associations, their blocks of flats and the leaseholders that live in them by providing a mix-and-match toolbox supplying all the services you need.

We designed it with a steering committee of directors and association members to provide something that would truly help.

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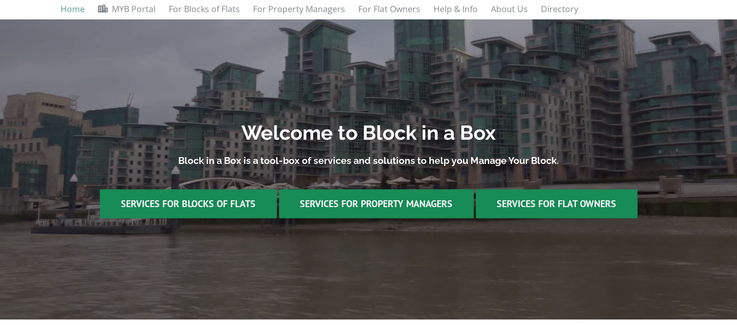

Welcome to Block in a Box

Block in a Box is a tool-box of services and solutions to help you Manage Your Block.

SERVICES FOR BLOCKS OF FLATS | SERVICES FOR PROPERTY MANAGERS | SERVICES FOR FLAT OWNERS

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Accounting Solutions



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Broadband Services



Cladding Consultancy



Commercial Property Surveying



Contractor Accreditation



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Housing Associations



Insurance Solutions



Insurance Works Surveying



Landlord Home Emergency



Lease Extensions



Lease Variation



Legal Solutions



Legionella Risk Management



License to Alter



Lift Wrapping



Neighbourly Advice: Daylight, Sunlight and Overshadowing



Out of Hours Helpline



Party Walls

Planned Maintenance Program

Pre-Purchase Building Surveys

Quantity Surveying

Reinstatement Cost Assessments

Representative for Cladding Remediation Funding

Retrofit and Green Upgrades

Right to Manage

Rights of Light

RMC Director Training

Rooftop Extensions

Rope Access Surveys

Section 20 Major Works

Service Charge Arrears

Service Charge Collections

SmartLink45 Prepay Meter

Utilities

Water Leak Prevention Systems

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Directors and Officers Liability Insurance

Katrina Jones from Residentsline, investigates the importance of Directors' and Officers' Liability Insurance for your Residents' Management Company and outlines possible claim examples.

The Importance of Directors and Officers Liability Insurance



As a member of a Residents' Management Company, you bear a multitude of responsibilities aimed at ensuring the seamless operation of your block of flats.

These responsibilities encompass finance and accounting, service charges, insurance needs, maintenance, inspections, and overseeing major works and reparations. Managing such a comprehensive list demands meticulous planning and experience, making it susceptible to occasional errors.

It is crucial to acknowledge that, although mistakes are an inherent part of any management role, errors leading to incidents such as damage or personal injury can result in legal actions being taken against the Residents' Management Company. This liability falls on the directors and officers of the Residents' Management Company, who are held accountable for decisions made in their official capacity.

This may seem unfair. After all, being a director or an officer of a Residents' Management Company is a voluntary role which requires a lot of time and effort on behalf of the residents in the block. As such, it can be difficult to understand how directors and officers can be penalised so heavily. Regardless, the fact remains that directors and officers require suitable protection in case of legal action being taken against them. Nevertheless, the reality is that directors and officers necessitate adequate protection in the event of legal actions.

Claim Examples

- Tenants of a block of flats brought legal action against the Residents' Management Company for failing to appoint a building company in a timely fashion. The external brickwork of the building needed reparation, as damage had been caused following a heavy rainstorm. This had been reported to the committee, however, repair work had not been commenced several months later when a subsequent rainstorm caused further damage.
- A Residents' Management Company faced an allegation of wrongful termination after it fired an employee for gross misconduct.
- A Residents' Management Company Director faced being sued as a result of a property being devalued following their decision to paint the exterior of the building an unusual colour.
- At a party in one of the flats, an over-crowded balcony collapsed, seriously injuring several people. A claim against the Insurance Company is incepted with a potential cost of £7.25 million, however the RMC only has £5 million Property Owners Liability cover in place. The individual flat owners are distressed as this amount is well below the potential cost of the claim. The flat owners believe that the RMC was wrong to reduce the cover and they bring legal action against the responsible director to make up the shortfall.
- An officer pays a contractor to fix their roof with RMC funds before the works have started. Subsequently, the contractor absconds with the money, never to be seen again. There is an exposure to potential legal action being brought by the individual flat owners following the loss of RMC funds due to a mistake made by an RMC member.



