



**LINDEN HOMES AT
THE BOULEVARDS
NORTHSTOWE H12**

WELCOME TO YOUR NEW HOME

Linden
HOMES

***PLEASE REFER TO THIS LEAFLET IF YOUR PROPERTY DOES NOT HAVE A PRIVATE ROAD**

A warm welcome to your new home at Linden Homes at Northstowe H12 at Northstowe, constructed by Linden Homes East Anglia Division who have appointed Greenbelt to care for the public open spaces.

WHAT'S IN OUR HOMEBUYER PACK

- **New Homes Quality Code**

Detailing what the New Homes Quality Code (NHQC) is, why its here and how it is designed to protect you as a homebuyer

- **Greenbelt & Our Role**

Explaining the role of Greenbelt on your development, our services and the open space arrangement under which ownership will initially transfer to Greenbelt

- **Initial Annual Management Charge**

Summarising our anticipated Initial Annual Management Charge which covers the works we expect to incur whilst caring for the open spaces on your development

- **The Areas We Will Care For**

Identifying the areas that we will care for on your development under either an ownership or a leased based agreement

- **Sample Documents**

Showing you the type of information and updates you will regularly receive from Greenbelt to keep you informed

- **Your Guarantees**

Providing some of the key benefits and guarantees that come with our service - further information will be contained in the Transfer (TP1)/Lease for your property

- **You & Your Community**

Introducing ways that we engage with you and your community in order that we can all make the most of your open spaces

- **Future Annual Management Charges**

Providing you with an estimation of what the future Annual Management Charge on your development may look like

- **Your Next Move**

Advising that we will have various legal and practical processes to carry out if ownership changes happen to your property and what our fees will be

- **Getting in Touch**

Detailing the best ways in which you can get in contact



THE NEW HOMES **QUALITY CODE**

The New Homes Quality Board (NHQB) is an independent not-for-profit body dedicated to improving the quality of new homes and the customer service provided by the housebuilding industry

The New Homes Quality Code (the Code) developed by the NHQB represents a new code of practice for the housebuilding industry to ensure that you receive the highest customer service. This includes details of what information should be supplied to you when you purchase your new home

At Greenbelt we're committed to providing excellent service, seeking to meet and exceed the requirements of the Code

Find out more information on the New Homes Quality Board and the New Homes Quality Code at nhqb.org or via this QR code





GREEN SPACES MATTER

Greenbelt will be caring for the outdoor areas and amenities on your development. You deserve a beautiful, enjoyable, natural environment right on your doorstep... we deliver because we understand green spaces matter

25+

Years' experience and expertise in Public Open Space stewardship

15,000+

Tonnes CO2 absorbed annually by our Public Open Spaces

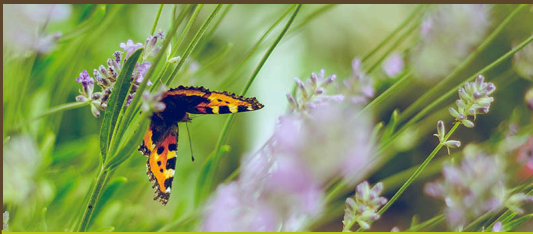
20,000,000+

M2 of natural environments managed, benefiting homeowners' wellbeing



WE UNDERSTAND WHAT MATTERS

We provide long-term stewardship on developments and nurture a strong, long-term partnership with the community



PLANET MATTERS

Our land maintenance and management services are eco-aware, fully sustainable and ensure biodiversity will thrive for future generations to enjoy.



PLACE MATTERS

Interaction with nature is proven to benefit our mental health and wellbeing and our biodiverse approach nurtures local wildlife, flora and fauna.



PEOPLE MATTER

Community engagement is hugely important to us and green spaces are often at the heart of this connection. This is why we're always keen to help with local initiatives.



PRICES MATTER

We offer the best value-for-money service in the UK. We fight hard to keep prices down without compromising on the quality of service and care that we offer.

ANNUAL MANAGEMENT CHARGE PRICING BREAKDOWN

Below is a summary of our anticipated Initial Annual Management Charge. This is reflective of the works we anticipate incurring whilst caring for the open spaces on your development

Routine Maintenance **£61.22**

This is for the regular maintenance that we carry out. We provide you with a Written Statement of Services and plan which will identify, and explain, the maintenance specification of the areas and facilities that we will be caring for. We use a performance-based, rather than frequency-based, specification system.

Supervision **£3.42**

A dedicated Regional Operations Manager will regularly inspect the maintenance and features of the development to ensure it has been performed to specification. During these visits they will check up on any previously identified matters, report any newly identified areas of concern that require attention and investigate any customer maintenance enquires.

Management **£50.11**

We apply one Annual Charge for all our administrative/managerial services covering items such as annual review of all site features, including the engagement of independent inspectors, documents and correspondence and, very importantly for a company that believes People Matter, our dedicated customer care services.

Expert Consultancy **£4.20**

Some of the amenities that we manage will require inspections by a fully independent suitably qualified inspector, or expert, as part of, for example: British Standards, planning requirements or CIRIA guidelines. We take Health & Safety and legislative guidance seriously and always carefully source our trusted external experts.

Cost of Management & Maintenance **£118.95**

Refundable Contingency **£6.26**

This enables us to instruct any services without delay for those unforeseen events that are not part of our routine maintenance programme such as play area repairs or replenishment planting. Helping to keep your open spaces safe and smart.

VAT **£25.04**




VAT on our service is chargeable at the standard rate of tax at the point of when the service is provided. This figure is illustrative of the charge likely to be applicable and is subject to change. Any changes are outside of our control.

Homeowner Initial Annual Management Charge **£150.25**

all prices are accurate as at April 2024 and will be subject to indexation



Managed by Greenbelt

-  Open space
-  Lighting
-  Open space to be managed



ANNUAL MANAGEMENT CHARGE PRICING BREAKDOWN

Below is a summary of our anticipated Initial Annual Management Charge. This is reflective of the works we anticipate incurring whilst caring for the open spaces on your development

This Service Charge is applicable to plots without a Private Road:

Routine Maintenance **£20.04**

This is for the regular maintenance that we carry out. We provide you with a Written Statement of Services and plan which will identify, and explain, the maintenance specification of the areas and facilities that we will be caring for. We use a performance-based, rather than frequency-based, specification system.

Supervision **£2.14**

A dedicated Regional Operations Manager will regularly inspect the maintenance and features of the development to ensure it has been performed to specification. During these visits they will check up on any previously identified matters, report any newly identified areas of concern that require attention and investigate any customer maintenance enquires.

Management **£15.34**

We apply one Annual Charge for all our administrative/managerial services covering items such as annual review of all site features, including the engagement of independent inspectors, documents and correspondence and, very importantly for a company that believes People Matter, our dedicated customer care services.

