



# FIRSTPORT

RESIDENTIAL PROPERTY MANAGEMENT

# Listening and delivering improvements

- **Committed to improving our business** and supporting successful reform in the residential market.
- Deliver widespread constituency briefings and conversations, **informing about our transformation programme**.
- **Commitment on change** in three key areas

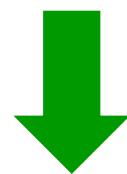
Communication with residents

Standards & quality of service

Finances and service charge transparency

# Progress delivered since our last meeting

34%



Reduction in overall complaints year on year

38%



Faster in resolving customer queries first time

27%



Faster total resolution time for customer queries & complaints

## How have we delivered these results?

- **Localising customer service centres.** As of April 2025, our property specialist teams are in the UK and are based regionally to support local managers and foster a closer relationship with residents.
- **Listening to our customers.** We have introduced a number of ways to capture customer feedback. Our Customer satisfaction has increased by 30% since Feb 2025.
- **Driving digital engagement through our customer portal.** Nearly 75% of our customers, including owners, tenants and family members, are actively using our portal, with a third of all repair queries now logged digitally.

# Improving the quality of service

- **Rooting-out inconsistency** through scrutiny of performance across regions and local teams.
- **Investing in training** – enrolling all staff on the 12-week TPI level 2 qualification.

30%



Improvement in customer satisfaction scores from Feb 25

18%



Increase in monthly site inspections

20%



Reduction in complaints relating to poor site standards

1,050

*67% of operational colleagues*

TPI Level 2 Qualified operational staff



Quarterly Service Update:  
Quarter 2 2025



Quarterly Service Update:  
Quarter 3 2025

# Transparent service charges

- We deliver **clearer communication and transparency** over where costs fall, how they are allocated and how they demonstrate value for money.
- **Comprehensive review of how we share information with residents**, including estimates, invoices and year-end accounts. We are trialling a new style estimate pack by the end of 2025.
- **Introducing new explainer documents** on information we share with residents.
- **Launch of a new service charge module** for customers on My Home in 2026 - 75% of customers are now online to benefit from this.

## TPI Service Charge Index - % increases 2019 - 2024

