



MY HOME CUSTOMER USER GUIDE

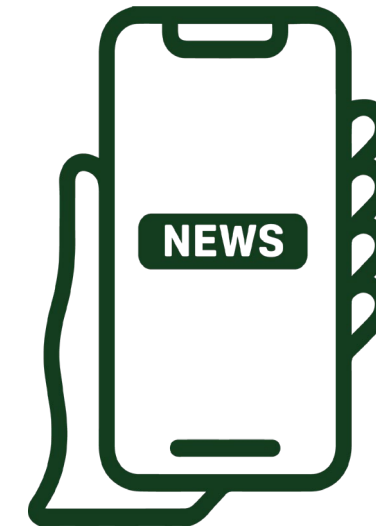
WHAT IS MY HOME?

My Home is your online portal for managing your property, account and communications in one place

- Unit owners have full access and can assign different permission levels to their contacts
- Occupiers have limited access but can be granted additional permissions by the unit owner



Manage your account



Stay updated



Report and track repairs



View your bills and make payments



Access all your documents



Get customer support

GETTING STARTED

Sign up at
[www.firstport.co.uk/
my-home](http://www.firstport.co.uk/my-home) or scan the
QR code below



Last name

If you are an existing unit owner, this field must match the last name on your account

Email address

If you are an existing unit owner, this field must match the email address on your account

Postcode

If you are an existing unit owner, this field must match the postcode of the property on your account

Welcome to **My Home**

Register your account

First name*

Enter your first name

Last name*

Enter your surname

Email address*

Enter your email address

Confirm email address*

Re-enter your email address

Phone number*

Enter your phone number

Postcode of unit address*

Enter your postcode

Password*

Create a strong password

Confirm password*

Re-enter your password

☐ By registering you are agreeing to our [Privacy Policy](#) and [My Home Terms and Conditions](#)

Register

Need help?
[Visit our help centre](#)

Upon registration, select whether you are the unit owner or an occupier to ensure the correct access is assigned to your account

Do you own the unit you are logging in for?

No Yes

Create an occupier account?

