

A warm
welcome from

Trustgreen



Welcome to

Spencers Park

As one of the UK's market leaders in open space management, Trustgreen has been appointed by **Vistry** to take care of the landscape environment on your development including areas of grass, soft and hard landscaping, trees, hedgerows, footpaths, cycleways, play areas, streetlights, private roads and attenuation features that are not maintained by your local authority.

Vistry 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 **£231.20 Incl. VAT**. This figure may be increased each year in line with retail price index stated from **20th February 2024**.



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.

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



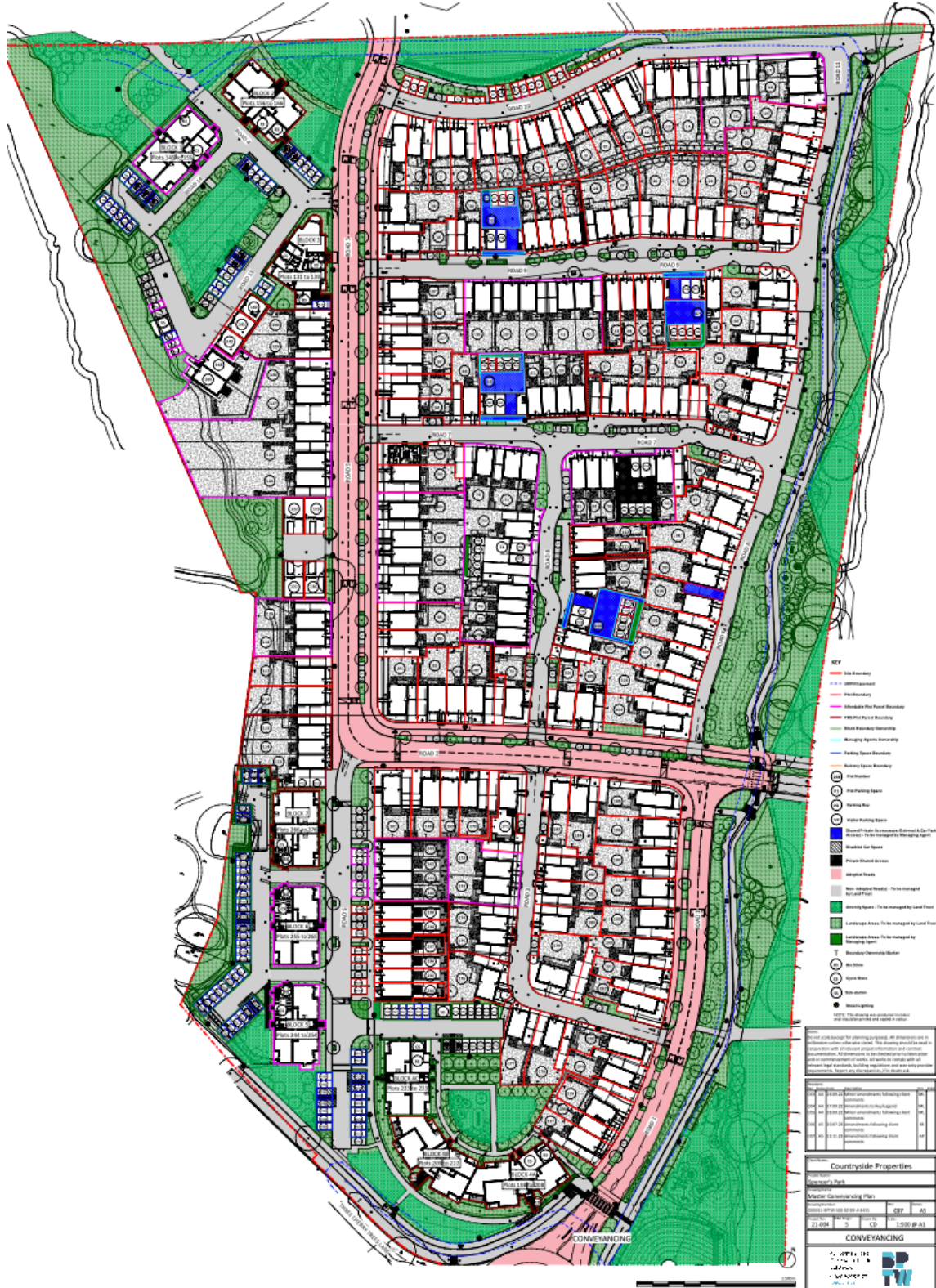
Landscape management plan which sets out the program of works and our scheduled number of visits



