

PERRYBROOK

WELCOME TO YOUR NEW HOME

A warm welcome to your new home at Perrybrook at Brockworth, constructed by Crest Nicholson S.W, 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

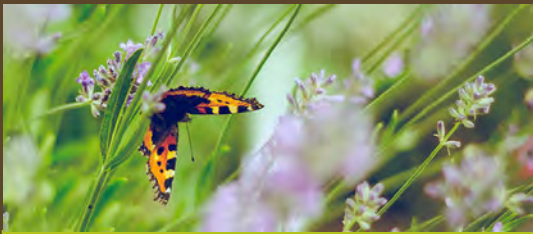
20,000,000+

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

Infrastructure POS

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

£52.48

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

£2.66

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

£42.66

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

£2.92

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 £100.72

Refundable Contingency

£5.30

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

£21.20

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 £127.22

all prices are accurate as at April 2023 and will be subject to indexation



ANNUAL MANAGEMENT CHARGE PRICING BREAKDOWN

Linden Homes Phase

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

£69.64

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

£6.56

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

£29.85

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

£1.96

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 £108.00

VAT

£21.60

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 £129.60

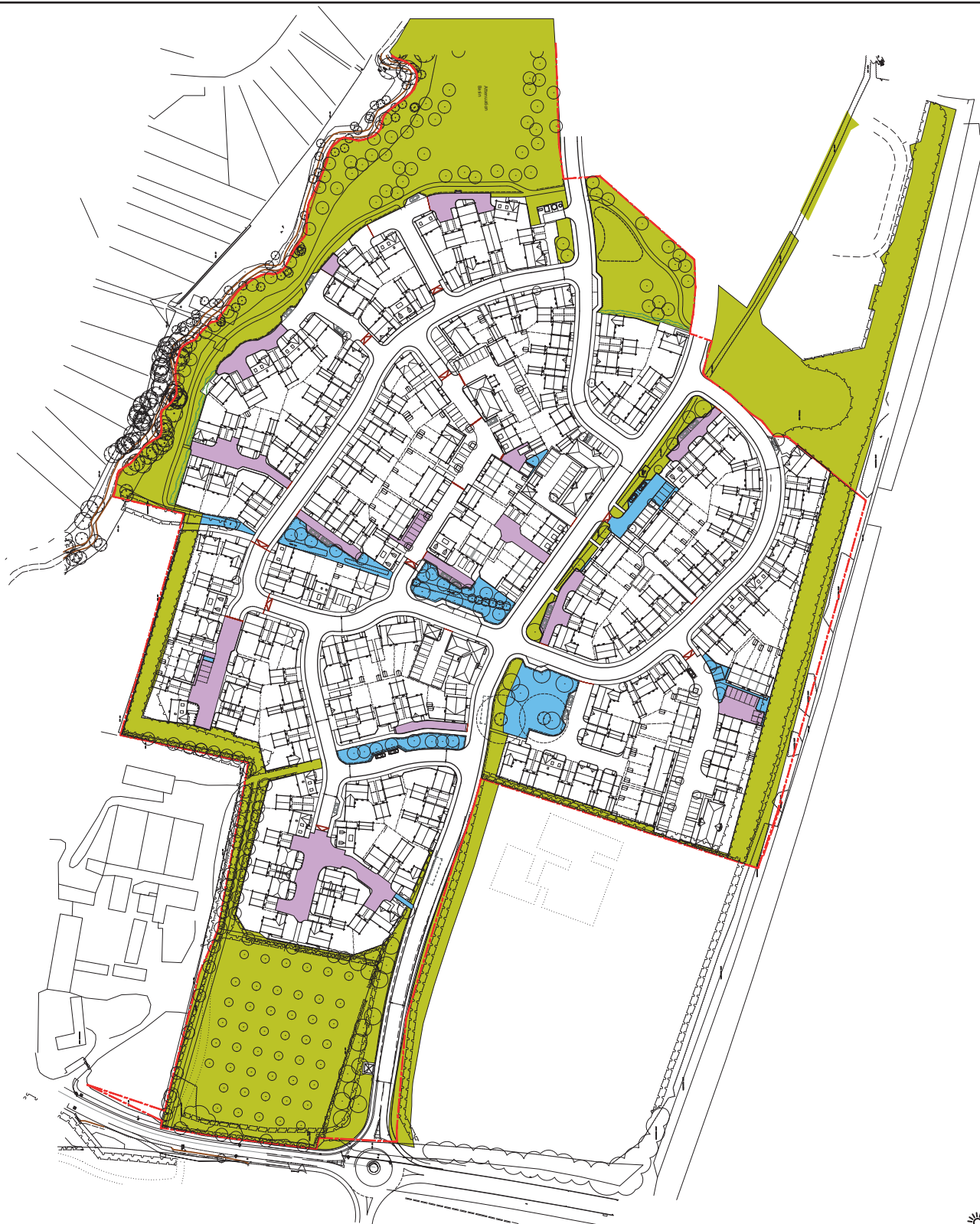
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Linden Homes at Perrybrook