Expert Consultancy **£1.32**

Some of the amenities that we manage will require inspections by a fully independent suitably qualified inspector, or expert, as part of, for example: British Standards, planning requirements or CIRIA guidelines. We take Health & Safety and legislative guidance seriously and always carefully source our trusted external experts.

Cost of Management & Maintenance **£38.84**

VAT **£7.77**

VAT on our service is chargeable at the standard rate of tax at the point of when the service is provided. This figure is illustrative of the charge likely to be applicable and is subject to change. Any changes are outside of our control.

Homeowner Initial Annual Management Charge **£46.61**



all prices are accurate as at April 2024 and will be subject to indexation

Linden Homes at Northstowe H12

3911
April 2024



Managed by Greenbelt

-  Hard-standing or structure to be managed
-  Open space to be managed



YOUR BREAKDOWN AND UPDATES

Other ways to pay

BACS
Send payment in full to:
• Sort Code: 60-30-20
• Account No: 3128333

Cheque
Make your cheque payable to Greenbelt Group and send to: Greenbelt Group, McCaffrey House, 93 Fitchall Road, Glasgow, G12 9LW

For either method don't forget to include your reference number on your payments!

Problems Paying
If you are unable to pay through any of the methods offered, or are having difficulties in paying, please contact us immediately.

Written Statement of Services

This document details the nature of the management between Greenbelt and yourselves on your development. This Written Statement of Services does not form part of any contract, but it is required to be provided for your information.

If there is anything you do not understand, please feel free to contact Greenbelt by telephone on 0800 028 1766 or via email on estatecare@greenbelt.co.uk and we'll be happy to help you.

Estate Management Arrangement

The Developer appointed Greenbelt to manage and maintain certain land on your development, as agreed on the enclosed Plan. The initial charge was agreed between the Developer and Greenbelt prior to the sale of any properties on the development. Greenbelt is appointed by virtue of the specific plot conveyance documents and the first purchaser, which forms part of the Title Deeds to each house. Where a resident has their property under a lease, a summary of all the tenant's rights and obligations under the lease and Tenant Act 1985 is included with each resident. All our costs can be viewed on our website, www.greenbelt.co.uk.

Development Details

Development Name
Springfield/Glade

Location and Use of Land
Greenbelt manages and maintains the Land on your development shown on the enclosed plan, comprising: Amenities Trees, Fencing, Grass, Hedges, Pathways, Areas, Roadways, Skillets, Signage, Street Furniture, Water, Woodland & Structure Belts.

Financial and Charging Arrangement

No of Properties Contributing
All properties on the development contribute towards the management and maintenance costs of the land.

Bill Issued
Annually in advance, (by post unless otherwise stated). Please refer to the enclosed document for full payment terms.

In response to reasonable requests which must be made within 6 months of the end of the period to which the bill summary relates, Greenbelt or other supporting documentation (in electronic or hard copy form) subject to providing you with the charge in advance. The supporting documentation will be made available to you within one month of your request. This is not a tax invoice.

Paper Bill Charge

A Paper Bill charge of £2 will be applied to all our customers who receive a paper bill. This charge will be applied at the full stage and is offset against the cost of printing and supplying a paper bill. Those who sign up to our customers billing services will not receive this charge. This charge is reviewed on an annual basis at the end of April in each year.

Their first billing period be this a newly billed property or newly purchased property, will not have this charge applied but from the second billing period, and thereafter.

Anticipated Charge Billing

This sum reflects the costs we anticipate incurring during the billing period to ensure the open spaces on your development continue to be managed to our current high standards. It includes elements to cover any increase in costs as a result of inflation or one-off current items. Should any substantial non-revenue works be required, we will notify you. As the management on your development will vary from time to time, the anticipated charge may also vary; potentially increasing or decreasing accordingly from period to period.

Supervision Inspections

Our Operations team checks the maintenance of all aspects of the site, including tree picking, grass, trees and shrub maintenance. During these visits, they will also carry out and report items such as site of maintenance or fly-tipping that require attention, and ensure these are notified according to specialist requirements. They will also follow up on any customer enquiries related to the development.

Site Snagging

Our Operations team reviews the development normally in autumn, to identify any issues in planning which require rectifying, or any items of vegetation or wear and tear which require attention.

Managerial Overview

We also carry out a managerial overview of the development, including engagement with inspectors, where required. All supervisor reports are reviewed to ensure compliance with all specifications and any other relevant matters.

Admin Charge

The admin charge covers the administration fee of £25.00 including VAT which is charged to your account.

When provided for in the bill, the rate will be applied at the rate which applies on the bill issue date until the end of the issue date until the end of the issue date until the end of the issue date.

All late payment charges will be applied on the 1st April in each year.

Debit Recovery Procedure

This is available on request via our website, www.greenbelt.co.uk.

Complaint and Communication

This is available on request via our website, www.greenbelt.co.uk.

Full details are on Charter which can be viewed on www.greenbelt.co.uk.

Declaration of Interest
Greenbelt owns all the shares in its company.

Selling Your Property

Where there is a sale of your property which is to be completed and/or that you are purchasing it, please ask our advisers to call you for any requirements.

There is a fit which you must know how to review.

Mr & Mrs Florence
46 Station Drive
Springfield Glade
SP25 3UP

Go Paperless!

greenbelt.co.uk

Ref No: 4321A0082
PIN: p70m

AMC Breakdown

Date	Description	Net	QTY	Shareable	Your Share
Apr 22 - Apr 22	Planting Works	£14,000	1	£14,000	£0.33
Apr 22 - Mar 23	Routine Maintenance	£1,685,000	12	£20,220,000	£47.70
Apr 22 - Apr 22	Tree Works	£1,150,000	1	£1,150,000	£2.71
Apr 22 - Mar 23	Supervision Inspection	£225,000	12	£2,700,000	£6.37
Jun 22 - Jun 22	Quarterly Play Area Inspection	£65,000	1	£65,000	£0.15
Jun 22 - Jun 22	Play Area Repair	£455,000	1	£455,000	£1.07
Jun 22 - Jun 22	Supply and Install Bin	£890,000	1	£890,000	£1.89
Jul 22 - Jul 22	Fell Tree	£575,000	1	£575,000	£1.36
Jul 22 - Jul 22	Clear Gullies	£120,000	1	£120,000	£0.28
Jul 22 - Jul 22	Removal of Fly Tipping & Path Repair	£175,000	1	£175,000	£0.41
Aug 22 - Aug 22	Play Area Repair	£105,000	1	£105,000	£0.25
Sep 22 - Sep 22	Quarterly Play Area Inspection	£65,000	1	£65,000	£0.15
Sep 22 - Sep 22	Site Snagging	£360,000	1	£360,000	£0.72
Oct 22 - Oct 22	Woodland Inspection	£880,000	1	£880,000	£2.08
Nov 22 - Nov 22	Fell Tree	£575,000	1	£575,000	£1.36
Dec 22 - Dec 22	Quarterly Play Area Inspection	£65,000	1	£65,000	£0.15
Feb 23 - Feb 23	Planting Works	£934,000	1	£934,000	£2.20
Mar 23 - Mar 23	Annual Play Area Inspection	£81,000	1	£81,000	£0.19
Mar 23 - Mar 23	Managerial Overview	£462,000	1	£462,000	£1.09
Apr 22 - Mar 23	Admin Charge				£35.00

