



# REMUS

Local commitment to *you*

## What we do



## Property Management Services for Estates and Apartment Blocks

### Public open spaces

Landscaping, gardening, cleaning and maintenance in accordance with the landscape management plan.

### SUDS and drainage maintenance and management

Including swales, balancing ponds, aquacells and drainage crates, culverts and ditches and lakes, ponds or watercourses and sewers. This is carried out in accordance with CIRIA's best practice guidelines or drainage maintenance plan.

### Play areas

Maintenance, repair and inspection in accordance with ROSPA's guidelines and best practice.

### Ecological habitat maintenance

Landscaping and gardening to encourage particular species of plant and animals per the ecological management plan.

### Management of sensitive archaeological sites

Also historic buildings if they form part of or are underneath a development.

### Parking management schemes

To ensure spaces are used appropriately and available for residents use.

### Management of apartment blocks

Insurance, maintenance, cleaning of internal and external areas and windows where required, provision of specialist contractors for lift, fire systems and water pumps and ensuring the safety of residents keeping hallways clear, removing fire risk items etc.

### Management of additional features

Such as roof gardens, gyms and visitor rooms.

### Provision of caretakers, concierges or property managers

Where the development warrants a permanent presence on-site.

Part of



Property  
Services



## Regional Property Management Offices:

**The regional team for each development is responsible for the following:**

- » Preparing service charge Budgets/estimates
- » Accounting for Service Charges (though not the preparation of the final Service Charge accounts)
- » Providing information to accountants and or auditors for the preparation of annual Service Charge accounts
- » Providing reasonable management information to residents and dealing with resident queries
- » Regular liaising with Residents Associations or the Resident Management Company (RMC) where more regular or additional liaison is required additional charges will be made
- » Entering into and managing maintenance contracts (excluding extensive tendering processes) and liaising with local authorities and utility companies (electricity, water suppliers etc. not including meter reading or billing services)
- » Visiting the property and visually checking the general condition (identify obvious repairs required)
- » Dealing with any necessary repairs other than major repairs
- » Preparing specifications and contracts for minor works and services such as cleaning, gardening, window cleaning
- » Consultation on management matters
- » Holding an annual meeting with residents, if required and finding venues for AGMs
- » Employing and liaising with staff, i.e., caretakers, wardens etc. (though not dealing with staff disputes, disciplinary action or payroll matters)
- » Liaising with the management company directors to agree budgets and work required





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## Head Office:

- » Keeping records of residents and tenancy details
- » Administering buildings and other insurance (as allowed by the FCA)
- » Collection of service charges and ground rent
- » Payment of contractor and supplier invoices
- » Service charge debtor management
- » Provision of conveyancing information to Solicitors for property sales and Land Registry certificates on sale
- » Permissions for letting, pets, alterations to property etc. on behalf of the landlord or management company
- » Arranging public liability, block or Directors and Officers insurance as required and handling any claims arising

- » Providing Company Secretarial services for statutory accounts, annual Companies House returns and registering the appointment or office termination for management company directors

Our sister company, Ellis Sloane provides surveying and project management facilities for more significant work required on the development where the additional costs for the work per owner or lessee are more than £250 thus requiring consultation.

Health and Safety and Fire Risk Assessments are carried out by our dedicated H&S in-house team.



**Fexco**  Property Services

## Health & Safety

Keeping people & property safe

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