23/05/23 - 3746

Care has been taken to ensure the accuracy of all of the information in this brochure at the time of going to press. The contents are not, however, intended to form any part, or constitute any representation of any warranty or contract. Please note that architectural details, specifications and plot and amenity layouts shown are for guidance only and may be subject to variations.

© Greenbelt Group Ltd 2023



Areas to be managed by Greenbelt Ltd. and supported by all residents at Perrybrook.



Areas to be managed by Greenbelt Ltd. and supported by Linden Homes residents only.



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YOUR BREAKDOWN AND UPDATES

Other ways to pay

BACS

Send payment in full to:
• Sort Code: 60-20-20
• Account No: 5129333

Cheque

Make your cheque payable to Greenbelt Group and send to: Greenbelt Group, McCarthey House, 99 Fythall Road, Glasgow, G12 8JL.

For either method don't forget to include your reference number on your payment.

Written Statement of Services

This document describes the nature of the engagement between Greenbelt and the Homeowner or Tenant. The Written Statement of Services is a legally binding contract and it is important that you read it carefully before you sign it.

If there is anything you do not understand, please feel free to contact Greenbelt on 0800 028 1744 or email customerscare@greenbelt.co.uk and we'll be happy to help you.

Estate Management Arrangement

The Developer appoints Greenbelt to manage and maintain certain land on your development. We agree to the terms of the arrangement. Greenbelt is responsible for the management and maintenance of the land.

Development Details

Development Name: Springfield
Location and Use of Land: Greenbelt manages and maintains the land on your development. The land is used for residential purposes.

Financial and Charging Arrangement

Financial and Charging Arrangement: Greenbelt is responsible for the management and maintenance of the land. The Homeowner or Tenant is responsible for the payment of the charges.

Bill Issued

Periodically in advance of the bill, Greenbelt will issue a bill to the Homeowner or Tenant. The bill will include details of the charges and the amount due.

Core 1

Core 1: This is the first of two parts of the bill. It contains details of the charges and the amount due.

Paper Bill Charge

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 included in the bill.

These first billing periods for this 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 quality of your development continues to be managed to your satisfaction. It includes expenses to cover the anticipated costs of the development.

Value Added Tax

VAT is included in the price of the service provided and is subject to the standard rate of 20% at that point in time.

Late Payment Charge

On or after 10 days from the bill issue date, a late fee of £24.00 (including VAT) will be charged for your payment. This fee is subject to the standard rate of 20% at that point in time.

Management Overview

We also carry out a management overview of the development. This includes a review of the management and maintenance of the land.

Admin Charge

The admin charge covers the costs of the management and maintenance of the land. This charge is subject to the standard rate of 20% at that point in time.

Complaint and

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Communication

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Declaration of

Greenbelt confirms that the information provided in this bill is accurate and correct.

Selling Your

When there is a change of ownership, the new owner must contact Greenbelt to arrange for the transfer of the land.

