7 April 2020

Dear Residents,

**Updated Service at Repton Park – Pharos Automated Management System General Reminder & Thank You**

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

I am writing following my previous communication about Pharos, a new automated system we have introduced to the development. This system will help to improve security and your customer experience around certain services; with the objective of moving away from dated ‘paper’ management processes at the gatehouse.

I would like to thank the residents who have already registered to Pharos and benefiting from the platform. Although we have had a vast uptake from residents, there are still some people are who yet to register. Because of this, we want to encourage **everyone** to register. It has become even more important due to the Coronavirus as it will help us stay in contact with you. I have also been sharing various information throughout the week covering all kinds of material. Some relevant to children and things you can do whilst on lockdown.

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

- **Parcel Management**: Parcels will 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.

- **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 or when there is a security alert.

- **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; with the system having the capabilities to evolve with the team and services.

Due to the coronavirus, we are currently not offering parcel and or key management services, however please do not let this put you off from registering. The brighter days will return and these services will be reinstated.

**WHAT WE NEED YOU TO DO IF YOU HAVE NOT REGISTERED**

In order to move forward we kindly request all residents “owners and tenants” to register on Pharos. Failure to do so will result in refusal of future keys and parcels being managed by the concierge, along with any other minor services. You will also miss out on development updates which are regularly circulated.
If you are a tenant and renting on Repton Park

If you are renting a property on the development, please complete the registration process. If you could then follow this up with an email to myself. In this email please include the following information.

1. The address of where you are renting.
2. Proof of ID. So a copy of your driving licence or passport.
3. Landlord or letting agent and their contact details.

Upon receipt of this information, I will then approve your registration. At the moment I have had some tenants register however they have not followed up and provided any supporting documentation. This means registrations are currently pending approval on the system. I will be rejecting these and encourage all tenants to register via the correct process.

Tips when registering

1. You only need to register one account as you can add your family and their details during the registration process. The only time there should be duplicate account is if the landlord and tenant both registers on Pharos.

2. Please ensure you enter the correct information, confirming whether you are an ‘Owner’ or ‘Tenant’. Please do not select any other options. We will cross reference this information and your application will be rejected if the information is not correct.

3. Please double check the email addresses and contact numbers you are entering during the registration process are correct. Again, we have already come across many registrations which contain incorrect email addresses as they cannot be validated.

4. Once registered, please check your JUNK items, or SPAM folder to make sure any Pharos Communication has not been sent into either of these folders on your email.

5. If you are having trouble locating your address during the registration process, then please email me directly and I will liaise with Pharos on your behalf to have this sorted.

How to Register

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

Please be assured that the portal is secure and fully compliant with current GDPR legislation. **PLEASE MAKE EVERY EFFORT TO REGISTER**

The only exception to this process, is if you do not have email. If this is the case, then please make the gatehouse aware and we will make alternative arrangements for you.
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 which is so important during these times.

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

Thank you & Polite Reminder

I would like to thank everyone who has been making an effort with social distancing. I fully appreciate the challenges that we are all faced with due to the coronavirus, but let’s do our best to remain positive. Repton Park is a beautiful development and I can not think of a better place to be when on lockdown and having your movements restricted.

When enjoying your daily exercise of the development, I urge residents to really stop, look and listen to everything that is around you. The birds are signing and spring has very much sprung with bulbs and flowers in bloom! If you are lucky enough you may even hear our resident woodpecker, see a bird of prey, or even a deer. They are all out there!

With the Easter Bank Holiday fast approaching I must remind residents to take the government guidelines seriously. This means you can walk your dog (please keep it on a lead at all times and under your full control), go for a daily walk/cycle/run as part of your exercise routine or leave the development to go and get supplies.

Residents should not be using this lockdown to be entertaining guests, having family and friends over or meeting in big groups on the park. The only exception to this is if you have a carer or expecting food deliveries. Residents really need to minimise social activity amongst people outside of your immediate household.

Our aim as a community must be to work together and reduce the risk of the coronavirus from spreading. The last thing anyone needs is for a serious outbreak on the park, so I respectfully urge everyone to take the government guidance seriously. I know it is hard with the weather starting to improve, but the restrictions are in place to save peoples lives – please remember that!

Repton Rainbows Campaign

I would like to thank residents for getting behind our Repton Rainbows Campaign. I have started to see quite a few rainbows being displayed in windows. Not only does this generate a positive feeling throughout the park, it shows unity and people coming together. It also creates a lot of smiles, so thank you. I have been very impressed by some of the children’s drawings and thank you for taking the time to send me copies.

Assuring your best interests at all times.

Yours sincerely

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