29 January 2020

Dear Residents,

Updated Service at Repton Park –
Introducing Pharos Automated Management System & Your Property Online Reminder

First of all, I hope everyone is well...

I have been spending time recently visiting other developments to get an understanding how they work, and what I could introduce on Repton Park to improve security and your customer experience around certain services; with the objective of moving away from dated ‘paper’ management processes at the gatehouse.

This led me to a system called Pharos which is a property management and communications platform incorporating efficient processes and total visibility. It is a secure, single site, which meets all the requirements of GDPR. It integrates with existing back office systems and configured around the resident; enhancing your customer experience with how we work alongside you; improving the service we offer on site.

When registering an account on the Pharos portal, you will be able to receive some of the following benefits, improving the existing services.

Pharos benefits

- **Parcel Management**: Parcels will be scanned and allocated a number. You will instantly receive an email confirmation with your parcels unique ID, confirming it is ready for collection. Your email is then presented to the concierge upon collection. The concierge will no longer have to walk the development delivering parcel slips and circulating reminders.

- **Key Management**: You will be able to give instructions for your keys to be released, and then receive an email confirming when they have been signed out and back again. Key release can be a one off; over a set period; or regular schedule. Photos of the keys and the person coming to collect them can even be added if required.

- **Communication**: There will be the ability to send out targeted communication to the development. Whether this be the form of a letter, reminder, or security alert. It will improve the speed and efficiency in how fast we can communicate with you; especially in emergencies and contribute to improving the general security of the development.

- **Owners Guide**: When you register with Pharos, it will enable you to have access to an electronic copy of the owner’s guide which contains useful information about Repton Park and local area.

These are just a few benefits to the Pharos system. There are many more which will benefit the onsite team and how we manage the development. Once we go live and get used to working with Pharos, we can look to enhance your customer experience even further as further system and service updates are provided.

**WHAT WE NEED THE RESIDENTS TO DO (Compulsory Registration at Repton Park)**

In order to move forward we kindly request all residents “owners and tenants” to register on Pharos as this is now a compulsory requirement. Failure to do so will result in refusal of future keys and parcels being managed by the concierge, along with any other minor services. We plan to reduce wherever possible all paper registration forms for the development once we have approved all registrations.
Pharos Automated Management System & How to Register

1. To access Pharos you can either scan the QR code or
2. click on the following link https://bit.ly/2RtRp9H

Please be assured that the portal is secure and fully compliant with current GDPR legislation.

The information, including email addresses on our database is not visible to any third parties including the portal’s builder, only information shared with FirstPort at a local level (Concierge) will be used.

Registration Deadline 2nd March 2020

Please note that after this date, if you are signed up to the existing key and parcel services at the gatehouse, then this service will be stopped. Even if you do not wish to benefit from our key or parcel service, you are to register to Pharos which will improve security and how we can communicate with residents.

“Let’s all go paperless and tighten the security of the development, and improve how we communicate with you by registering on the Pharos portal”

FirstPort - Your Property Online

Whilst on the subject of online services, First Port offer our customers an online experience where they can access development specific information with 24/7 access to your customer account. You can make service charge payments online depending on your user rights, receive alerts and updates. This is called ‘Your Property Online’ which many residents are already registered too. If you have not registered to YPO we encourage everyone to visit www.firstport.co.uk and do so.

Thank you for your time and attention to the above. I hope you enjoy the experience of both these platforms once registered; improving communication between us and customers.

Yours sincerely

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