

# INFORMATION



# SUMMER 2020



- Our top tips to help you save money and help the environment
- H&S: Fire safety
- Your 3 most common asked questions answered!

## 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](http://www.remus.uk.com/new-customers/new-portal)



Property Services

## FEATURE: Go green

### Our top tips that will save you money and help the environment



#### Opt for paperless billing:

To promote environmental sustainability, we encourage all of our customers to switch to a paperless service so that we can provide you with as much information as we can digitally. We're proud to be a Carbon Neutral company, so help us stay that way and go paperless today. Ask us about setting up paperless billing and Direct Debits.

#### Your New Customer Portal

We're in the process of rolling out a more streamlined portal, which may look slightly different but will make managing your account online even easier.



#### Try some of these energy saving tips:

**Plugs** - don't just turn them off, as they will most likely be draining energy all day. Taking plugs out stops them from sucking your money out of the wall for hours-on-end.

**Laundry** - fill the machine, instead of the little-and-often approach. Artificial fibres are released from your garments every time they get a wash, and you can think of the drain as the start of the ocean.

**Water** – It may be tempting to use a hose to water the garden, fill up paddling pools or just have some summer fun, but water authorities are already urging us to regulate the use of hoses to avoid a hosepipe ban later on.

**Cleaning products** - reduce the number of clunky plastic bottles you use by making your own natural cleaning products. These are not only cheaper, but probably smell better too! This website will tell you more about why regular cleaners can be damaging to you and the environment.

**Driving** - sitting with the engine on for more than 30 seconds uses more fuel than it does to turn off and restart. Not only does this release tonnes of pollution, it contributes to smog, the type of summer we all hate (hazy and muggy) and respiratory diseases.

# Health & Safety

Keeping people & property safe

## CORONAVIRUS UPDATE & FIRE SAFETY



One of our team created a unique emergency service team, above are a few of the crew members.

### Pictures of lockdown

If you have any pictures you'd like to share with us about life during lockdown please send them to:

[marketing@fexcopropertyservices.co.uk](mailto:marketing@fexcopropertyservices.co.uk)

### Out of Hours

Did you know we have an Out of Hours facility? This is available for use by all residents in case of a communal area emergency which may occur outside of our usual office hours.

Call **01722 441 962** from 5.15pm to 9.00 am Monday to Friday and also on all Bank Holidays and Weekend (24 hours)

## Fire safety

With lockdown restrictions easing we hope that more outdoor activities can take place, and for us it's certainly business as usual but with a few changes. You may notice your Property Manager on site as they conduct a healthcheck of the estate, as well as contractors undertaking maintenance and repair works. They have been issued with the correct PPE for the protection of all residents.

All latest updates can be found online:

<https://www.remus.uk.com/help-centre/coronavirus/>

### British Safety Council 5\* Audit

In July we will be starting the process to gain ISO 45001 and British Safety Council 5\* status. This is important as verification that what we do as a H&S department meets recognised industry standards.

This month an audit by the leading authority - Hampshire Fire & Rescue Service is in progress, so that you can rest assured we will be guided by the best. They will be our trusted advisors in the event of a fire issue on any of our sites.

### BBQs

With summer here it's tempting to hold BBQs, but can we remind residents to store flammable substances in a safe place away from direct sunlight, ensure that disposable BBQs are completely extinguished and 'cold' before disposal, and that washing lines are kept well away from the BBQ - a sudden change in wind direction can be hazardous.

### Noise nuisance

With social gatherings and outdoor activities now in full swing, can we politely request that all residents respect their neighbours and keep noise to an acceptable level. Unfortunately, we are not able to assist with complaints such as these, which need to be dealt with by calling the local police station.

## FOCUS ON: Things that matter

Here we provide answers to the 3 most commonly asked questions...



### A few things we frequently get asked about...

**Green spaces:** We often get enquiries from homeowners about green spaces, which are shared common areas on the estate, especially around springtime when grass and shrubs begin to flourish. It's quite tricky to determine exactly when this may happen in the year, but we do try to keep informed of unusually milder weather that will cause an early spring for instance. So, if you see an area that is beginning to look in need of attention, please be a little patient, we are mostly likely already booking contractors to come and see to it, and of course you can always report such things to your property manager.

**Litter:** It can be tiresome when areas of the estate are mistreated by litter being idly thrown on the ground, and our aim is to keep areas as clean and safe as possible. However, as soon as the milder weather appears, and with more residents being out and about enjoying it, we know that this can become an issue. Should you see anything unsafe or hazardous, please alert us so that we can get it removed, either by our contractor, or by the Council (if it is in an area of the estate that they are responsible for). Let's keep the estate a nice place to live for everyone.

**Play Parks:** All play parks that are under our management will be maintained on a regular basis. We aim to keep the area clean and safe for children and adults alike. Our regular checks of the children's playground areas is intended to identify faults or dangers arising from vandalism or breakage. Should you see equipment that is broken, or need to report an issue please let us know by contacting your property manager or you can email [h&s@fexcoproepptyservices.co.uk](mailto:h&s@fexcoproepptyservices.co.uk)

Lots more helpful information can be found online in our **HELP CENTRE**

<https://www.remus.uk.com/help-centre/>