FIRST PORT

Dear resident,

We wanted to write to you with an update about how the UK Government's latest guidance impacts our management strategy for your development, and what that means for you and your neighbours.

As you know, we've been adapting our management strategies for the developments in our care by actively following the Government advice. This recent update confirmed that those who can't work from home should be encouraged to return.

This means that, where possible, we are reintroducing site visits by Property Managers. Although at the present time this will be restricted to **external** site inspections only.

We will continue to manage your development with your safety and our staff's safety as our priority. Our approach continues to follow our Four Pillars of property management:

1.   Strong Health & Safety
We're continuing to work 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.

Where appropriate, we are providing our staff with PPE to ensure they can carry out their duties safely. Our staff are also encouraged to avoid using public transport to travel to developments, wherever possible.

Our site cleaners will continue to concentrate on high touch areas such as door handles, lift call buttons, and stair rails.

We are reminding everyone that it's vital we continue to maintain the two-metre social distancing rule and follow good hygiene practices.

At this time, we will be keeping communal leisure facilities closed. We will monitor Government guidance and let you know when it will be possible to safely reopen these facilities.

2.   High Site Standards
While there may have been some temporary disruption to services during the lockdown period, we have been working to preserve site standards as far as possible within the current constraints. External site inspections from visiting Property Managers will also now start again, in line with social distancing requirements.

Service contracts remain in place for all essential building maintenance. We are making sure that service is consistent and that our contractors are following Government guidelines.

You may have seen works continuing on your site, where it's still possible within the current social distancing guidance. Where these can't continue as normal, we're planning ahead to catch up with delayed works once restrictions are lifted further.

3.   Great Customer Communications
We are continuing to monitor the latest Government guidance closely and will let you know about any new updates that impact how we are managing your property. You can find our latest updates on www.firstport.co.uk/coronavirus.

Your Property Manager will also be posting regular updates on Your Property Online (YPO). If you haven't already signed up to YPO, you can do this by visiting: https://myaccount.firstport.co.uk/

4.   Healthy Development Finances
Even during this period, your development's service charges are still as important as ever for you and your neighbours, so that we can continue to care for your property.

The service charges cover your buildings insurance, maintenance, repairs, upkeep of all communal areas of facilities, gardening, any site staff, and contributions towards your building's reserve fund. While some planned activities may have been delayed or disrupted during this time, any under- or overspend will be addressed in your end of year accounts.

We understand that the current situation has presented challenges for many people across the country. If you're worried that 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 or you can call 0333 321 4080.

We hope that you, your family, friends and neighbours are staying safe and well.

Kind regards,

Richard Thwaites
Operations Director, FirstPort