Your Total Share of Charges (22 - 23) £105.46
Less Anticipated Charge (22 - 23) £108.00
Balance Carried Forward -£25.54
Add Proposed Charges (22 - 24) £113.00
Adjusted Charge £112.46
Add VAT (20.0%) £22.50
AMC (01 Apr 23 - 31 Mar 24) £134.96

Contact Us 0800 028 1749 customercare@greenbelt.co.uk

Woodland & Structure Belts - Young

Young Woodland or tree are generally classified between 1-10 years. For the first 5 years successful establishment is the main priority. Maintenance operations will consist of ring-popping around the base of each young tree to prevent competition. Maintenance for each year will be for three species: Hawthorn, Dog Rose, and Bramble. In the context of woodland management, the term 'woodland' refers to areas of woodland which are being managed for the benefit of the environment and are not being managed for the production of timber or other woodland products. It is important to note that the term 'woodland' does not include areas of woodland which are being managed for the production of timber or other woodland products.

Woodland & Structure Belts - Mature

Mature trees and woodlands are classified between 18-20 years and above. Any operation will be carried out from February to April, following a thorough check such as:
• Deadwood
• Hollow Log
• Bracken
• Management of the ground
• Management of the water table
• Management of the soil
• Management of the vegetation
• Management of the structure
• Management of the wildlife
• Management of the people

Water - Gullies

Road Gullies will be checked at the start of the routine inspection. The gullies will be monitored and cleared of any blockages or built up on and when required.

Street Furniture - Bin Emptying

On every 7 week letter day will be emptied and litter removed in full site, starting at recycling facility. Dog faeces will be removed from the bin. All litter will be removed and the bins will be under constant supervision.

Street Furniture - Works of Art

Works of Art will be checked as part of the routine inspection. The condition of the works of art will be monitored and any repair undertaken by a suitably qualified contractor, as and when required. The cost of any repair or replacement will be undertaken by a suitable contractor or if deemed necessary by Greenbelt.

greenbelt
...green by nature

Total Amount Due (inc VAT)	£134.96
Please pay by 02 May 2023.	
Failure to pay by this date will incur a late payment charge.	
Balance (prior to 01 Apr 23)	£0.00
AMC (01 Apr 23 - 31 Mar 24)	£134.96
Total Amount Due (In Full)	£134.96

Convenient Ways to Pay

Direct Debit

Hassle-free: Once you set it up, we do all the rest!
Contact us by phone to set it up.
You can also easily spread your payments using this method!

Debit or Credit Card

Follow the instructions below to pay online or contact us to pay over the phone.

Online

Go to greenbelt.co.uk and click on My Account.
Registering only takes a few seconds and everything you need is on this bill.
• your reference number
• your PIN
• a valid e-mail address

Don't forget to sign up for paperless billing and avoid our Paper Bill Charge!
Other ways to pay are overleaf.

Cost Recovery from Residents

Dog faeces from bins will be removed to a licensed site by a suitably qualified contractor and costs will be recovered from residents.

Pest Control (mole, rats etc.)

Professional pest control treatments will be undertaken by a suitably qualified contractor following specialist recommendations and costs will be recovered from the residents.

Shrub Replacement

Shrub replacement works identified within the annual snagging inspection will be undertaken by a suitably qualified contractor and costs will be recovered from the residents.

Young Woodland Works

Young woodland works to plant woodland identified within the annual snagging inspection (the bill, is not inclusive. It will include planting to promote young woodland and costs will be recovered from the residents.

Works to mature trees and woodlands identified during the routine snagging inspection will be undertaken by a suitably qualified contractor and costs may be recovered from the residents.

Works required due to wear and tear of the routine snagging inspection will be undertaken by a suitably qualified contractor and costs may be recovered from the residents.

Springfield Glade
4321
April 2022



GO PAPERLESS HERE ARE FOUR FANTASTIC REASONS TO MAKE THE CHANGE



BE ECO-FRIENDLY
By going paperless together we reduce...

SAVE MONEY
We apply a charge for providing you with a paper bill. Go paperless today and save some money.

ENJOY PEACE OF MIND
Our online system is safe and secure, designed to be simple and stress-free to use.

Register



GREENER TOGETHER

Create Your Own Biodiverse Garden

Being green by nature, we're focused on creating biodiversity in our public open spaces. There are also very easy ways you can help promote a richness of flora and fauna in your own garden.

All it takes is just a few small changes to your green spaces to persuade creatures to make your garden their new home. The first step is to choose native plant species that provide an abundance of food and safe habitats for insects, such as butterflies and bees.

So-called 'insect hotels' can be created by simply storing old wood in a corner of your garden or providing a small pile of rocks. You might also consider leaving an area truly wild, an oasis where the weeds - many of which are beautiful to look at - will welcome a vast and varied selection of insects. These sanctuaries are also popular with hedgehogs who, right about now, will be waking up from their long winter hibernation with a huge appetite.

What's new at Greenbelt

At Greenbelt People Matter... that's why we reach out to all of our homeowners across the UK. We want to share with you how we're nurturing the natural environment on your doorstep, as well as supporting your local community.



Don't forget to provide plants for the pollinating birds and bees. And don't wage a continual war on 'pests' - Aphids and slugs get a bad press but they're actually a vital source of food for birds and ladybirds. Finally, it's time to get down and dirty - yes, we're talking soil.

By adding well-rotted natural materials, such as homemade compost, you can develop a healthy soil that is alive with fungi, bacteria and microbes. This is the kind of structured soil environment where your native plants really will thrive and release even more nutrients into the mix.

You can find out more about Greenbelt's mission to promote and support biodiversity on our website www.greenbelt.co.uk



A season for sharing

Since 2019, Marie Curie has been Greenbelt's chosen charity, one that holds a very special place in the hearts of many of our staff and friends. We remain committed to donating £20,000 a year to this very worthy cause - enough to fully fund a Marie Curie nurse for an entire year, helping them provide specialist palliative care, practical information and emotional support for people with a terminal illness, as well as their loved ones. We're proud to honour this partnership with two bespoke flowerbeds at North Hamilton, Leicester, and Balmislee Castle, Dundee, in the shape of the Marie Curie dafydd logo.



