

# Management Company Information Pack

# Bovis Homes @ Northstowe





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# **About Trinity**

# Quality service is the priority of what we do in our business

Trinity is a leading Residential Property Management Company. We are committed to offering the highest standards of service to the developments that we manage.

We manage the full range of residential property across England and Wales from small blocks of flats to large city centre developments, mixed estates of houses and flats, refurbished country houses and cul-de-sacs of freehold houses. Trinity's directors and senior staff have many years experience in Residential Property Management.

Our dedicated customer service team based in Hertfordshire provide support to your locally based Property Manager who has the local knowledge and experience to manage your property.

### **Our Customers**

Each development is allocated a proactive and dedicated management team. Our office based customer support team will respond to most customer service enquiries, progress maintenance issues and deal with correspondence from our customers.

We have a network of locally based, experienced Property Managers, who are responsible for a number of development within their geographical area. The Property Manager places and supervises the various service contracts and completes regular development inspections to ensure the correct standards are maintained, they will also deal with any management issues.

### **Residents Communication**

# We've made it quicker and easier for you to report communal repairs

Introducing Fixflo our new online repair reporting tool



Report online 24/7



Over 40 languages available



More details = faster fixes



Emails & updates sent to you



# trinityestates.fixflo.com

- Go to trinityestates.fixflo.com from your phone, laptop or tablet
- Select your language and the most accurate picture and then fill in as much detail as possible
- Trinity will receive an instant notification and you will receive instant confirmation
- Our customer support team will progress the issue & you can login at any time to view the status of the issue

## Your Questions Answered - Houses

Trinity will send you a Welcome Letter once we begin management, providing you with our Residents Information Pack which contains further details about Trinity and the services we will be providing to you and your development.

#### Who are Trinity?

Trinity (Estates) Property Management Ltd is a private national management company formed to provide the highest levels of service to residential properties. Once handed over into our care from the developer, Trinity are responsible for provision of services to the communal areas within your development as defined within your lease and for the benefit of you, the owners.

#### What is a Service Charge?

The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you, the owner, only need be responsible for the inside of your new home.

#### How is the Service Charge Calculated?

Your first year's budget has been carefully calculated and agreed with the developer using all our experience, however for the first year at least, it must be remembered that this is an estimate. Subsequent budgets can be based on actual figures relating to your development from the year before.

#### Will the service charge increase?

Our aim is to produce an initial Service Charge that will only increase in line with inflation after the first year although this cannot always be guaranteed. Trinity will manage your development carefully to try and ensure that any increases are kept to an absolute minimum whilst ensuring that the high standards of service are maintained.



### Your Questions Answered - Houses

#### What are the insurance arrangements?

Trinity will arrange for Public Liability insurance for the communal areas, Terrorism cover and Employers liability where appropriate are also provided as part of the policy. You will need to arrange your own buildings and contents insurance for your property.

#### How will my Development be managed?

Your transfer will set out the conditions for you living there, the owner of the developments rights and responsibilities and the Management Company's rights and responsibilities. In order to manage your development effectively all parties will be legally obliged to act in accordance with the transfer at all times.

#### How do I pay for my service charge?

Your Service Charge is payable in advance and Direct Debit facilities are available for your convenience, otherwise it is payable in accordance with the frequency stated in your transfer.

Monies from all contributors are paid into a trustee bank account set up for your development and all services set out in your lease are paid for from this account.

Transactions in and out of the account are authorised every year by an independent firm of chartered accountants, and sent to each owner in line with the legal requirements of a Management Company.

#### What is a sinking fund?

The Sinking Fund is a separate fund in your development's trustee bank account which is designed to build up as a contribution towards major items of expenditure for example, re-surfacing of private roadways, replacement of lighting etc. Including a Sinking Fund from the outset with all units contributing every year, enables better budgeting for these costs and should help to offset any additional payments by residents when major expenditure is required.

#### What happens to monies I paid on completion?

Any monies you pay towards the service charge on completion of your property will be held in a separate trustee bank account under your name. This money will not be touched by us until Trinity begin providing services to your development.



