

## GREENBELT ON THE MOVE!

In November last year the company moved to new premises in the north of Glasgow.



**McCafferty House**

**Alex Middleton, Greenbelt's MD, welcomes Patricia Ferguson, the local Member of the Scottish Parliament to the new office. Ms Ferguson toured the office and spent time chatting to staff.**



## MESSAGE FROM THE MANAGING DIRECTOR

**May I welcome you to our new style Newsletter.** Each year we look to be better and one of our initiatives is to communicate in more ways than before. We are working hard for you to always improve communications with our customers.

This initiative will hopefully give you better insight on what we have been doing and some of the activities we have planned going forward. This Newsletter is designed and produced in-house, so costs will be kept to a minimum and we would like to hear your views on what you think of the idea, and the style and content of its news.

Greenbelt has had another year of steady growth with increasing number of customers throughout Scotland, England and Northern Ireland. The market has been a slow one where new

developments are taking significantly longer to complete and be handed over to the aftercare stage, but despite this our resident customer base has increased to around 36,000.

We have been focusing on our "Creating Great Outdoors" challenge where operationally our service teams strive for best practice and value for money. There are a number of good successes involving local communities to support their efforts and some are included in this letter.

One of the benefits of always looking to improve the management service is outlined in a recent research which claims property values increase where open space is well maintained. Given that this is likely the single biggest purchase made by most of our customers then it makes sense to really look after the public open spaces in your chosen location.

Our Greenspace model has been proven over the past 10 years, and the company continues to grow steadily. We employ many people either directly or indirectly, providing a wide range of jobs, but each employee is very aware of the principles and policies which I wish to see at Greenbelt.

We are still a young company providing a more modern approach to arranging aftercare, where the responsibilities and benefits are shared between all stakeholders, including, residents and Greenbelt. To achieve this requires the right balance and mix of management for each development and we see this as a strength which will set the Greenbelt developments well ahead of developments under different arrangements.

We are also seeking to develop the company further, to bring you new opportunities, and we hope to have further information on these shortly. I look forward to exciting times ahead.  
**Alex Middleton**

## RECENT INITIATIVES AT GREENBELT

**Greenbelt is investing in new technology** to improve our service to you. New software and upgraded Site

Information System will mean we can answer more of your enquiries while you are on the phone to us, and more quickly. To date we have been able to answer fully 4 in 5 calls but we aim to improve on this achievement further.

**Our bills now provide a breakdown** of costs which bring greater detail about our services. This has been provided because we have listened to what our customers want. And we will continue to review the information we can provide.

**Our website** offers a great range of news, information, and case studies. We are investing more in this as we want to keep you up to date with what we do. For example, you can see photographs of how different developments look, what features they have, and how they are maintained. Did you know?

- We hosted Scottish Government Ministerial site visits?
- We helped a charity plant trees?
- we won an award?

You can read about all this and more is on our website at:

[www.greenbeltgroup.co.uk/news](http://www.greenbeltgroup.co.uk/news)

## GREENBELT IN THE COMMUNITY

Did you know that Greenbelt supports local communities? Here are some examples from around the country



**TV personality Ricky Tomlinson Opening the new SUDS feature and Fountain at River Oaks development, Aigburth, Liverpool, in April**



**Greenbelt supports local charities Trellis and Tulloch NET in assisting school-children with tree planting at The Lade, Perth, November 2010**



## **Greenbelt supports Glasgow Warriors Rugby Club:**

As very near neighbours Greenbelt is happy to support Warriors which is a Community Club playing a sport which is reaching out to wider audiences. The players and management hope that some of the Greenbelt customers and their families will come along to their matches and watch them play.

If you would like to come along do let us know at our mailroom.



## **Just champion!**

Greenbelt has been supporting the Friends of Springfield Park, a voluntary group set up to promote the public use of one of Greenbelt's sites at Morley, Leeds. FOSP Chairman, Dave Roberts, has been instrumental in pushing for more facilities and he successfully organised a football tournament between local primary schools.

The weather was perfect and lots of people watched as teams from Churwell, Morley Victoria, Asquith, and Fountain primary schools competed in knock out games. The winners were Churwell by 4-1, and they lifted the first ever Springfield Cup, donated by Greenbelt. Our congratulations to everyone who took part, and especially Dave for organising the event.

## **At play in Northern Ireland:**

Greenbelt takes on its first play area in Northern Ireland – at Carnbeg in Ballymena. We have 212 play areas throughout the UK.

## **New paths in Glenrothes:**

Working in partnership with Fife Council, Greenbelt's Alex Garrett has delivered a project which provides additional new and upgraded paths in the woodlands around Glenrothes. This initiative has been well received and levels of usage have increased. This initiative was implemented in line with our support for the political will for health and sport to be encouraged.

## **OTHER NEWS**

### **New legislation for property managers:**

You may be aware of the proposals for changing the way property factors do business. Although we are not factors because we take ownership of the open spaces we manage, our business has been included in these proposals so we have also been actively contributing to Scottish Government policy and consultations on this important development. Our position is that we support measures that will tighten up accountability; give customers and developers choice (we have been offering this since 2008); and provide good value. Information on our input to this process is on our website at [www.greenbeltgroup.co.uk/news](http://www.greenbeltgroup.co.uk/news)

## **Greenbelt success makes legal history!**

Greenbelt recently won a landmark case in Perth Sheriff Court when, after more than two and a half years of legal wrangling by a disgruntled resident, the court found in Greenbelt's favour both at first instance and on appeal, including the award of expenses. This is one of the longest running small claims cases in Scottish legal history.

The court considered that - Management and maintenance of the development did take place to specification  
There had never been any enforcement action taken by any authority (planning, trading standards, etc)  
The developer was satisfied with the standard and level of maintenance  
There is a high payment rate on the development  
Little or no customer care issues once initial problems resolved.

## **AND FINALLY**

We are supporting Andy Russell from Russell Landscapes – one of our top performing contractors, in his expedition to Everest base camp, raising money for a number of cancer charities. We wish Andy luck and will let you know how he gets on in our next edition.

## **We are here to help**

If you have any concerns, queries or compliments, please contact us. If you phone, we will do our best to provide you with an answer straight away. If we need to investigate, or you email or write in, our target is to respond within 20 working days.

## **Tell us what you think**

We welcome your comments – our intention is to send this out with your bill, and to update it occasionally throughout the year. This means everyone will receive similar information from us annually. Your views will help us decide how best to develop our contact with you. Send your comments to any of our contact details below.