

INFORMATION



AUTUMN 2021



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Have you registered for Your Portal yet?

Managing your account online could not be easier, simply register today and get access to all of your property documents, view correspondence, log a maintenance request and make a secure payment.



www.remus.uk.com/new-customers/new-portal



Property Services

Let's talk about Customer Service

A good customer experience is much like a good coffee (or brownie) - not every experience is to everyone's taste!

But it's our responsibility to ensure that no matter what, good, bad, happy or sad, you have an opportunity to speak to us.

Our customer service team have your interests at heart; they are here to listen and if needed, put things right.



What you can expect from us

- We will treat you with respect and courtesy.
- We will be contactable between 8.45 am and 5.15pm Monday to Friday (*out of hours service also available and contact details for that are given to those properties where it applies*).
- All emails will be acknowledged within 5 days and calls responded to within 48 hours from when the staff member returns to the office (*this may take longer if the team member is on leave*).
- Confidentiality of all information provided to us (*in some circumstances this may need to be shared and this is explained further as part of our GDPR Policy*).
- We will be straightforward and honest with you.
- Our complaints procedure will be transparent.
- We will do what we say we will do.
- We will actively listen to you.
- We will always put safety first.



20 Aug 2021

My experience with Remus has been...

My experience with Remus has been fantastic. Geoff Keeble was looking after me, he understood what was required and helped get this process done as quickly as possible. He kept me informed at all times.

What to do if you're happy with our services

We'd love to hear from you. Our property teams work hard to ensure you have a nice place to live, and a lot goes on behind the scenes. So please post a review online: [reviews.co.uk](https://www.reviews.co.uk) or [uk.trustpilot.com](https://www.uk.trustpilot.com)

Read what our customers say:
[remus.uk.com/about/reviews/](https://www.remus.uk.com/about/reviews/)

What to do if you're not

Get in touch with either your property manager or our customer service team:

customerexperience@remus-mgmt.co.uk

Most issues can be put right, and whilst we strive for complete customer satisfaction, we don't always get it right, and when this happens you can make a formal complaint by emailing the customer service team.

Your Service Charge explained



Here we explain what a service (or estate) charge is, and how we calculate the fee.

Additionally, this blog will answer many of your questions relating to the service charge: remus.uk.com/about/news-insights/2019/why-do-i-have-to-pay/

When you purchase a property (be it a house or an apartment), you are buying the deeds to that individual home. With houses, certain areas of land (green spaces, play parks etc) may be included, that may not always be next to your house but will be clearly outlined on the deeds. With an apartment, you are purchasing a lease, which means that you don't own the building, nor other parts of either the building or its surrounding environment.

As managing agents we are responsible for the day-to-day running costs of your development which covers items such as buildings insurance, building maintenance, equipment repairs, gardening and the general upkeep of communal facilities, as well as for any staff that might work at the development. It's worth noting that some large developments may be split between a number of managing agents.

Those who have the benefit of the common parts of buildings and external grounds contribute to their share of the usage. Payment for these services comes from the aptly named service (or estate) charge. This is the sum that the managing agent sets as a yearly budget,

that has been carefully considered in order to meet the needs of the entire estate, for the year.

If a private estate contains both apartment buildings and houses the overall charge is made up of a) the costs for the estate as a whole - for example maintenance of any roads not adopted by the local council, green spaces and playparks etc, and b) costs relating just to the apartment building(s), such as lift maintenance, decoration etc. The total amount required is divided by the number of properties on the estate being managed by the agent. How the service charge is allocated is usually set out in your lease or title/deeds, and is usually paid annually. We keep your service charge money in a separate bank account, just for your development, and at the end of the year we send you an account of what we have spent.

If you have any questions regarding your service charge please speak to your property manager, and more information can be found in our Help Center online.

Why is Health & Safety important?



Our dedicated H&S team wear many hats - they carry out risk assessments, report on faults and liaise with Resident Management Company directors to ensure that every aspect is covered.

A lot goes on that you may not be aware of, so here we explain why H&S really matters to you!

Site visits

It's important to have regular visual checks carried out on any estate. When your property manager goes onsite, they will often be accompanied by a member of our H&S team, who will check for hazards, damage to machinery or working parts, or outages such as lighting or lifts. Play equipment will be also be inspected for damage or wear and tear.

If any potential issue is spotted they may book a risk assessment that will be carried out by our sister company Ellis Sloane & Co to identify any works that may be required.

Dealing with emergencies

Occasionally emergencies happen, but you can rest easy knowing that we have it covered. Our teams have procedures in place that can kick in at short notice. Our communications team will keep all residents informed and up to date of

the emergency situation, and we'll assist in get things back to normal as quickly as possible.

Should you need to alert us to an emergency please contact your property manager during working hours (08:45 to 17:30) or call our Out Of Hours service on: 01722 441962 (from 5:15pm to 9:00am weekdays and 24 hours at weekends and bank holidays)

We're here to help you should you have any concerns. Our Head of Health & Safety for the group is Jonathan Gough CMIOSH. Jonathan sits on the ARMA high rise buildings safety committee and the IRPM safety working group. Jonathan provides no-nonsense practical advice across the group, which ensures a safe environment for staff, clients and homeowners alike.

Contact the H&S team:

remus.uk.com/help-centre/health-safety/