Green flag opening ceremony

Following the confirmation of Greenbelt's first ever Green Flag Award in early August, for the management of our North Hamilton development in Leicestershire, we were delighted to host the local community as well as members of Hamilton Residents Association, Horizon Landscapes and The Environmental Partnership for the official flag-raising ceremony, carried out by RA Chairman Graham Cole at a newly-installed flagpole on the open space. The Green Flag Award is an international standard recognising well-managed parks and green spaces around the world.



Communities portal

Following on from the launch of our fully refactored new-look website, we're very pleased to announce our Communities portal is now live! If you know of an upcoming event - such as a community fête, charity fundraiser or Residents Association event - you can log into your online account to tell us more and be considered for potential funding and assistance from Greenbelt. Log into your online account, or visit www.greenbelt.co.uk/my-community to find out more, apply for assistance and view other projects we've helped.



Rare Songbird Habitat Swoops Nature Award

We're delighted to announce that one of Greenbelt's best-loved developments, The Bunting, became a national winner for the prestigious Nature Conservation & Biodiversity Enhancement (NCE) award at the 44th annual National Landscape Awards ceremony in London. The Bunting, situated in coastal Devon, takes its name from the Cill Bunting - a small perching songbird, closely related to the Yellowhammer - which make their habitat there, yet are found virtually nowhere else in the UK.

We'd also love to hear from you about your community initiatives, local charities or Resident Association's activities where we can become involved and offer our help. If you have any interesting stories, please contact us on mail@greenbelt.co.uk

YOUR GUARANTEES

- **Value for Money**

We strive to keep our prices low without compromising on quality

- **Right to Challenge**

You have the right to challenge individual elements of your AMC

- **Right to Buy**

Your Community has periodical options to take ownership and full control of the open spaces for £1



WORKING FOR YOU

- **Customer Liaison Officer**

A proactive point of contact with homeowners

- **Conversations**

We can arrange regular drop-ins and annual meetings

- **Customer Services**

Help with all types of queries, from maintenance to billing



ANNUAL MANAGEMENT CHARGE

FUTURE ESTIMATION - INFRASTRUCTURE

All figures noted below are for the routine costs only and are based on the Bank of England's inflation forecast for UK CPI. These figures are indicative and will be subject to change

	Year 1 (Anticipated initial charge)	Year 5	Year 10
Cost of Management & Maintenance	£118.95	£133.17	£147.03
Refundable Contingency	£6.26	£7.01	£7.74
VAT	£25.04	£28.03	£30.95
Homeowner Annual Management Charge	£150.25	£168.21	£185.72

all prices are accurate as at April 2024, include VAT and will be subject to indexation



ANNUAL MANAGEMENT CHARGE FUTURE ESTIMATION -PARCEL

All figures noted below are for the routine costs only and are based on the Bank of England's inflation forecast for UK CPI. These figures are indicative and will be subject to change

	Year 1 (Anticipated initial charge)	Year 5	Year 10
Cost of Management & Maintenance	£38.84	£43.48	£48.01
VAT	£7.77	£8.70	£9.60
Homeowner Annual Management Charge	£46.61	£52.18	£57.61

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YOUR NEXT MOVE

All figures noted below are for the routine costs only and are based on the Bank of England's inflation forecast for UK CPI. These figures are indicative and will be subject to change

