Proposal for PHC Service

Dispossessed

From dispossession to governed ownership, investment and recovery. Dispossessed is a PHC-governed project using the Croyde Bay Holiday properties as its founding case. Its immediate purpose is to test and, if viable, develop a structured acquisition and operating proposition for the properties through a consortium-owned management company, with a fixed number of investment positions, potential alignment with remaining legacy owners, and transparent independent governance. The project also develops two wider resources: a broad independent directory of relevant specialist services, and a free lessons-learned repository drawn from the Croyde Bay experience. PHC Service sits alongside these as the paid governance layer for the investment project and, potentially, for future owner groups facing comparable problems. Investment, directory membership and professional service appointments remain deliberately separate so that specialist services retain their independence.

PHC Proposal

This proposal offers the **Project Health Control (PHC) Service** for Project Dispossessed and the Croyde Bay Holiday properties.

The properties are presently being managed within a receivership environment in which revenue generation, asset condition, stakeholder interests, professional advice, legal process, commercial decisions and possible future acquisition are all developing in parallel. Useful information can easily become fragmented across property management records, legal correspondence, owner communications, financial information, professional reports and individual memory.

PHC provides a maintained project-health evidence base around that activity. It does not replace the receiver, existing property management company, legal advisers, accountants, valuers or other specialists. It provides the governance layer connecting their work so that the commissioning client can see **what is where, how it is, and how that position is evidenced**.

The PHC cost is proposed as a transparent service line within the overall asset-management / investment project rather than being embedded in any professional appointment, ownership interest or investor entitlement.

Project Summary

Project Dispossessed uses the Croyde Bay Holiday properties as its founding case. The immediate project environment is the period in which the assets are being scrutinised, managed and operated for interim revenue under receivership arrangements following creditor action.

For the purposes of this proposal, the receiver / appointed agent is treated as the prospective **commissioning project authority** during the receivership period. This does not imply that the receiver is the beneficial or legal property owner. The underlying ownership and creditor rights remain matters governed by the applicable legal and receivership arrangements.

The PHC Service would sit alongside the current revenue-generation and property-management service. Whereas the management company operates the accommodation and produces trading revenue, PHC would maintain a controlled view of project health: Concerns, Actions, Deliverables, Evidence, stakeholders, decisions, reports, changes, dependencies and unresolved exceptions.

A possible future acquisition by a consortium-owned Management Company is being explored separately. PHC governance during receivership could improve the information base available to any later disposal, investment, due-diligence or transition decision without committing the receiver to any particular purchaser or outcome.

Involved Parties

The precise parties and access rights would be confirmed during mobilisation. Likely interfaces include:

- **Receiver / Appointed Agent** – prospective commissioning authority for the PHC Service during receivership, responsible for agreeing scope, information access, priorities and reporting requirements within the limits of its legal authority.
- **Property Owner and Relevant Ownership Interests** – underlying ownership interests whose rights are not determined or altered by PHC.
- **Current Property Management Company** – responsible for interim operation, bookings, guest service, property management and revenue generation under its existing appointment.
- **Creditor and Professional Advisers** – legal, financial, insolvency, valuation, tax, insurance and other specialists whose independent advice may affect project decisions.
- **Remaining Legacy Owners / Stakeholders** – people with historic holiday-ownership interests, evidence and concerns relevant to the wider project context.
- **Prospective Investors / Future Management Company** – potential future participants if an acquisition proposition becomes viable; they receive no preferential status from the PHC appointment.
- **Order Efficiency Ltd / PHC Team** – provider of the governance and project-health service, separate from legal, property-management and

Operational Strategy & Project Phases

Operational Strategy

The PHC Service is proposed through the standard three-phase deployment model, adapted to the receivership and asset-management environment.

- **Phase 1 – 7-Day Project Health Review** – establish the information landscape, current responsibilities, principal Concerns, available Evidence, immediate decision needs and whether a continuing PHC deployment would add proportionate value.
- **Phase 2 – Setup and Mobilisation** – create the controlled PHC structure, agree information routes, establish entity relationships, reporting cadence, Evidence handling, Action follow-up and exception-based review.
- **Phase 3 – Embedded Project Health Control** – maintain visibility across asset operation, revenue, maintenance, stakeholder matters, professional advice, disposal / acquisition preparation and transition decisions.

The model is deliberately independent. PHC records and connects information; it does not instruct the receiver, operate the properties, determine legal rights, value the assets, recommend securities or guarantee an investment outcome.

Phase 1: 7-Day Review

Timeline: 7 days

Focus: Determine whether a proportionate PHC governance layer would improve control, traceability and decision-readiness during the receivership period.

Activities:

- Review the project information made available by the commissioning authority, subject to confidentiality and privilege restrictions.
- Map the principal People, Concerns, Actions, Deliverables, Evidence, Events, Locations and current decision interfaces.
- Identify information gaps between property operation, revenue reporting, asset condition, legal / professional advice, stakeholder matters and future-disposition planning.
- Identify duplicated, informal or weakly controlled project memory and propose proportionate controls.
- Produce a concise Project Health Review showing material exceptions, immediate Actions and a recommendation on continuing service scope.

Phase 2: Setup Phase

Timeline: approximately 2 months

Focus: Establish PHC as a functioning governance service around the existing receivership management environment without disrupting the mandates of the receiver, property manager or professional advisers.

Activities:

- Confirm agreed reporting interfaces, information owners, confidentiality boundaries and escalation routes.
- Configure PHC records for the asset, stakeholders, Concerns, Actions, Deliverables, decisions, meetings and Evidence.
- Build traceable relationships between operating information, professional advice, project decisions and unresolved exceptions.
- Establish a regular PHC review rhythm focused on matters requiring attention rather than reproducing routine operational reporting.
- Create an initial project-health baseline covering asset operation, income-generation context, significant risks, information gaps and decision dependencies.
- Prepare reporting suitable for the commissioning authority and, where authorised, other defined stakeholders.