### **Our Fees**

Our Management Fees cover all of the following areas;

Financial: Preparation and issuing of the annual service charge budget

Issuing bills for service charge

Administering Direct Debit collection of service charge

Pursuing non-payment of service charge Daily bank reconciliations of Scheme Funds

Payment of suppliers and contractors

Maintaining financial records

Preparation of annual service charge accounts Liaison with independent accountants concerning

certification Distribution of annual service charge accounts

Services: Preparing specifications for landscape maintenance, cleaning etc.

Obtaining quotations for services and appointing contractors Placing maintenance/service contracts for equipment –

Supervision of service contractors

Negotiating and arranging buildings and other insurances where applicable

Repairs: Inspection of repairs matters prior to action where required

Ordering responsive repairs with contractors

Inspection of repairs carried out

Preparing programmes of planned maintenance and redecorations Liaison with developers concerning defects in the common parts Providing an out of hours

emergency response service

Visits & Communication: Estate inspections on a regular cycle

Meeting with residents upon request

Meeting with residents associations/management co. directors as necessary

Meeting with contractors, developers and other agencies on site as

necessary Answering Resident communications

Provision of a Residents Portal with account specific information

In addition, Trinity Estates may also carry out the following services at additional cost:

Specification and supervision of major repairs and redecorations

Administering the residents management company and acting as Company Secretary Dealing with solicitor's enquiries upon assignment/sale of property

Health and safety inspections

Administering requests for consent under the lease.

Please note that the above is not an exhaustive list and there may be other matters which are covered by the annual management fee which may not specified here.





# Service Charge Breakdown



# **Budget Summary**

#### Northstowe Phase H5, Cambs

Budget period ending 31/03/24

| No. | ltem                                    | Budget for the year | NOTES                                                                                                                                                                                  |
|-----|-----------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | General Repairs & Maintenance           | £100                | Budgetary costs to cover for day to day repairs of permeable roadways etc. Such repairs exclude any work to private units or anything within their demise                              |
| 2   | Private Roadway/Car Park<br>Maintenance | £360                | Monthly maintenance of the un-adopted roadway and its associated paving, including regular sweeping, weed treatments etc.                                                              |
| 3   | Directors & Officers Insurance          | £182                | This is to provide liability cover for the Directors of the Resident Management Company                                                                                                |
| 4   | Public Liability Insurance              | £450                | Includes comprehensive Public Liability cover                                                                                                                                          |
| 5   | Health & Safety Assessment              | £594                | The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments                                  |
| 6   | Accountancy Fee                         | £480                | Annual fee for independent certification of Service Charge Accounts                                                                                                                    |
| 7   | Management Fee                          | £3,612              | Trinity Management Fee (not a percentage of total Service Charge)                                                                                                                      |
| 8   | Company Administration/Secretarial Fee  | £336                | Annual fee for the administration and filing of annual RMC accounts                                                                                                                    |
| 9   | Banking Charges                         | £63                 | Bank Charges relating to scheme trustee bank account                                                                                                                                   |
| 10  | Private Roadway Sinking Fund            | £200                | A fund designed to build up and pay towards the future costs of the private roadway and pavement re-surfacing and any associated items that may include, such as permeable paving etc. |

