



## 10 reasons why you should choose Remus

- 1. 24 hours emergency help.** We provide out-of-hours numbers for emergency and repair issues.
- 2. Communication.** In 90% of cases, we respond to telephone enquiries on the day they are received, and for letters and emails within five working days of receipt, unless they relate to a matter which requires immediate attention.
- 3. Value for money and fairness of charges.** No percentage fees apply, instead we apply a simple annual management fee that covers most regular management matters. We charge time-based fees for works outside the norm. All of our fees and charges are published and transparent.
- 4. Client Accounts and Reserve Funds.** We maintain a separate client account for your building or development.
- 5. Insurance.** We are regulated to conduct insurance business. Our brokers go out to multiple insurance companies to ensure the best rate and cover for your building or development.
- 6. Impartiality.** Unlike many Managing Agents, we take no commissions from our contractors. We encourage residents to recommend contractors where possible.
- 7. Industry Standards.** We are regulated by the Royal Institute of Chartered Surveyors (RICS) Residential Code, and are a member of the Association Of Retirement Housing Managers (ARHM) we encourage all relevant staff to undertake Institute of Residential Property Management (IRPM) training.
- 8. Legislation Changes.** We invest a lot of time keeping up to date with all legislation affecting our clients.
- 9. Ellis Sloane & Co.** Our sister company is a member of RICS. They oversee and manage major works where required under s20 of the Landlord and Tenant Act 1985.
- 10. Our customer charter.** This is our commitment to providing you with: safety first, openness, plain-speaking responsiveness, value for money and working in partnership with you. Full details can be found online: [remus.uk.com/who-we-help/client-and-customer-charter/](https://remus.uk.com/who-we-help/client-and-customer-charter/)

remus.uk.com

Part of



Property  
Services



## What we offer homeowners

- 1. A personal service.**  
We don't manage 'properties', we provide services to keep your environment clean and safe.
- 2. A real person on the end of the phone.**  
If you call us you will talk to a real person – not a call centre. We don't believe in voicemail.
- 3. A realistically priced service.**  
You will receive transparent and sensible pricing for all of our services.
- 4. We have 9 local offices plus a Head Office in Salisbury.**  
Providing good "on the ground" support to homeowners.
- 5. Long term business relationship.**  
We only carry out residential block and estate management, and we have been successfully doing this for over 25 years.

*"As the management team who are looking after the estate where I live I have to say that they are very efficient. The cleaning team attend without fail. The refuse is moved to the council collection point, also without fail. The outside areas are kept clean and tidy. Above all, I have always had a swift response, actioned almost immediately by friendly staff who do know their jobs and are up to date with the rules and regulations. If I needed a building management team would I hire them to look after my affairs? Without a doubt, I would have them on board very quickly."*

Anthony P. (October 2019)



remus.uk.com

Part of



Property Services