

BATTERSEA REACH RIGHT TO MANAGE (RTM) SURVEY 2025

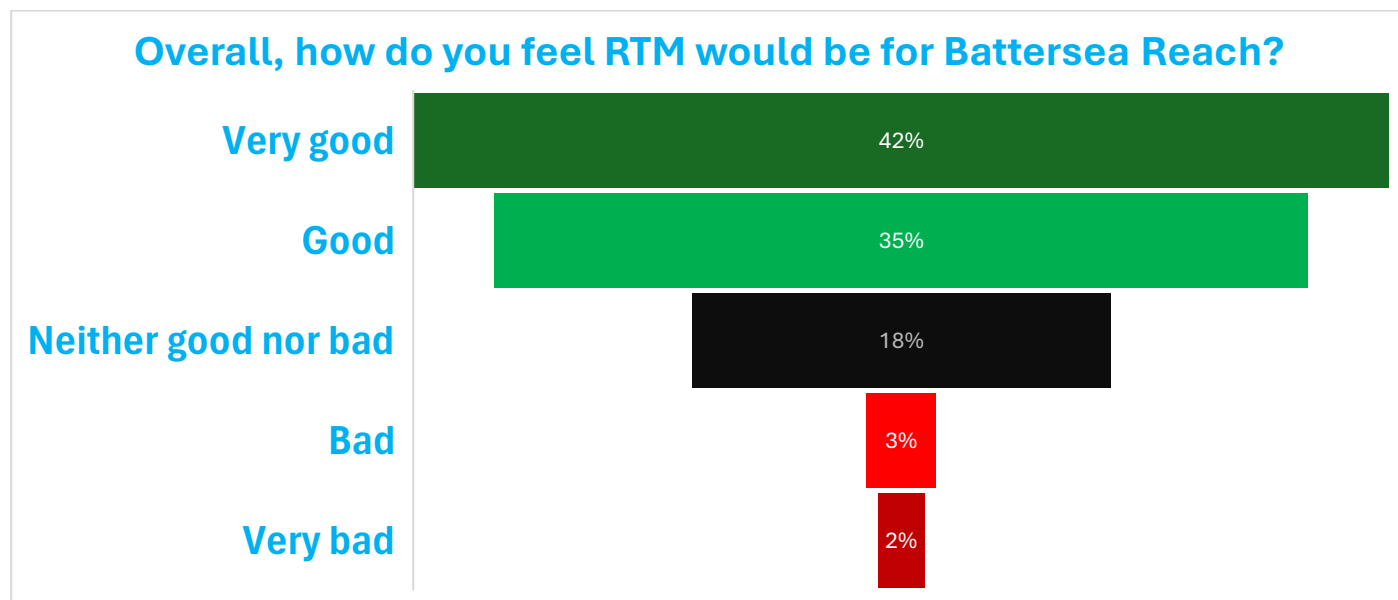
Thank you to all those who took time to complete the survey. Nearly 220 people participated. This is by far the biggest response we have ever had to any survey about any matter at BR.

We set out below what people said, what they know, what they want to know and who they are.

What respondents think about RTM

Overall

A super majority of 77% felt that RTM would be good or very good for BR.



Whilst 18% felt RTM would be neither good nor bad for BR, only 5% felt it would be bad or very bad.