Directors' and Officers' Liability Insurance

Directors and Officers Liability Insurance coverage extends protection to members of Residents' Management Companies, shielding them from legal liabilities. Underwritten by AVIVA Insurance, our policy protects directors and officers against the cost of potential claims for alleged wrongful acts.

These may include:

- Breach of trust
- Breach of duty
- Neglect/error/omission
- Misstatement
- Libel and slander
- Breach of warranty of authority
- Wrongful trading

Residentsline's Directors and Officers Liability Insurance provides a comprehensive solution to protect your directors.

Protect Your Directors with Residentsline and use our easy-to-use portal to get a quote and be covered today! Click here to get a quote.

At Residentsline, our flats insurance policies are tailored to your needs; created for all sizes and types of blocks of flats and apartments. Our insurance cover also includes the option to include directors and officer's liability insurance, terrorism insurance, lift cover or legal expenses protection as part of your policy or as a separate policy if desired.

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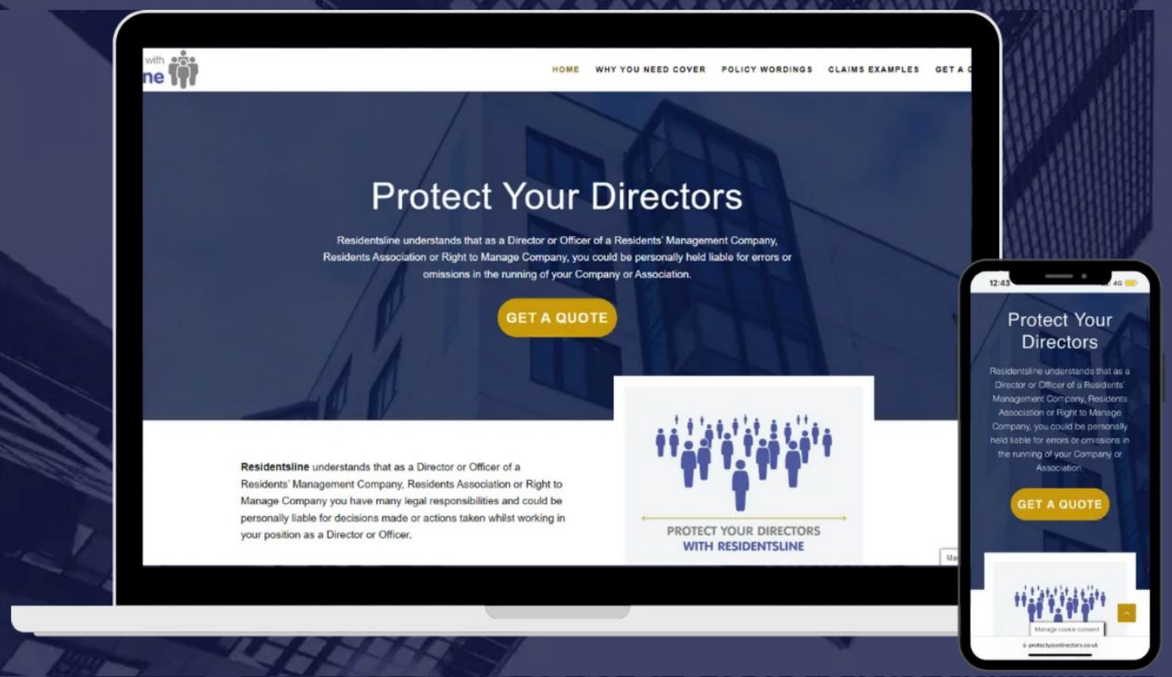
CLICK HERE TO GET A MANAGEMENT LIABILITY INSURANCE QUOTE AND COVER TODAY!

One mistake or misjudgement could end up being expensive. Get a quote for Directors & Officers Liability Insurance with us today, a specialist insurance broker you can trust.



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Home Emergency Insurance for Homeowners

Get Home Emergency cover from £32.58 a year

When it comes to Home Emergency insurance, it can be difficult to decide whether purchasing a policy is really worth it. After all, you're more likely to need it in some situations than others.

In the unfortunate event you experience a home emergency, most standard home insurance policies won't cover you for emergency call-out fees or the initial costs of making your house safe or secure immediately after an incident. Make sure you've got comprehensive cover for better financial protection.



Protect your home from under £33 per year and get Home Emergency insurance today!

