



## A guide for homeowners

What is Property Management?

Who will be managing my estate?

What is a Service Charge?



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Part of

Property  
Services

## What is Property Management?

When a development or estate is being built, the developer is responsible for the general upkeep of the common external parts, such as open (green) spaces, environmental areas and play parks.

Before the site is launched and any properties are sold a Resident Management Company (RMC) is formed to take on the organisation of these responsibilities, and they appoint a Managing Agent to do just that.

Property management is many things, but put simply it involves the budgeting and collection of fees (called a Service or Estate charge) and the organisation of services required to ensure that all common areas on the estate are kept clean, safe and in good working order - in short - a nice place to live.

## Who will be managing my estate?

Remus Management has been chosen to be the Managing Agent of your estate following a competitive tender by the developer. Established in 1990, Remus currently manages in excess of 40,000 homes across England and Wales. We are part of the wider Fexco Property Services group. This document will tell you what we do, and why it is important.

**What we do** Through regular site inspections we 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 estate roads

The full list of services that we provide can be found at:

[remus.uk.com/home-owners](https://remus.uk.com/home-owners)

**Why it is important** These services are vital to the upkeep and safety of the landscape and facilities on your estate. 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
- Insurance requirements
- Cost
- Relevant legislation put in place to protect all parties

## What is a Service Charge?

The service charge is an annual fee that ensures funds are available for the Managing Agent to allocate towards the maintenance and general upkeep of your estate for the year. The proportion that you pay is specified in the legal documentation relating to your property.

**When do I need to pay?** When you complete on the purchase of your property the developer will collect a proportion of the 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 - to your development's financial year end.

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 the development is handed over in full. If your development is phased with parcels of land handed over at different times you may receive a full invoice on the basis of all areas being built. We prepare annual Service Charge accounts that audit the expenditure for that year and any unspent funds (on unbuilt areas) will be returned after the year end.

## More online resources:

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

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

## GO GREEN & GET MORE 'ME-TIME' WITH YOUR CUSTOMER PORTAL

Save time and do your bit for the environment by managing your account online: [remus.uk.com/new-customers/new-portal](https://remus.uk.com/new-customers/new-portal)



## Need to get in touch?

**Your dedicated management team** 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:

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

## Head office

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