Total £6,377

# **Proposed Budget**

#### Northstowe Phase H5, Cambs

Budget period ending 31/03/24

|          | Expenditure Headings                                               | <u>Total</u><br><u>Charges</u><br><u>2023/24</u> | <u>Estate</u><br><u>Charge</u><br><u>43</u> |
|----------|--------------------------------------------------------------------|--------------------------------------------------|---------------------------------------------|
|          | General & Reactive Expenditure                                     | <u>====; = :</u>                                 | <u></u>                                     |
|          |                                                                    |                                                  |                                             |
| 1<br>2   | General Repairs & Maintenance Private Roadway/Car Park Maintenance | 100<br>360                                       | 100<br>360                                  |
|          | riivale kodaway/Cai Faik Maimenance                                | 360                                              | 360                                         |
|          | <u>Insurance</u>                                                   |                                                  |                                             |
| 3        | Directors & Officers Insurance                                     | 182                                              | 182                                         |
| 4        | Public Liability Insurance                                         | 450                                              | 450                                         |
|          | Health & Safety                                                    |                                                  |                                             |
| 5        | Hoalth & Safahy Assassment                                         | 594                                              | 594                                         |
| <u> </u> | Health & Safety Assessment                                         | 374                                              | 374                                         |
|          | Professional Fees/Services                                         |                                                  |                                             |
| 6        | Accountancy Fee                                                    | 480                                              | 480                                         |
| 7        | Management Fee                                                     | 3612                                             | 3612                                        |
| 8        | Company Administration/Secretarial Fee                             | 336                                              | 336                                         |
| 9        | Banking Charges                                                    | 63                                               | 63                                          |
|          | Reserve Funds                                                      |                                                  |                                             |
| 0        | Private Roadway Sinking Fund                                       | 200                                              | 200                                         |
|          | SERVICE CHARGE TOTAL                                               | 6377                                             | 6377                                        |
|          |                                                                    |                                                  |                                             |
|          |                                                                    |                                                  |                                             |
|          |                                                                    |                                                  |                                             |
|          |                                                                    |                                                  |                                             |

## **Plot Matrix**

#### Northstowe Phase H5, Cambs

Budget period ending 31/03/24

| Trinity Unit | Diet Neuselser | Time       | Estate      | Estate      | Total Service |
|--------------|----------------|------------|-------------|-------------|---------------|
| Number       | Plot Number    | Туре       | Charge<br>£ | Charge<br>% | Charge<br>£   |
|              |                |            |             |             |               |
| 1            | 85             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 2            | 86             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 3            | 87             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 4            | 88             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 5            | 89             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 6            | 90             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 7            | 91             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 8            | 92             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 9            | 93             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 10           | 94             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 11           | 95             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 12           | 96             | Apartment  | £148.30     | 2.33%       | £148.30       |
| 13           | 97             | House      | £148.30     | 2.33%       | £148.30       |
| 14           | 98             | House      | £148.30     | 2.33%       | £148.30       |
| 15           | 99             | House      | £148.30     | 2.33%       | £148.30       |
| 16           | 100            | House      | £148.30     | 2.33%       | £148.30       |
| 17           | 101            | House      | £148.30     | 2.33%       | £148.30       |
| 18           | 102            | House      | £148.30     | 2.33%       | £148.30       |
| 19           | 103            | House      | £148.30     | 2.33%       | £148.30       |
| 20           | 104            | House      | £148.30     | 2.33%       | £148.30       |
| 21           | 105            | House      | £148.30     | 2.33%       | £148.30       |
| 22           | 106            | House      | £148.30     | 2.33%       | £148.30       |
| 23           | 107            | House      | £148.30     | 2.33%       | £148.30       |
| 24           | 108            | House      | £148.30     | 2.33%       | £148.30       |
| 25           | 109            | House      | £148.30     | 2.33%       | £148.30       |
| 26           | 110            | Maisonette | £148.30     | 2.33%       | £148.30       |
| 27           | 111            | Maisonette | £148.30     | 2.33%       | £148.30       |
| 28           | 112            | Maisonette | £148.30     | 2.33%       | £148.30       |
| 29           | 113            | Maisonette | £148.30     | 2.33%       | £148.30       |
| 30           | 114            | Maisonette | £148.30     | 2.33%       | £148.30       |
| 31           | 115            | Maisonette | £148.30     | 2.33%       | £148.30       |
| 32           | 116            | Maisonette | £148.30     | 2.33%       | £148.30       |
| 33           | 117            | Maisonette | £148.30     | 2.33%       | £148.30       |
| 34           | 119            | House      | £148.30     | 2.33%       | £148.30       |
| 35           | 120            | House      | £148.30     | 2.33%       | £148.30       |
| 36           | 121            | House      | £148.30     | 2.33%       | £148.30       |
| 37           | 122            | House      | £148.30     | 2.33%       | £148.30       |
| 38           | 123            | House      | £148.30     | 2.33%       | £148.30       |
| 39           | 124            | House      | £148.30     | 2.33%       | £148.30       |
| 40           | 136            | House      | £148.30     | 2.33%       | £148.30       |
| 41           | 137            | House      | £148.30     | 2.33%       | £148.30       |
| 42           | 138            | House      | £148.30     | 2.33%       | £148.30       |
| 43           | 139            | House      | £148.30     | 2.33%       | £148.30       |