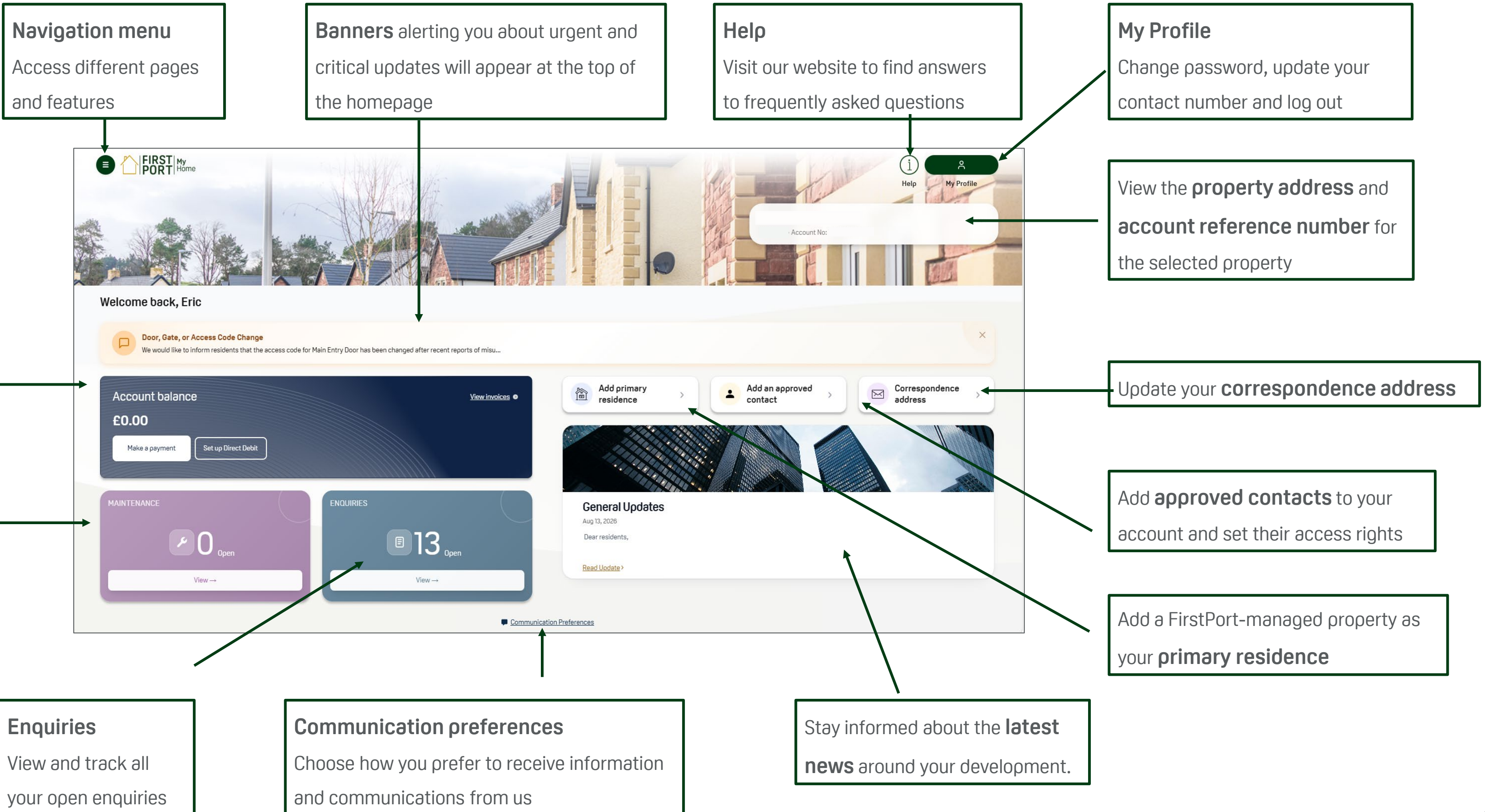
You'll have limited access to fire and safety information.

For full access, contact the unit owner.

No Yes

If you experience any issues during the registration process, additional instructions will be displayed to help you resolve them. If you still need assistance, please [contact us](#)

Homepage Overview



MY PROFILE

MANAGE YOUR ACCOUNT SETTINGS AND CONTACT DETAILS

 
Back

My Profile

Full name *

Login *

Update other information

 [Change phone number](#)

Change your password

Reset your password

Current password *

New password *

Confirm new password *

Update password

Contact details

Update your phone number

MANAGE COMMUNICATION PREFERENCES

CHOOSE HOW YOU PREFER TO RECEIVE INFORMATION AND COMMUNICATIONS FROM US

Go paperless

Choose e-billing to get notified as soon as your bill or documents are available in My Home.

News & Updates

Receive notifications when a new article or update has been published in My Home

← Cancel

Critical and urgent alerts

We will email you about important issues, emergencies, or service disruptions that may affect your development.

These are essential notifications and cannot be switched off. Please keep your email address up to date to ensure you receive them.

☒ Email

Why go paperless?

- Instant notification when your bill is ready
- Keep documents together and safe online

Would you like to receive paperless communication?

☒ Yes, I'll opt in

☐ No, I'll continue receiving paper communication

Development News & Updates

Would you like to be alerted when there is new information about your development on My Home?

☒ Email

Marketing updates

If you'd like to receive marketing updates from FirstPort and sister companies, please select all your preferred methods of communication:

☒ Email

Critical updates

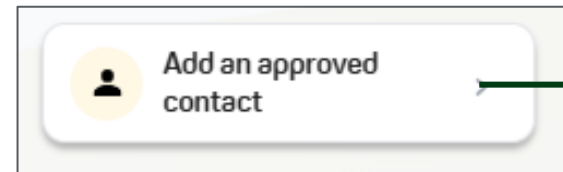
We will email you about important issues that may affect your development

Marketing updates

Receive marketing updates and offers from FirstPort and selected partners.

