

29th January 2026. 7pm

Perceval Square – RTM Update & Meeting Minutes

Meeting: Perceval Square RTM update

Format: Online Q&A session with leaseholders

Purpose: Explain the RTM handover from FirstPort to HAUS, staffing changes, service charge/payment arrangements, budgeting, and next steps.

1. RTM Handover & Managing Agent

- The Right to Manage (RTM) has been successfully acquired for Perceval Square.
- **Managing agent:** HAUS Block Management has been appointed by the RTM to manage the building.
- **Handover date:**
 - FirstPort remains responsible up to and including **17 February**.
 - From **18 February**, the RTM (via HAUS) takes over all management responsibilities.
- FirstPort is cooperating with the handover process and providing information in three stages; Stage 1 has been received, and Stages 2 and 3 will be completed by and around the handover date.

2. Staffing & TUPE

- **Staff transferring:** A total of **five** staff are transferring under TUPE from FirstPort/their contractors, including **two cleaners** who are well-regarded and being retained.
- **Staffing partner:** The RTM is using a specialist HR/staffing provider to manage:
 - TUPE of staff, HR processes, payroll, holidays, and cover
 - Ongoing performance management of on-site staff
- **Development Manager role:**
 - Following review, the current Development Manager position is considered not cost-effective for the duties undertaken.
 - A TUPE “measure” has been declared to:
 - Make the Development Manager role **redundant**, and
 - Replace it with a **Head Concierge** role on a **lower salary** (c. £15,000–£16,000 per year saving).
- The existing Development Manager must be **offered** the new Head Concierge role as part of the TUPE process. If declined, the role may be offered to existing concierge staff or externally.

- **Head Concierge role:**
 - Will be the main on-site contact Mon–Fri.
 - Will manage day-to-day contractors and supervise the on-site team.
 - Will act as the “eyes and ears” for HAUS and the RTM.
- **Performance and site presence:**
 - The HR/staffing provider will actively manage underperformance (performance plans, investigations, and removal where necessary).
 - HAUS will carry out regular site visits, particularly in the initial months, and maintain close working relationships with the on-site team.

3. Service Charges & Payment Arrangements

- **Service charge year:** Runs from **1 August to 31 July**.
 - Current year: **1 Aug 2025 – 31 Jul 2026**.
- **Two sets of accounts this year:**
 1. FirstPort short accounts: **1 Aug 2025 – 17 Feb 2026**.
 2. HAUS short accounts (in RTM's name): **18 Feb 2026 – 31 Jul 2026**.
 - Surpluses/deficits from each period will be handled via balancing charges/credits once accounts are finalised.

Direct debits & transition

- **Up to 17 February:**
 - Continue to pay **FirstPort** as usual (including payments due on **1 February**).
 - FirstPort will **cancel their direct debits** by **17 February**.
- **From 18 February:**
 - FirstPort will not take further direct debits.
 - Direct debits will instead be set up with **HAUS**.
- **If you've cancelled FirstPort DD already:**
 - If a payment falls due before 18 February, pay FirstPort **manually** (e.g. bank transfer) for that month.
 - These payments and balances will be reconciled and transferred to HAUS.
- **If you accidentally pay FirstPort after 18 February:**
 - Funds will be picked up in the final reconciliation (up to ~90 days post-handover) and transferred to HAUS with your account balance.

Direct debits with HAUS

- HAUS will allow **monthly payments** for the remainder of this service charge year.
- First HAUS direct debit run is planned for the **first working day of March** (expected **2 March**).
- Details on setting up a HAUS DD are included in the **Welcome Letter**.
- Before HAUS loads any new direct debit:
 - HAUS will receive your closing balance from FirstPort.
 - HAUS will then write to you with:
 - Your **opening balance**, and
 - Your **proposed monthly amount** up to **31 July 2026**.
 - The DD will only be set up once **you confirm you are happy** with the figures.