£6,377

100.00%

£6,377

# 10 Year Budget Projections of Individual Service Charge Costs

|               | Year 1<br>Annual Costs | Year 2           | Year 3          | Year 4          | Year 5          | Year 6          | Year 7          | Year 8          | Year 9          | Year 10         |
|---------------|------------------------|------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Charge Type   | per Plot               | Inflation at 10% | Inflation at 7% | Inflation at 5% | Inflation at 3% | Inflation at 2% |
|               |                        |                  |                 |                 |                 |                 |                 |                 |                 |                 |
| Estate Charge | £148.30                | £163.13          | £174.55         | £183.28         | £188.77         | £192.55         | £196.40         | £200.33         | £204.34         | £208.42         |

Please Note: Whilst TPG have prepared these estimates using reasonable skill and care, the actual constituent costs at the relevant time in each case may be higher or lower depending on various factors including (without limitation) inflation, changes in legislation, availability of supplies and services or the amendment of the contracted services. TPG therefore accepts no liability including (without limitation) liability for any loss damage or expenses howsoever arising from any reliance on the accuracy of these estimates or any part of them.

### Get in touch

## We never stop putting our customers first

You can contact us in writing, by calling or submitting a form via our website.

In the event of an out of hours building emergency requiring urgent attention, our out of hours company can be contacted using our usual contact number.

Please make sure that you keep us informed of your address for correspondence, particularly if you are not living at the property.



Trinity, Vantage Point 23 Mark Road, Hemel Hempstead HP2 7DN



customersupport@ trinityestates.com



0345 345 1584 International: +44 1442437600





A warm welcome to your new home at Bovis Homes at Northstowe - (H5 and H6) at Cambridgeshire, constructed by Bovis Homes East Anglia Division, 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 under either an ownership or a leased based agreement

#### 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 ecoaware, 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

Management

£61.22

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.

£50.11

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.

#### **Supervision**

£3.42

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.

#### **Expert Consultancy**

£4.20

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 £118.95

#### Refundable Contingency

£6.26

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

£25.04

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 £150.25

### Northstowe, Longstanton

November 2022





Managed by Greenbelt

Open space

Lighting

Open space to be managed



# 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

£26.50

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.

# Management £20.48

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.

#### **Supervision**

£2.42

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.

