Dear resident,

At FirstPort we just wanted to say a huge thank you for your continued support and understanding during what is a challenging time for the whole country. We hope you and your families are keeping safe and well.

We take our role of looking after where you live seriously, and we’ve been working hard to do everything we can to support you, your neighbours, our colleagues and our suppliers through these unprecedented times. We wanted to give you a quick update on what we are doing, and how you can stay in touch during this evolving situation.

As you’ll have seen over the last few weeks and days, we’ve been quickly adapting to the latest government requirements to make sure we can take care of your home whilst complying with the latest guidance. Our approach has followed our Four Pillars of property management:

1. **Strong Health & Safety**
   The health and safety of our residents, employees and contractors remains our first priority. We’ve been working closely with our on-site teams and suppliers to make sure the essential safety aspects of your development continue to be managed while complying with government advice. We have asked our site cleaners to concentrate on high touch areas such as door handles, lift call buttons, and stair rails. We are reminding everyone to maintain the two-metre social distancing rule and follow good hygiene practices, and we thank you, your family and your neighbours for helping with this too.

2. **High Site Standards**
   We’ve created plans to preserve site standards as far as possible within the current constraints, though during this unsettled period there may be some temporary disruption to services from time to time. Where possible, planned decorating and similar discretionary works will be delayed to reduce unnecessary visitors to your site. However, we’re also planning ahead to catch up with needed delayed works once restrictions are lifted.

3. **Great Customer Communications**
   We have and will continue to communicate regularly to keep you updated about what we’re doing and any changes that impact your development. If you haven’t already done so, we’d recommend signing up to our customer portal: Your Property Online (YPO). Wherever possible, we’d much prefer to communicate with you digitally at the present time. With YPO we can send you the very latest updates from FirstPort quickly, and to avoid any possible postal disruption you can also sign up for e-billing to receive invoices by email. It’s easy to register for YPO using the information at the end of this letter.

You can find our latest residents’ information on Coronavirus by visiting our website: www.firstport.co.uk/coronavirus

Our customer support and property management teams are still here to help. Our customer service team are still answering your calls while working from their own homes. Inevitably, this may slow
service at certain times of the day so to help with this, we’ve increased the size of our email team. The best way to reach them is by sending an email to: help@firstport.co.uk.

4. Healthy Development Finances
We are mindful of the challenging economic climate affecting everyone so we are working hard to avoid unnecessary spend on your development. We plan ahead for the jobs we know need to happen during the year and share these plans with you in your annual budget, allowing you to plan ahead too. If there are unexpected changes during the year any over- or underspend at your development will be adjusted automatically at the end of the service charge year as usual.

For some developments, you’ll soon be receiving your annual accounts or budgets. This service charge money is as important for you and your neighbours as ever. Your funds are kept safe in your development’s own bank account, and are used to pay for your development’s services. You can read a bit more about this: www.firstport.co.uk/servicecharges-explained

We know these are challenging times for us all but we wanted to reassure you we are still working hard to look after your home, and to thank you for working with us as the situation changes. We’ve included in the following pages some useful links and resources below to help you stay healthy, safe, and entertained at home.

Stay well and safe.

Kind regards,

Mike Dowland
Operations Director, FirstPort
WORKING TOGETHER TO STAY SAFE, INFORMED & ENTERTAINED

What is Your Property Online?

At FirstPort we think that dealing with jobs connected to your home should be simple and stress-free. That's why we created Your Property Online (YPO).

This might be a service you're already aware of, but if you're not, it's an online tool designed to save you time and make life in your home much easier.

It includes handy features like:

- Email updates and news alerts – keeping you in the loop about major works, repairs and maintenance being carried out in your development.
- Easy links to relevant documents – plus an online contact form to make getting in touch with us simple and easy.
- Check your balance and take care of bills with the easy-to-use e-billing service. Not only does this let you save all your documents in one secure place, it cuts down on paperwork - so it’s the better choice for the environment too.

How do I sign up?

1. Visit our registration page on: [https://myaccount.firstport.co.uk/Register.aspx](https://myaccount.firstport.co.uk/Register.aspx)
2. You’ll need your last invoice to hand, which will contain your account reference number.
3. You can then follow the simple steps to register online and activate your account.

How do I switch to e-billing?

In the current circumstances, there might be some disruption with post, so we’d recommend signing up for our e-billing service if you haven’t already. This also reduces paper deliveries to your home.

Once you’ve signed up to YPO, you can sign up to e-billing in your account settings. Just click the ‘My Account’ link at the top of our website, or go directly to: [https://myaccount.firstport.co.uk/](https://myaccount.firstport.co.uk/)

If you’re worried you’re going to struggle to pay your service charge invoice because of Coronavirus, please email our credit control team on collections@firstport.co.uk

As well as talking it through with us, you can find out about the latest government support available to those impacted by Coronavirus here: [https://www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)
Keeping entertained while we’re all at home

While we’re all staying at home, we know everyone’s looking for new ways to stay entertained.

Did you know we have a residents’ blog? You can visit this on: https://www.firstport.co.uk/blog/

Over the coming weeks we’re going to be sharing regular updates on our blog, including recipes, entertainment packs for the whole family and exercise videos with fitness expert Rosemary Conley CBE.

Send us your feedback

We value your feedback on how we’re doing.

If you’d like to leave us a review...

Please open the camera in your mobile phone and hover it over the QR below. This will open up a new webpage to leave us a review.

Alternatively, you can visit this link: https://www.trustpilot.com/evaluate/www.firstport.co.uk