



HOUSE OF COMMONS
LONDON SW1A 0AA

Martin King
Managing Director, FirstPort
By email

Dear Mr. King,

We are writing to you as a group of constituency MPs with developments managed by FirstPort. We are getting in touch to share our grave concerns about the levels of management fees you are charging, the standards of service you are delivering and the conduct of your company towards our constituents.

We represent constituencies from many different parts of the country. But we have all received similar complaints from our constituents about your company and the services you provide. Our residents tell us that:

- Their service charges have risen very significantly with little or no explanation and that FirstPort has repeatedly failed to respond adequately to requests for summaries and evidence. There have been particular concerns raised about the charges your company is levying for insurance and the lack of transparency around the role your internal insurance brokerage, Knight Square, plays;
- The standards of service they receive from FirstPort have consistently been poor and do not justify the aggressive increases in services charges. We have heard repeated stories of repairs not being adequately carried out and/or FirstPort being slow to act when repairs are required;
- Communications have been poor and there is little consultation before major works are carried out, with residents' wishes are often ignored;
- FirstPort has often been unresponsive to resident's concerns and complaints and escalation to head office has proven ineffective.

We are deeply concerned by what we have heard. We would like you to come to Parliament and meet with us to explain your company's conduct and what you intend to do to address the consistent complaints we receive about you from our constituents. We would also like to use the opportunity to establish a channel so that we as MPs can raise specific cases with FirstPort HQ to get action.

We look forward to hearing from you.

Yours sincerely,

Rachel Blake MP (Cities of London and
Westminster)
James Naish MP (Rushcliffe)

David Pinto-Duschinsky MP (Hendon)
Sarah Russell MP (Congleton)



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Dan Tomlinson MP (Chipping Barnet)
Abtisam Mohamed MP (Sheffield Central)
Danny Beales MP (Uxbridge and South Ruislip)
Jim Dickson MP (Dartford)
Luke Murphy MP (Basingstoke)
Bayo Alaba MP (Southend East and Rochford)
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Callum Anderson MP (Buckingham and
Bletchley)
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Anna Dixon (Shipley)
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Cat Eccles MP (Stourbridge)
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Beccy Cooper MP (Worthing West)
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Uma Kumaran (Stratford and Bow)
Lee Barron MP (Corby and East
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