



Your managing agents  
on the ground,  
ensuring you can  
enjoy peace of mind,  
always!

✓ Organising repairs and upkeep

✓ Maintaining common areas

✓ Protecting your property's value



Part of



Property  
Services



“*You are a star, you go above and beyond. You’ve always been hands-on, which for me as a home owner is all I ask for from a managing agent that looks after the property I have invested in.*”

Ms D. Resident in apartment block, Watford

This booklet will tell you everything you need to know:

- About property management
- Your management team
- What we do, and why it’s important
- The service charge
- Our commitment to you
- Useful contact details to keep at hand



### What is property management?

**We ensure that all common areas of your development are maintained to the highest standard, so you can relax and enjoy your new home, with complete peace of mind.**

### Maintaining a nice place to live

Established in 1990, Remus manages in excess of 40,000 homes across England and Wales. In November 2016, we became part of the Fexco Property Services group. This centralised support and backing from a multi-national brand means that our local property managers can focus on your needs.

### We think nationally but act locally, for you!

As a new home owner you’ll receive a welcome pack from us when management of your development or phase is handed over to us by the developer. This will include everything you need to know. We’ll keep you informed at all times of any changes such as ways to pay etc. Other information and help can be found online.

### Your dedicated management team

Your local regional office is your main point of contact for all day-to-day queries or issues.

Your estate will have a dedicated professional property manager and assistant property manager, both of whom are based within your local office. You can contact either of them with any query or issue you may have.

Our offices are open Monday to Friday, 9.00am to 5.15pm and you can find the contact details for all of our offices at:

[www.remus.uk.com/contact-us](http://www.remus.uk.com/contact-us)

All you need to know can be found here:

[www.remus.uk.com/help-centre](http://www.remus.uk.com/help-centre)

[www.remus.uk.com/new-customers](http://www.remus.uk.com/new-customers)



For complete  
peace of mind...

## What we do, and why it's important

**We are responsible for arranging the maintenance of all common external areas of your development.**

Through regular site inspections we will identify what needs to be done, and appoint competent and cost effective contractors to do the work, which may include:

- **Gardening & landscaping**
- **Cleaning of un-adopted access roads**

These services are vital to the upkeep and safety of the landscape and facilities. We listen to your views and suggestions concerning the on-site management whilst ensuring any work carried out is guided by the following:

- Health and Safety legislation
- Insurance requirements
- Cost effective management
- Relevant legislation put in place to protect all parties



The full list of services that we provide can be found at: [www.remus.uk.com/home-owners](http://www.remus.uk.com/home-owners)

“*Brilliant company who listens and sorts things out. Excellent communication skills.*”

Ms B. Resident in apartment block, Southampton

## Why do I have to pay the service charge?

The service charge ensures that funds are available for maintenance and general upkeep of public open spaces, any un-adopted roads, drainage and play areas for your development on an ongoing basis.

The service charge will be split between properties as specified in the legal documentation relating to your property.

However, if, for example a private estate contains both apartment buildings and houses, the overall service charge is split between costs for the estate as a whole (i.e. maintenance of any roads not adopted by the local council) and costs relating just to the apartment building(s), such as lift maintenance.

For full details go online:

[www.remus.uk.com/help-centre/service-or-estate-charge-explained](http://www.remus.uk.com/help-centre/service-or-estate-charge-explained)

## Here's how it works...

If you are among the first to buy a property on your new development, it may be some time (even a number of years) before you receive a full invoice for your service charge account.

When you complete on the purchase of your property the developer will collect a proportion of the estate service charge and pass this to Remus, ready for when we take on management of your development.

Your first full invoice will cover the period from when we take on management of your development (or phase of your development) to your development's financial year end.

Thereafter a budget will be issued for each service charge year and you will then be invoiced for your share of the costs. Annual accounts will be prepared to show how the service charge has been spent.

## What am I paying for?

Typically, the service charge includes payment for the following:

- Contractors for ongoing maintenance
- Public liability insurance
- Non-discretionary matters such as meeting Health & Safety obligations, statutory reporting, billing and information provision as well as preparation of relevant accounts and tax returns
- Management fees for the services of the managing agent
- VAT and insurance premium tax (IPT) as applicable on all of the above
- Reserve fund. Each year we review expenditure to ensure the best value for residents. This includes using our buying power to obtain the best possible market prices. An annual contribution to the reserve fund may also be collected. It covers cyclical planned maintenance and renewal, such as the re-surfacing of non-adopted roads, or replacement of play equipment. Regular contributions to the reserve fund means the cost of major works can be spread out over a number of years, making it more affordable for everyone.

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## Our commitment to you

**Safety First** Our teams are committed to a stringent health and safety management system, which enables us to provide an estate that is managed as safely as possible for you and your family.

**Openness** We will be fully open with you, and speak plainly when explaining everything you need to know about the services we provide or arrange.

**Responsiveness** You can expect that we will resolve most of the issues you are facing over the telephone, or we will put steps in place to do so immediately after the call.

**Value for money** We will carefully select and manage the service providers used for all of the elements that we can control, ensuring the most cost effective options.

**Working in partnership** We are committed to working closely with you to provide a responsibly managed estate for your benefit. We will actively listen to you, seek feedback and use this to inform decisions on how the estate is managed.



### Head office

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