EGRA · RIGHT TO MANAGE · OWNERS' BRIEFING

Online Briefing for Owners: session notes and Q&A

Held online on Thursday 15 October 2026 (about 46 minutes). Presented by Charles and Andy for the Embassy Gardens Residents' Association. Aimed at all leaseholders, with a particular focus on overseas and investor owners in Legacy and Modern. These notes accompany the slides, which carry the detail of the presentation.

Session notes

- **Purpose.** To build support for a right to manage (RTM) claim in each of the four buildings, and in particular to engage overseas and investor owners, without whom Legacy and Modern cannot reach the legal threshold.
- **The case.** Leaseholders pay the whole service charge but have no vote on how it is set or spent. The estate budget has risen 67 per cent since 2021 against inflation of about 28 per cent, the 2025 accounts came in about 16 per cent over budget, and over £2m of overspend has been billed back through balancing charges in four years.
- **What RTM is, and is not.** A no-fault legal right needing no freeholder consent. A not-for-profit company owned by leaseholder members takes over the landlord's management role for the building and directs a professional managing agent, which could still be BAML. The lease, ownership, mortgages, tenancies and access to the Sky Pool, gyms and gardens do not change. It works building by building, so the shared estate stays with the freeholder; roughly 30 to 60 per cent of spend would come under leaseholder control. It is not a promise of lower bills: the aim is to curb the rate of increase through open tendering.
- **The threshold.** Members must hold at least half the apartments in the building plus one on the day the claim is served. The law counts apartments, not residency, so overseas owners carry the same weight as residents.
- **Where it stands.** Over 300 apartments, close to a quarter of the estate, have registered support, skewed towards Phase 1. Nothing from the RTM Fund is spent on a building until it reaches 35 per cent support. The process from there takes around twelve months, longer if challenged; since March 2025 the freeholder cannot recover its legal costs from leaseholders or the RTM company.
- **Three asks.** Register support for every apartment owned (free, non-binding, two minutes). Encourage other owners and letting agents to do the same. When ready, contribute £170 per apartment to the RTM Fund, paid only to the official EGRA bank account on the campaign site; unused money is refunded.

Questions and answers

1. If I register support but have not yet paid the £170, does my support still count towards the 35 per cent and 50 per cent thresholds?

- Registering and giving contact details is the priority now. Without details EGRA cannot get above 50 per cent, especially in Legacy and Modern where many overseas owners have only been reached by letter via the Land Registry.
- The 35 per cent trigger EGRA has set itself is 35 per cent of a block *contributed*, so that there are funds to set up the company. At least one block is already over 35 per cent supported but not yet 35 per cent contributed, and another is close.
- For the Phase 1 blocks at or approaching 35 per cent, EGRA is now starting to drive contributions. Other blocks will be asked as they approach that point. Paying sooner is welcome but not required.

2. Can you share how each block is doing in percentage terms?

- Only roughly, and only on support rather than contributions, as the tracking of contributions is still being worked out.
- Ambassador and Capital are each at about a third, with Ambassador slightly ahead.
- Legacy and Modern are each at about a fifth, which reflects the large number of leaseholders in those blocks who have yet to be traced.

3. Are the letting agencies on board? Have they been supportive?

- Yes, broadly supportive. The local lettings and sales market is softening: inflation and general market conditions, a significant council tax increase in Wandsworth next year that falls on tenants and affects who can afford to live here, and rising service charges.
- Owners trying to sell or let are seeing weaker demand, which hits agents' own income, so agents have an interest in costs being controlled.
- EGRA has contacted every agent that has sold or let in the development and invited them to talk; Charles and Andy have meetings set up over the coming weeks and the feedback so far is good.

4. Is the freeholder obliged to hand over information such as asset registers and maintenance plans, or can they make it difficult for a new managing company to take over?

- Transition can be made difficult if the freeholder wants to be difficult. The current expectation is to retain BAML for the interim period until more buildings are on board, and that continuity removes much of the handover risk.
- The immediate aim is not to remove BAML but to realign its priorities to leaseholders. Today BAML answers to the freeholder, who sets its budget. What matters is gaining access to the information and a say in where money is spent, not the identity of the agent.

5. Comment from an attendee: useful to hear about the state of the market; rising service charges are a headwind for valuations, and the council tax rise was news. Lowering costs would be good for investors seeking a return.

- The campaign is about controlling future increases. No reduction in the existing service charge was promised, because the underlying infrastructure, fabric and condition of the buildings are not known and it would be dishonest to promise a decrease. The rate of increase is what is bothering everyone.
- On the rates issue: central government has withdrawn funding from councils in the south, and Wandsworth residents received a letter recently predicting a council tax increase of about 95 per cent next year, close to double the current bill.

Two other attendees had no questions. One confirmed he had registered and paid, and thanked the presenters for their work and clear communication.

Close

- Charles and Andy are available by WhatsApp or email for one-to-one conversations, and Chinese-language packs and Chinese-speaking leaseholders are available for owners who would find that helpful. Owners who have not yet registered were asked to do so, and to promote the campaign to relatives and friends who own apartments at Embassy Gardens. Every apartment counts.
- Contributions of £170 to the RTM Fund are welcome when the time is right for each owner. Nothing is spent until at least 35 per cent of the building has signed up, everyone will be notified before anything is committed, and contributions are returned if the building does not progress.

Prepared from the meeting recording and transcript. Figures are as stated by the presenters and should be checked against the slides before being quoted.