

A warm
welcome from

Trustgreen



Welcome to **Rivers Edge**

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

Countryside 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 service charge. This obligation is covered in the title deeds of your new home. The annual fee agreed with your developer for 2024-25 is **£49.17 + VAT**.



This figure may be increased each year in line with retail price index stated from **5th April 2021**.

Once Trustgreen begin to manage the open space, the annual management fee will 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 and we will be pleased to help you.

In addition, there is also a charge for surface water discharge into the River Mersey. This is separate from water supply and foul water disposal by the incumbent provider. The charge is set by Peel Water Services and is subject to RPI increase.

The charge for 2023/24 is **£87.02** and 2024/5 will be **£91.29**.

This will be charged pro-rata from the date of the purchase of the property. Trustgreen will administer collection on behalf of Countryside Homes.

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

Rivers Edge Site Plan



A breakdown of Your Fees



Management Fee Matrix

Management Company	Rivers Edge (Management Company)		
Development	Rivers Edge, Chester Road, Warrington, Cheshire, WA1 1QL		
Date of this revision	8th October 2024	No of units to contribute	513
Reference	TG566	Prepared by	NB

Management Fee Period 2024 - 2025	£59.00
Estimated 5 year fee (based on 4% RPI)	£67.00
Estimated 10 year fee (based on 4% RPI)	£80.00
Maintenance, Inspections & Repairs	
POS Maintenance	15348
Tree/Hedgerow/Woodland Protection	845
SUDS Inspections, Management & Maintenance	794
Statutory Inspection & Testing	
Health & Safety and Inspections	1152
Insurance	
Public Liability & Perils	1305
Administration	
Management Fee	6072
Audit & Accounts	1306
Sundries	329
Sub Total	
	27151
Reserve Fund	
Repairs & Replacement	3076
Total	30226

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.

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

Rivers Edge

FAQs

Q. Who are Trustgreen?

A. As one of the UK's market leaders in Open Space Management, Trustgreen have been appointed by **Countryside 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, **Countryside 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.

Rivers Edge

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.

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