

# Sherford Management Companies Directory

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**As a relatively new town under development, often more than one organisation looks after parts of Sherford, or the responsibility shifts over time. When a housebuilder is working on a section of land, they are responsible for that area. When finished, it is transferred to a management company – and they become your point of contact.**

Different management companies look after different areas of Sherford. FirstPort is responsible for the completed communal estate areas. These are in the process of being handed over now, and this process will continue over time as Sherford progresses.

Residential areas are split into parcels, each with a dedicated management company of either FirstPort, Gateway or Trinity. These parcel-specific management companies are responsible for the upkeep of the shared spaces within that residential parcel.

All residents get information about their management company when buying their home. Once an area has been handed over to a management company, they will contact you directly to provide all the information you need, including how to register as a customer, communicate with them, and receive your annual statement.

You will be asked to pay certain charges and payments depending on the type of property you have. The three sets of fees are: an estate charge, a parcel specific payment, and a contribution to the Sherford Community Trust. Used for different purposes, they all benefit Sherford and help to make it an outstanding place to live.

## Sherford Estate Management Company

A legal entity of its own, Sherford Estate Management Company is responsible for the communal estate areas. The Directors – including representatives from the Sherford Consortium – have appointed FirstPort as the Managing Agent for the estate and public open spaces.

This agreement means FirstPort acts on behalf of Sherford Estate Management Company to carry out its obligations to oversee, maintain, and insure these areas. They also set, collect and allocate the service charge.



[www.sherford.uk](http://www.sherford.uk)

# Management Companies Map

## Estate: FirstPort

- 0333 321 4021
- [estateshelp@firstport.co.uk](mailto:estateshelp@firstport.co.uk)
- [www.firstport.co.uk](http://www.firstport.co.uk)

Currently responsible for the school square land (off Hercules Road) and Parcel G park (between Tucana Walk and Pisces Street). The next areas to be handed over will be the playground (by Aquarius Drive) and the public open space at Ursa Gardens.

## Estate: Sherford Consortium

- [info@sherford.uk](mailto:info@sherford.uk)

Until all estate areas have been handed over to FirstPort, Brookbanks can be contacted with queries or concerns regarding roads, street furniture and street lighting. Brookbanks is the Sherford Consortium's appointed project management company, responsible for overseeing the construction and site management of Sherford on behalf of the Consortium of house builders.

## Parcel: FirstPort

- 0333 321 4021
- [estateshelp@firstport.co.uk](mailto:estateshelp@firstport.co.uk)
- [www.firstport.co.uk](http://www.firstport.co.uk)

## Parcel: Gateway

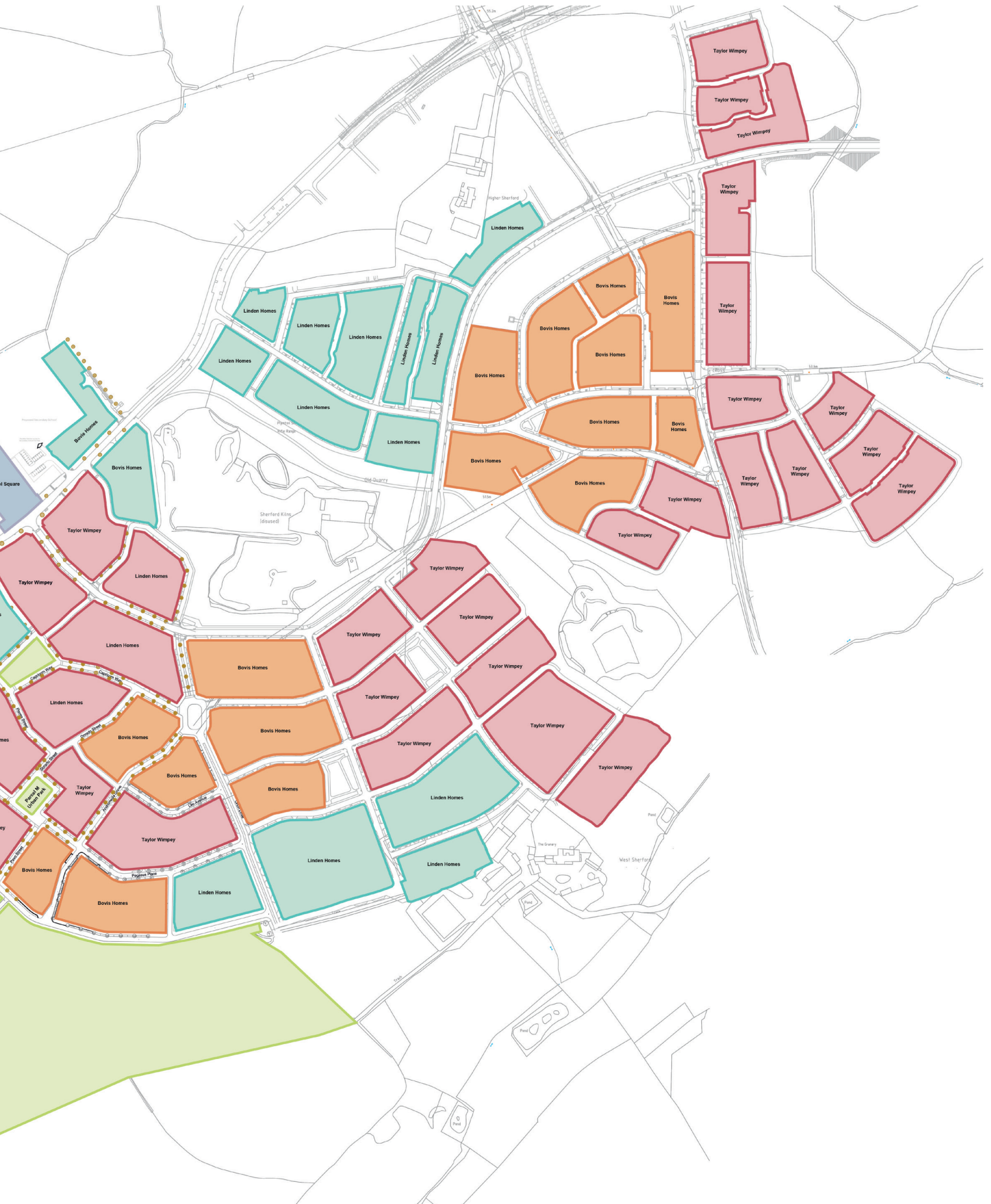
- 01702 443 555
- [estatemangement@gatewayplc.co.uk](mailto:estatemangement@gatewayplc.co.uk)
- [www.gatewayplc.co.uk](http://www.gatewayplc.co.uk)

