

A warm  
welcome from

**Trustgreen**



# Welcome to **The Riverside**

As one of the UK's market leaders in open space management, Trustgreen has been appointed by **Bovis Homes** to take care of the landscape environment on your development including areas of grass, soft and hard landscaping, trees, hedgerows, footpaths, SUDs, Play area and Community Champion that are not maintained by your local authority.

**Bovis Homes** are currently creating the open space on your estate. Once this is complete, Trustgreen will take on the responsibility of the Open Space maintenance ensuring a long term management and maintenance solution. We will provide you with a year-round service that is designed to help secure the long-term attractiveness of the development.



To deliver this service Trustgreen will charge each homeowner an equal share of the annual management cost, known as the annual management fee. This obligation is covered in the title deeds of your new home. The initial annual fee agreed with your developer is **£150.00 + VAT**. This figure has been fixed for 5 years. It may then be increased in line with retail price index stated from **January 2022** and fixed for a further 5 years.

Once Trustgreen begin to manage the open space the annual management fee will then be calculated from the anticipated management cost for that year. If you would like to discuss in further detail or if you have any questions please call 01829 708 457 or email [enquiries@trustgreen.com](mailto:enquiries@trustgreen.com) and we will be pleased to help you.

## Our Quality

# Management Services

To ensure the open space matures as intended, Trustgreen will provide a quality maintenance service which includes:



Summer and winter maintenance programmes



A dedicated line to our customer care department



Safety checks to ensure all facilities are maintained and in a safe condition



Public liability insurance to cover against the unexpected



Experienced contract management to ensure cost-effective maintenance service



Quality contractors working alongside our experienced contract supervision



Regular liaison with organisations such as local authorities, utilities and community police



The provision of site plans that identify the areas we are managing and maintaining



A homeowners pack providing details of all Trustgreen services



Up-to-date website information for homeowners

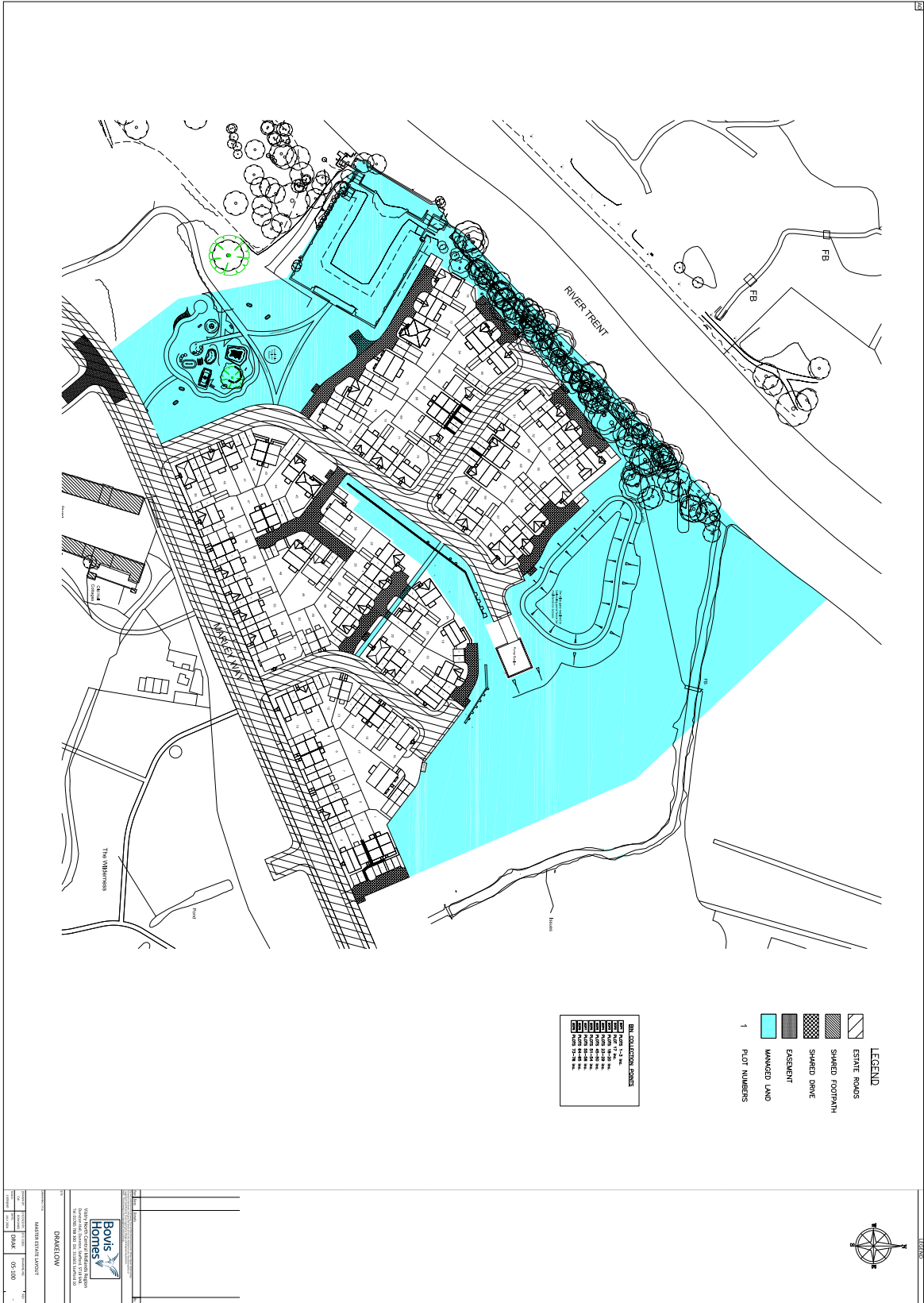


Landscape management plan which sets out the program of works and our scheduled number of visits



