

# FIRSTPORT

RESIDENTIAL PROPERTY MANAGEMENT



**LONDON**  
RESIDENTIAL  
REAL ESTATE

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# MEET THE TEAM



**Victoria Peake**  
Operations Director

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Victoria has extensive experience in the London real estate market, with a keen interest in new build and regeneration projects, as well as preserving the Capital's historical mansion block stock. Through her 20+ years of experience, she oversees a dedicated London team to provide a tailored service to meet Resident Directors' requirements.



**Leanne Barker**  
Head of Operations

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Leanne began her career in property management 20 years ago. Her team specialises in managing both purpose-built period mansion blocks and conversions in London, ensuring the utmost care and attention to preserve their beautiful history while meeting the needs of today's residents. For most of her career, she has been based in Kensington where she has gained extensive experience in every aspect of the property management business.





# ABOUT US

With over 40 years' experience, The FirstPort Group is the trusted residential property services business in the UK, offering a blend of national expertise coupled with a deep understanding of the intricacies of the London real estate market.

We care for all kinds of homes throughout London, from city centre apartments and period mansion blocks to historic grade listed buildings and converted properties.

With a professional and personal approach, our extensive experience means we can provide clients with a full complement of expert residential property services. We deliver management solutions that are tailored to meet the unique requirements of each client and make sure customers feel safe and happy in their homes.

## 1,700

resident managed developments across the UK

## 40+

years' experience

## 5 STAR

rating from the British Safety Council in every audit since 2016

## ACCREDITED

member of the Association of Retirement Housing Managers (ARHM)



# YOUR DEDICATED TEAM

We provide management services that are tailored to meet your needs, delivering total peace of mind.

Our team consists of leading industry professionals who have an eye for detail, are passionate about what they do, and go the extra mile to deliver for our clients and customers. They are supported by a wealth of specialist in-house expertise that is truly unique in the market.

## Property Manager

Your Property Manager is your single point of contact and acts as the central hub for all your needs. Qualified with at least 2 years' experience, they will:

- Regularly meet with the Board of Directors, build strong relationships with clients and residents, and offer expert advice and support.
- Conduct detailed monthly site inspections, providing a summary report and required actions.
- Promptly respond to and manage repairs and maintenance works, collaborating with a range of experienced contractors.
- Ensure regular, informative customer communication using your preferred communication channel, supported with 24-hour access via our online customer portal, My Home.
- Recruit and manage on-site staff, ensuring compliance and up-to-date training.

## Service Charge Accountant

Your Service Charge Accountant will liaise directly with the Board of Resident Directors to ensure that service charge estimates and final accounts are accurate, transparent and issued on-time. They will prepare financial reporting, advise on service charge and accounts matters and are also available to visit the property by appointment.

Our Property Service Specialists undergo extensive in-house training to develop them into our future Property Managers. This team are the primary contact for day-to-day leaseholder enquiries and support your Property Manager through excellent communication and fast response times.





# FIVE-STAR HEALTH AND SAFETY

The FirstPort Group works alongside Resident Directors to uphold essential health and safety standards across every development, promoting a safe and compliant environment for all residents.

With an experienced team of specialists in Health and Safety, Fire Safety, and Building Safety, we manage developments in accordance with best practices, ensuring alignment with the latest legislation and regulatory requirements, including those under the Building Safety Act.

Our dedicated safety teams arrange risk assessments and support the operational teams in addressing urgent building and fire safety issues. They also provide an audit function to oversee compliance actions and ensure certification is in place.

As the appointed managing agent, The FirstPort Group cares for over 500 high-risk buildings (HRBs) across the UK, and we serve as the Principal Accountable Person (PAP) for 131 of these developments.

In partnership with Innovus Building Safety, we are also preparing comprehensive building safety cases and reports for all FirstPort-managed HRBs.

With FirstPort's comprehensive support, Resident Directors can feel confident that their buildings meet rigorous safety standards without the complexities of navigating the safety requirements alone.

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Each development has its own requirements, and our building safety approach must reflect this. Ultimately, at the centre of everything we do is the need to ensure every voice has the opportunity to be heard.

Fleur Bowen  
Health & Safety Director





# EXPERT SUPPORT

To support you as a Resident Director in a challenging and complex environment, we will work with you to provide the following services:

## **Diligent procurement**

We achieve the best value by partnering with a mix of local and national contractors, all of whom are 'SafeContractor' accredited. For instance, we use local contractors for grounds maintenance and minor repairs, and engage national suppliers for fire safety compliance, leveraging our bulk purchasing power to deliver cost savings directly to customers. However, we also recognise that when partnering with us, clients may want to continue using their trusted contractors.

## **Building asset management**

We take a proactive approach to keeping assets in good working order and protecting their long-term value, which involves conducting regular inspections and maintenance at the right time. Our team use cutting-edge compliance software to track surveys, actions, and risk assessments on key assets such as fire alarms, emergency lights, and lifts.

## **Efficient communication**

We pride ourselves on always providing a personal service. Your Property Manager is available to support you and arrange site surgeries to keep residents informed and engaged. Additionally, our online customer portal, My Home, makes it quick and easy for customers to manage their account online, raise a repair, see the latest news on their development and much more.





# ADDITIONAL SERVICES

We go beyond traditional property management, offering an extensive range of support services that ensure every aspect of caring for your development is covered:

- Surveying and technical services
- Insurance services
- Company Secretarial support
- Resident Director training
- Ground rent collections
- Building safety services
- Site staff payroll solutions
- Sales and lettings services
- Capex and life cycle planning
- Financial diagnostics and audit
- Digital solutions for parcel and key management





# WELCOMING YOU ON BOARD

Last year, we were trusted by our clients to bring 18,000 homes under our management. Our dedicated onboarding team ensures a seamless transition for new developments, covering all bases, including:

- Conducting thorough due diligence to fully understand the requirements of the development, including any HR/ TUPE needs.
- Reviewing policies, procedures and plans, such as expenditure plans, to ensure service and business continuity.
- Managing the communication and engagement process for all stakeholders.

## EXCLUSIVE LONDON OFFER

As an exclusive offer for resident managed developments in London, we're providing half-price management fees for the first year (T&Cs apply).

To schedule a free, no-obligation development assessment, call us on **020 3117 2622** or email **[firstport.london@firstport.co.uk](mailto:firstport.london@firstport.co.uk)**







[firstport.co.uk](https://www.firstport.co.uk)

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