Home Emergency Insurance for Homeowners



Home Emergency Insurance for Landlords

Why take out Emergency Home Landlord cover?

Peace of mind - Emergency Home cover provides reassurance that if an unexpected issue arises, help is only a call away.

Financial protection - Home emergencies come with a lot of unexpected costs, particularly call out fees. Emergency Home Landlord cover can help mitigate these costs and prevent unexpected financial burdens.

Cover for various emergencies - Emergency Home Landlord cover typically includes a wide range of potential issues, such as electrical failures, plumbing problems, roof damage and pest infestations.

Protect your properties from under £63 per year!

Home Emergency Insurance for Landlords

Multiple Appliance Insurance

Protect your appliances from under £16 per year

In the unfortunate event you experience a home appliance breakdown, you could be left with a hefty bill to pay to repair your appliance or, in some cases, replace it.

With premiums from less than £16 a year, you can get dedicated Multiple Appliance Insurance cover to make sure you're financially protected in the event of a breakdown.

Receive a quote in 90 seconds!

Multiple Appliance Insurance



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HELPING YOU
BUILD YOUR FUTURE,

BLOCK
BY
BLOCK



"Stella was great throughout the whole process. She was very easy to speak to, always answered my calls and emails promptly. Excellent service!"

- Melissa Bagot

"With Alice's help and using the information she gave me I have secured a role with an amazing company and I couldn't be more grateful. If you're looking for someone with a wealth of knowledge and a real passion for what they do I couldn't recommend Alice enough"

- Max Braun

www.blockrecruit.co.uk

Featured Job Vacancies

Are you looking for a new role, maybe a step up the career ladder? Take a look at a range vacancies in the block management sector from Block Recruit.

BLOCK RECRUIT

Block Manager

Location: Central London

Salary: £40,000 - £55,000

Tell me more

Block Manager

Location: Kent

Salary: up to £45,000

Tell me more

Lead Portfolio Manager

Location: Leicestershire

Salary: £35,000 - £42,000 + 20% performance bonus; overtime at time and a half during peak summer

Tell me more

Admin/ Assistant Property Manager

Location: Hertfordshire

Salary: £25,000 - £30,000

Tell me more

Part-time Residential Porter

Location: South West London

Salary: £11,500

Tell me more

Senior Block Manager - Hybrid Working

Location: South West London

Salary: £40,000 - £50,000

Tell me more

Accounts and Finance Administrator

Location: Greater Manchester

Salary: Circa £17,000 (20 hours per week)

Tell me more

Block Manager Hybrid / Remote

Location: Central London

Salary: £35,000 – £38,000 + £3,600 Car Allowance

Tell me more

Block Recruit

Block Recruit specialise in providing property professionals to all areas of the block management industry in the UK.

Visit the Block Recruit website to find out about other vacancies they have and how they can support you in finding the perfect new role.

BLOCK RECRUIT

Upcoming TPI Training Courses

TC81: Lift Management



Dates

27 November 2024

This 3-hour online webinar will introduce managing agents and property managers to lifts, lift maintenance and their responsibilities under legislation. Participants will gain an understanding of how a lift functions, lift maintenance management, applicable codes and standards and how to plan for when a lift reaches the end of its service life.

Who should attend?

This course is aimed at estate managers, property managers and anyone who is responsible for the management of a lift within their building.

Book your place

TC1: Introduction to Residential Property Management



Dates

11 November 2024

3 - 4 December 2024

Who should attend?

This introductory course is ideal for those new to the sector with less than six month's experience in residential property management and those moving from letting to residential leasehold management.

Book your place

TC97: Reserve Fund or Not to Reserve Fund?



Dates

10 December 2024

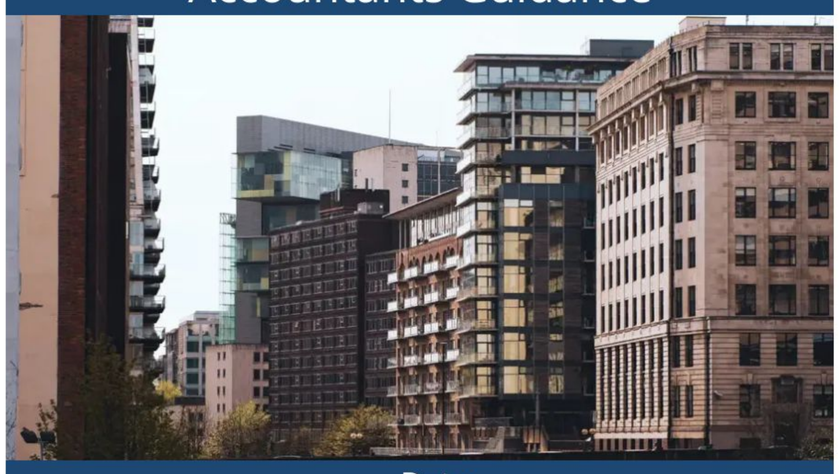
Who should attend

Property managers who will be required to work with clients in a financial capacity.