MANAGE APPROVED CONTACTS

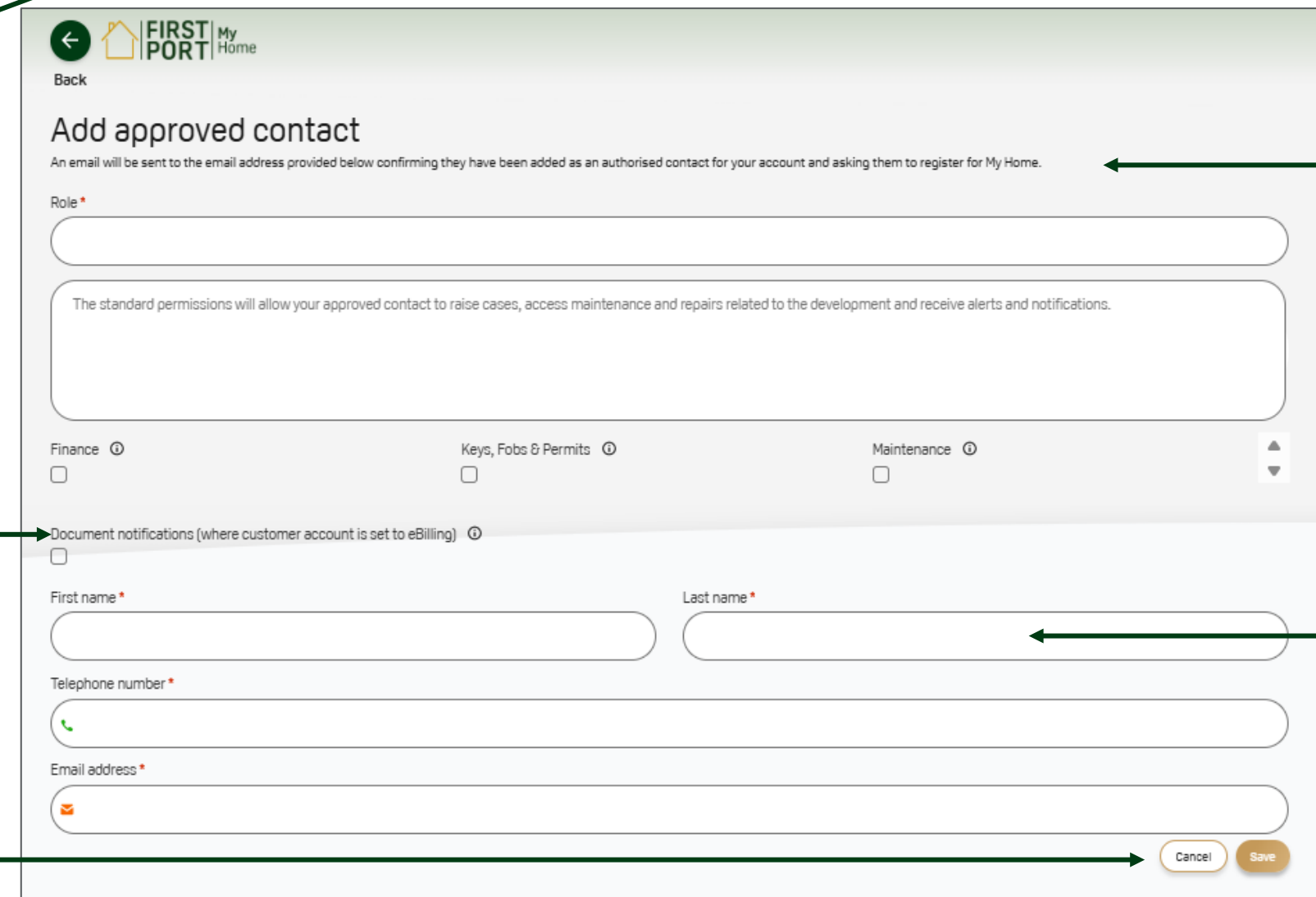
GIVE SOMEONE FULL OR PARTIAL ACCESS TO YOUR ACCOUNT



Add an approved contact
Access this option from the homepage

Access permissions
Select the categories your approved contact has access to

+ Add an approved contact							
Contact	Role	Valid from	Valid to	Finance	Keys, Fobs & Permits	Maintenance	Document notific
	Power of Attorney	04/08/2025		☒	☒	☒	☒
	Power of Attorney	06/08/2025		☒	☒	☒	☒



Back

Add approved contact

An email will be sent to the email address provided below confirming they have been added as an authorised contact for your account and asking them to register for My Home.

