

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



Managed by Greenbelt
 Open space to be managed



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**

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

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.

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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: 51253331

Cheque

Make your cheque payable to Greenbelt Group and send to: Greenbelt Group, McCafferty House, 99 Fyfe Road, Glasgow.

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

Written Statement of Services

This document describes the nature of the management services Greenbelt and its team provides to you as the Developer of your Development. The 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 0800 028 1754 or via email at 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 defined in the enclosed Plan. The initial charge was agreed between the Developer and Greenbelt prior to the start of your Development. Greenbelt is responsible for the management and maintenance of any properties on the Development, plus the services of any other contractors which form part of the arrangements in the transfer or lease between the Developer and the first purchaser, which forms part of the title deeds to each house. Where a member holds the property under a long lease, a summary of the tenant's rights and obligations under the leasehold Tenancy Act 1985 is included with each resident's leaflet. This can be viewed on our website, www.greenbelt.co.uk.

Development Details

Development Name: Springfield Glade
Location and Use of Land: Greenbelt manage and maintain the Land on your Development shown on the enclosed plan, comprising development shown on the enclosed plan, comprising Accessway, Fencing, Gates, Hedge, Pathways, Play Areas, Footpaths, Slides, Storage, Street Furniture, Amenities, Woodlands & Structure Belts.

Financial and Contracting Arrangement

No. of Properties Contracting: No. of Properties Contracting
 The Development contractor has agreed to pay the management and maintenance costs of the Land.

Bill Issued

Annually in advance, the first unless otherwise stated. Please refer to the enclosed documents 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 will supply the following documents and services, or other supporting documentation for inspection or copying, upon payment of a reasonable charge. The charge for Greenbelt may increase if you are in arrears with your payments. 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 included in the bill value and is offset against the cost of producing and supplying a paper bill. Those who sign up to our electronic billing service will not receive this charge. This charge is included on our standard basis of supply to you from 1st April 2023.

This first billing period for this newly billed property on 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 be managed to your development contractor to be managed to your development contractor. It includes elements to cover any increase in costs as a result of inflation or over-estimate of costs. It is not a tax invoice. As the requirements on your development will vary from time to time, the anticipated charge may also vary. Substantial increases or decreases accordingly from period to period.

Value Added Tax

VAT is calculated on the point when this service is provided and by the standard rate of Tax at that point.

Late Payment Charge

On or after 14 days from the full issue date, a late payment charge will be applied and an administration fee of £24.00 including VAT will be charged for your account for the additional administrative work and costs involved in recovery of the outstanding payment.

If the debt remains outstanding after a further 14 days, a 10 day notice will be issued and a further administration fee of £20.00 including VAT will be charged for your account.

Where provided for in the contract, interest will be applied on the outstanding amount from the date of issue until the date of payment.

Debt Recovery Procedure

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

Complaint and Dispute Resolution

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

Communication

For details on our contact channels, please visit www.greenbelt.co.uk

Declaration of Interest

Greenbelt owns or has an interest in the land on which the Development is located.

Selling Your Property

Where there is a sale of your property, please contact your estate agent to ensure that you are aware of the implications of the sale on your property.

Core Maintenance

The core maintenance services are those which are essential to the safe and sound operation of the Development.

Site Snagging

Our Operations team reviews the development in return to identify any issues in planning which require rectifying or work in progress or work not completed.

Managerial Overview

We also carry out a managerial overview, where we review the development and management to ensure that it meets the requirements of the contract.

Admin Charge

The admin charge covers the costs of the management and maintenance of the Development.

Woodland & Structure Belts - Young

Young Woodlands or trees are generally classified as those which are less than 10 years old. The main purpose of the young woodland is to provide a habitat for wildlife and to provide a source of timber for the future.

Woodland & Structure Belts - Mature

Mature trees and woodlands are classified as those which are 10 years or older. The main purpose of the mature woodland is to provide a habitat for wildlife and to provide a source of timber for the future.

Water - Gullies

Local Gullies will be checked in line with the contract. The gullies will be checked for any blockages or debris and cleared if necessary.