This course would also be suitable for those in lettings moving into residential leasehold management.

Book your place

TC11: Residential Service Charge Accountants Guidance



Date:

18 November 2024

Who should attend?

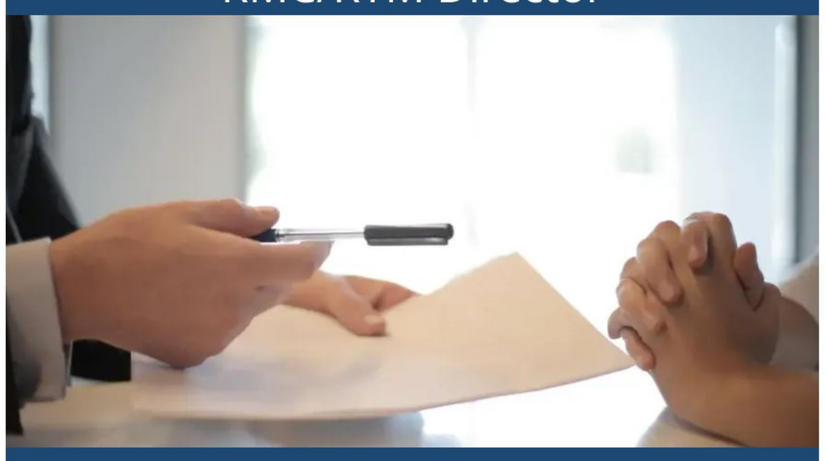
Accounts staff who need to understand the requirements of lease and law in the production of accounts

Property managers whose input is required during the service charge year from their clients

It may also be suitable for senior managers who are responsible for the corporate strategy within their accounts department

Book your place

TC114: Introduction to Being an RMC/RTM Director



Date:

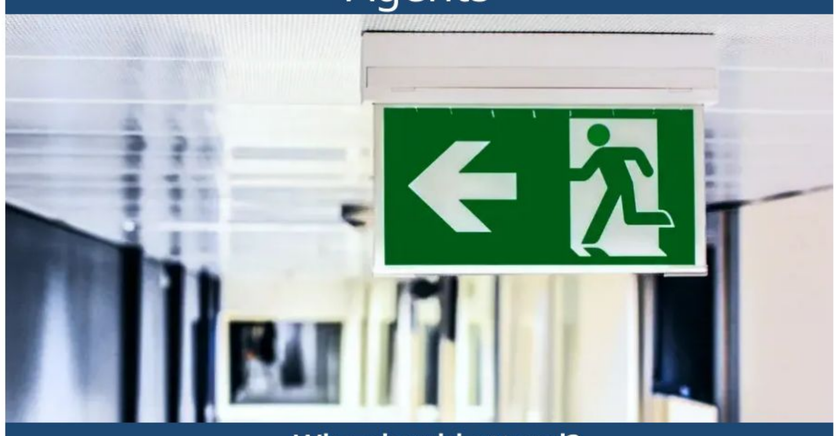
18 November 2024

Course Contents

Each flat owner is typically a member or shareholder in the RMC and members are appointed from amongst their number to become Directors. The RMCs are then run by these Directors. The duties of the company towards each Leaseholder are set out in the Leases for each flat. There is a mix of contractual duties, such as repairs, maintenance, insurance, and service charge accounting, and statutory duties, including setting reasonable levels of service charges and consulting on major works.

Book your place

TC80: Advanced Health and Safety Management for Residential Managing Agents



Who should attend?

This advanced course is suitable for senior property managers/business heads who manage health and safety within their organisation, or are able to influence the way health and safety is managed within their organisation and on behalf of their clients.

Course Contents

An advanced Online Webinar, (3 hours a day over 2 consecutive days), for directors and senior managers who are responsible for undertaking the management of health and safety risk within their own organisation and on behalf of their clients to ensure that they comply with current health and safety law.

Submit interest of this course here

To view TPI's full list of training courses, **click here**.