Core 2

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Core 7

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Core 8

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Core 9

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Core 10

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review may occur during the billing year. This is in order to ensure that the difference in billing between the fiscal year-end and quarter-end reports. This also allows for the cost of work which contractors have not yet been able to carry out - e.g. planting or laying shrubs, which can be done at any time over the winter months, weather permitting.

Supervision Inspections

Our Operations team checks the appearance of all areas of the site, including letter boxes, gates, trees and shrubs, maintenance. During these visits, they will also check for any signs of vandalism or fly-tipping. They will also follow up on any concerns raised by the development.

Site Snagging

Our Operations team reviews the development in order to identify any issues. This includes a check for any signs of vandalism or fly-tipping. They will also follow up on any concerns raised by the development.

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Young Woodland or trees are generally classified as being less than 10 years old. They are planted in order to provide a long-term benefit to the development. They are also planted in order to provide a long-term benefit to the development.

Woodland & Structure Bets - Young

Young Woodland or trees are generally classified as being less than 10 years old. They are planted in order to provide a long-term benefit to the development. They are also planted in order to provide a long-term benefit to the development.

Woodland & Structure Bets - Mature

Mature trees and shrubs are generally classified as being more than 10 years old. They are planted in order to provide a long-term benefit to the development. They are also planted in order to provide a long-term benefit to the development.

Water - Gullies

Gullies will be checked in order to ensure that they are free from any signs of blockage. This includes a check for any signs of blockage. They will also follow up on any concerns raised by the development.

Street Furniture - Bin Emptying

On every visit, bins will be emptied and the area around them will be checked for any signs of blockage. This includes a check for any signs of blockage. They will also follow up on any concerns raised by the development.

Street Furniture - Works of Art

Works of Art will be checked in order to ensure that they are free from any signs of blockage. This includes a check for any signs of blockage. They will also follow up on any concerns raised by the development.

Signage - Signage

Signage will be checked in order to ensure that it is free from any signs of blockage. This includes a check for any signs of blockage. They will also follow up on any concerns raised by the development.

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Springfield Glade
4321
April 2022

greenbelt
...green by nature



GO PAPERLESS HERE ARE FOUR FANTASTIC REASONS TO MAKE THE CHANGE

greenbelt
...green by nature

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 fully wild, an oasis where the weeds - many of which are beautiful to look at - will welcome a vast and varied selection of insects. These structures 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 badgers. 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 Ballymore Castle, Dundee, in the shape of the Marie Curie staff 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 have 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 BA 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 refreshed on-line 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 fireworks 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 Buildings, became a national winner for the prestigious Nature Conservation & Biodiversity Enhancement SMI Award at the 14th annual National Landscape Awards ceremony in London. The Buildings, situated in coastal Devon, takes its name from the Gull Bunting, a bird, perching songbird, closely related to the Yellowhammer, which make their habitat there, just one found virtually nowhere else in the UK.

We'd love to hear from you about your community initiatives, local charities or Resident Association 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