Role *

The standard permissions will allow your approved contact to raise cases, access maintenance and repairs related to the development and receive alerts and notifications.

Finance ☐ Keys, Fobs & Permits ☐ Maintenance ☐

Document notifications (where customer account is set to eBilling) ☐

First name * Last name *

Telephone number *

Email address *

Cancel Save

Select a role
Choose an option from the dropdown menu

Notifications
Choose whether your approved contact receives email notifications when key documents become available

Enter contact information for your approved contact

Once you have completed the form, **save** your changes to send an invitation to your approved contact

MY FINANCES

MANAGE YOUR ACCOUNT BALANCE, PAYMENTS AND INVOICES

Account balance

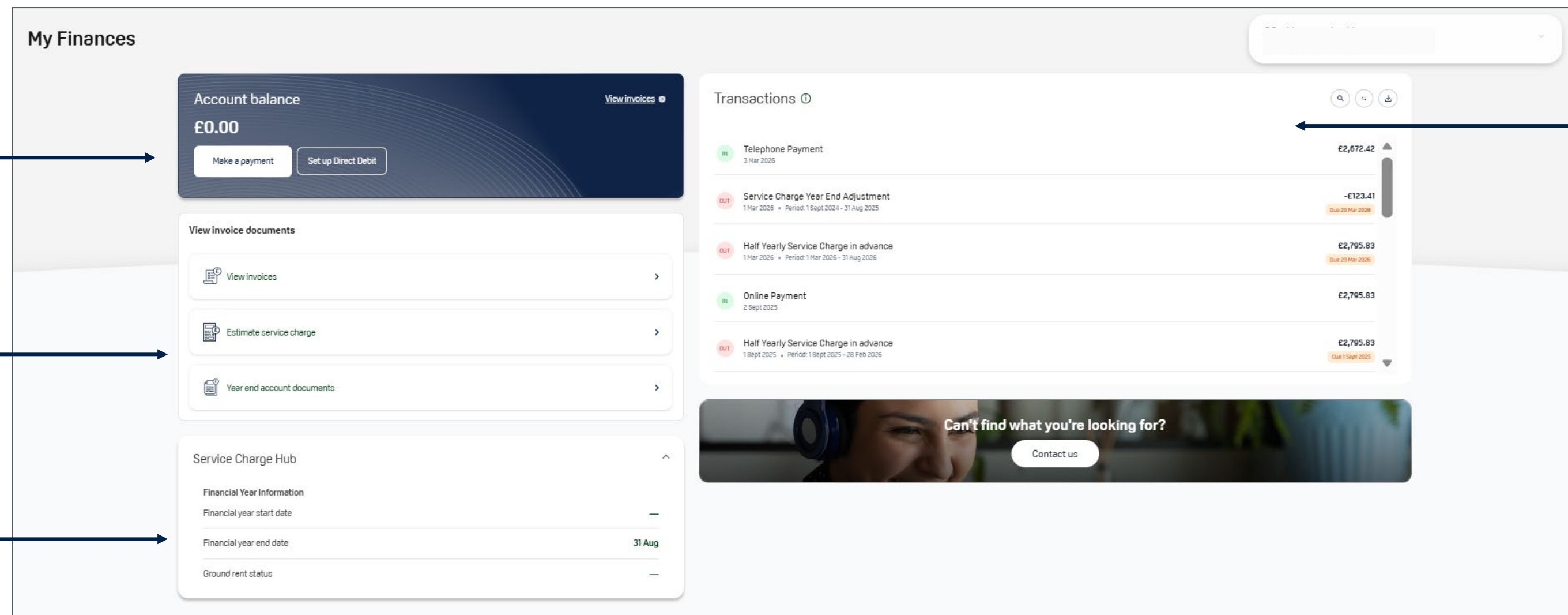
Check your current balance, make a payment or set up a Direct Debit