Get in touch

Website: https://www.tpi.org.uk/

The Property Institute

Upcoming Events

TPI SAVE THE DATES - 2024



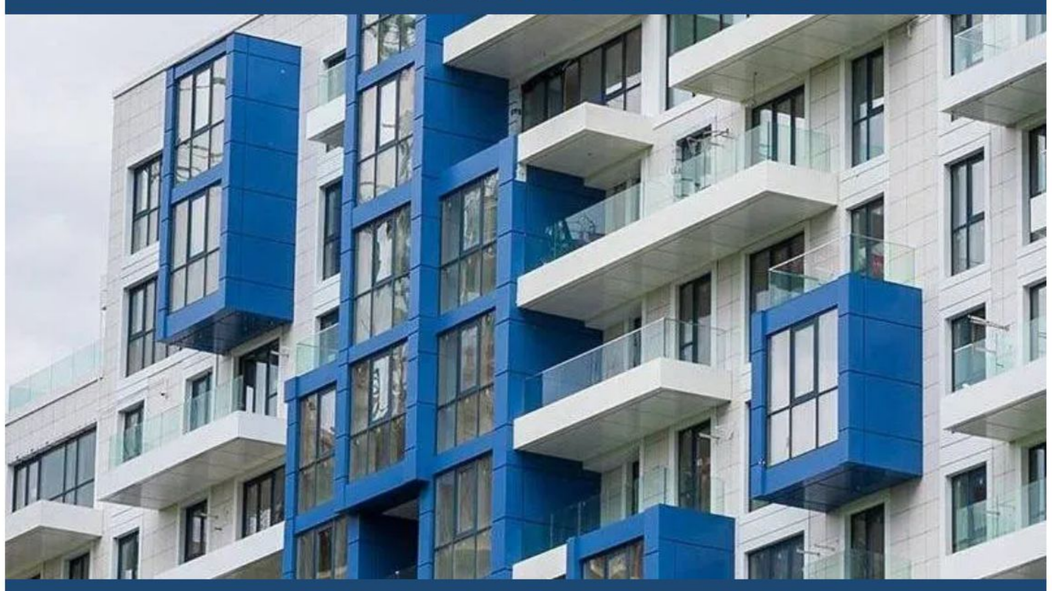
Manchester - 12th November

Bristol - 26th November

London - 5th December

Find the list of event here!

FPRA Annual Conference & AGM



Date: Wednesday 13 November 2024

Member Only Event

Join to be a member!

The Property Management Awards 2024



Date: Thursday 21st November 2024

Save the Date for our 15th annual Property Management Awards which will be taking place on Thursday 21 November 2024!

News on the Block are excited to announce that the 15th annual Property Management Awards in association with Impero Facilities, will be taking place on 21 November 2024.

The awards recognise excellence in the property management industry, and last year's event was the biggest to date, with over 1000 people from across the industry in attendance.

Book now!

Leasehold London 2025



Date: 19th March 2025

Save the Date for Leasehold London 2025!

Early Bird tickets are now available to purchase.

The early bird rate will end on 30 November 2024.

Book now!



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ALEP ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

ALEP - the voice of the enfranchisement sector promoting best practice

Leasehold enfranchisement includes the processes of lease extension, freehold acquisition and correction of management problems within leasehold properties.

The Association of Leasehold Enfranchisement Practitioners (ALEP) serves as the leading organisation representing professionals working in this sector.

Established in 2007, ALEP was formed to bring together firms working within leasehold enfranchisement under one, all-encompassing membership organisation. Barristers, managing agents, project managers, solicitors and valuers all form part of the ALEP community.

Our Work

One of ALEP's key aims is to work with member firms within this sector to raise and maintain standards across the board. The Association holds regular seminars and networking sessions, as well as its popular annual Conference and Lecture events, all with the objective of bringing the sector together to share ideas, discuss key issues and encourage best practice.

ALEP also acts as the 'voice of the sector' and represents its members' views to the wider industry, the media and to the general public. More recently, ALEP is proud to have been invited by the government to contribute to several consultations concerning the future of leasehold enfranchisement.

