

# 01 *How we care for your home*

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***There are few things as important as the place you call home.***

*We're proud to care for your home and your neighbours' homes, and so we wanted to share with you what we do as your property manager. This is why we've created 'Property Management Explained' – a series of videos and fact sheets to help you understand how we look after the communal areas you share with your neighbours. From what your service charge pays for, and the importance of a healthy reserve fund to how we manage improvements and repairs.*

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In our first topic in Property Management Explained, we want to tell you about how we care for your home:

## **WE'RE FIRSTPORT, YOUR PROPERTY MANAGEMENT COMPANY**

Our job is to keep the areas you share with your neighbours safe, clean and comfortable and in great condition, which helps to protect the value of your property too.

We've been doing this for more than 40 years and our property management teams, whether visiting or based at your development, are here to go the extra mile to make sure you and your neighbours can sit back, relax and enjoy your homes.

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## **WE TAKE THE CHORES OFF YOUR HANDS**

We make sure your communal areas are looked after and kept clean and tidy. From replacing light bulbs in the corridors to making sure the gardens are planted and watered, we handle all of the day-to-day maintenance around your property.

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## **WE TAKE CARE OF THE BIGGER TASKS TOO**

We handle the everyday jobs, but we also make sure the big repairs get sorted too. If the lifts need refurbishing or replacing, a storm has damaged the roof, or the building needs a fresh coat of paint, we'll get it sorted. That means you don't need to worry about finding the best person for the job, getting multiple quotes, or figuring out how to split the bill with your neighbours. We organise it all for you.

## WE'RE YOUR EVERYDAY HEROES

We look to solve problems before they cause you any trouble. We're here whenever you need us. Our property managers are always on the lookout for things that need improving when they're at your development – they want to try and spot things that need fixing before you even notice them. But if something's not quite right, just let us know and we'll be around to sort it as soon as we can.

## WE'VE GOT A NETWORK OF APPROVED EXPERTS TO HELP YOU

Usually, bigger jobs need specialists to carry them out. So, we've brought together a network of experts, each approved by us with the right credentials to do the job safely and professionally. So, if a tree is threatening the building's foundations or there's a technical problem with the lift, one of our property or development managers will get the ball rolling, and make sure the right specialist for the job is there to fix it.

## WE'RE HERE FOR YOU, ANY TIME, DAY OR NIGHT

We're always here to help. If your water gets cut off, the car park gates aren't budging, or lightning strikes your building (it's rare but it has happened!), we'll be there as soon as we can. Whatever the emergency, you can reach our team 24/7.

## IF THERE'S AN EMERGENCY, WE'LL DO ALL WE CAN TO HELP YOU

If something goes wrong, we do everything we can to get the problem sorted, and to keep you comfortable while we're sorting it. When the basement car park of a block of flats was flooded recently, we arranged for specialist pumps to be brought in to clear the basement the same day, found an alternative car park for residents, and gave out bottled water so people could still make a cup of tea until we could get the water back on.

## WE BRING PEOPLE TOGETHER

We don't just look after the bricks and mortar; our on-site teams help to build communities too. You can get involved as much or as little as you like. This might just mean our property or development manager will encourage you and your neighbours participating in the decisions that need to be made about your home, like which colour we should paint the walls in the hallway. And where we have on-site teams, they might organise activities like fish & chip supper on a Friday or a garden party in the summer for you to enjoy being part of your community.

## WE'RE ALL PROPERTY MANAGERS

Our property managers may be the ones on the ground, but they are supported by specialist support teams, including Health and Safety, Accounting, Surveying, Human Resources and in-house legal

expertise. Whether they're taking your calls at head office or looking after our IT, everyone at FirstPort is a property manager – no matter what team they're in our priority is looking after your home.

## WE'RE COMMITTED TO PUTTING YOUR SAFETY FIRST

The health and safety of our customers is our number one priority. We're the first property management business in the UK to receive a five-star rating from the British Safety Council. We've now achieved this for four consecutive years, as well as the prestigious Sword of Honour, recognising us as one of only 84 companies globally who has reached the pinnacle of health, safety and environmental management.

*We're always looking for ways to make things better for you so do get in touch with us. If you have any suggestions or if you need our help, please visit [firstport.co.uk](http://firstport.co.uk).*

*If you live in one of our Retirement Properties, please call **0333 321 4041**.*

*For all other properties, call **0333 321 4080**.*

*Lookout for future 'Property Management Explained' topics coming soon.*

