



SMSC FACTSHEET ON BEST PRACTICE FOR

SUCCESSFULLY

RUNNING AN RMC



INTRODUCTION

Congratulations on successfully obtaining the Right to Manage with the help of Save My Service Charge (SMSC)! As directors of your Resident Management Company (RMC), you play a vital role in shaping the future of your community. This guide outlines your responsibilities, focusing on decision-making and oversight, while your appointed managing agent handles daily operations.

UNDERSTANDING THE ROLE OF AN RMC DIRECTOR

Key Responsibilities:

As an RMC director, your primary duties involve making decisions that serve the best interests of the block. It is important to act with care, diligence, and loyalty to the company and its members. Directors typically spend about 3–5 hours per month on RMC duties, depending on the size and complexity of the development

Decision-Making:

Directors should focus on strategic planning and community enhancement, leaving daily management to your managing agent.



DUTIES OF RMC DIRECTORS:

OVERSIGHT AND GOVERNANCE:

Ensure that the managing agent fulfills contractual obligations and manages the building effectively.

FINANCIAL RESPONSIBILITY:

Review financial statements, approve budgets, and ensure funds are used appropriately for the benefit of all residents.

COMMUNICATION:

Maintain open lines of communication with the management company to address fellow flat owners' concerns.

COMPLIANCE:

Ensure that all actions related to compliance, health, and safety are undertaken promptly as advised by your managing agent. It's crucial to respond to and implement their recommendations to maintain legal and regulatory standards.

HOSTING (AGMS):

Annual General Meetings (AGMs) are a critical duty for directors, offering an opportunity to present the financial state of the block, report on completed and planned work, celebrate achievements and allow leaseholders to vote on major decisions. The managing agent should be present to record the minutes and assist in facilitating the meeting.





KEY ASPECTS OF RMC MANAGEMENT

STRUCTURING YOUR RMC

Board Composition:

To ensure effective governance, it's important to have an odd number of directors to prevent deadlocks in voting decisions. Avoid operating with a single director to maintain diverse perspectives and shared responsibilities.

Appointing a Managing Agent:

Choose a qualified managing agent to handle daily operations and secretarial duties. This includes maintenance, service charge collection, and administrative tasks

THE ROLE OF THE MANAGING AGENT

Day-to-Day Management:

The managing agent is responsible for operational tasks, ensuring maintenance and services are performed effectively. Their role includes managing repairs, service charges, and the overall upkeep of the property.

Company Secretarial Work:

The managing agent handles all company secretarial duties, including record-keeping, arranging meetings, and ensuring compliance with regulatory requirements.

MAKING INFORMED DECISIONS

Strategic Planning:

Engage in strategic planning to enhance the building's quality and the community's living standards. This involves setting long-term goals and aligning them with the community's needs.

Risk Management:

Regularly assess potential risks and ensure the managing agent implements effective mitigation measures to protect the building and its residents.

Long-Term Vision:

Develop a long-term vision for the property that focuses on sustainability and aligns with the aspirations of the community, promoting a cohesive and thriving living environment.

**BECOME A
LEADER:
DRIVE POSITIVE
CHANGE AND
CREATE
A THRIVING
COMMUNITY
AS AN
RMC DIRECTOR.**



SAVE MY SERVICE CHARGE LTD.