Our Members

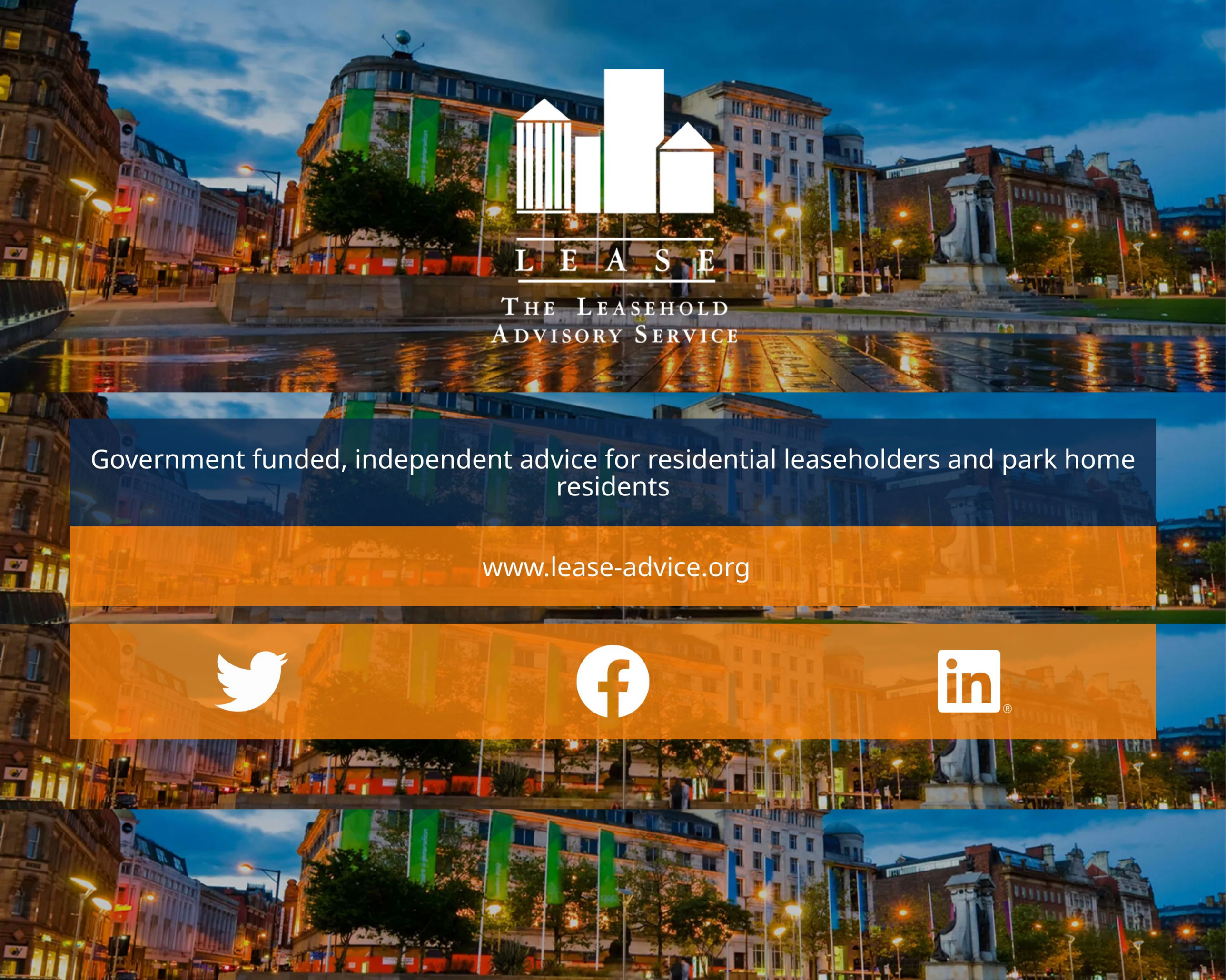
ALEP has 260 highly respected member companies and individual barristers – this equates to just under a total of 1,000 professionals – all of whom operate within the enfranchisement sector and who regularly come together to network, compare notes and agree best practice.

ALEP accreditation acts as a badge of assurance for leaseholders and freeholders alike when looking for professionals to handle their enfranchisement transactions. All members are vetted to ensure they are experienced in dealing with the various and complicated issues surrounding leasehold enfranchisement.

Areas ALEP members can help with include:

- Extending a lease
- Leaseholder vs. freeholder disputes and resolutions
- Informal lease extension implications
- Marriage value
- Collective enfranchisement
- First-tier Tribunals
- Leasehold Valuation Tribunals
- Over-inflated ground rent, service charges and insurance

For more information and to find an ALEP member in your area please visit: www.alep.org.uk



Government funded, independent advice for residential leaseholders and park home residents

www.lease-advice.org

We hope you enjoyed this issue of Flat Living Magazine

You can read more on the Flat Living website which has over 1,500 articles for Residents Management Companies, Directors and Managing Agents.

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