FAIRHAM

WELCOME TO YOUR NEW HOME

A warm welcome to your new home at Fairham at Clifton, constructed by Clowes Developments Ltd, 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 £79.74

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 £14.18

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 £42.93

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 £3.04

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 £139.89

Refundable Contingency £15.00

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 £30.98

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 £185.87

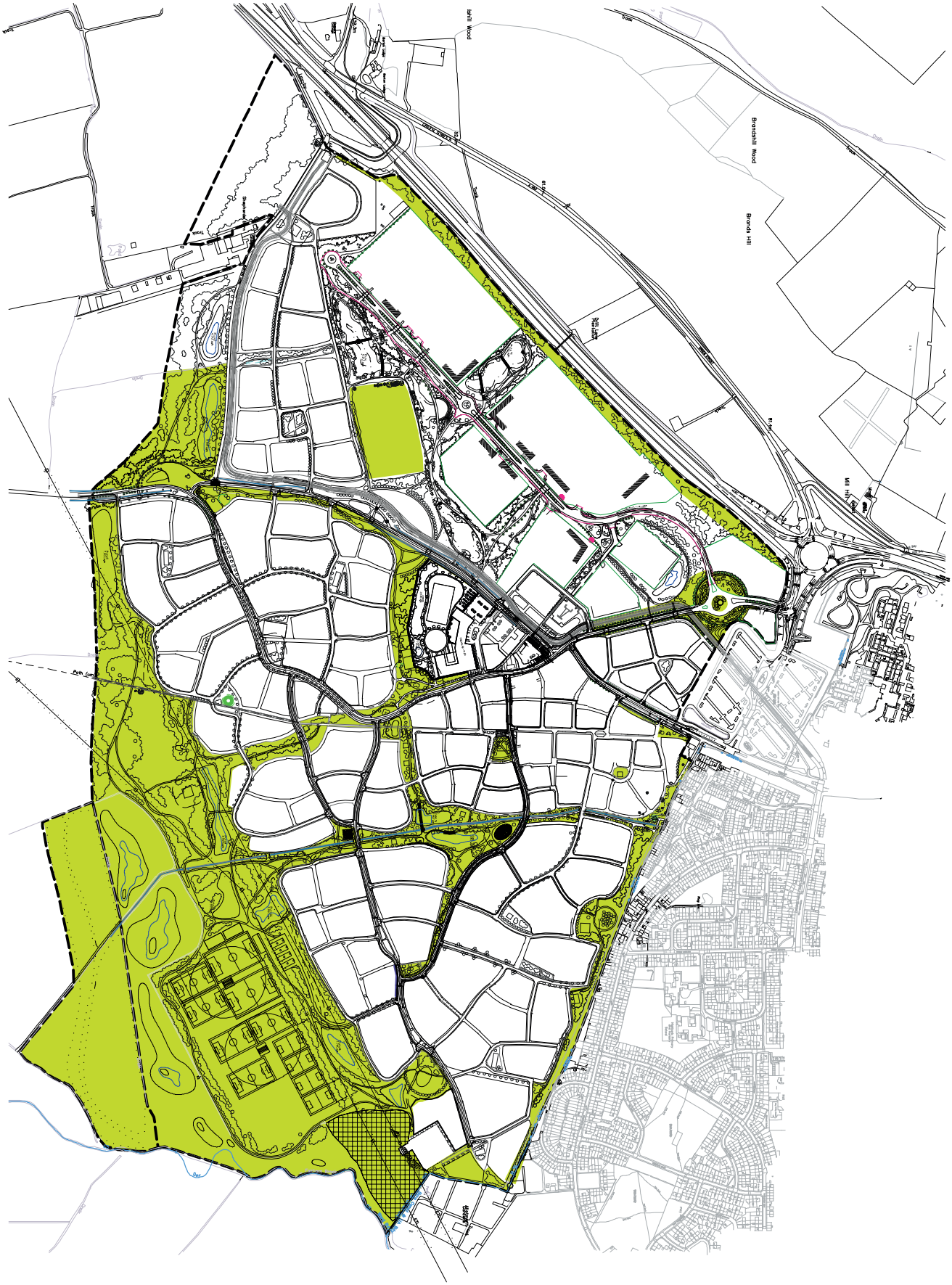
all prices are accurate as at April 2023 and will be subject to indexation

YOUR BREAKDOWN AND UPDATES

Fairham

3983
June 2023

greenbelt
...green by nature



Open space to be managed by Greenbelt

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 2022.

