

22<sup>nd</sup> December 2020

51-53 Broomfield Road  
Chelmsford  
Essex  
CM1 1SY

T 01245 455650  
E [chelmsford.admin@remus-mgmt.co.uk](mailto:chelmsford.admin@remus-mgmt.co.uk)

Dear Homeowner,

**Channels, Eagle Rise & Aqua Verde, Chelmsford**

We are delighted to write to you having been appointed as managing agent on behalf of Channels (Chelmsford) Management Company Limited for Eagle Rise & Aqua Verde (Bellway Phases 1 & 2) from 1<sup>st</sup> January 2021.

Included in this welcome pack you'll find an introductory brochure, please also visit [www.remus.uk.com](http://www.remus.uk.com) where you will find:

- New Customer area - everything you need to know
- Help Centre, including your Handbook
- Latest insights and property news
- All about our services

We are currently working closely with Directors of the Management Company and the outgoing managing agent POD on transferring all account and day-to-day information regarding the development and will write to you again early in the new year with details of your second half year's estate charge, details of any balances due will be included within that letter.

We understand details of any current outstanding balances have recently been issued by POD to homeowners, if you do still have a balance on your account to pay we would ask that from the 1<sup>st</sup> January 2021 you use the following account details:

Remus Management Client Account  
Account Number - 29573475  
Sort Code – 54-41-19

Please quote the first line of your property address when making payment.

You will be issued with a customer reference number in future correspondence which you can use when making future payments.

**Your Local Property Team**

At Remus we believe our local approach to property and estate management sets us apart from many other managing agents. We do not operate centralised call centres and each development is appointed a property manager and assistant who can be contacted at your local office (see details below).

However to assist with the handover from POD, and to ensure that directors are fully sighted on everything, residents are strongly encouraged to use the Management Company website as the primary method for logging queries, concerns or issues from 1<sup>st</sup> January 2021.

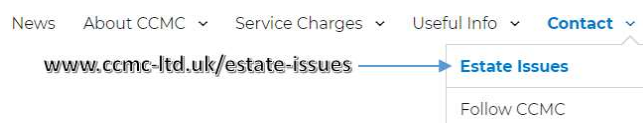
By logging issues via the management company website, information will be sent automatically to the appropriate stakeholder for action and copied to directors for information. This will provide Directors with an audit trail and assurance that issues are being followed up and dealt with appropriately.

There are four categories under which queries, concerns or issues can be logged and there is a simple form to complete which will be submitted to the appropriate stakeholder for action:

- Site Management (RMC Managed Estate)
- Service Charge Account Management
- Site Wide Estate
- Other Issues

In most cases it will be the responsibility of Remus acting as managing agent to deal with and close issues however directors may additionally contact residents directly to confirm that issues have been resolved and that no further action is necessary.

Links to the forms can be found on the management company website Estates Issues page:



You can of course contact us directly via your property manager and assistant and their email details are as follows:

Senior Property Manager	Marie Wakeling	<a href="mailto:marie.wakeling@remus-mgmt.co.uk">marie.wakeling@remus-mgmt.co.uk</a>
Assistant Property Manager	Natasha Harmer	<a href="mailto:natasha.harmer@remus-mgmt.co.uk">natasha.harmer@remus-mgmt.co.uk</a>

Both Marie & Natasha can also be contacted by phone on 01245 455650

Please note that Management Company Directors will not have an automatic record of issues logged in this way so unless there is an urgent concern, the recommendation is to log issues via the management company website.

**Also included in this pack:**

**Contact information form – please return**

To ensure that we have the most up to date contact details for you, please complete and return to us either by post (to the address on this letter) or email.

**Your Portal**

Early in the new year and following handover of all information from POD we will be launching your online portal. This is a secure online system for you to access information and manage your account. As this is an online system, in order to use it you will need to choose 'email' as your preferred choice of correspondence.

We will write to you again with details of how to register for the portal early in the new year.

We look forward to working with the Directors of the Management Company building a long-lasting relationship with you and keeping a safe, clean and well-maintained environment for you to live in.

Please feel free to contact us should you have any questions either about this pack or relating to your property.

Yours sincerely,

A handwritten signature in blue ink that reads 'Neil O'Connor'.

Neil O'Connor MRIPM AssocRICS  
Eastern Regional Manager  
Remus Management Limited  
Email: [neil.oconnor@remus-mgmt.co.uk](mailto:neil.oconnor@remus-mgmt.co.uk)

**Your Contact Details**

Full Name of Owner /s

Address of Property:

Telephone Number:

Phone 1.....

Phone 2.....

Mobile.....

E Mail.....

Please give details if you have a different billing address

.....

.....

.....

Post Code

.....

**Would you like future correspondence to be sent to you by e mail Yes/No**

Reason for billing address (Please tick below)

Subletting

Second Home

Other (please state).....