Street Furniture - Bin Emptying

On every visit, bins will be emptied and the bins will be checked for any damage or debris. The bins will be emptied and the bins will be checked for any damage or debris.

Street Furniture - Works of Art

Works of Art will be checked as part of the routine maintenance. The condition of the Works of Art will be checked and any damage or debris will be reported to the Developer.

Signage - Signage

Signage will be checked as part of the routine maintenance. The condition of the Signage will be checked and any damage or debris will be reported to the Developer.

Dog Foul Removal from bins

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

Pest Control (Insects, rats etc.)

Suitably qualified contractors will be undertaken by a suitably qualified contractor and costs will be recovered from residents.

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Date of Issue:	05 April 2023
Reference Number:	4321A0082
PIN:	p7om
Billing Period:	01 Apr 23 - 31 Mar 24
Services are provided at:	46 Station Drive, SP25 3UP

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

Total Amount Due	£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!

greenbelt.co.uk

Ref No: 4321A0082
 PIN: p7om

AMC Breakdown

Date	Description	Half	Qty	Charge	Year	Total
Apr 23 - Apr 22	Planning Works	£743.00	1	£743.00	66.34	
Apr 22 - Mar 23	Routine Maintenance	£1,683.00	12	£20,196.00	163.79	
Apr 22 - Apr 22	Tidy Works	£1,150.00	1	£1,150.00	82.31	
Apr 22 - Apr 23	Supervision Inspections	£225.00	12	£2,700.00	163.31	
Jun 22 - Jun 22	Quarterly Fly Area Inspection	£65.00	1	£65.00	80.15	
Jun 22 - Jun 22	Wet Area Repair	£455.00	1	£455.00	11.07	
Jun 22 - Jun 22	Quality and Insects Bill	£860.00	1	£860.00	14.86	
Jul 22 - Jul 22	Fall Tidy	£575.00	1	£575.00	11.36	
Jul 22 - Jul 22	Clear Gullies	£120.00	1	£120.00	50.28	
Jul 22 - Jul 22	Removal of Fly Tipping & Path Repair	£175.00	1	£175.00	10.41	
Aug 22 - Aug 22	Play Area Repair	£105.00	1	£105.00	50.25	
Sep 22 - Sep 22	Quarterly Fly Area Inspection	£65.00	1	£65.00	60.15	
Nov 22 - Nov 22	Site Snagging	£366.00	1	£366.00	10.72	
Oct 22 - Oct 22	Woodland Inspection	£680.00	1	£680.00	62.08	
Nov 22 - Nov 22	Fall Tidy	£575.00	1	£575.00	41.36	
Dec 22 - Dec 22	Quarterly Fly Area Inspection	£65.00	1	£65.00	10.15	
Feb 23 - Feb 23	Planning Works	£938.00	1	£938.00	42.20	
Mar 23 - Mar 23	Annual Fly Area Inspection	£81.00	1	£81.00	80.19	
Mar 23 - Mar 23	Management Overview	£462.00	1	£462.00	11.99	
Apr 23 - Mar 23	Admin Charge			£15.00		
	Plus Third Month of Charges (23 - 23)			£109.46		
	Less Anticipated Charge (22 - 23)			£108.00		
	Balance Carried Forward			£25.46		
	Add Proposed Charges (23 - 24)			£115.00		
	Adjusted Charge			£112.46		
	Add VAT (23.0%)			£22.50		
	AMC (01 Apr 23 - 31 Mar 24)			£134.96		

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

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.

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

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.

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 sanctuaries are also popular with hedgehogs who, right about now, will be waking up from their long winter hibernation with a huge appetite.

