

September 24



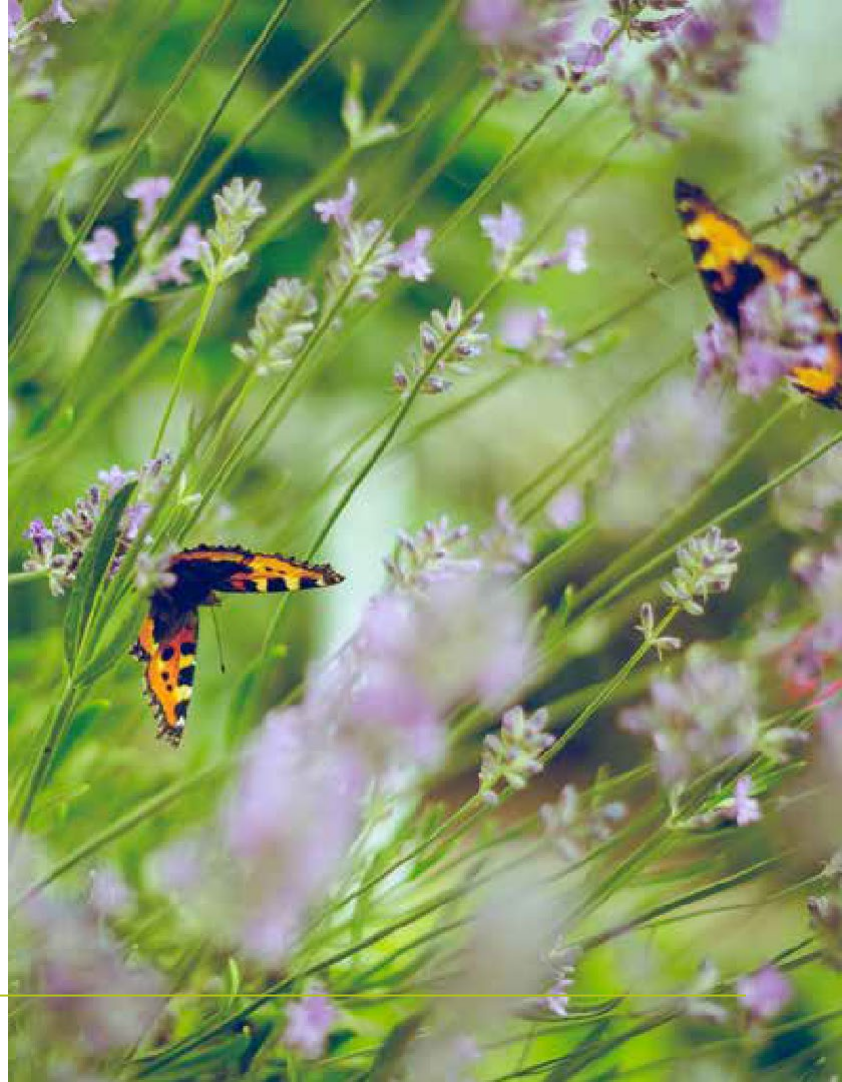
A warm welcome to the homeowners of Northstowe

Gerry McQuade
Billing Manager



Topics of Discussion

- Newly Adopted open space in current billing year
- Non Routine Works and Costs
- Proposed Annual Management Charge
- Customer Care
- Other Business



Newly Adopted Areas



Non Routine Works

• Play Area repairs	£1155
• Planting Works	£6950
• Tree Works	£6290
• New fence	£420
• Lighting Repairs	£1004
• Graffiti Removal	£350
• Bin Repair	£50
• Grass Repairs	£350
• Hedge Planting	£390

Approximate cost per household £15.21



Proposed AMC

- **The proposed AMC for the Year is £107 +vat**
- **This is based on 1379 units**
- **This includes the proposed new areas** (*King Fisher pond and a New Play Area*)



Customer Care Stats

- 27 CC Contacts received in the last 6 month via email or telephone
- All contacts were responded to within 20 working days in accordance with our Customer Care Charter

Complaint Type

Unadopted areas (9)
Maintenance (9)
Dog Fouling (4)
Billing (3)
Legal (2)



Other Site Information

- Continued support for the Northstowe Running Festival
- The Development has been Nominated for an awards from Pro Landscaper Magazine
- Pre Billing meeting 1st week in November (actual billing)