Property Factor Registration No: PF000191

greenbelt
...green by nature
Springfield Glade
4321
April 2023
GO PAPERLESS
HERE ARE FOUR FANTASTIC REASONS TO MAKE THE CHANGE
BE ECO-FRIENDLY
SAVE MONEY
We apply a charge for providing you with a paper bill. Go paperless today and save some money.
ENJOY PEACE OF MIND
GREENER TOGETHER
What's new at Greenbelt
Create Your Own Biodiverse Garden

YOUR GUARANTEES

- **Price Cap**

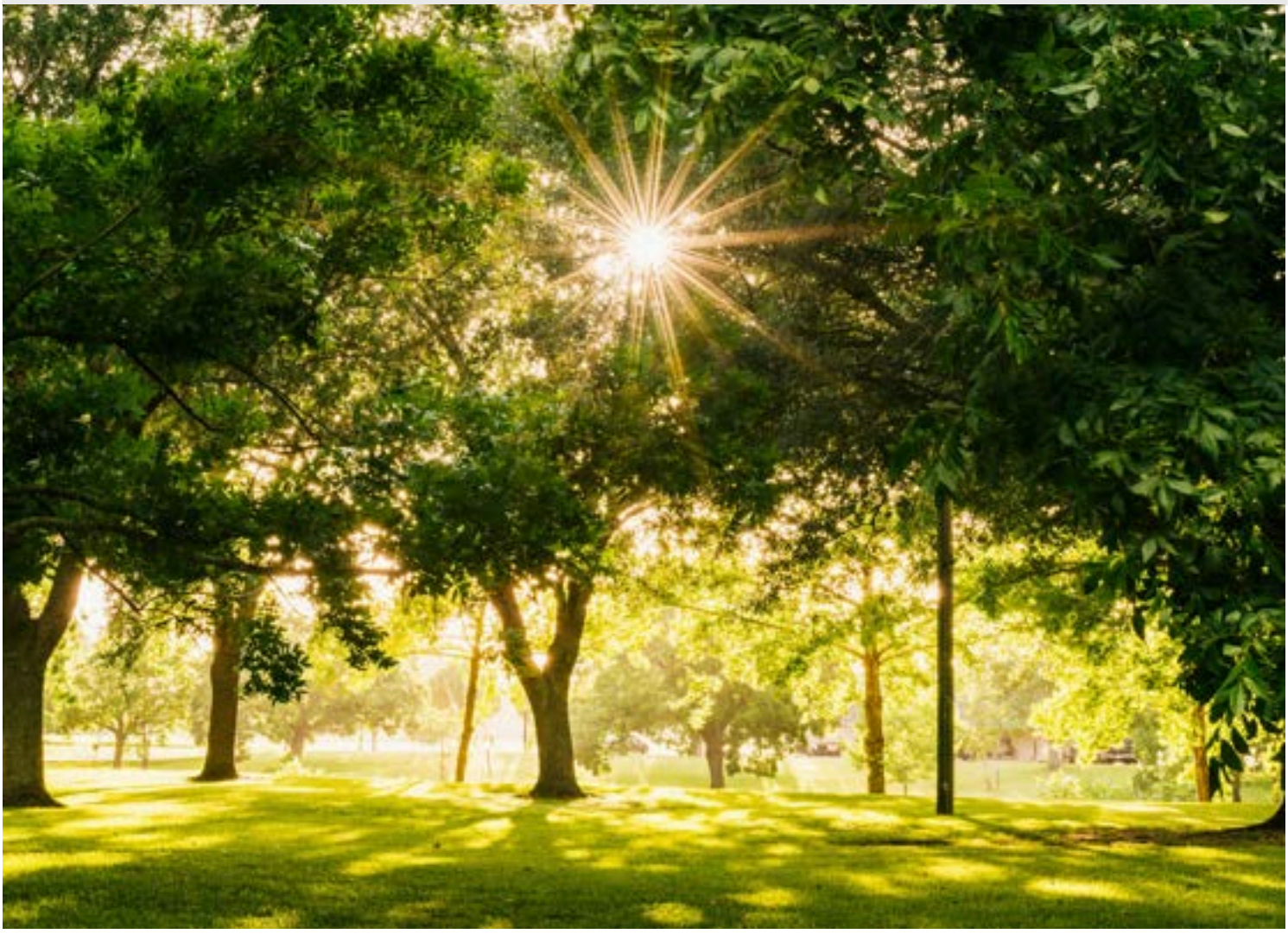
  Your AMC will NOT increase above inflation for the initial 5 year period