- **Selling Your Property**

Where our services have not yet commenced £192.00

Where our services have commenced £255.60

- **Transfer of Equity**

Removing a Homeowner £85.20

Adding a Homeowner £170.40

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WORKING FOR YOUR COMMUNITY

- **Residents' Associations**

We proactively encourage RAs and offer assistance

- **Events, Fundraising and Activities**

We make positive and enduring contributions

- **Special Projects**

We can help through funding and professional expertise

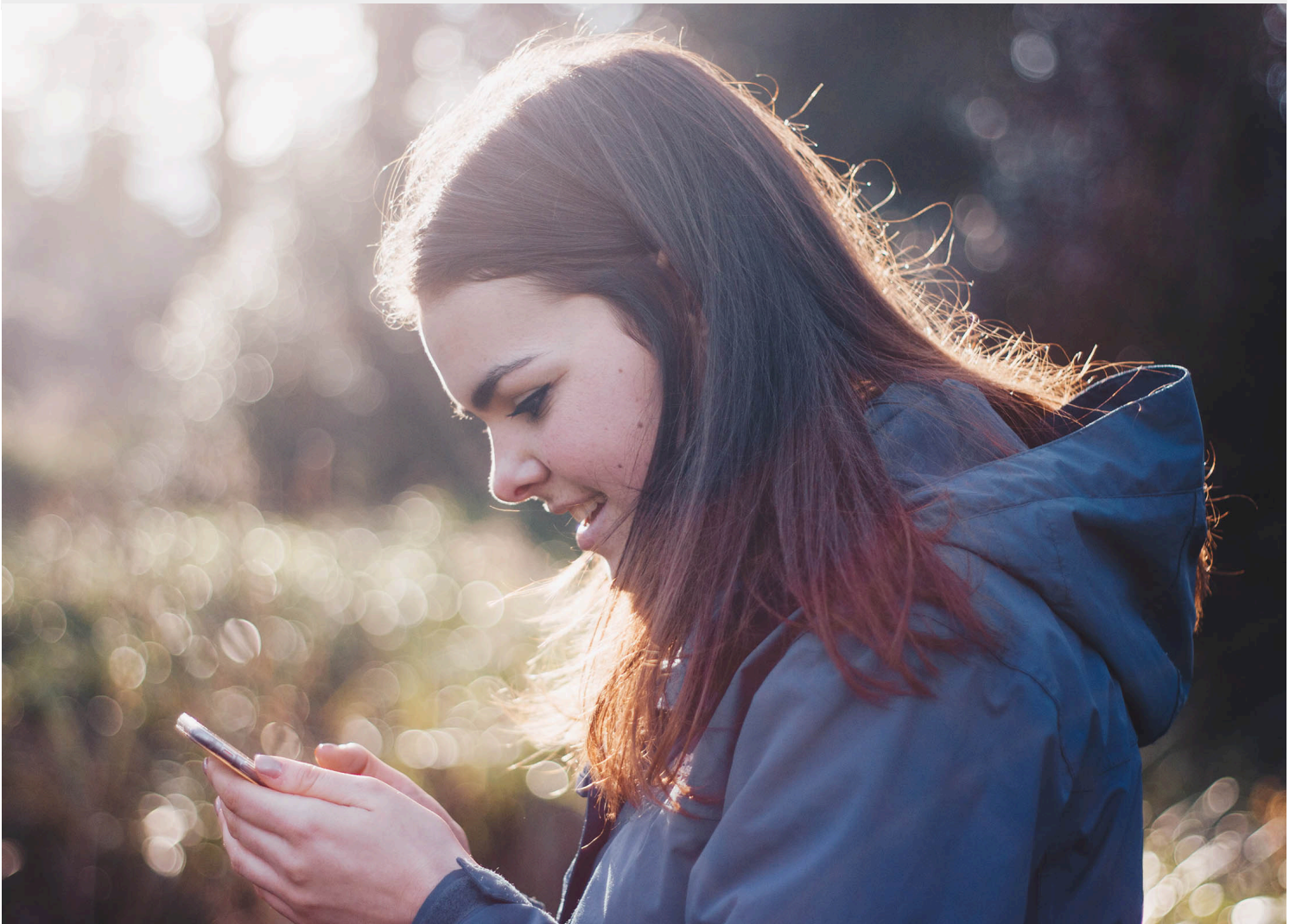


HOW TO CONTACT US

We welcome your enquiries as they help us to continually improve our services

Phone: 0800 028 1749

Email: customercare@greenbelt.co.uk







Find out more about Greenbelt
and what we do for you



Recognised by experts; Regulated by the best



greenbelt.co.uk



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25+

Years' experience and expertise in Public Open Space stewardship

15,000+

Tonnes CO2 absorbed annually by our Public Open Spaces

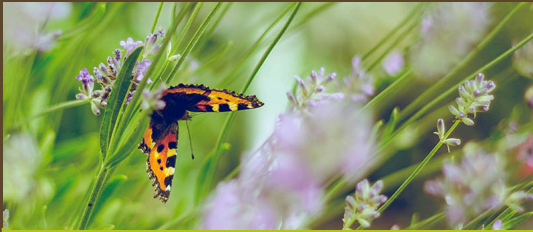
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M2 of natural environments managed, benefiting homeowners' wellbeing



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A dedicated Regional Operations Manager will regularly inspect the maintenance and features of the development to ensure it has been performed to specification. During these visits they will check up on any previously identified matters, report any newly identified areas of concern that require attention and investigate any customer maintenance enquires.

Management **£50.11**

We apply one Annual Charge for all our administrative/managerial services covering items such as annual review of all site features, including the engagement of independent inspectors, documents and correspondence and, very importantly for a company that believes People Matter, our dedicated customer care services.

Expert Consultancy **£4.20**

Some of the amenities that we manage will require inspections by a fully independent suitably qualified inspector, or expert, as part of, for example: British Standards, planning requirements or CIRIA guidelines. We take Health & Safety and legislative guidance seriously and always carefully source our trusted external experts.

Cost of Management & Maintenance **£118.95**

Refundable Contingency **£6.26**

This enables us to instruct any services without delay for those unforeseen events that are not part of our routine maintenance programme such as play area repairs or replenishment planting. Helping to keep your open spaces safe and smart.

VAT **£25.04**




VAT on our service is chargeable at the standard rate of tax at the point of when the service is provided. This figure is illustrative of the charge likely to be applicable and is subject to change. Any changes are outside of our control.

Homeowner Initial Annual Management Charge **£150.25**

all prices are accurate as at April 2024 and will be subject to indexation



Managed by Greenbelt

-  Open space
-  Lighting
-  Open space to be managed



ANNUAL MANAGEMENT CHARGE PRICING BREAKDOWN

Below is a summary of our anticipated Initial Annual Management Charge. This is reflective of the works we anticipate incurring whilst caring for the open spaces on your development

This Service Charge is applicable to plots with a Private Road:

Routine Maintenance **£41.83**

This is for the regular maintenance that we carry out. We provide you with a Written Statement of Services and plan which will identify, and explain, the maintenance specification of the areas and facilities that we will be caring for. We use a performance-based, rather than frequency-based, specification system.

Supervision **£2.14**

A dedicated Regional Operations Manager will regularly inspect the maintenance and features of the development to ensure it has been performed to specification. During these visits they will check up on any previously identified matters, report any newly identified areas of concern that require attention and investigate any customer maintenance enquires.

Management **£33.17**

We apply one Annual Charge for all our administrative/managerial services covering items such as annual review of all site features, including the engagement of independent inspectors, documents and correspondence and, very importantly for a company that believes People Matter, our dedicated customer care services.

Expert Consultancy **£1.32**

Some of the amenities that we manage will require inspections by a fully independent suitably qualified inspector, or expert, as part of, for example: British Standards, planning requirements or CIRIA guidelines. We take Health & Safety and legislative guidance seriously and always carefully source our trusted external experts.

Cost of Management & Maintenance **£78.46**

VAT **£15.69**

VAT on our service is chargeable at the standard rate of tax at the point of when the service is provided. This figure is illustrative of the charge likely to be applicable and is subject to change. Any changes are outside of our control.

Homeowner Initial Annual Management Charge **£94.05**



all prices are accurate as at April 2024 and will be subject to indexation

Linden Homes at Northstowe H12

3911
April 2024



Managed by Greenbelt

-  Hard-standing or structure to be managed
-  Open space to be managed



YOUR BREAKDOWN AND UPDATES

Other ways to pay

BACS
Send payment in full to:
Sort Code: 60-30-20
Account No: 3128333

Cheque
Make your cheque payable to Greenbelt Group and send to: Greenbelt Group, McKeefy House, 93 Firthall Road, Glasgow, G11 2RQ.

For either method don't forget to include your reference number on your payments!

Problems paying
If you are unable to pay through any of the methods offered, or are having difficulties in paying, please contact us immediately.

Written Statement of Services
This document details the nature of the management between Greenbelt and yourselves on your development. This Written Statement of Services does not form part of any contract, but it is required to be provided for your information.

If there is anything you do not understand, please feel free to contact Greenbelt on telephone 0800 028 1760 or email customerscare@greenbelt.co.uk and we'll be happy to help you.

Estate Management Arrangement
The Developer appointed Greenbelt to manage and maintain certain land on your development, as agreed on the enclosed Plan. The initial charge was agreed between the Developer and Greenbelt prior to the sale of any properties on the development. Greenbelt is appointed by virtue of the specific plot conveyances approved by the local planning authority, which forms part of the Title Deeds to each house. Where a resident has developed their property under a lease, a summary of the tenant's rights and obligations under the leasehold, and the Tenant Act 1985 is included with each residential title. You can view our website www.greenbelt.co.uk.

Development Details
Development Name:
Springfield/Glade

Location and Use of Land
Greenbelt manages and maintains the Land on your development shown on the enclosed plan, comprising: Assembly Areas, Fencing, Grass, Hedges, Pathways, Areas, Roadways, Skillets, Signage, Street Furniture, Water, Woodland & Structure Belts.

Financial and Charging Arrangement
No of Properties Contributing:
All properties on the Development contribute towards the management and maintenance costs of the land.

Bill Issued
Annually in advance, (by post unless otherwise stated). Please refer to the enclosed document for full payment terms.

