



FIRSTPORT AT BARTON PARK

On behalf of the FirstPort team, we are delighted to be appointed by Redrow Homes Thames Valley to manage The Steeples within Barton Park.

ABOUT US

We look after 290,000 homes across the country and are responsible for the communal areas that you share with your neighbours. Our job is to make sure your community's home environment feels safe, clean and comfortable.

Our 40 years' experience of property management 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.

OUR ROLE AT THE STEEPLES & BARTON PARK

At The Steeples we are responsible for managing the external areas you share with your neighbours. We will take responsibility for these spaces in phases, as they are completed by Redrow Homes.

Our role extends to the wider Barton Park estate where we care for play areas, ponds and the linear park, which all of your community can enjoy. We make sure the beautiful landscape and wildlife areas surrounding your home are well looked after.

We care about making Barton Park a great community for you and your neighbours to enjoy for years to come.

We're committed to delivering excellent customer service. There will always be a friendly welcome from our Development Manager, who is based at Barton Park five days a week.

Our team are always on the lookout for things that need improving or fixing before you even notice them. But, if something isn't quite right, just let them know and they'll sort it as soon as they can. They also know your neighbourhood well and can help you make the most of where you live.

HOW WE CARE FOR YOUR HOME AND COMMUNITY

Our Four Pillars of property management are FirstPort's approach to making sure we do a great job looking after the homes and communities in our care.

01

STRONG HEALTH & SAFETY

The health and safety of our customers is our number one priority. We are proud to be the first property management business in the UK to receive a five-star rating from the British Safety Council. We've now achieved this for five consecutive years, as well as the prestigious Sword of Honour, recognising us in 2019 as one of only eighty-four companies globally who has reached the pinnacle of health, safety and environmental management.

02

HIGH SITE STANDARDS

As an accredited member of the Association of Residential Managing Agents (ARMA), we expect high levels of professionalism from our employees and contractors at all times. We make sure that your development is maintained to the highest standards so you can sit back and enjoy your home and community.

03

GREAT CUSTOMER COMMUNICATIONS

We aim to communicate with you in a friendly, open and honest way. We want our customers to feel we are easy to do business with and experience great customer service. We're proud to have received over 2,000 positive reviews on Trustpilot in 2020, recognising our employee's outstanding customer service.

04

HEALTHY ESTATE FINANCES

We take looking after our customers' money very seriously. We always operate to the highest levels of regulation and integrity. We always consult on major expenditure. We always consult on major expenditure and your service charges are kept safe in a dedicated bank account just for your community.

WELCOME TO THE COMMUNITY AT BARTON PARK

Barton Park is an inspiring community offering beautiful green spaces for you to enjoy, from walks and cycle routes, to outdoor play areas. You'll also find a range of amenities at Barton Park, including a primary school, food store and recreation facilities.

We're here to help build the Barton Park community and make sure this is always a great place to live. Our events programme for 2020 and 2021 has unfortunately been impacted by Covid-19 with some plans postponed until restrictions are lifted. Despite recent challenges, this hasn't stopped us and we are still growing a fantastic community. Take a look at some of our past, current and future plans for Barton Park on the next page.

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We have been involved with Barton Park since 2017 and it has been an absolute privilege to look after the new homes and welcome new residents to the community. FirstPort is here to enhance your community and help make The Steeples, Barton Park, the place you love to live.

We are involved in creating an environment that you can enjoy and relax in with friends and family, making the most of the landscape that is so central to life at Barton Park.

On behalf of all the FirstPort team I'd like to extend a very warm welcome to you. We hope you enjoy your new home and life in the Barton Park community.

Steve Loakes

Regional Manager for Barton Park - FirstPort

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PAST & CURRENT EVENTS

MEET AND GREETINGS

Our Barton Park Development Manager is here to welcome new residents to their homes. (Restricted during COVID-19).

2019 WELCOME BBQ

A community BBQ was held in 2019 with all new residents invited. We can't wait to see you all again for future events like this once COVID restrictions allow.

NEWSLETTERS

You'll receive quarterly newsletter updates from our Barton Park team, keeping you up to date with the latest news for your community.

ONLINE ACCOUNT

Our customer account gives you access to important documents, account information and updates from your property management team. You can sign up on firstport.co.uk.

SOCIAL MEDIA

Keep up to date with the latest news and initiatives on the community's Twitter account [@BartonPark_](https://twitter.com/BartonPark_)

RESIDENT FOCUS GROUP

We have a residents' focus group who meet quarterly, or more regularly if needed, to discuss community matters. New members are welcome – speak to your Development Manager to get involved.

BARTON PARK COMMUNITY ENGAGEMENT PARTNERSHIP

We work with this group to help integrate Barton Park's existing and new communities.

SCHOOL

We are currently working with the primary school in Barton Park to create a rockery. The children will be painting rocks and displaying them in key locations around the community – keep an eye for their creative work!

WIDER COMMUNITY

We work with the wider community support and services, such as local councillors and police, to ensure plans for the community are discussed in a collaborative way.

ALLOTMENT ASSOCIATION

We work with the local allotment association to make sure they're involved with the Barton Park community.

FUTURE PLANS

PLANTING

To celebrate new artwork being installed at Barton Park, we are going to hold a community planting event to bring residents together as we continue to improve our beautiful green spaces. A date will be confirmed later this year, subject to COVID-19 restrictions.

EASTER AT BARTON PARK

We may be restricted with Easter egg hunts for children this year, but there will be colouring competitions and fun packs available instead.

COMPETITION

There will be a Sunflower growing competition this year for Barton Park residents - keep an eye out for more information in Spring/Summer 2021.

SPOT THE WILDLIFE

Share your pictures of the wildlife you see in the beautiful Barton Park landscape on social media.

EVENTS

As our community grows, we want to bring you and your neighbours together if COVID restrictions allow. We hope to be able to host community events again this Summer 2021, if possible.

CHARITY

We care about Barton Park and the wider community, and will be setting up an initiative with residents to support the local food bank. Keep an eye out for more information.

CALLING ALL RUNNERS

We know there are some avid runners at Barton Park, so we want to know your personal best time running the 1 mile stretch of the Linear Park! Share your pictures and your running journey on social media.

FESTIVE SEASON

In 2020 we welcomed carol singers from the local church, and we're looking forward to welcoming them back again in Winter 2021 for some more festive fun.

