



Expertly managing property,  
whilst looking after residents  
and home-owners across  
England & Wales,  
***for your peace of mind!***



Part of



Property  
Services

# Who is Remus?

## We have a history

Established in 1990, Remus manages in excess of 40,000 homes across England and Wales. Part of the wider Fexco Property Services group, providing additional resources, support and backing that means our local regional Property Managers can focus on your needs - ***maintaining a nice, safe place to live for everyone!***

Our 9 regional offices mean that we are always within the locality to manage developments as if they were our own homes. Checking on works, attending meetings and being on hand to deal with any emergencies as they arise. A regional presence means local contractors whenever possible and having staff available to deal with issues quickly and effectively.

## The strength only a group can offer

Our larger Group backing ensures better buying power and extra resources and technology for our staff. Our sister company Ellis Sloane & Co provide surveying, risk assessment and project management services, and is a member of RICS. You'll have access to some of the best property experts in the UK, highly qualified and constantly learning. Our regional and property managers are either Associates or fully qualified Members of the Institute of Residential Property Management (IRPM).

## Professional contractor management

We take our responsibility as a managing agent very seriously, especially when it comes to selecting contractors to work on the developments we manage. Whether it is a regular cleaning contract or replacing the roof, we take the same amount of care in ensuring our contractors are competent, properly insured, safe and provide value for money for our clients. Remus has always vetted the contractors we use across our portfolio by ensuring that the relevant insurances, risk assessments and policies are in place. Where possible, we use contractors local to the development to enable the best cost and efficiency, and we ask homeowners for their contractor recommendations.

## Helping customers

Through the Customer Portal we keep our customers up to date with all maintenance requests, any queries or concerns sent to us, and any property alerts such as 'landscape maintenance this Thursday' - so they always know what is happening. The Portal also provides access to all of their property documentation, correspondence and they can make secure payments online.

*discover more at [remus.uk.com](https://remus.uk.com)*

# Who do we help?

## Developers

We currently work with 8 of the top 10 developers in the UK and advise on everything from small block conversions through to 1,500+ unit private estates. Many of our clients have worked with us for over 10 years or have come to us through personal recommendations. We recognise that their customers are our customers and their reputation requires ongoing enhancement long after the Developer has left the site. The Developer's reputation is our business and we never forget this.

## Resident Management Companies (RMCs)

Because we understand the potential difficulties, pitfalls and responsibilities of running a limited company, we can relieve RMCs of day to day concerns.

**We'll take the strain:** Running a RMC is rarely as straightforward as it seems. There are compromises to be made, cash flow to be managed, forward planning, accounting, ever-increasing legislation and all sorts of issues that arise needing time and attention.

**We'll advise and assist:** Working pro-actively with resident Directors and carrying out a full suite of outsourced services on behalf of the RMC. We also provide advice and assistance so that Director duties can be carried out competently.

## Freeholders & asset managers

Investors require the expertise of a professional managing agent who can offer up-to-date advice on the requirements of ever-increasing statutory legislation. We do this for a range of freehold clients, and few agents can match what we can provide. Our network of teams across the country is a big advantage - we are where your investments are, no matter how large or small. We'll let this landlord sum it up for us - and yes we certainly will 'keep it up': ***"In my experience, Remus are rare in property management - sensible, helpful and responsive. Please keep it up."***

## Homeowners

From welcome meetings to open surgeries, quarterly newsletters to Annual General Meetings we give every opportunity to converse with residents. We do not believe in answer machines, customers will always speak to a person when calling our offices. Our regional approach gives our customers the opportunity to form a relationship with their property team and know that they will deal with the same people every time they contact us.

*we can help you with all of this, **and more!***

## Multiple locations with a singular vision

Remus is part of the Fexco Property Services Group which currently consists of three Property Management brands plus a surveying, risk assessment and project management offering; Ellis Sloane & Co. The combined knowledge and expertise across the Group, together with full in-house resources covering H&S, HR, Insurance, Compliance, Communication and Administration ensure the smooth running of everything required from a Managing Agent.

The Group is further backed by Fexco, bringing strength, stability and increased service offerings to the property sector. Fexco has been involved in block management since 1999 successfully growing the largest residential management group in Australia. In total Fexco has over 300,000 properties under management.

**BIRMINGHAM**  
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**SALISBURY**

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