

INFORMATION



SUMMER 2021



- What can and what can't be fixed by your property manager
- H&S: What ISO4500 means to you

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FEATURE: What can, and what can't be fixed?

Property managers must comply with certain legal obligations, health & safety, and fire regulations, and of course, there is also the matter of complying with the homeowner's TP1. This can mean that there are some things that simply cannot be fixed. These lists are aimed at providing you with useful information should you have an issue, and need to know who to contact to get it fixed...

What we can fix

It is the managing agent's responsibility to maintain and repair and manage the common parts of the the external environment. In short, the parts of the external grounds not specifically granted to the homeowner in the TP1 for example green spaces and play park areas. So in short, there are day-to-day duties that are carried out which mean we can 'fix':

- Most homeowner queries
- Invoice queries
- Pursuing arrears
- Supplier and contractor project management
- Resident communications - updates, queries, complaints & advice
- Company Directors queries
- Enforcement of 'House Rules' such as fire and safety hazards
- Landscaping and green space maintenance

What we can't fix

Whilst we cannot deal with or 'fix' situations that are outside of our remit, or matters dealt with by other authoritative bodies, we can advise and inform residents of who would be able to deal with any enforcement. Some examples are:

- Upkeep or repair of unadopted roads and pathways (these are matters for the local authorities)
- Street lighting in unadopted areas (these are matters for the local authorities)
- Upkeep of council-run areas such as bus shelters (these are matters for the local authorities)
- Repair or upkeep of internal appliances such as boilers and white goods
- Disrepair or illegal use of the home or apartment
- Anti-social behaviour on the site
- Neighbourly disputes (these are police matters)
- Onsite intruders (these are police matters)
- Drug use (these are police matters)
- Littering including wrongful use of litter bins (such as dog waste)
- Dog fouling in estate grounds
- Graffiti or wilful damage to property

If you'd like to get in touch, either to discuss a customer service related issue or to provide us with a review of our services, please contact our Customer Experience team on:

customerservice@remus-mgmt.co.uk



Ensuring your safety and peace of mind

Accidents happen. It's how they are dealt with that matters. According to the International Labour Organization, more than 7,600 people die from work-related accidents or diseases every single day.

The Fexco Property Services H&S team aim is to continuously keep staff and residents as safe as possible, by ensuring all best practice guidelines are adhered to, and to continuously improve on what we are already doing. To do that we aim to achieve the ISO 45001 Industry Safety Standard this summer. Embedding these standard practices into the day-to-day activities of all our staff will bring benefits not just to them but to you too.

But what does that mean for you?

External agencies have been auditing the group over the previous months, looking at our systems, processes, and management - they have left no stone unturned, and the reports so far have been exemplary. Being independently audited ensures that all H&S systems, policies, and procedures across the group are sound and compliant – the best they can possibly be.

This means that less things should go wrong, and if they do, we are better equipped to deal with them, and in the right way – all of which keeps you safer in your home, and within the development's external environment.