



PROPERTY INTEL

EXTERNAL -- MARKETING

Right to Manage Support -- Client Brochure

Take Control of Your Building. Exercise
the Right to Manage with Confidence.

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PI-BLK-007

VERSION

1.0

CLASSIFICATION

External -- Marketing

OWNER

Head of Block Management

REVIEW CYCLE

Biannually

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2. Executive Summary

The Right to Manage (RTM) is a statutory right that allows leaseholders to take over the management of their building without proving fault by the current landlord or managing agent. It is one of the most powerful tools available to leaseholders in England and Wales, established by the Commonhold and Leasehold Reform Act 2002.

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Property Intel provides end-to-end RTM support: from eligibility assessment through company formation, the statutory claim process, management transition, and ongoing governance support. Our service is designed to ensure procedural compliance at every stage, protecting your claim from challenge and delivering a smooth transition to leaseholder-controlled management.

We understand that exercising the Right to Manage is a significant decision. It involves forming a company, navigating statutory processes, and taking on management responsibilities. Property Intel ensures that every step is handled with precision, so you can focus on the outcome: better management of your building.

3. Who This Is For

This service is designed for leaseholders who want to take control of their building's management:

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| SCENARIO | HOW RTM HELPS |
|--|--|
| You are dissatisfied with your current managing agent | RTM allows you to replace the agent with one of your choosing, without proving fault |
| Service charges have increased without clear justification | Under RTM, your elected directors oversee budgets and appoint the managing agent |
| Maintenance and repairs are consistently delayed or poorly managed | You gain direct control over contractor selection and management standards |
| Communication from the landlord or managing agent is inadequate | RTM companies set their own communication standards and hold their agent accountable |
| You want transparency over your building's finances | As directors of the RTM company, you have full visibility of service charge accounts |
| You want a say in how your building is managed | RTM gives leaseholders democratic control through the RTM company structure |

RTM is available to qualifying leaseholders regardless of whether the current management is good or bad. It is a no-fault right. You do not need to prove mismanagement, breach of covenant, or any other grounds.

4. What We Handle

Property Intel manages every stage of the RTM process:

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| SERVICE COMPONENT | WHAT THIS INCLUDES |
|----------------------------|--|
| Eligibility assessment | Detailed analysis of your building's qualification under the Commonhold and Leasehold Reform Act 2002. We assess the premises criteria, identify qualifying tenants, calculate participation thresholds, and check for exclusions. |
| RTM company formation | Incorporation of the RTM company at Companies House. Preparation of compliant articles of association. Appointment of directors. Management of the membership register. |
| Membership recruitment | Targeted communication to all qualifying tenants explaining RTM, its benefits, and how to join the company. We aim to achieve well above the minimum 50% membership threshold for resilience. |
| Claim notice process | Preparation and service of the Notice of Invitation to Participate and the Claim Notice, with full compliance review. Strict management of all statutory deadlines. |
| Counter-notice management | If the landlord serves a counter-notice, we instruct our legal panel for review, brief your directors on options, and manage any tribunal application. |
| Management transition | Coordination of the handover from the outgoing agent. Financial reconciliation. System setup. Site inspection. Leaseholder introduction. Contract review. |
| Ongoing governance support | AGM coordination, director training, company secretarial services (Companies House filings), governance health checks, and ongoing advisory support. |

5. The Property Intel Process

Our RTM support follows a structured, phased approach:

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PHASE 1: ASSESSMENT (WEEKS 1-2)

We conduct a comprehensive eligibility assessment. This includes verifying the building qualifies under the Act (self-contained, two or more flats, no excluded categories), identifying all qualifying tenants, and calculating whether the 50% membership threshold can be met. We provide a written eligibility report with clear advice on whether to proceed.

PHASE 2: COMPANY FORMATION AND MEMBERSHIP (WEEKS 3-6)

We incorporate the RTM company at Companies House with compliant articles of association. Directors are appointed from among the leaseholders. We then manage a membership recruitment campaign, providing clear information to all qualifying tenants and processing membership applications.

PHASE 3: STATUTORY CLAIM PROCESS (WEEKS 7-14)

Once the membership threshold is confirmed, we prepare and serve the Notice of Invitation to Participate on qualifying tenants who are not yet members. After the 14-day response period, we verify the membership threshold and prepare the Claim Notice. The Claim Notice is reviewed by our Compliance Officer before service on the landlord.

PHASE 4: ACQUISITION AND TRANSITION (MONTHS 4-7)

If no counter-notice is served, the RTM company acquires management functions three months after the Claim Notice. We manage the full transition: handover from the outgoing agent, financial reconciliation, system setup, site inspection, and leaseholder introduction. If a counter-notice is served, we manage the dispute through our legal panel.

PHASE 5: ONGOING SUPPORT (CONTINUOUS)

Post-acquisition, we provide ongoing governance support: AGM coordination, director training, company secretarial services, and advisory support. If you appoint Property Intel as your ongoing managing agent, the RTM company's management requirements are fully integrated into our block management service.

