

INFORMATION



AUTUMN 2020



- The benefits of choosing email correspondence
- Tips on safety with fireworks
- Nuisance neighbours? When to call the police

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

FEATURE: How can we reach you?

It's better by email – but have we got your current email address?



Keeping your contact details up to date with us is vital, it will ensure that:

You never miss important information from us

You can register for your Customer Portal and manage your property online, and make safe and secure payments

We can keep you up to date with latest information about your estate.

It's really important to keep up to date; no-one wants to miss any vital information about their property.

There are times when we really need to reach you and relying on the postal system just is not the quickest way.

- **Email is instant**
- **Email is free**
- **Email is accessible anywhere with WiFi**
- **Email is better for you and the environment**

It's simply better by email:

- **Get all correspondence immediately**
- **Never miss a letter!**
- **Electronic records of documents and invoices**
- **Save yourself some time - and a few trees too!**

So, if you haven't already, please supply your email address to admin@remus-mgmt.co.uk and we will update your correspondence preference to 'Email'.

The email address that you supply can also be used to register (or login) to your Customer Portal – where you can access everything you need to manage your property safely and securely online.

So, if it's not been supplied, or you've recently changed your email address please let us know.

Health & Safety

Keeping people & property safe

FIREWORKS, BONFIRES & HALLOWEEN



Did you know that display rockets can come back down to earth complete with stick, motor casing (in some cases aluminium lined!) and in many cases, part of the head?

Or that it falls at quite a speed so you may not even see it coming?

We recommend that you follow these guidelines:

- Make sure children stand at a safe distance from the bonfire.
- Keep everyone well back from the display.
- Never return to a lit firework.
- Never throw fireworks.
- Keep fireworks in a closed metal box.
- Always follow the instructions when using fireworks.

Stay safe with fireworks & bonfires

It's hard to believe that we're already hurtling towards that time of year when sparks are flying, and bonfires are being lit. You can almost smell the hotdogs! So, please stay safe whilst enjoying the fun. The Environment Agency is asking people who are planning on having a Guy Fawkes bonfire to make sure that they only burn small amounts of paper, leaves, wood and cardboard and the waste is kept securely before being burned. It is illegal to burn most types of waste and setting fire to treated wood, tyres, plastics, rubber and oil can seriously harm health and pollute the environment.

Avoiding additional fires

When a firework explodes, it can also shoot out debris and dangerous sparks. So, remember that if you drop a sparkler or a hot firework in dry grass or near other flammable materials, it could easily reignite and start a fire.

When can I have a firework display?

"The law says you must not set off or throw fireworks (including sparklers) in the street or other public places. You must not set off fireworks between 11pm and 7am, except for Bonfire Night, when the cut off is midnight, or New Year's Eve, Diwali and Chinese New Year, when the cut off is 1am."

Check with your council to find out about any local rules for setting off fireworks.

Buying fireworks

You can only buy fireworks (including sparklers) from registered sellers for private use on these dates:

- 15 October to 10 November
- 26 to 31 December
- 3 days before Diwali and Chinese New Year

Halloween guidance during COVID

And lastly a quick note to say that we recommend you do not allow Halloween revellers into your home to ensure the safety of you and your family (or your social bubble) during the COVID outbreak.

FOCUS ON: When things become a nuisance

Here's our advice on when to call the Police



Having a nice place to live is something we all want and strive for. Our Property Managers consider this a vital aspect to achieve.

Issues your Property Manager can attempt to resolve include:

- Vandalism to green spaces
- Broken gates in Play Parks
- Littering
- Fly-tipping
- Overflowing bins
- Dog fouling

Most of the time the environment we live in does not cause any issues, but from time to time there can be situations that are unpleasant, create a hazard, or may even cause a threat to our safety.

Noisy neighbours

Dealing with excessively noisy neighbours is a tricky issue. Whilst the legal documents relating to your property will often detail when noise should not be audible outside the property, common sense usually tells us what is acceptable and when to be more courteous and considerate of neighbours. In the first instance please do let your Property Manager know about the situation, and provide as many details as you can; offending property address, name (if you know it) dates, times, type of noise etc, whether it's a one-off or a repeated annoyance. The Property Manager will write to the resident and/or property owner informing them of the issue requesting it stops immediately.

Any powers in dealing with noise nuisance are however limited if an initial written warning is not followed. Your local authority has quicker and stronger powers to deal with persistent noise nuisance matters. You can report this online by typing your postcode into the following link to go straight to the correct authority

<https://www.gov.uk/report-noise-pollution-to-council>

Please keep a diary of all dates, times and details of the noise as this will be required by the local authority.

Drug activity

For more serious matters such as any form of drug activity or homeless individuals living on your estate, you should take the following swift action:

1. Immediately report to the police. The more reports they get from residents the more important they will class the issue and increase patrols to the area going forward.
2. Report to your Property Manager so they can log the issue and look to see if we can take any preventative measures to stop it happening in the future.
3. Make notes or take pictures that could be used as evidence if required.
4. **Remember – acting fast can make a difference!**