In response to reasonable requests which must be made within 6 months of the end of the period to which the bill summary relates, Greenbelt or other supporting documentation (in paper or other appropriate form) for inspection or copying. Greenbelt may impose a reasonable charge for copying, subject to notifying you of the charge in advance. The summary documentation will be made available to you within one month of your request. This is not a tax invoice.

Paper Bill Charge
A Paper Bill charge of £2 will be applied to all our customers who receive a paper bill. This charge will be applied to the full stage and is offset against the cost of printing and supplying a paper bill. Those who sign up to our suppliers billing services will not receive this charge. This charge is reviewed on an annual basis at the 1st April in each year.

Anticipated Charge Billing
This sum reflects the costs we anticipate incurring during the billing period to ensure the open spaces on your development continue to be managed to our current high standards. It includes elements to cover any increase in costs as a result of inflation or one-off current items which should only arise on an occasional basis. As the nature of your development will vary from time to time, the anticipated charge may also vary, potentially increasing or decreasing accordingly from period to period.

Value Added Tax
VAT is calculated at the point when this service is provided on the standard rate of Tax at that point in time.

Late Payment Charge
Our invoices are issued on a regular basis and are due for payment immediately. If you do not pay your invoice on time, a 10 day Notice will be issued and a further charge of £25.00 (including VAT) will be applied to your account.

Where provided for in the title deeds, the rate will be applied at the rate set in the title deeds. If the bill issue date, and the issue date will be the same.

All late payment charges must be paid by 1st April in each year.

Debit Recovery Procedure
This is available on request via our website www.greenbelt.co.uk.

Complaint and Feedback
This is available on request via our website www.greenbelt.co.uk.

Communication
Full details are on our website www.greenbelt.co.uk and can also be viewed on our website www.greenbelt.co.uk.

Declaration of Ownership
Greenbelt owns all the rights in the copyright in the content of this document.

Selling Your Property
Where there is a sale of your property, you must be completely aware of the requirements of the Land.

Please ask your solicitor for full details of the requirements of the Land.

Core Maintenance
The core maintenance costs of your development are covered by the service charge. These costs are set out in the enclosed document.

These first billing periods are for a newly built property or newly purchased property. We do not have this charge applied but from the second billing period, and thereafter.

Our Operations team checks the maintenance of all aspects of the site, including tree picking, grass, tree and shrub maintenance. During these visits, they are maintained to specification. During these visits, they will also search for and report items such as tree overgrowth or fly-tipping that require attention, and ensure these are notified according to specifications. They will also follow up on any customer enquiries relating to the development.

Supervision Inspections
Our Operations team checks the maintenance of all aspects of the site, including tree picking, grass, tree and shrub maintenance. During these visits, they are maintained to specification. During these visits, they will also search for and report items such as tree overgrowth or fly-tipping that require attention, and ensure these are notified according to specifications. They will also follow up on any customer enquiries relating to the development.

Site Snagging
Our Operations team reviews the development normally in autumn, to identify any issues in planning which require rectifying, or items such as vegetation or wear and tear.

Managerial Overview
We also carry out a managerial overview, including engagement with inspectors, where required. All supervisor reports are reviewed to ensure that management are aware of any issues and management act within the specifications set within the contract.

Admin Charge
The administrative costs of providing our services are covered by the Landlord's contribution to the service charge.

Young Woodland or trees are generally classified as trees between 10 years and 18 years old. The first 5 years of a tree's life is the most critical. Maintenance will consist of ring-barking around the base of each year stake for 3 years. Maintenance of trees will be done for 3 years after the first 5 years. In the context of woodland management, the term 'tree' refers to the trunk and not including the canopy. The trunk and canopy of a tree will be inspected and recorded on the woodland management records. Young Woodland Management will be controlled by the woodland management team. Any work on trees will be controlled by the woodland management team.

Woodland & Structure Belts - Mature
Mature trees and woodlands are classified as trees 18-20 years and above. Any operation will be carried out from the ground and the ground surface will be protected such as using straw or mulch. All operations will be carried out by the woodland management team. Any work on trees will be controlled by the woodland management team.

Woodland & Structure Belts - Young
Young Woodland or trees are generally classified as trees between 10 years and 18 years old. The first 5 years of a tree's life is the most critical. Maintenance will consist of ring-barking around the base of each year stake for 3 years. Maintenance of trees will be done for 3 years after the first 5 years. In the context of woodland management, the term 'tree' refers to the trunk and not including the canopy. The trunk and canopy of a tree will be inspected and recorded on the woodland management records. Young Woodland Management will be controlled by the woodland management team. Any work on trees will be controlled by the woodland management team.

Street Furniture - Bin Emptying
On every 4 week letter day will be emptied and litter picked and removed from the site. All street furniture will be under contract.

Street Furniture - Works of Art
Works of Art will be checked as part of the routine supervision inspections. The condition of the works of art will be monitored and any repair undertaken by a qualified contractor and scheduled maintenance by a qualified contractor will be undertaken by a qualified contractor or if deemed necessary by Greenbelt.

Signage - Signage
Signage will be checked as part of the routine supervision inspections. The condition of the signage will be monitored and any repair undertaken by a qualified contractor and scheduled maintenance by a qualified contractor will be undertaken by a qualified contractor or if deemed necessary by Greenbelt.

Water - Gullies
Road Gullies will be checked as part of the routine supervision inspections. The gullies will be monitored and cleared of any blockages or built up on and when required.

Water - Cisterns
On every 4 week letter day will be emptied and litter picked and removed from the site. All cisterns will be under contract.

Water - Works of Art
Works of Art will be checked as part of the routine supervision inspections. The condition of the works of art will be monitored and any repair undertaken by a qualified contractor and scheduled maintenance by a qualified contractor will be undertaken by a qualified contractor or if deemed necessary by Greenbelt.

Water - Cisterns
On every 4 week letter day will be emptied and litter picked and removed from the site. All cisterns will be under contract.

Water - Works of Art
Works of Art will be checked as part of the routine supervision inspections. The condition of the works of art will be monitored and any repair undertaken by a qualified contractor and scheduled maintenance by a qualified contractor will be undertaken by a qualified contractor or if deemed necessary by Greenbelt.

Water - Cisterns
On every 4 week letter day will be emptied and litter picked and removed from the site. All cisterns will be under contract.

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Date of Issue	05 April 2023
Reference Number	4321A0082
PIN	p7m
Billing Period	01 Apr 23 - 31 Mar 24
Services are provided at	46 Station Drive, SP25 2UP



Total Amount Due (inc. VAT)	£134.96
Please pay by 02 May 2023.	
Failure to pay by this date will incur a late payment charge.	
Balance (prior to 01 Apr 23)	£0.00
AMC (01 Apr 23 - 31 Mar 24)	£134.96
Total Amount Due (In Full)	£134.96

Go Paperless!