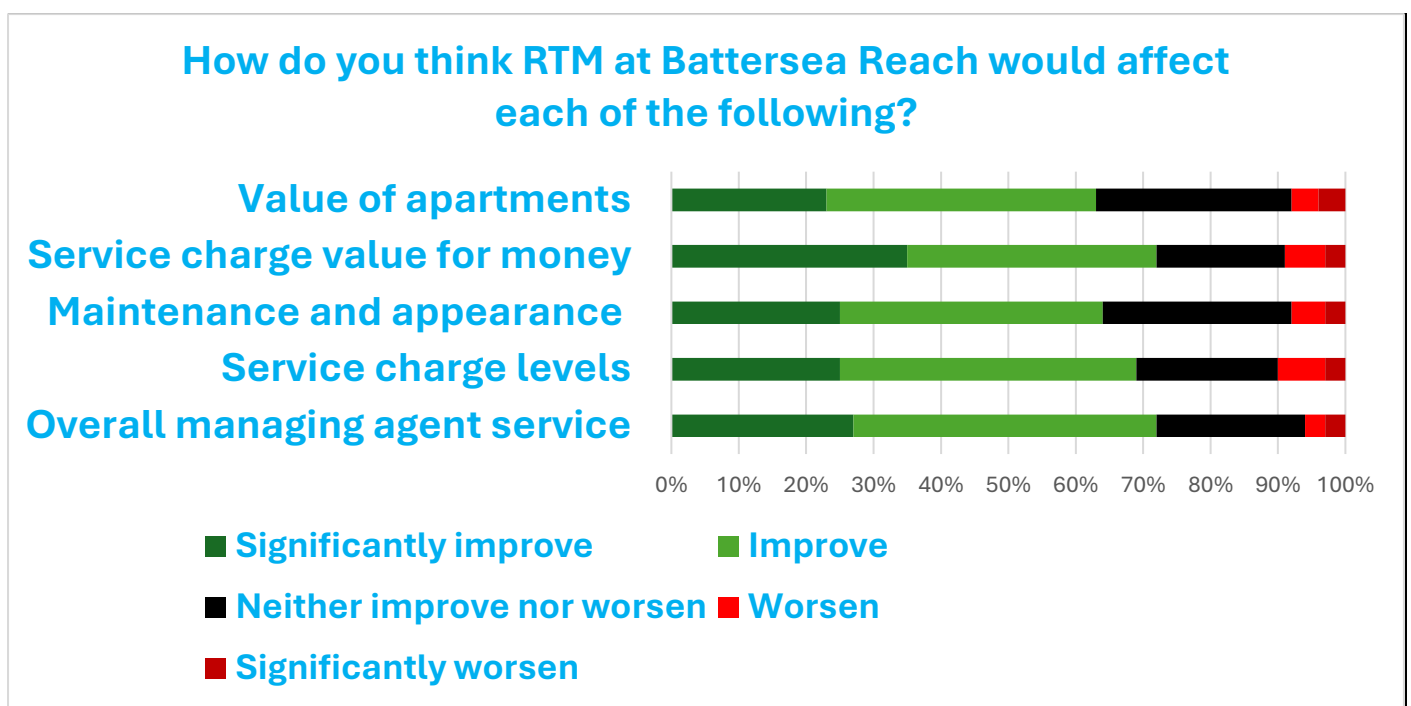
Particular issues

On each of the specific issues we asked respondents about, there was a strong view that RTM would lead to significant improvements or improvements.

On average across the specific questions 68% felt positively; but on **service charge value for money** and **overall managing agent service levels** the positivity was highest at 72%.

The range of replies saying RTM would worsen or significantly worsen these issues at BR was an average of 8% and a range of between 6% and 10%.

On average 24% felt RTM would make no difference to specific issues.



What respondents already know about RTM and the further information they want

Information and consultation meetings

34% of respondents had attended a BROA information and consultation meeting. 66% had not.

Of those who had attended one of these meetings:

- 52% found them very helpful;
- 37% found them helpful; and
- 11% found them neither helpful nor unhelpful.

No attendees found them unhelpful or very unhelpful.

Background knowledge

49% of respondents felt they already had enough information to make a final decision about RTM. 51% felt they needed more information.

More information

11% of respondents felt that they would like a meeting to provide them with more information. 75% said they wanted more information about RTM in writing.

Further meetings will be arranged in the coming months (both repeats of existing meetings and meetings with new content for those who have already attended a meeting). In addition, significant written resources will be made available in the coming weeks.

Respondents' profiles

Respondents' tenure

Shared owners make up 11% of apartments at BR but provided 15% of the replies to the survey.

Leaseholders make up 89% of apartments at BR but provided only 85% of the replies to the survey.

Overall, shared owners were more likely (pro rata) to engage with the survey than leaseholders.

How respondents use their apartments

52% of respondents live in their apartment all of the time. 24% live in their apartments some of the time. 24% of respondents rent their apartment out, compared to approximately 50% of apartment owners.

Overall, those living in their apartments were more likely (pro rata) to engage with the survey than those who rent them out.

Which buildings respondents live in

Ascensis has 3% of the apartments at BR but provided 1% of the responses.

Baltimore has 10% of the apartments at BR but provided 14% of the responses.

Commodore has 8% of the apartments at BR but provided 12% of the responses.

Discovery has 9% of the apartments at BR but provided 2% of the responses.

Ensign has 9% of the apartments at BR but provided 11% of the responses.

Flotilla has 6% of the apartments at BR but provided 5% of the responses.

Horizon has 2% of the apartments at BR but provided 1% of the responses.

Jasmine has 8% of the apartments at BR but provided 7% of the responses.

Kingfisher has 8% of the apartments at BR but provided 13% of the responses.

Liberty has 2% of the apartments at BR but provided 3% of the responses
Meridian has 7% of the apartments at BR but provided 5% of the responses
Pinnacle has 7% of the apartments at BR but provided 4% of the responses
Quarter has 6% of the apartments at BR but provided 5% of the responses
Spinnaker has 8% of the apartments at BR but provided 10% of the responses
Trafalgar has 7% of the apartments at BR and provided 7% of the responses
Overall, owners in Baltimore, Commodore, Ensign, Kingfisher, Liberty and Spinnaker were more likely (pro rata) to engage with the survey than those in other buildings at BR.