



A warm welcome from

**Trustmgt**

Welcome to

# Charlton Gardens



As one of the UK's market leaders in open space management, Trustmgt has been appointed by **Countryside Properties** to take care of the landscape environment on your development including areas of grass, soft and hard landscaping, trees, hedgerows, footpaths, cycleways, play area, ponds and car parking area that are not maintained by your local authority.

**Countryside Properties** are currently creating the open space on your estate. As these areas are completed, Trustmgt 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 Trustmgt 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 **£93.33 + VAT**. This figure may be increased each year in line with retail price index stated from the **22nd June 2022**.

Once Trustmgt 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@trustmgt.co.uk](mailto:enquiries@trustmgt.co.uk) and we will be pleased to help you.

## Our Quality

# Maintenance Services

To ensure the open space matures as intended, Trustmgt 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 Trustmgt 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

# Charlton Gardens

# Site Plan



# A breakdown of Your Fees



## Management Fee Matrix

Management Company: Charlton Gardens (Management company)  
 Development: Charlton Gardens, Apley, Telford, TF1 6DA  
 Date of this revision: 22nd June 2022  
 Reference: TG1453 Prepared by: NB

**Management Fee Period: 2021 - 22 £112.00**

	No of Units to Contribute	Total Charge
		465
<b>Maintenance &amp; Repairs</b>		
POS maintenance		21013
Trees & Hedgerows		6978
Play areas		1622
SUDS features		5820
<b>Statutory Inspection &amp; Testing</b>		
Health & Safety and Inspections		1188
<b>Utilities</b>		
Electricity		0
<b>Insurance</b>		
Public Liability, Perils & Employers		1104
<b>Administration</b>		
Management Fee		6696
Audit & Accounts		1296
Postage & Admin		1674
<b>Sub Total</b>		
		47391
<b>Reserve</b>		
Sinking Fund		4800
<b>TOTAL</b>		
		52191

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.

## Charlton Gardens

# FAQs

### **Q. Who are Trustgreen & Trustmgt?**

A. Trustgreen is a brand of Trustmgt and is used to promote the Estate Management Services we provide to residential developments across England & Wales. As one of the UK's market leaders in Open Space Management, Trustmgt have been appointed by **Countryside Properties** to look after the landscape environment on this development.

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

A. As part of the Planning Application that was submitted prior to the commencement of your development, **Countryside Properties** 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 Trustmgt 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.

## Charlton Gardens

# FAQs

### **Q. How can I pay my Trustmgt my 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 Trustmgt 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 Trustmgt visit our development?**

A. Trustmgt 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.

Trust MGT Ltd

Head Office | Unit 7 Portal Business Park Eaton Lane Tarporley Cheshire CW6 9DL

01829 708 457 | [enquiries@trustmgt.co.uk](mailto:enquiries@trustmgt.co.uk)

