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1st February 2021

We are writing to you to introduce you to FirstPort. As you may be aware FirstPort recently acquired Chamonix Estates, meaning that your property services will now be provided by the merged FirstPort and Chamonix companies.

We would like to take this opportunity to introduce ourselves as FirstPort, and to tell you a bit more about what this means for you as a Chamonix customer.

What does this mean for you?

Please be assured that for you this is very much business as usual and your property management and customer services teams and contacts have not changed. We are delighted to be welcoming you as our new customers, as well as our new colleagues from Chamonix, to the FirstPort group.

The teams from Chamonix and FirstPort are now working closely together to carefully integrate day-to-day activity, processes and procedures. Over the coming months, you will start to see the Chamonix Estates brand be replaced by FirstPort on communications you receive from us, but it will still be the same Chamonix teams working for you, along with additional support now available from the wider FirstPort business.

If Chamonix's insurance broker, Brevent, previously placed your buildings insurance this is being transferred over to FirstPort's own broker, FirstPort Insurance Services Limited. Your existing insurance cover remains unchanged. Your next renewal will be transitioned over to FirstPort Insurance Services Limited, where applicable.

If you need any customer service support, please continue to contact your Chamonix team as usual on the same contact details: **T:** 0330 380 0595 **E:** enquiries@chamonixestates.co.uk

We will of course let you know if there are any changes to these contact details in the future, once we have fully integrated Chamonix into FirstPort later this year.



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Who are we?

FirstPort is one of the leading residential property management companies in the UK. With over 40 years of experience, and a nationwide team, we're dedicated to delivering great service for all of our customers and the communities in our care.

We understand how important your home is to you. Our experienced, friendly and professional property management teams are here to look after the communal areas you share with your neighbours so you can make the most of your home environment and community.

To help make sure we can deliver the right service to care for your home, our property managers are also supported by comprehensive in-house expertise, with our specialist teams covering health and safety, surveying, procurement, finance, legal, insurance, major works, HR and compliance. We take our responsibilities as a property manager seriously and hold ourselves to the highest industry standards. We are a member of the Association of Residential Managing Agents (ARMA) and operate in line with their ARMA-Q professional standards. We are also members of the Association of Retirement Housing Managers (ARHM) and Property Managers Association Scotland (PMAS). We hold a Five Star rating from the British Safety Council, a score we've achieved for the last five consecutive years, and we have also been awarded the British Safety Council's prestigious Sword of Honour for excellent health and safety standards. We are also an accredited Safe Agent and are registered with The Property Ombudsman Service.

We're proud to have a Trustpilot rating of 'Great', with 4 out of 5 stars, and have received more than 2,000 positive reviews in the last year. We are constantly striving to improve our customers' experience and to make sure we always deliver the very best service. And if things ever don't go right, we work hard to fix it as quickly as possible and to make sure our teams learn from the feedback we receive.

We are also investing in the technology we use to manage the homes in our care, and to make sure it's as easy as possible for you whenever you do need to contact us – from checking your property manager's last update, to seeing when they're next visiting, through to letting us know about a maintenance request, it'll all be quick and easy with our new online account. We're excited about the future benefits this will bring to you when we start to roll this out over 2021 – we'll be back in touch when this is ready for you to sign up.

We are looking forward to continuing and building upon Chamonix's work to deliver a great property management service to you. We hope you'll soon start to feel the added benefits of being a FirstPort customer, while still having the same great Chamonix team working for you. If you do have any questions, please speak to your usual contacts at Chamonix in the first instance.

Yours faithfully



Crawford Scott
Director of Estates
FirstPort Limited