4. Budgets, Savings & Transparency

- **New RTM/HAUS budget:**
 - Will apply from **1 August 2026** (for the **2026–2027** year).
 - HAUS aims to have a **first draft budget** ready around **May**, to allow review and feedback by the RTM and leaseholders before it is finalised.
- **Retendering and savings:**
 - HAUS will start retendering contracts (cleaning, maintenance, insurance, etc.) shortly after handover.
 - Some savings may appear in the short period from **18 Feb – 31 Jul 2026**, but the main impact will be in the **2026–2027** budget.
 - Insurance will be taken to the wider market, away from FirstPort-linked arrangements, with potential for substantial savings (based on experience at similar sites).
- **Budget clarity and transparency:**
 - Cost headings will be **broken down** (e.g. internal cleaning, window cleaning, grounds).
 - Each line will have a **plain-language description** (e.g. “communal windows cleaned twice per year”).
 - Management and RTM-related fees will be clearly shown.
 - HAUS emphasised that this is a **leaseholder-focused budget** and that transparency and value for money are priorities.

Payment pattern from 1 August 2026

- The lease requires:
 - **One annual invoice on 1 August.**

- HAUS will typically allow **up to four instalments** per year.
- Monthly instalments beyond this are avoided to prevent **cash-flow issues** (e.g. large annual insurance premiums).

5. Reserve Funds & Historic Charges

- **Reserve (sinking) fund:**
 - All **uncommitted reserve funds** must be transferred from FirstPort to HAUS after handover.
 - Where funds are already committed to authorised works, FirstPort may retain those amounts to complete those works.
 - A full financial reconciliation, including reserves, should be completed within roughly **90 days** of handover.
- **Historic accounts and potential claims:**
 - Previous years' accounts can be **reviewed by external accountants** if leaseholders/RTM wish, but this carries additional cost.
 - If significant overcharging is identified, a **Section 27A application** can be brought (up to six years back) challenging the reasonableness of charges.
 - Such legal actions are typically only worthwhile if the potential sums are substantial; any decision would be discussed with leaseholders first.

6. Insurance

- FirstPort will provide HAUS with:
 - Current policy details
 - Claims history
 - Fire risk and external wall assessments
- HAUS will **retender insurance** across the wider market and can change insurer from the date of RTM acquisition.
- Any overpaid premium under the existing policy can normally be **refunded pro rata** to the development.

7. Security, Car Park Gates & CCTV

- Concerns were raised about **repeated failures of the car park gates** and related costs, often believed to be caused by misuse.
- After handover, the managing agent will:

- Use **CCTV** to investigate specific reported incidents and identify likely culprits (noting that footage itself cannot usually be shared due to data protection).
- Communicate with those responsible to prevent repeat misuse.
- Consider **technical adjustments** to make the gates more resistant to damage.
- Aim: reduce gate repair costs and ensure costs are not unfairly borne by careful users.

8. Contracts, Cleaning & Window Cleaning

- When RTM takes effect, existing contracts (e.g. cleaning, window cleaning, maintenance) between FirstPort/the freeholder and contractors **end for this building**.
- New contracts will be between the **RTM company and contractors via HAUS**.
- Well-performing contractors can be **retained** under new contracts; others may be **retendered** to improve service and/or reduce cost.
- **Window cleaning frequency:**
 - Where the lease **specifies** a frequency, this must generally be followed.
 - Where the lease is **silent**, the RTM and HAUS can adjust the frequency in discussion with leaseholders, and changes will be reflected in the budget.

9. HAUS Portal & Communication

- A new **HAUS portal** will be used for:
 - Viewing service charge **accounts and balances** (for leaseholders)
 - Logging and tracking **maintenance issues**
 - Viewing updates and key **building documents**
- Leaseholder and building data are being uploaded as part of handover.
- **Portal invitations and login details**, along with a user guide, are expected to be issued within approximately **1–1.5 weeks**.
- Tenants can be given **restricted access** (e.g. to see maintenance issues and building announcements) but will not see the leaseholder's financial information.

10. RTM & Accountability

- Under RTM, the building is managed **for, and ultimately by, leaseholders**.
- The managing agent is **accountable to the RTM**, and if performance is unsatisfactory, the RTM can appoint a different agent.

- The new arrangements are intended to provide:
 - Greater **control over costs**,
 - Better **service and communication**, and
 - Clearer **visibility of how money is spent**.