#### **Expert Consultancy**

£1.49

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 £50.89

VAT £10.18

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 £61.07

all prices are accurate as at April 2024 and will be subject to indexation

### BovisHomes at Northstowe (H5 and H6)

green by nature

February 2024







# YOUR BREAKDOWN AND UPDATES





# GO PAPERLESS

# **‡** greenbelt HERE ARE FOUR FANTASTIC REASONS TO MAKE THE CHANGE



BE ECO-FRIENDLY



#### **GREENER TOGETHER**

### Biodiverse Garden





gister







### **YOUR GUARANTEES**

#### Value for Money

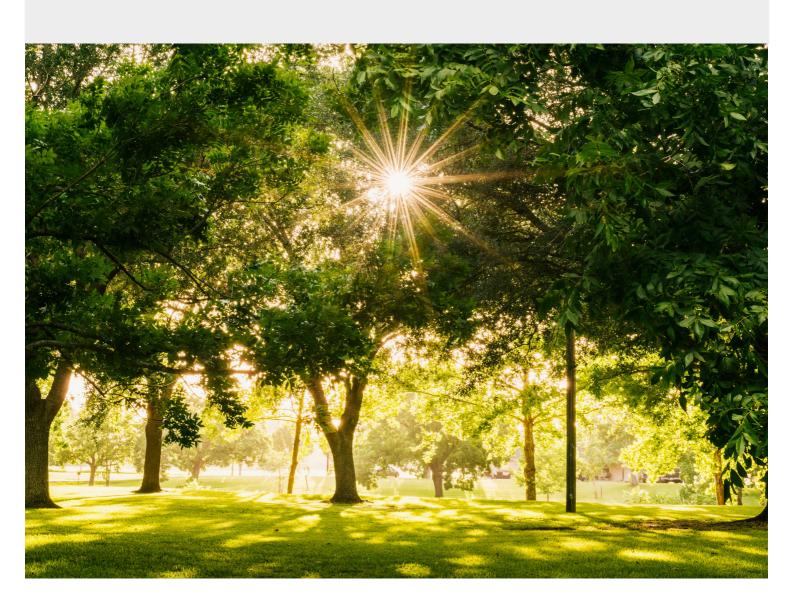
We strive to keep our prices low without compromising on quality

#### • 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

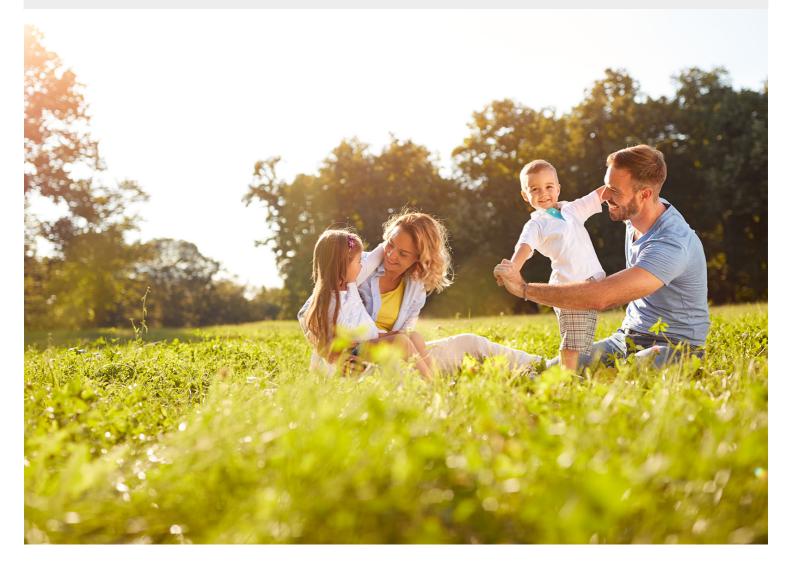


# ANNUAL MANAGEMENT CHARGE FUTURE ESTIMATION - INFRASTRUCTURE

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<br>(Anticipated<br>initial charge) | Year 5        | Year 10       |
|------------------------------------|-------------------------------------------|---------------|---------------|
| Cost of Management & Maintenance   | £118.95                                   | £133.17       | £147.03       |
| Refundable Contingency             | <b>£</b> 6.26                             | <b>£7.01</b>  | <b>£</b> 7.74 |
| VAT                                | £25.04                                    | <b>£28.03</b> | £30.95        |
| Homeowner Annual Management Charge | £150.25                                   | £168.21       | £185.72       |

all prices are accurate as at April 2024, include VAT and will be subject to indexation