Our Fee Matrix explaining how your fee has been allocated

Spencers Park

Site Plan



Spencers Park Site Plan



A breakdown of Your Fees



Management Fee Matrix

Management Company	Trustgreen (Management Company)		
Development	Spencers Park, Hemel Hempstead, HP2 7HW		
Date of this revision	26th January 2024	Prepared by	CO
Reference	TG2499	No of units to contribute	600

Management Fee Period	2024–2025	£231.20
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Maintenance, Inspections & Repairs	
POS Maintenance & Litter Pick	37726
Winter Maintenance	10004
Tree Works	8814
Hedgerow Management	2626
Play Areas & MUGA	8486
POS Footpaths & Cyclepath	3600
POS Fencing	720
Attenuation Features & Ponds	12000
Underground Attenuation Tanks	1770
Public Furniture	510
Private Roads	6660
Statutory Inspection & Testing	
Health & Safety and Inspections	2880
ROSPA Inspection	1440
Utilities	
Electricity, Streetlights	2736
Insurance	
Public Liability	3000
Administration	
Management Fee	10800
Audit & Accounts	2400

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

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

A breakdown of **Your Fees**

Trustgreen

Sundries	4320
Sub Total	
	120492
Reserve - Repairs & Replacement	
	18228
Total	
	138720

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Trustgreen

A breakdown of Your Fees



Management Fee Matrix

In addition to the above charges, an Extra Over cost of **£37.50 inclusive of VAT** will be collected for **Parking Courts & Associated Streetlights**.

No of units to contribute **23**

Maintenance, Inspections & Repairs	
Parking Courts & Streetlight Power	572
Reserve - Repairs & Replacement	
	290
Total	
	862

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Spencers Park

FAQs

Who are Trustgreen?

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

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

As part of the Planning Application that was submitted prior to the commencement of your development, **Vistry** 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.

Will my Annual Management Fee increase yearly?

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

What is the Annual Management Fee?

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.

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

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.

Spencers Park

FAQs

How can I pay my Trustgreen Annual Management Fee?

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.

What maintenance work are Trustgreen responsible for?

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.

Which parts of the development will Trustgreen maintain?

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

How often will Trustgreen visit our development?

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.

What is a management company and why is it required?

A Management Company has been set up for your development to manage areas of the development where ownership of those areas is not transferred to the residents directly. You will be responsible for the maintenance of your home and any land conveyed to you, whilst the Management Company will maintain any areas which are not conveyed to any purchaser. These are communal areas for the benefit of some or all residents and therefore have to be held in a separate entity.

Spencers Park

FAQs

Who maintains the open space from the start?

Vistry is responsible for creating the open space within the development. For a period of time Vistry will maintain everything until the areas are complete, they will then be handed over to Trustgreen for maintenance. Whilst Vistry are maintaining the open space and features the residents will not be charged.

What is the role of Trustgreen as the managing agent?

The Managing Agent is an external company, appointed by the developer, to maintain the communal areas of the development, once they have been handed over to the Management Company.

Trustgreen's role is to assist the residents of the development in building their community, by maintaining the communal areas to a good standard and ensuring that the administration of the Management Company is professionally handled. This ensures that the residents don't have to worry about getting areas insured, getting accounts and audits done for the Management Company, appointing landscapers to care for public open space and play areas and other features within the open space.

What happens when the development is finished?

When the developer has completed all the homes and the open space, the areas will then be handed over to Trustgreen. Up to this point, the Directors of the developer will have been acting as Directors of the Management Company, acting on behalf of the residents. When everything is complete, the developer will look for residents who are willing to take on the role as Directors of the Management Company. Until resident officers are in place, the developer may ask Trustgreen to stand in as officer of the Management Company. But control of the Management Company will be in the hands of the residents, as Members. Trustgreen will support the residents in the running of the Management Company, but the residents always have the right to do things differently if they choose to.

What if my question is not covered here?

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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