Date	Description	Net	QTY	Shareable	Your Share
Apr 22 - Apr 22	Planting Works	£14.00	1	£14.00	£0.33
Apr 22 - Mar 23	Routine Maintenance	£1,685.00	12	£20,220.00	£47.70
Apr 22 - Apr 22	Tree Works	£1,150.00	1	£1,150.00	£2.71
Apr 22 - Mar 23	Supervision Inspection	£225.00	12	£2,700.00	£6.37
Jun 22 - Jun 22	Quarterly Play Area Inspection	£65.00	1	£65.00	£0.15
Jun 22 - Jun 22	Play Area Repair	£455.00	1	£455.00	£1.07
Jun 22 - Jun 22	Supply and Install Bin	£890.00	1	£890.00	£1.89
Jul 22 - Jul 22	Fell Tree	£575.00	1	£575.00	£1.36
Jul 22 - Jul 22	Clear Gullies	£120.00	1	£120.00	£0.28
Jul 22 - Jul 22	Removal of Fly Tipping & Path Repair	£175.00	1	£175.00	£0.41
Aug 22 - Aug 22	Play Area Repair	£105.00	1	£105.00	£0.25
Sep 22 - Sep 22	Quarterly Play Area Inspection	£65.00	1	£65.00	£0.15
Sep 22 - Sep 22	Site Snagging	£360.00	1	£360.00	£0.72
Oct 22 - Oct 22	Woodland Inspection	£880.00	1	£880.00	£2.08
Nov 22 - Nov 22	Fell Tree	£575.00	1	£575.00	£1.36
Dec 22 - Dec 22	Quarterly Play Area Inspection	£65.00	1	£65.00	£0.15
Feb 23 - Feb 23	Planting Works	£934.00	1	£934.00	£2.20
Mar 23 - Mar 23	Annual Play Area Inspection	£81.00	1	£81.00	£0.19
Mar 23 - Mar 23	Managerial Overview	£462.00	1	£462.00	£1.09
Apr 22 - Mar 23	Admin Charge				£15.00

Your Total Share of Charges (22 - 23)	£105.46
Less Anticipated Charge (22 - 23)	£108.00
Balance Carried Forward	-£2.54
Add Proposed Charges (22 - 24)	£113.00
Adjusted Charge	£112.46
Add VAT (20.0%)	£22.50
AMC (01 Apr 23 - 31 Mar 24)	£134.96

Convenient Ways to Pay

Direct Debit
Hassle-free: Once you set it up, we do all the rest!
Contact us by phone to set this up.
You can also easily spread your payments using this method!

Debit or Credit Card
Follow the instructions below to pay online or contact us to pay over the phone.

Online
Go to greenbelt.co.uk and click on My Account.
Registering only takes a few seconds and everything you need is on this bill:
• your reference number
• your PIN
• a valid e-mail address

Don't forget to sign up for paperless billing and avoid our Paper Bill Charge!
Other ways to pay are overleaf.

Contact Us 0800 028 1749 customerscare@greenbelt.co.uk

Springfield Glade
4321
April 2022



GO PAPERLESS HERE ARE FOUR FANTASTIC REASONS TO MAKE THE CHANGE



BE ECO-FRIENDLY
By going paperless together we reduce...

SAVE MONEY
We apply a charge for providing you with a paper bill. Go paperless today and save some money.

ENJOY PEACE OF MIND
Our online system is safe and secure, designed to be simple and stress-free to use.

Register



GREENER TOGETHER

Create Your Own Biodiverse Garden

Being green by nature, we're focused on creating biodiversity in our public open spaces. There are also very easy ways you can help promote a richness of flora and fauna in your own garden.

All it takes is just a few small changes to your green spaces to persuade creatures to make your garden their new home. The first step is to choose native plant species that provide an abundance of food and safe habitats for insects, such as butterflies and bees.

So-called 'insect hotels' can be created by simply storing old wood in a corner of your garden or providing a small pile of rocks. You might also consider leaving an area truly wild, an oasis where the weeds - many of which are beautiful to look at - will welcome a vast and varied selection of insects. These sanctuaries are also popular with hedgehogs who, right about now, will be waking up from their long winter hibernation with a huge appetite.

What's new at Greenbelt

At Greenbelt People Matter... that's why we reach out to all of our homeowners across the UK. We want to share with you how we're nurturing the natural environment on your doorstep, as well as supporting your local community.



Don't forget to provide plants for the pollinating birds and bees. And don't wage a continual war on 'pests' - Aphids and slugs get a bad press but they're actually a vital source of food for birds and ladybirds. Finally, it's time to get down and dirty - yes, we're talking soil.

By adding well-rotted natural materials, such as homemade compost, you can develop a healthy soil that is alive with fungi, bacteria and microbes. This is the kind of structured soil environment where your native plants really will thrive and release even more nutrients into the mix.

You can find out more about Greenbelt's mission to promote and support biodiversity on our website www.greenbelt.co.uk



A season for sharing

Since 2019, Marie Curie has been Greenbelt's chosen charity, one that holds a very special place in the hearts of many of our staff and friends. We remain committed to donating £20,000 a year to this very worthy cause - enough to fully fund a Marie Curie nurse for an entire year, helping them provide specialist palliative care, practical information and emotional support for people with a terminal illness, as well as their loved ones. We're proud to honour this partnership with two bespoke flowerbeds at North Hamilton, Leicester, and Balmislee Castle, Dundee, in the shape of the Marie Curie dafydd logo.



Green flag opening ceremony

Following the confirmation of Greenbelt's first ever Green Flag Award in early August, for the management of our North Hamilton development in Leicestershire, we were delighted to host the local community as well as members of Hamilton Residents Association, Horizon Landscapes and The Environmental Partnership for the official flag-raising ceremony, carried out by RA Chairman Graham Cole at a newly-installed flagpole on the open space. The Green Flag Award is an international standard recognising well-managed parks and green spaces around the world.



Communities portal

Following on from the launch of our fully refactored new-look website, we're very pleased to announce our Communities portal is now live! If you know of an upcoming event - such as a community fête, charity fundraiser or Residents Association event - you can log into your online account to tell us more and be considered for potential funding and assistance from Greenbelt. Log into your online account, or visit www.greenbelt.co.uk/my-community to find out more, apply for assistance and view other projects we've helped.



Rare Songbird Habitat Swoops Nature Award

We're delighted to announce that one of Greenbelt's best-loved developments, The Bunting, became a national winner for the prestigious Nature Conservation & Biodiversity Enhancement (NABE) award at the 44th annual National Landscape Awards ceremony in London. The Bunting, situated in coastal Devon, takes its name from the Cill Bunting - a small perching songbird, closely related to the Yellowhammer - which make their habitat there, yet are found virtually nowhere else in the UK.

