



SPENNYMOOR

WELCOME TO YOUR NEW HOME

A warm welcome to your new home at Spennymoor at Durham, constructed by Countryside Properties PLC, 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 that, under our PENTAD agreement, will include transfer of ownership to Greenbelt

- **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

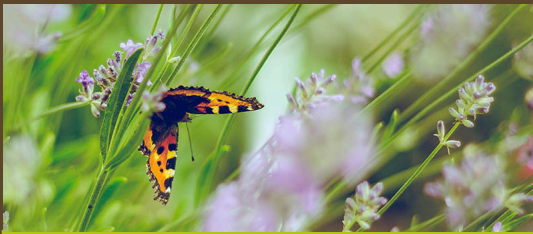
20,000,000+

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 **£111.78**

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 **£38.86**

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 **£40.00**

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 **£7.37**

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 **£198.01**

VAT **£39.60**

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 **£237.61**

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

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

LET'S GROW TOGETHER



MAKING A DIFFERENCE ALL ACROSS THE UK

Starting April 2024, we are the proud sponsors of Woodhouse Grange Cricket Club (WGCC), situated roughly halfway between York and Leeds. Founded in 1942 as a recreational club for local farmworkers, the organization has come a long way in the decades since, and now runs 12 different teams in a variety of age and ability ranges, including five junior teams, two evening league sides, and a "Grey Fox XI" for the over-50s. The next match is scheduled for April 23rd 2024, against Falkton & Flixton; we will be match and ball sponsors.



NORTHSTOWE RUNNING FESTIVAL

We're pleased to renew our commitment as a sponsor of the Northstowe Festival of Running! This popular Cambridge-based family-friendly fitness festival features 5k, 10k and half-marathon events, as well as live music, food stalls, guided yoga, sports and more. In previous years, Greenbelt's sponsorship has included providing sustainable zero-plastic water stations along the running routes for participants. This year's festival is scheduled to take place on August 31st 2024.



WEST WINDS WILDLIFE HABITAT

We assisted nature lovers with the West Winds project at our development of the same name in Ackworth, Yorkshire. This involved planting hedging for animal habitats - including crab apple, hazel and dogwood, all sourced through the Woodland Trust scheme. Youngsters were also encouraged to get involved with the siting of hedgehog houses and nest boxes, helping local wildlife to find safe and welcoming habitats in which to spend the winter - all whilst promoting a healthy sense of curiosity about nature.



SUPPORTING YOUR COMMUNITY EVENT

We support local initiatives like charity events, fundations, anti-litter campaigns and flower shows. Do you have an idea for a project or community initiative we can help with? Get in touch at greenbelt.co.uk/my-community.



YOUR GUARANTEES

- **Price Cap**

Your AMC will NOT increase above inflation for the initial 5 year period

- **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

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	£198.01	£221.85	£244.94
VAT	£39.60	£44.37	£48.99
Homeowner Annual Management Charge	£237.61	£266.22	£293.93

all prices are accurate as at April 2024



YOUR NEXT MOVE

In the event of any property ownership changes there will be various legal and practical requirements for Greenbelt to deal with. Fees are payable only, if and when, the transaction completes

- **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

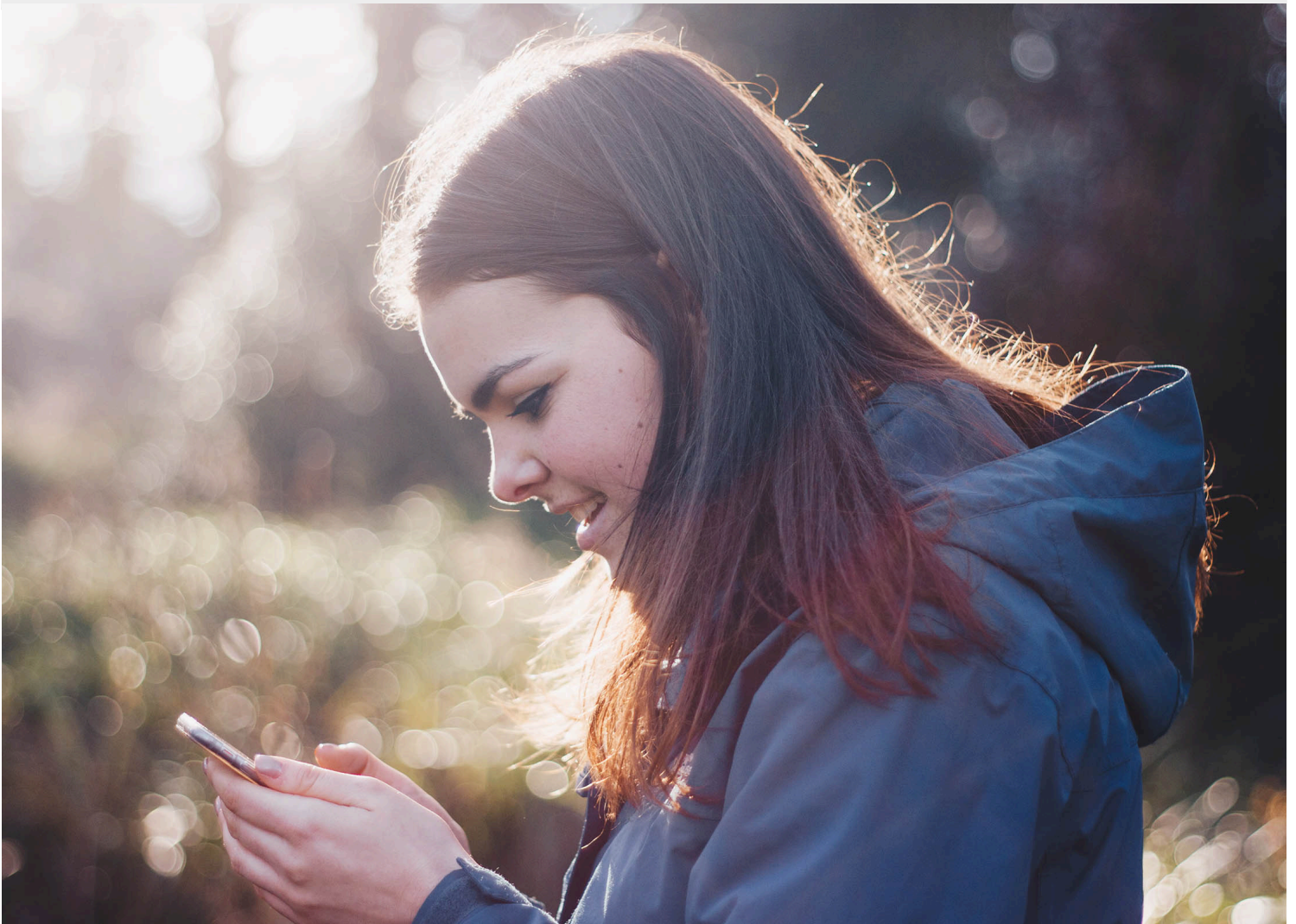


HOW TO CONTACT US

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