Financial documents

Access your invoices and other important documents

Service Charge hub

View important information about your service charges and account



The screenshot shows the 'My Finances' dashboard. On the left, there are three callout boxes with arrows pointing to specific sections: 'Account balance' points to the top card, 'Financial documents' points to the 'View invoice documents' section, and 'Service Charge hub' points to the 'Service Charge Hub' section. On the right, there is a 'Transactions' section with a list of recent transactions. An arrow points from a callout box on the far right to the 'Transactions' section.

My Finances

Account balance [View invoices](#)

£0.00

[Make a payment](#) [Set up Direct Debit](#)

View invoice documents

- [View invoices](#)
- [Estimate service charge](#)
- [Year end account documents](#)

Service Charge Hub

Financial Year Information	
Financial year start date	—
Financial year end date	31 Aug
Ground rent status	—

Transactions

IN	Telephone Payment	3 Mar 2025	£2,672.42
OUT	Service Charge Year End Adjustment	1 Mar 2025 • Period: 1 Sept 2024 - 31 Aug 2025	-£123.41
OUT	Half Yearly Service Charge in advance	1 Mar 2025 • Period: 1 Mar 2025 - 31 Aug 2025	£2,795.83
IN	Online Payment	2 Sept 2025	£2,795.83
OUT	Half Yearly Service Charge in advance	1 Sept 2025 • Period: 1 Sept 2025 - 28 Feb 2026	£2,795.83

Can't find what you're looking for? [Contact us](#)

Transactions

View, search and export a list of your recent transactions

SET UP A DIRECT DEBIT

Set up Direct Debit

Set up a direct debit

Access this option from the homepage or the My Finances section.

Enter your **bank
account details**

[← Back](#)

Set up a Direct Debit

Account Reference

Address

Direct Debit details

Please select how you would like us to collect your Service Charges

Preferred Direct Debit Collection Date

Please confirm you are the account holder

Please confirm you are the only signatory required to authorise this Direct Debit

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit FirstPort Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request FirstPort Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by FirstPort Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when FirstPort Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Thank you for choosing to pay your charges by Direct Debit.

Depending on the terms of your lease, you may be able to spread your Service Charge payments across your property's financial year if you pay by Direct Debit. The options available for your property can be selected from the drop-down box on the left.

If you pay your Ground Rent to FirstPort, this will be collected by Direct Debit separately to your Service Charge. You will receive an invoice when this is due.

If you receive an invoice for any other charge, we'll write to you separately to let you know how it will be collected.

If you experience any issues setting up the Direct Debit, please contact us on the enquiries page. Alternatively, you can email accountsreceivable@firstport.co.uk or call us on 0333 321 4080.

 **DIRECT
DEBIT**

[Next](#)

Direct Debit frequency

Options will be displayed based on the terms of your lease or transfer document

[← Back to Direct Debit Details](#)

Set up a Direct Debit

Account Reference

Address

Bank account details

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

The Direct Debit Guarantee

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- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

 **DIRECT
DEBIT**

[Next](#)

Click **Next** and a check will be completed on the bank account details. You'll then be presented with a review screen to confirm your details before being notified that the Direct Debit setup has been successful

