



Delivered by hand to:

Owner/Leaseholder/Qualifying Tenant
Maltings Close
London E3

The matter is being dealt with by:
Amar Lodhia, Legal Advisor to RTM
Info@maltingsclose.org
T: 07777 6666 08

9 January 2025

Dear Leaseholder, Landlord, Shared Owner, and Qualifying Tenant,

We hope this letter finds you well. As many of you are aware, we have been actively campaigning for significant improvements to both the service charges and the management services we currently receive. Unfortunately, the service provided by our managing agent, Urang Property Management, since 2021 has been inadequate and far below the standard that we deserve.

Alarming Discovery Regarding the ESW1 Certificate

It has recently come to our attention that the ESW1 certificate for our building, which was intended to confirm the safety of the external walls, was not based on a competent, invasive survey. Critical information such as the building's plans, drawings, and the composition of the external walls was not provided to the surveyor, and as a result, the report was based on incorrect and incomplete data.

This oversight has had a direct negative impact on many of you, as some residents have found it difficult or impossible to remortgage, sell, or rent out their properties at a fair price — if at all. To make matters worse, Urang charged £23,000 to manage this project and has failed to competently deliver on its promises.

Financial Mismanagement and Overcharging

We have also discovered troubling financial practices. Between 2021 and 2022 alone, Urang paid over £80,000 to its own affiliated companies from our service charge account, on top of the £70,000 annual management fees they have been charging us. This amounts to an additional £1,400 per leaseholder/shared owner. This kind of mismanagement is unacceptable, and it's time we take control. We have noticed accounting errors, which has led to all leaseholders paying a deficit bill for the last 2 years. In fact, Mr Lodhia, our legal advisor, has commenced High Court Proceedings against Urang Property Management and TTMC for Unjust Enrichment.

Our Plan for Positive Change

We are pleased to inform you that we have taken decisive action to address these issues and bring about much-needed change. Here are some of the steps we have already taken:

1. Cheaper and More Effective Management

We have sourced a new managing agent with a far better reputation than Urang, and they have agreed to reduce our service charges by approximately 30%. This will result in a significant saving for all residents. We are also working with 6 insurance brokers to reduce the c£143,000 we are paying for building insurance, largely because of an incorrect ESW1 certificate. This amounts to nearly £700 per year per leaseholder.

Based on all of the savings we can immediately make, we aim to reduce your service charge annually by at least £2,000 per leaseholder per year.

2. Improved Service Providers

We have identified more affordable and better-qualified suppliers for essential services such as gardening, landscaping, and communal cleaning. This will further reduce costs while improving the quality of service.

3. Expertise on the New RTM Board

With professionals on the board of our new Right to Manage (RTM) company, including legal, banking, and architectural expertise, we will be much better positioned to ensure that any remediation work pledged by Bellway will be delivered effectively and efficiently.

4. Sustainable Initiatives

We are in discussions about installing solar panels on the building to reduce the communal electricity costs that residents currently pay. This initiative could save each resident approximately £500 annually and help make our building more environmentally friendly. Additionally, there is potential for the solar panels to generate income for residents, which could further offset service charges.

Legal Notice and Next Steps

We are pleased to inform you that we have formally set up an RTM company to replace TTMC and Urang Property Management. As we now hold the majority of votes in the building, we are serving this notice to you in accordance with legal requirements.

In the near future, we will be serving an RTM claim on the freeholder, Chime Properties Limited, to take over the management of the building entirely.

Your Participation

We invite you to participate in the vote for the new RTM company. To cast your vote, visit www.maltingsclose.org/rtm and complete the fields in the contact form.

Should you have any questions or require further information, please don't hesitate to get in touch. We are committed to transparency and will be happy to address any concerns you may have.

We are excited about the future of our building and look forward to working with all of you to make Maltings a safe, sustainable, and sought-after place to live once again.

Kind regards

Yours faithfully,

A handwritten signature in black ink, appearing to be 'Amar Lodhia', is written above a horizontal line. The signature is stylized and cursive.

Amar Lodhia

Legal Advisor to Maltings Close Right to Manage (RTM) Limited

Chairman, Maltings Close Residents Association (Bromley-by-Bow) "MCRA"

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