YOUR GUARANTEES

- **Price Cap**

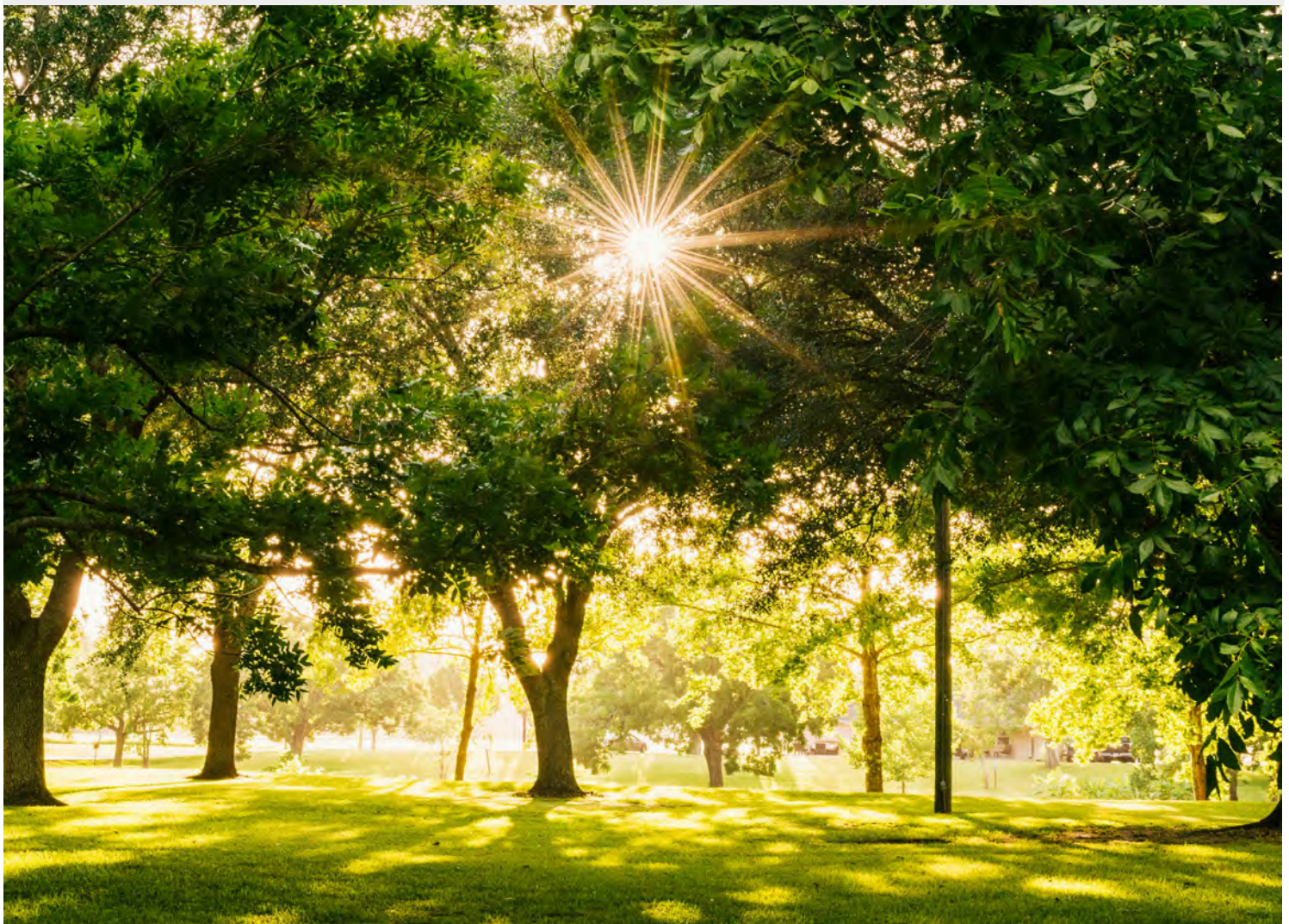
Your AMC will NOT increase above inflation for the initial 5 year period

- **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 Infrastructure POS

The figures noted below are based on the Bank of England's inflation forecast for UK CPI. These figures are indicative and will be subject to variations to reflect inflation, non-routine works and additional costs

	Year 1 (Anticipated initial charge)	Year 5	Year 10
Cost of Management & Maintenance	£100.72	£121.09	£133.70
Refundable Contingency	£5.30	£6.05	£6.68
VAT	£21.20	£24.22	£26.74
Homeowner Annual Management Charge	£127.22	£145.31	£160.44

all prices are accurate as at April 2023, include VAT and will be subject to indexation



ANNUAL MANAGEMENT CHARGE

FUTURE ESTIMATION Linden Homes Phase

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	£108.00	£123.66	£136.53
VAT	£21.60	£24.73	£27.31
Homeowner Annual Management Charge	£129.60	£148.39	£163.83

all prices are accurate as at April 2023



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	£176
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Where our services have commenced	£234
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- **Transfer of Equity**

Removing a Homeowner	£78
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Adding a Homeowner	£156
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all prices are accurate as at April 2023, 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