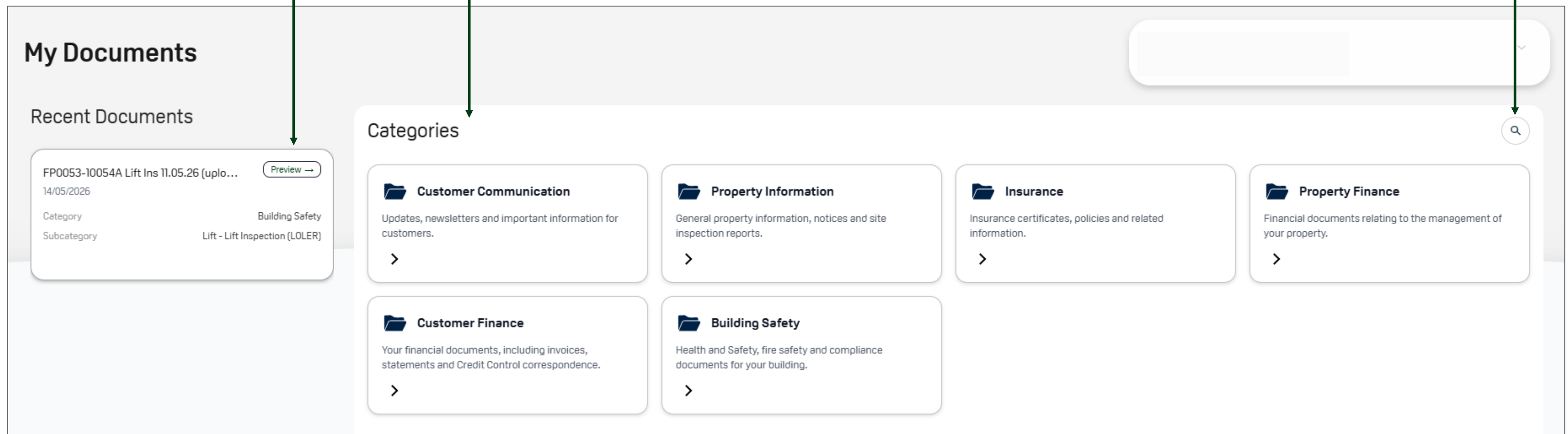
MY DOCUMENTS

VIEW AND DOWNLOAD YOUR DOCUMENTS

Access your recently uploaded documents and preview them before opening

Documents are organised into **categories** for easier navigation

Search for specific documents using keywords



The screenshot displays the 'My Documents' interface. On the left, a sidebar titled 'My Documents' contains a 'Recent Documents' section. A callout box points to a document entry: 'FP0053-10054A Lift Ins 11.05.26 (uplo...)' dated '14/05/2026', with a 'Preview' button and category details 'Building Safety' and 'Lift - Lift Inspection (LOLER)'. The main area features a 'Categories' section with six document category cards: 'Customer Communication', 'Property Information', 'Insurance', 'Property Finance', 'Customer Finance', and 'Building Safety'. Each card includes a brief description and a right-pointing arrow. A search bar is located at the top right of the main area, with a callout box pointing to its search icon.

My Documents

Recent Documents

FP0053-10054A Lift Ins 11.05.26 (uplo...)
14/05/2026
Category: Building Safety
Subcategory: Lift - Lift Inspection (LOLER)
Preview →