Phase 3: Continuation Phase

Timeline: 3 months, renewable or re-scoped by agreement

Focus: Maintain the project-health evidence base while the properties continue to operate and the receiver considers asset-management, disposal, settlement, investment or transition decisions.

Activities:

- Maintain live Concerns, Actions, Deliverables, Evidence, decision and stakeholder records.
- Highlight stalled, weakly evidenced or conflicting matters requiring management attention.
- Link property-operation evidence, material maintenance issues, professional advice and commercial decisions without taking over their source systems.
- Support controlled due-diligence readiness if potential purchasers or investors are considered.
- Maintain lessons and decision history so that a later Management Company or purchaser can inherit a clearer project record where disclosure is authorised.
- Provide regular project-health reporting and on-demand PHC assessments within the agreed service scope.

Expected Outcomes

Expected outcomes of the proposed PHC Service include:

- **A maintained project-health evidence base** connecting operating activity, Concerns, Actions, Deliverables, stakeholders, professional inputs and decisions.
- **Better exception visibility** so unresolved issues are identifiable without forcing the receiver to reconstruct context from dispersed correspondence and meetings.
- **Clearer asset-management traceability** around what information was available, what decisions were made, what remained uncertain and what Actions followed.
- **Improved disposal / investment readiness** through more structured, source-linked information for authorised due diligence.
- **Reduced dependence on individuals and message history** as the sole memory of the project.
- **A transition-ready governance record** that can, subject to authority and confidentiality, support a future purchaser or Management Company without prejudging that outcome.

FINANCIALS & FORECAST

6-Month Forecast

Category	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Total
People - 7-Day Project Health Review	2,118	0	0	0	0	0	**2,118**
People - Setup and Mobilisation	0	4,953	4,953	0	0	0	**9,906**
People - Embedded PHC Service	0	0	0	5,396	5,396	5,396	**16,188**
TOTAL	**2,118**	**4,953**	**4,953**	**5,396**	**5,396**	**5,396**	**28,212**
PHC Profit	550	1,286	1,286	1,402	1,402	1,402	**7,328**
Agency Markup	193	450	450	491	491	491	**2,566**

Cost Breakdown - People

Role	People	Hourly Rate	M1	M2	M3	M4	M5	M6	Total (GBP)
[1] PHC Strategist	David Winter	£138.60	**10** £1,386 (£900)	**8** £1,109 (£720)	**8** £1,109 (£720)	**8** £1,109 (£720)	**8** £1,109 (£720)	**8** £1,109 (£720)	**50** £6,930 (£4,500)
[2] PHC Analyst	Abubakr Harakat	£92.40	**5** £462 (£300)	**16** £1,478 (£960)	**16** £1,478 (£960)	**16** £1,478 (£960)	**16** £1,478 (£960)	**16** £1,478 (£960)	**85** £7,854 (£5,100)
[3] PHC Admin	PHC Admin	£53.90	**5** £270 (£175)	**24** £1,294 (£840)	**24** £1,294 (£840)	**24** £1,294 (£840)	**24** £1,294 (£840)	**24** £1,294 (£840)	**125** £6,738 (£4,375)
[4] PHC Support / Trainee	[resource 1]	£18.48	**0**	**10** £185 (£120)	**10** £185 (£120)	**10** £185 (£120)	**10** £185 (£120)	**10** £185 (£120)	**50** £924 (£600)
[4] PHC Support / Trainee	[resource 2]	£18.48	**0**	**48** £887 (£576)	**48** £887 (£576)	**72** £1,331 (£864)	**72** £1,331 (£864)	**72** £1,331 (£864)	**312** £5,766 (£3,744)
PHC Provider Markup			£550	£1,286	£1,286	£1,402	£1,402	£1,402	£7,328
Agent Markup			£193	£450	£450	£491	£491	£491	£2,565
Total			**20** £2,118 (£1,375)	**106** £4,953 (£3,216)	**106** £4,953 (£3,216)	**130** £5,396 (£3,504)	**130** £5,396 (£3,504)	**130** £5,396 (£3,504)	**622 hrs** **£28,211** (£18,319)

APPENDICES & METHODOLOGY

Links & Documents

- The Story of PHC - https://phcport.com/media/profile/The_Story_of_PHC.pdf
- Project Information - https://phcport.com/openprojectinfo/index.php?project_id=378
- Framing Questions - https://phcport.com/openplan/index.php?project_id=378
- Strategic Plan - https://phcport.com/openplan/plan.php?project_id=378
- Manifesto - https://phcport.com/openmanifesto/index.php?project_id=378
- Business Case - https://phcport.com/openbusinesscase/index.php?project_id=378
- 90-Day Plan - https://phcport.com/90dayplan/index.php?project_id=378

PHC vs PICS vs Common Planet

Function	Existing / Specialist Service	PHC Contribution
Receivership authority	Receiver / appointed agent exercises its legal mandate	Records project-health information, Actions, Evidence and decision context; does not replace receiver authority
Property revenue generation	Current management company operates bookings and property services	Connects material operating evidence and exceptions to the wider project-health picture
Legal / insolvency advice	Independent lawyers and insolvency specialists advise within their professional remit	Maintains traceability of advice, dependencies, resulting Actions and decisions subject to privilege controls
Valuation / investment analysis	Qualified valuers, accountants and investment professionals provide specialist work	Maintains assumptions, Evidence, Concerns and decision dependencies without substituting for specialist opinion
Project governance	May otherwise be dispersed across meetings, email and separate workstreams	Provides the maintained cross-project governance and evidence layer