6. Risk Protection

The RTM process involves statutory procedures where errors can be costly. Property Intel's risk protection framework addresses:

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RISK

HOW WE PROTECT YOU

| | |
|--------------------------------------|---|
| Procedural error in notices | Every notice is reviewed by our Compliance Officer. For complex cases, our legal panel provides an additional review. |
| Counter-notice from landlord | We prepare for counter-notices from the outset. Our legal panel is on retainer and can respond within 48 hours. |
| Membership falling below threshold | We recruit above the 50% minimum to provide a buffer. Membership is re-verified before the Claim Notice is served. |
| Outgoing agent non-cooperation | We have established procedures for compelling handover, including formal correspondence and tribunal applications if necessary. |
| Financial discrepancies in handover | We conduct an independent financial reconciliation of all client funds before accepting the handover. |
| Governance failures post-acquisition | Our director training programme and annual governance health checks ensure the RTM company operates in compliance with the Companies Act 2006 and its articles. |

7. Compliance Assurance

Every step of our RTM service is anchored in legislative compliance:

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| REQUIREMENT | OUR APPROACH |
|--|--|
| Commonhold and Leasehold Reform Act 2002 | Strict compliance with all eligibility criteria, notice requirements, and timelines. Every claim is managed against a statutory checklist. |
| Companies Act 2006 | RTM company formation and governance compliant with company law. Director duties explained and supported. Annual filings managed. |
| Landlord and Tenant Act 1985 | Post-acquisition service charge administration fully compliant with statutory requirements. |
| RICS Service Charge Code (4th Edition) | Ongoing management aligned with best practice for transparency, consultation, and financial accountability. |
| First-tier Tribunal rules | Where tribunal proceedings are required, our legal panel prepares and represents in full compliance with tribunal procedure. |

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8. Why Property Intel

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DIFFERENTIATOR

WHAT THIS MEANS FOR YOU

| | |
|-------------------------------|--|
| Specialist RTM expertise | We manage RTM claims as a core service, not an occasional add-on. Our team has deep experience in CLRA 2002 procedures, counter-notice defence, and tribunal proceedings. |
| End-to-end service | From initial enquiry to ongoing governance, every stage is managed by Property Intel. No handoff to third parties for core tasks. |
| Compliance-first methodology | Every notice is reviewed by our Compliance Officer. Statutory deadlines are tracked with automated alerts. Procedural errors are eliminated by design. |
| London focus | We operate exclusively in London, with particular depth in Tower Hamlets. We understand the building stock, the freeholders, and the tribunal landscape in this area. |
| Integrated management pathway | If you appoint Property Intel as your ongoing managing agent, the transition from RTM claim to ongoing management is seamless. Your building benefits from our full block management framework from day one. |
| Legal panel support | Our external legal panel specialises in leasehold and property law. They are available for eligibility opinions, counter-notice defence, and tribunal representation. |
| Transparent pricing | Our RTM support fees are quoted on a fixed-fee basis for each phase. You know the cost before you commit. There are no hidden charges. |

9. Pricing Positioning

Property Intel's RTM Support is priced on a phased, fixed-fee basis:

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| PHASE | FEE BASIS |
|---------------------------------|--|
| Eligibility assessment | Fixed fee. Covers building analysis, leaseholder identification, and written eligibility report. |
| RTM company formation and claim | Fixed fee. Covers company incorporation, membership management, notice preparation and service, and statutory deadline management. |
| Counter-notice defence | Quoted on instruction. Covers legal panel review, tribunal application, and case management. Costs depend on complexity. |
| Management transition | Included in the ongoing management fee if Property Intel is appointed as managing agent. Quoted separately if transition only. |
| Ongoing governance support | Annual fee, covering AGM, company secretarial, and director advisory. Typically included in the management fee. |

We provide a detailed fee breakdown at the point of engagement. All fees are transparent and agreed in writing before work commences.

For a detailed quotation, contact our Block Management team.

10. Call to Action

Whether you are at the early stages of considering RTM or already committed and need professional support, Property Intel is ready to guide you through the process.

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Ready to take control of your building?

Whether you are at the early stages of considering RTM or already committed and need professional support, Property Intel is ready to guide you through the process.

| CONTACT METHOD | DETAILS |
|----------------|--|
| Telephone | 07586479847 |
| Email | contact@property-intel.co.uk |
| Website | property-intel.co.uk |
| Office | 30 Churchill Place, London E14 5RE |

We offer a without-obligation initial consultation. We will review your building's eligibility, explain the process, and provide a clear fee proposal.

Property Intel. Structured RTM support for London leaseholders.

This document is issued by Property Intel Ltd for marketing purposes. All information is accurate as at March 2026.

Terms are subject to a formal engagement letter.

NEXT ACTION

Discuss this service

For scope, fees, onboarding timelines, or portfolio-fit questions, route the next conversation through Head of Block Management or the relevant Property Intel service lead.

DOCUMENT OWNER

Head of Block Management

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