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 hedgehogs. 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 truly 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 Ballinacree 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 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 fireworks Association event - you can log into your online account to tell us there 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 (NACE) Award at the 16th annual National Landscape Awards ceremony in London. The Buildings, situated in coastal Devon, takes its name from the Call Building - a small parking structure, closely related to the Yellowhammer - which made their habitat there, just one found originally 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

Where our services have commenced £234

- **Transfer of Equity**

Removing a Homeowner £78

Adding a Homeowner £156

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

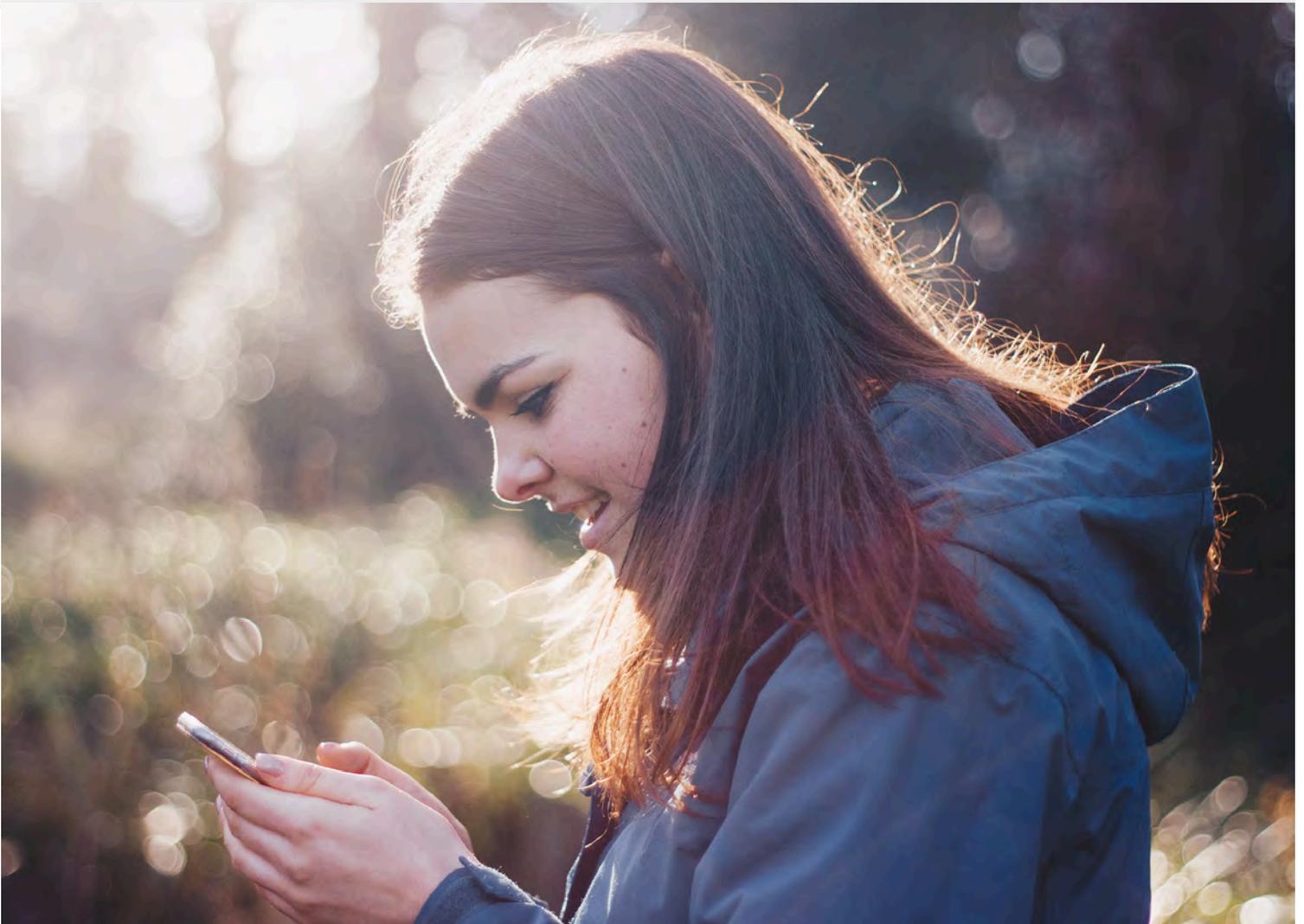


HOW TO CONTACT US

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



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