- **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	£139.89	£160.17	£176.84
Contingency (any unused sum is refunded)	£15.00	£17.17	£18.96
VAT	£30.98	£35.47	£39.16
Homeowner Annual Management Charge	£185.87	£212.82	£234.97

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**

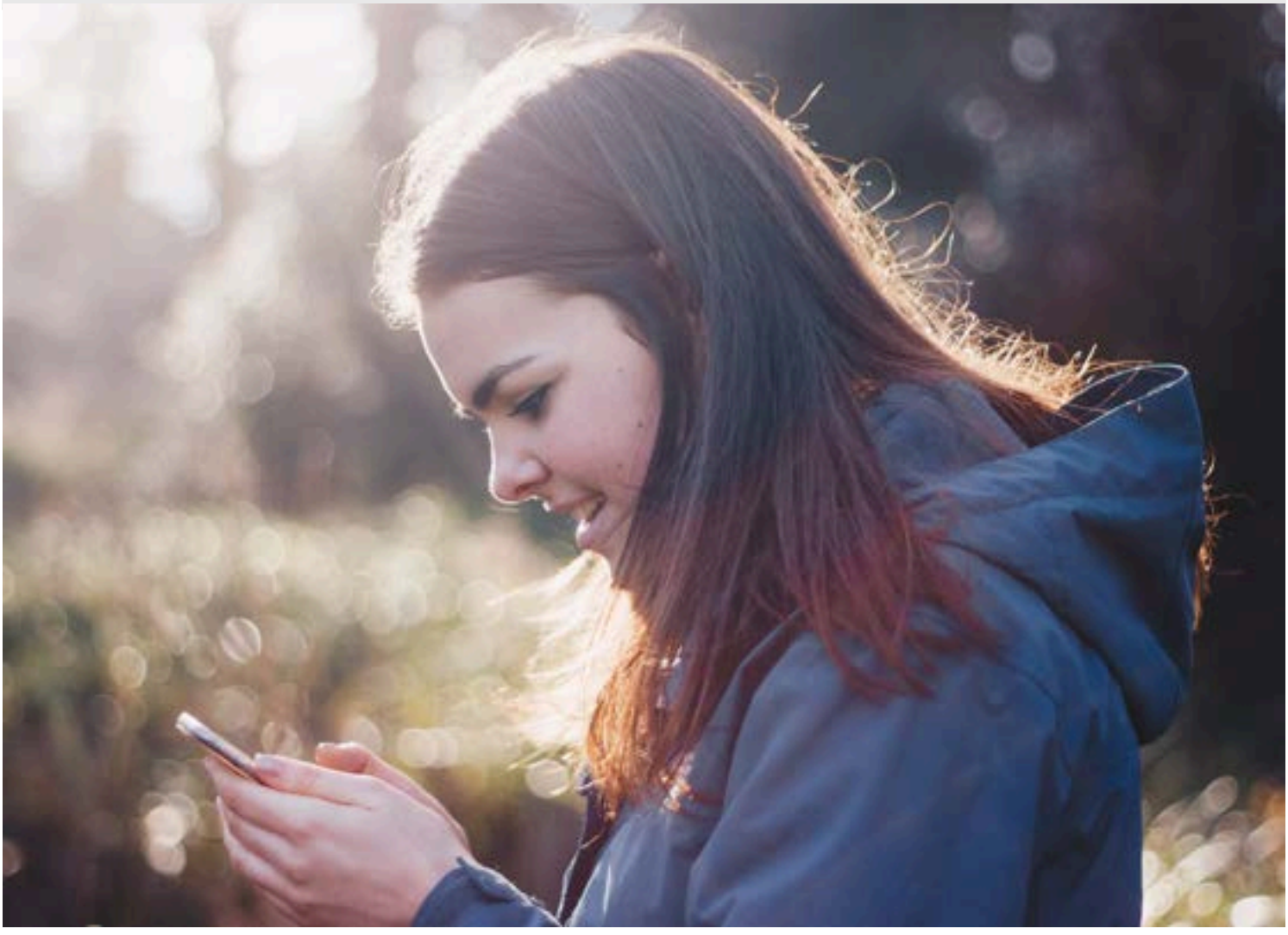
  We can help through funding and professional expertise

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



greenbelt
...green by nature

Find out more about Greenbelt and what we do for you

Recognised by experts; Regulated by the best

Constructionline
A UK GOVERNMENT CERTIFICATION SERVICE

British Association Landscape Industries

smas
WORKSAFE

Building with Nature

SSIP

Green Flag Award

greenbelt.co.uk