

Customer Ref: [REDACTED]

08 June 2023

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



[REDACTED]

Please ignore this letter if you have recently sold your property

Dear customer,

Customer account number: [REDACTED]

Property address: [REDACTED]

We are getting in touch today with a further update following the acquisition of DJC Property Management by FirstPort in November 2022.

Although for you it has been very much business as usual, we have been working hard on transitioning DJC Property Management customers into FirstPort. As part of the rebrand to FirstPort, you now have a new customer account number, which can be found at the top of this letter. Please have this reference to hand when you contact us in future, as it will make the process easier and quicker for you.

Your service charges

We are now able to offer you a wide variety of payment methods:

Standing Orders	If you are currently paying by standing order, we will write to you separately to let you know the options available to you.
Credit/Debit Card	<p>If you would like to pay for your charges online by credit or debit card, please register for our online customer account, My Home. Further information on how to do this is on page two of this letter.</p> <p>Alternatively, you can also make a payment over the phone by calling our 24-hour automated payment number on 0333 321 4080, Option 1. Please have your FirstPort customer account number and card details to hand.</p>
Bank Transfer	<p>If you currently pay by bank transfer, the bank details will change as your payments will now be made directly to your development's dedicated bank account:</p> <p>Sort Code: 20-59-50 Account Number: 13251918 Payee Name: Reference: [REDACTED]</p>

	Please make sure you use your new customer account number for all payments, so they're correctly allocated to your account. If you have multiple properties, please make a separate payment for each property as the above details may differ for each account you hold with us.
Cheque	If you pay by cheque, please send them to Firstport Property Services limited, PO Box 7730, New Milton, BH25 9EP with your remittance advice.

What will happen to DJC Property Management

DJC Property Management will become part of FirstPort. You may continue to notice some DJC branding such as notice boards, signage and uniforms at your development. So we can offer you the best value, these will be updated to show the FirstPort brand as and when they need replacing.

We are excited to welcome you to FirstPort. Please note that as part of the transition to FirstPort, the previous DJC Property Management contact numbers will be diverted to FirstPort customer services.

Register for My Home

We are pleased to let you know that My Home, our online customer account that gives you all the information about your property wherever and whenever you need it, is now ready for you to sign up.

My Home lets you stay up to date with the latest activity on your development, keep a close eye on your account balance, pay for your service charge online and notify us of any maintenance issues. Please visit [**myhome.firstport.co.uk**](https://myhome.firstport.co.uk) to register and find out more.

If you have any questions, please get in touch with our Customer Services team at [**firstport.co.uk/contact-us/customer-services**](https://firstport.co.uk/contact-us/customer-services)

Yours sincerely,

Your FirstPort Team