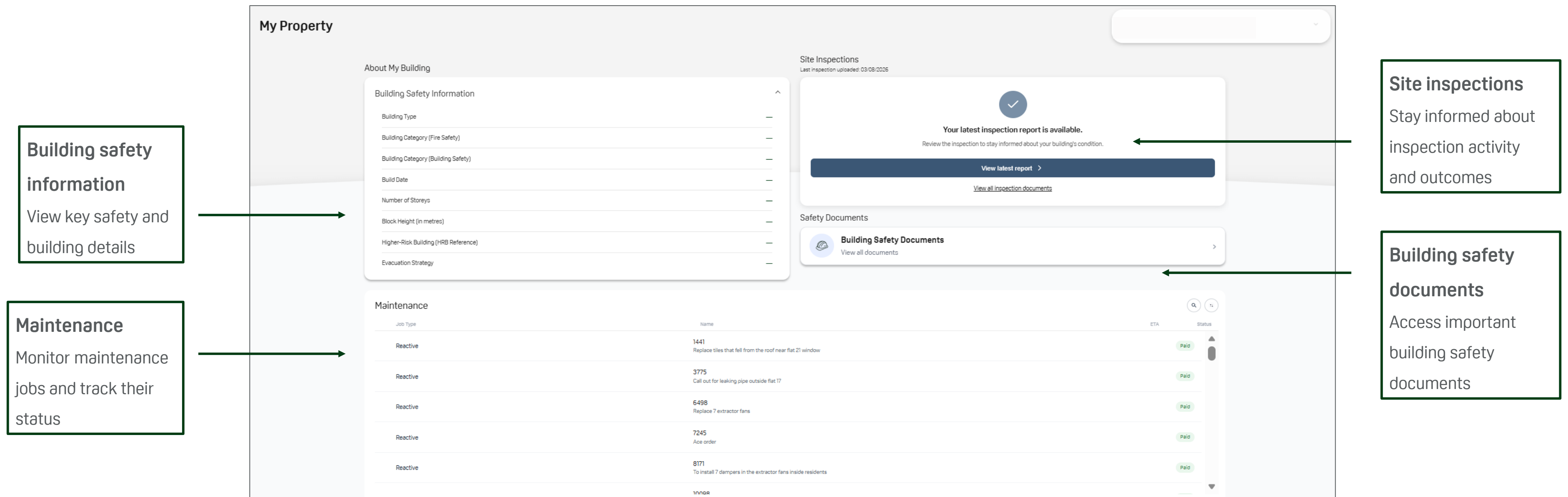
Categories

- Customer Communication**
Updates, newsletters and important information for customers.
>
- Property Information**
General property information, notices and site inspection reports.
>
- Insurance**
Insurance certificates, policies and related information.
>
- Property Finance**
Financial documents relating to the management of your property.
>
- Customer Finance**
Your financial documents, including invoices, statements and Credit Control correspondence.
>
- Building Safety**
Health and Safety, fire safety and compliance documents for your building.
>

Search

MY PROPERTY

ACCESS BUILDING INFORMATION, SAFETY DOCUMENTS, INSPECTIONS, AND MAINTENANCE UPDATES



MY ENQUIRIES

CONTACT US FOR SUPPORT AND UPDATE CASES

My Enquiries

You have a new update on an enquiry.
View your enquiries below to see the latest updates.

Enquiries

Quick filters: **Open** All

Reason for enquiry	Subject	Number	Date	Status
Keys, Fobs & Permits	Keys, Fobs & Permits - Key, fob or permit query	SR00004159	11/08/2026	In Progress
Customer Portal/My Account	Customer Portal/My Account - Updating contact details	SR00004158	11/08/2026	In Progress

+ Raise a new enquiry

Enquiry updates

Receive updates on your open enquiries

Raise a new enquiry

Submit enquiries online and track their progress. Your enquiry will be routed to the appropriate team for a quicker response

Quick filters

Filter the enquiry list by selecting Open Enquiries or All Enquiries to quickly find and track their status

Reason for enquiry

Select an option from the dropdown menu

Attachments

Include any supporting images or documents

Provide details for our customer service team

If you already have an enquiry number, please respond to the existing email instead of raising a new enquiry. This will help us provide a quicker response by ensuring your enquiry is not duplicated.

Reason for enquiry *

Subject *

Description *

Please provide as much information as possible, including any relevant dates, reference numbers, locations, and supporting details, to help us investigate and respond to your enquiry as quickly as possible.

Attachments

Drop files here
or use the "Upload" button

Upload

Close Submit

Description

Describe your enquiry in as much detail as possible

Once you have completed the form, **save** your enquiry to submit it to the relevant team

MY NEWS

ACCESS THE LATEST NEWS AND UPDATES ABOUT YOUR DEVELOPMENT

My News

Development news and updates



General Updates

Jul 31, 2025

We are sharing general information regarding the development, including [POLICY UPDATE/FACILITY CHANGE/REMINDER]. This relates to [AREA/SERVICE], effective from [DATE]. Further details can be requested via [CONTACT].

[Read Update >](#)

Stay informed about important announcements, community information, and changes relevant to your development.

To receive notifications when new articles are published, enable alerts in the Communication Preferences section of the homepage



firstport.co.uk