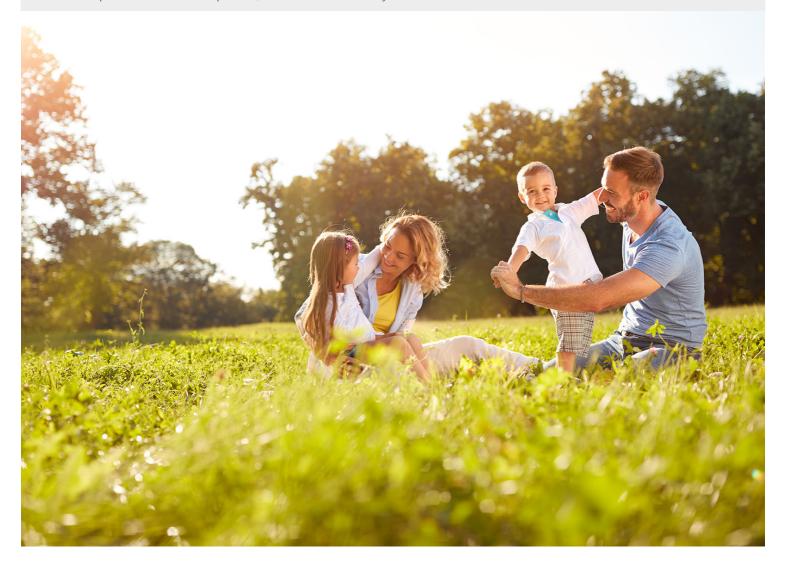


# ANNUAL MANAGEMENT CHARGE FUTURE ESTIMATION - PARCEL

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<br>(Anticipated<br>initial charge) | Year 5        | Year 10       |
|------------------------------------|-------------------------------------------|---------------|---------------|
| Cost of Management & Maintenance   | £50.89                                    | £56.97        | £62.90        |
| VAT                                | £10.18                                    | <b>£11.40</b> | <b>£12.58</b> |
|                                    |                                           |               |               |
| Homeowner Annual Management Charge | £61.07                                    | <b>£68.37</b> | £75.48        |

all prices are accurate as at April 2024, include VAT and will be subject to indexation



# **YOUR NEXT MOVE**

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

| <ul> <li>Selling Your Propert</li> </ul> |
|------------------------------------------|
|------------------------------------------|

| Where our services have not yet commenced | £192.00        |
|-------------------------------------------|----------------|
| Where our services have commenced         | <b>£255.60</b> |

### • Transfer of Equity

| Removing a Homeowner | £85.20  |
|----------------------|---------|
| Adding a Homeowner   | €170.40 |

all prices are accurate as at April 2024, 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

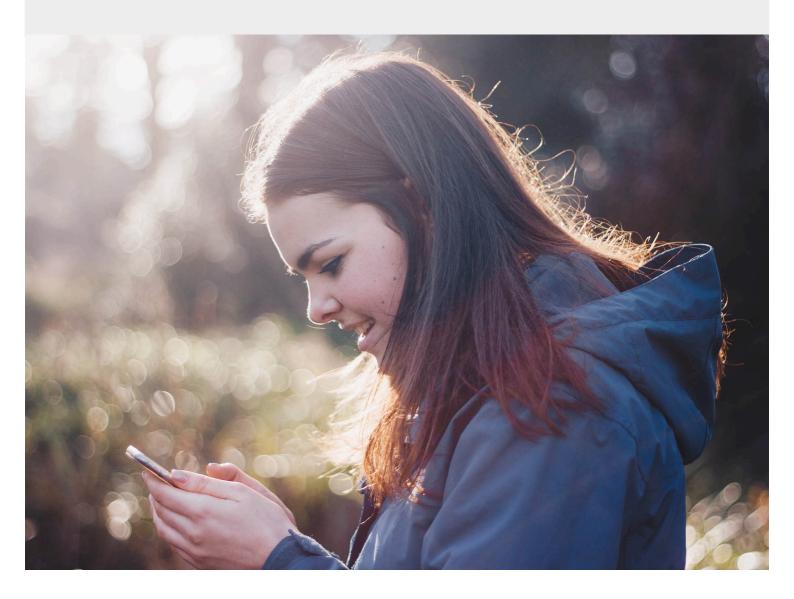


# **HOW TO CONTACT US**

We welcome your enquiries as they help us to continually improve our services

Phone: 0800 028 1749

Email: customercare@greenbelt.co.uk







# Find out more about Greenbelt and what we do for you



#### Recognised by experts; Regulated by the best













greenbelt.co.uk