



**Caroline Voaden**  
Member of Parliament for South Devon  
House of Commons, London SW1A 0AA

Mr Martin King  
FirstPort  
11 Queensway  
New Milton  
Hampshire  
BH25 5NR

11<sup>th</sup> November 2024

Dear Mr King,

We are writing to you as a group of Liberal Democrat MPs, who all have sites managed by FirstPort in their constituency.

We have all received a great deal of communication from constituents who are concerned about the actions of FirstPort, the charges levied and the services provided.

Common complaints about FirstPort include:

- Unreasonably high service charges which increase year-on-year, with limited transparency around the services included and the service providers chosen.
- Poor communication regarding charges and services provided, and a lack of response when issues are raised.
- Contract amendments imposed on residents without discussion.
- A lack of competition in the marketplace due to FirstPort taking over smaller management companies.
- Stonewalling tactics from FirstPort which make it extremely challenging for residents to find a new management company or to take over management themselves.

Many of those living in estates or complexes managed by FirstPort are elderly or vulnerable, and are growing increasingly concerned that they will be unable to meet the ever-increasing charges. As you will know, the Leasehold and Freehold Act regulates estate management and strengthens residents' rights, and we will be pushing the Government to consider further legislation to better support our constituents.

As a group of MPs, we would be grateful if you could meet with us in Westminster to address our constituents' concerns.

We look forward to hearing from your office to arrange such a meeting.

Yours sincerely,

**Caroline Voaden MP**  
Member of Parliament for South Devon



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**Cameron Thomas MP**

Member of Parliament for Tewkesbury

**Charlie Maynard MP**

Member of Parliament for Witney

**Edward Morello MP**

Member of Parliament for West Dorset

**Gideon Amos MP**

Member of Parliament for Taunton and  
Wellington

**Jess Brown-Fuller MP**

Member of Parliament for Chichester

**Luke Taylor MP**

Member of Parliament for Sutton and  
Cheam

**Manuela Perteghella MP**

Member of Parliament for Stratford-on-  
Avon

**Marie Goldman MP**

Member of Parliament for Chelmsford

**Max Wilkinson MP**

Member of Parliament for Cheltenham

**Monica Harding MP**

Member of Parliament for Esher and  
Walton

**Will Forster MP**

Member of Parliament for Woking