## Parcel: Trinity

- 0345 345 1584
- [customersupport@trinityestates.com](mailto:customersupport@trinityestates.com)
- [www.trinityestates.com](http://www.trinityestates.com)



Take a look at the map to see which completed parcels or wider estate areas are under the care of which management companies. The key on the left provides useful contact information.



# More about Sherford's Management Companies

## Estate: FirstPort

As Managing Agent for Sherford Estate Management Company, FirstPort is responsible for:

- Management and maintenance of all communal areas to a high standard
- Setting and administration of the service charge budget and accounting for expenditure
- Collection of service charges
- Establishment and management of all service contracts
- Arranging for any required repairs to the communal areas
- Management of the health, safety and welfare of the property, residents, contractors and visitors

Sign up to the online customer portal. This will enable you to receive updates, track works and repairs, pay your service charges, view your statements and balance, register for e-billing. The Portal also has a Sherford FAQ document which may help to explain any queries you may have.

Visit: [www.firstport.co.uk/welcome-to-my-home](http://www.firstport.co.uk/welcome-to-my-home)

FirstPort's team of Customer Experience Specialists are your first point of contact for parcel-specific and estate queries. Kerrylee Milne is the Property Manager for Sherford, aided in her role by Regional Manager, Paul Rayment, and Head of Operations, Rikki McMachan. Kerrylee will organise site walkarounds and drop-in sessions to discuss any matters you may have relating to the management of Sherford.

## Parcels: FirstPort

If FirstPort is also your parcel management company, please use the same methods of accessing information and communicating as mentioned in the Estate section. You can also look at the help and support section of the website and download the 'living on a managed development' brochure.

Visit: [www.firstport.co.uk/welcome-brochures](http://www.firstport.co.uk/welcome-brochures)

## Parcels: Gateway

Managing agent for a selection of parcels across Sherford, Gateway provides services that include ground maintenance, site inspections, health and safety checks, repair works, service charge issue and reconciliation, insurance, and other necessary administrative functions.

Welcome Packs, a welcome presentation and initial welcome meeting are provided to introduce Gateway, its services and overview of how it operates. Drop-in clinics will be organised to give residents a chance to meet the estates management team.

## Parcels: Trinity

Responsible for a number of residential parcels, Trinity looks after unadopted roads, courtyards, visitor parking bays, and landscaping requirements in these sections. There are a host of varying requirements and responsibilities within its remit, primarily the provision of services and maintenance of the area in its care.

Residents receive a Welcome Guide, with login details for the residents' portal. This provides more information and access to the Fixflo repair reporting system. The Customer Support Team is the main point of contact for queries on a day-to-day basis. The Property Manager is responsible for the overall management of the completed parcels, and will run estate inspections and resident meetings.

## Keep in Touch

Each of the management companies at Sherford will have its own approach to its operations and ways of liaising with residents.

Their roles are to look after places and people; so this means communicating with homeowners, and giving you a voice in the services provided and how they are run.

Visit: [www.sherford.uk/managementcompanies](http://www.sherford.uk/managementcompanies)

Where your management companies have online customer portals, dedicated Sherford management teams, drop-in sessions or AGMs, we recommend using the opportunities available to you to engage, ask questions, and share your views.

There is a section on the Sherford website, where updates to this Directory, dates of public meetings, and more information will be shared.