



House of Commons, London, SW1A 0AA

Justin Herbert, Managing Director
RMG House
Essex Road
Hoddesdon
Hertfordshire
EN11 0DR

Wednesday 12th February 2025

Dear Justin

We are writing as Labour Members of Parliament deeply concerned about RMG's management of properties in our constituencies and across the country. We have heard from our constituents numerous stories of poor conduct from your organisation, which fall well short of the standards of service expected from a managing agent.

These complaints largely fall under the following four themes:

- **Excessive and unjustified service charge increases:** leaseholders are regularly facing inflated service charges without clear explanations or proper breakdowns. In many cases, residents find that charges increase year-on-year without any obvious improvements to building maintenance or services.
- **Lack of transparency and financial accountability:** you frequently refuse to provide detailed breakdowns of service charge expenditure, despite leaseholders having a legal right to this information. The lack of independent oversight means leaseholders have little power to challenge excessive costs effectively.
- **Poor communication:** you are often unresponsive, taking weeks or months to reply to residents' concerns. There is a pattern of delays in building safety remediation, with your leaseholders left in limbo, unable to sell or remortgage due to outstanding fire safety issues. Too often you are slow to progress work and blame external factors without offering concrete timelines.
- **Poor building maintenance and unresolved safety issues:** despite rising service charges, leaseholders frequently report that essential maintenance is ignored, with problems like leaks, faulty lifts, and communal area deterioration left unaddressed. In buildings affected by fire safety defects, we hear you are failing to act swiftly to complete remediation—while still charging leaseholders excessive amounts for interim safety measures like waking watch.

The reports which we have received across all of these issues are beyond alarming, and need answers. We are therefore writing to ask that you attend a meeting with us in Parliament to explain your company's conduct and to establish a plan of action to deal with these issues at a root-and-branch level.

Please respond to confirm you will be willing to meet with us, and our staff will liaise over the logistics.



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Yours sincerely,

Rachel Blake MP, Cities of London and
Westminster

David Pinto-Duschinsky MP, Hendon

Heidi Alexander MP, Swindon South
Sadik Al-Hassan MP, North Somerset
Olivia Bailey MP, Reading West and Mid
Berkshire
Paula Barker MP, Liverpool Wavertree
Nesil Caliskan MP, Barking
Sam Carling MP, North West Cambridgeshire
Ben Coleman MP, Chelsea and Fulham
Chris Curtis MP, Milton Keynes North
Emily Darlington MP, Milton Keynes Central
Jim Dickson MP, Dartford
Graeme Downie MP, Dunfermline and Dollar
Angela Eagle MP, Wallasey
Lauren Edwards MP, Rochester and Strood
Maya Ellis MP, Ribble Valley
James Frith MP, Bury North
Allison Gardner MP, Stoke-on-Trent South
Tracy Gilbert MP, Edinburgh North and Leith
Patrick Hurley MP, Southport

Satvir Kaur MP, Southampton Test
Rachael Maskell MP, York Central
Siobhain McDonagh MP, Mitcham and Morden
Abtissam Mohamed MP, Sheffield Central
Luke Murphy MP, Basingstoke
Chris Murray MP, Edinburgh East and
Musselburgh
Darren Paffey MP, Southampton Itchen
Jo Platt MP, Leigh and Atherton
Joe Powell MP, Kensington and Bayswater
Connor Rand, Altrincham and Sale West
Mike Reader MP, Northampton South
Andy Slaughter MP, Hammersmith & Chiswick
Will Stone MP, Swindon North
Fred Thomas MP, Plymouth Moor View
Dan Tomlinson MP, Chipping Barnet
Sean Woodcock MP, Banbury
Yuan Yang MP, Earley and Woodley