

# Property Management at Hatters Chase



## ABOUT US

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*FirstPort is the UK's leading property management company, caring for our customers' homes across England, Wales and Scotland.*

*We provide property management and maintenance services across the development ensuring Hatters Chase is a place you're proud to call home.*

## MANAGING SHARED SPACES AT HATTERS CHASE

At FirstPort, we've been looking after people's homes for more than 40 years. Our job is to make sure your building and the areas you share with your neighbours are safe, clean and comfortable, and your community is a great place to live.

Our teams are here to go the extra mile so you can sit back, relax and enjoy your home.

We handle all day-to-day maintenance, from replacing light bulbs in the corridors to making sure the gardens are planted and watered.

We also take care of the big repairs. 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.

It means you never have to worry about finding the right supplier or deciding how to split the bill with your neighbours. If you need anything, or something goes wrong, we're your first port of call.

# PROPERTY MANAGEMENT SERVICES PROVIDED BY FIRSTPORT T HATTERS CHASE



Budget



Landscaping  
maintenance



Emergency  
call out



Asset  
management



Maintenance



Health & Safety  
and Compliance



Customer  
service



Online  
portal



Regular  
communication



## CARING FOR HATTERS CHASE

To help keep Hatters Chase in a great condition, every household will pay an annual service charge as their contribution towards the management, maintenance and repairs, along with longer term provisions, provided by FirstPort.

To do this, first, we identify all the jobs we think will need to be carried out during the year to make sure we're able to keep the development safe and well maintained. We'll then calculate the cost of completing all this work, before converting it into a service charge budget.

We're always transparent about what we spend. We send an itemised set of accounts for the annual spend so you can see exactly what's been done and how much it all cost.

### What do I have to do?

Payments are to be made in line with your lease or transfer document. We send out requests one month before the due date of the payment.

There are several ways to pay, including:

- » Direct Debit/Standing Order
- » Debit or credit card
- » Bank transfer
- » Cheque

### How much does it come to?

Every household at Hatters Chase will be sent a service charge request by FirstPort that details your contribution.

Please remember, this is a mandatory cost and it may change from year to year as management plans are revised and contracts for services are re-tendered to ensure that you are getting the best value for money.

Any over payments will be credited to individual households at the end of the year.

The approximate cost per household is **£296.07\*** including the annual service charge and administration fees. Costs are indicative and subject to annual review.

\*The actual figure may be subject to change when the Service Charge invoices are issued for payment.

