Residents Address

Bannerbrook Park

Coventry

West Midlands

Postcode

Greenbelt Group Ltd

McCafferty House

99 Firhill Road

Glasgow

G20 7BE

**Date: dd/mm/yyyy**

**RE: Bannerbrook Park - Annual Maintenance Charge**

Dear Sir/Madam,

As a member of the Bannerbrook Action Group (BAG), this letter is to state my intention to do as follows and put my account in dispute:

*Make part / full payment on account but “paying under protest”*

The full reasons for such are explained in previous letters dated, 24March 2017 and 10 April 2017, as sent by BAG to Persimmon. In summary, the current amount being requested and its content are being disputed on the basis of:

* Public Liability Insurance – Although we know we need this for the ground we are responsible for, there are two charges on this bill, one for the month of September and the other for the next twelve months.  The month of September charge needs to be questioned.
* Company Secretarial & AGM Services – These have been previously stated as a charge for meetings held between Bannerbrook Management Company (BMC), Persimmon and Greenbelt.  As far as we are aware no such meetings have been held for over two years, yet a charge for this appears each year.  Also no minutes from these meeting have ever been published or members of the BMC invited.
* Planting Works – There is no indication within the Site Report of any new plants being put in, therefore we need to know where and when this was done.
* Fence Repairs – Two fence panels damaged in Area B, there is no indication of where Area B is so we cannot check if this work was actually carried out.
* Account Adjustment – What is this for?
* Admin Charges – The current charge seems excessive at over 50% of the current bill.
* Routine Maintenance – Charged for work carried out during the first 5 months of the year, no work was carried out to the areas we are responsible for, especially grass cutting.  Site reports say Grass was at an acceptable level, however we have a picture of the grass at the far end of Astoria that shows the front part cut but our area not cut.
* On the ‘Written Statement of Service’ that came with each bill, in the section ‘Site Specific Specification’ it states:
  + - Litter Picking – 21 times – This is not done
    - Grass Cutting – 16 times (April – Oct) – not done this year
    - Shrub Bed Maintenance – Where are the Shrub Beds in our area’s?
    - Young Woodland – Where is this?
    - Path – Where is this as there are none in our areas?

Until such issues have been reasonably resolved the account is to remain in dispute.

I look forward to your co-operation and a quick resolution.

Yours sincerely

Your name