We'd also love to hear from you about your community initiatives, local charities or Resident Association's activities where we can become involved and offer our help. If you have any interesting stories, please contact us on mail@greenbelt.co.uk

YOUR GUARANTEES

- **Value for Money**

We strive to keep our prices low without compromising on quality

- **Right to Challenge**

You have the right to challenge individual elements of your AMC

- **Right to Buy**

Your Community has periodical options to take ownership and full control of the open spaces for £1



WORKING FOR YOU

- **Customer Liaison Officer**

A proactive point of contact with homeowners

- **Conversations**

We can arrange regular drop-ins and annual meetings

- **Customer Services**

Help with all types of queries, from maintenance to billing



ANNUAL MANAGEMENT CHARGE

FUTURE ESTIMATION - INFRASTRUCTURE

All figures noted below are for the routine costs only and are based on the Bank of England's inflation forecast for UK CPI. These figures are indicative and will be subject to change

	Year 1 (Anticipated initial charge)	Year 5	Year 10
Cost of Management & Maintenance	£118.95	£133.17	£147.03
Refundable Contingency	£6.26	£7.01	£7.74
VAT	£25.04	£28.03	£30.95
Homeowner Annual Management Charge	£150.25	£168.21	£185.72

all prices are accurate as at April 2024, include VAT and will be subject to indexation



ANNUAL MANAGEMENT CHARGE FUTURE ESTIMATION -PARCEL

All figures noted below are for the routine costs only and are based on the Bank of England's inflation forecast for UK CPI. These figures are indicative and will be subject to change

	Year 1 (Anticipated initial charge)	Year 5	Year 10
Cost of Management & Maintenance	£78.46	£87.84	£96.98
VAT	£15.59	£17.45	£19.27
Homeowner Annual Management Charge	£94.05	£105.29	£116.25

all prices are accurate as at April 2024, include VAT and will be subject to indexation



YOUR NEXT MOVE

All figures noted below are for the routine costs only and are based on the Bank of England's inflation forecast for UK CPI. These figures are indicative and will be subject to change

- **Selling Your Property**

Where our services have not yet commenced £192.00

Where our services have commenced £255.60

- **Transfer of Equity**

Removing a Homeowner £85.20

Adding a Homeowner £170.40

all prices are accurate as at April 2024, include VAT and will be subject to indexation



WORKING FOR YOUR COMMUNITY

- **Residents' Associations**

We proactively encourage RAs and offer assistance

- **Events, Fundraising and Activities**

We make positive and enduring contributions

- **Special Projects**

We can help through funding and professional expertise

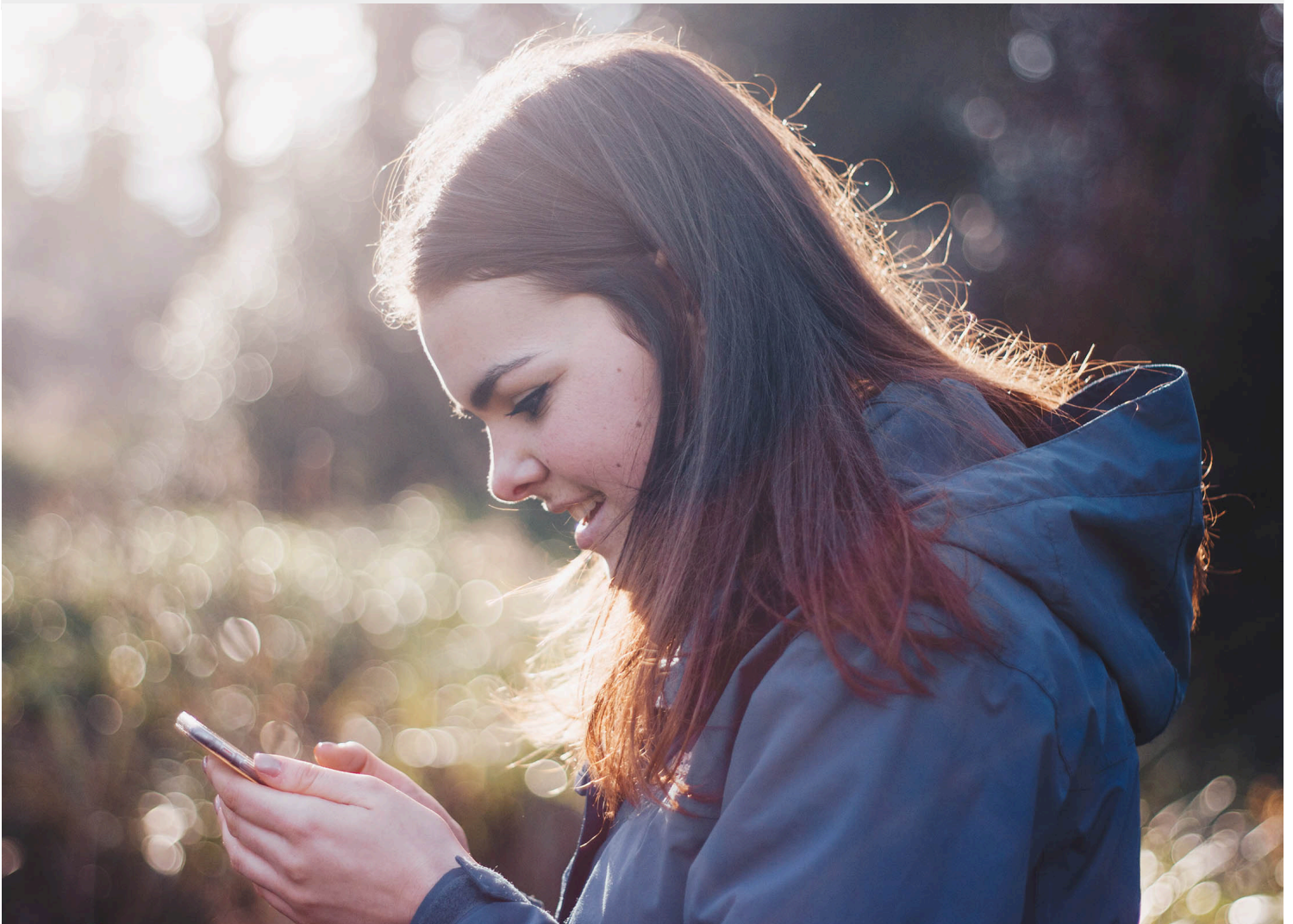


HOW TO CONTACT US

We welcome your enquiries as they help us to continually improve our services

Phone: 0800 028 1749

Email: customercare@greenbelt.co.uk







Find out more about Greenbelt
and what we do for you



Recognised by experts; Regulated by the best



greenbelt.co.uk