Our Fee Matrix explaining how your fee has been allocated

# The Riverside Site Plan



# A breakdown of Your Fees

Trustgreen

## Management Fee Matrix

Management Company	<b>Drakelow Park Management Company</b>	
Development	<b>Dracan Village, Burton-on-Trent, DE15 9UA</b>	
Date of this revision	<b>5th July 2022</b>	No of units to contribute <b>1800</b>
Reference	<b>3rd Quarter</b>	Prepared by <b>AH</b>
<b>Management Fee Period</b>	<b>2023-2024</b>	<b>£180.00</b>
<b>Maintenance, Inspections &amp; Repairs</b>		
Grass Cutting & Litter Pick		37082
Development Gateway Grass Cutting		4454
Winter Maintenance		28076
Existing Woodland		3000
POS Trees & Hedgerow Management		13400
Play Areas Maintenance & ROSPA Inspections		10580
H&S Inspections		4200
Village Green		2200
Annual Arboricultural Survey		1800
Footpaths, Boardwalks, Bund & Acoustic Fence		22800
Entrance & Spine Road Verges		9100
Ecological Habitat Maintenance		10000
General Maintenance		4500
Ponds, Swale Filter Drain Inspections & Maintenance		53540
<b>Statutory Inspection &amp; Testing</b>		
RAMS Submissions & Reviews, H&S Management		5400
<b>Employees</b>		
Community Champion		24000
<b>Insurance</b>		
Public Liability & Perils		7308

This Budget is an estimate based on information available at the date of preparation and may be subject to reasonable revision in the course of the development and then on an annual basis as provided for in the transfer and or lease by which an individual property is sold.

T: 01829 708 457

E: [enquiries@trustgreen.com](mailto:enquiries@trustgreen.com)

Unit 7, Portal Business Park, Eaton Lane, Tarporley, Cheshire, CW6 9DL

# A breakdown of Your Fees

Trustgreen

## Management Fee Matrix

<b>Administration</b>	
Management Fee	30240
Accountancy Cost	5194
Annual Returns	2924
Bank Charges	1064
Legal Fees	1550
Sundries, Admin & Misc	6020
Directors Insurance	888
Company Secretary Fees	1080
<b>Sub Total</b>	
	290400
<b>Reserve - Repairs &amp; Replacements</b>	
Reserve Fund	33600
<b>Total</b>	<b>324000</b>

This Budget is an estimate based on information available at the date of preparation and may be subject to reasonable revision in the course of the development and then on an annual basis as provided for in the transfer and or lease by which an individual property is sold.

T: 01829 708 457

E: [enquiries@trustgreen.com](mailto:enquiries@trustgreen.com)

Unit 7, Portal Business Park, Eaton Lane, Tarporley, Cheshire, CW6 9DL

Trustgreen

# The Riverside

## FAQs

### Q. Who are Trustgreen?

A. As one of the UK's market leaders in Open Space Management, Trustgreen have been appointed by **Bovis Homes** to look after the landscape environment on this development.

### Q. Why do we need to pay Trustgreen to look after our Open Space?

A. As part of the Planning Application that was submitted prior to the commencement of your development, **Bovis Homes** worked closely with the Local Authority to ensure that you were provided with valuable amenity land to enjoy together with your new home. During this process Trustgreen were appointed as the management company responsible for providing this service for perpetuity.

### Q. What is the Annual Management Fee?

A. When you purchased your property the sales team will have informed you of the Management Fee and that you would be responsible for paying your equal share.

The Annual Management Fee is based on the yearly costs required to maintain your development divided by the number of plots. A full breakdown of these costs are identified within our Fee Matrix detailing how the individual activities have been allocated.

### Q. Can I see a breakdown of how my money will be spent?

A. Our Fee Matrix is based on the budget for the management and maintenance of the amenity land for the next 12 months. At the end of the first year we will be able to provide you with a set of abbreviated accounts confirming the monies spent.

### Q. Will my Annual Management Fee increase yearly?

A. The Annual Management Fee is linked to the RPI index meaning it may increase if required in line with inflation.

# The Riverside

## FAQs

### **Q. How can I pay my Trustgreen Annual Management Fee?**

A. We will issue you with an invoice for your share of the management and maintenance costs when the Open Space is complete. You can then pay this by either BACS (via your online banking facility), direct debit, by cheque or by standing order. You also have the option to make payments, monthly, quarterly or annually. Please remember to use your unique TG reference number, this can be found on the top of your introduction letter and invoice.

### **Q. What maintenance work are Trustmgt responsible for?**

A. The maintenance work we are responsible for involves mowing/strimming grassed areas, shrub & tree pruning, litter picking and weed spraying (where necessary) carried out during each site visit. We will also carry out an annual inspection of the key features within your development and these will form part of our annual Health & Safety report.

### **Q. Which parts of the development will Trustgreen maintain?**

A. The areas of open space within your development that we are responsible for are identified on the site plan provided.

### **Q. How often will Trustgreen visit our development?**

A. Trustgreen carry out a comprehensive year-round service, based on 20 site visits per annum. Twice a month March - October and once a month November - February.

### **Q. What if my question is not covered here?**

A. Please give us a call or alternatively send us an email quoting your TG reference number, this can be found on the top of your introduction letter.



Trustgreen

Unit 7, Portal Business Park  
Eaton Lane, Tarporley  
Cheshire CW6 9DL

01829 708 457  
[enquiries@trustgreen.com](mailto:enquiries@trustgreen.com)  
[trustgreen.com](http://trustgreen.com)