



**trinity**

# **Service Charge Information Pack**

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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

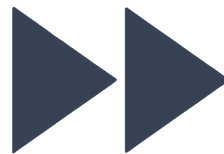
Introducing Fixflo our new online repair reporting tool



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24/7



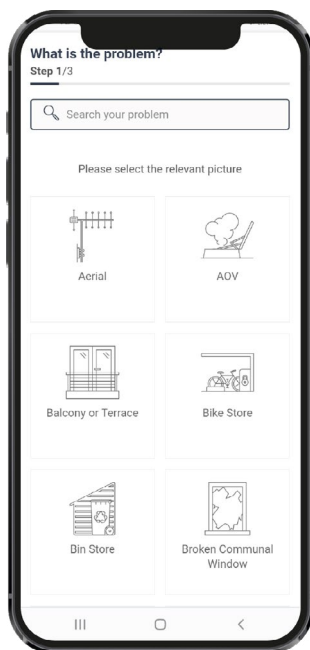
Over 40  
languages  
available



More details  
= faster fixes



Emails &  
updates sent  
to you



## [trinityestates.fixflo.com](https://trinityestates.fixflo.com)

- Go to [trinityestates.fixflo.com](https://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?

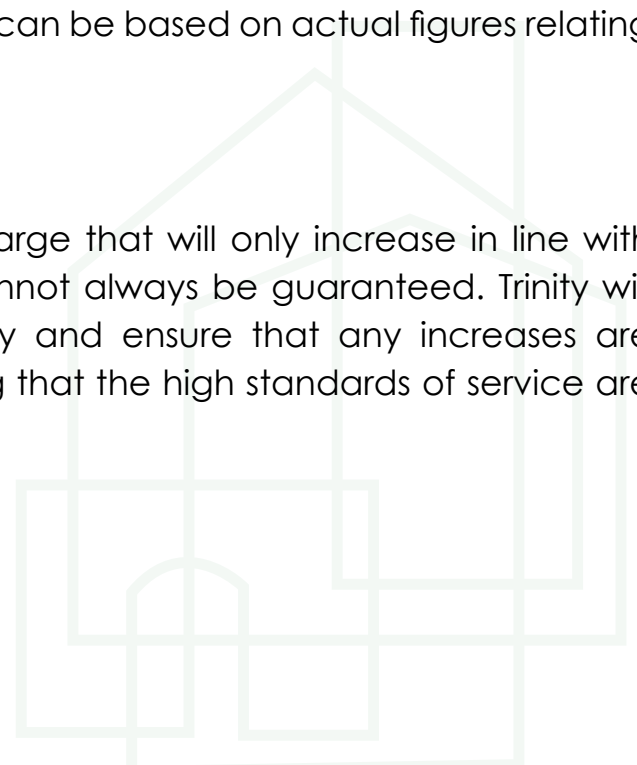
The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you,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



trinity

# Service Charge Breakdown



Trinity Estates is Part of  
The Trinity Property Group

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Walshes Rd, Crowborough  
Budget period ending 31/12/24

No.	Item	Budget for the year	NOTES
1	Landscape Maintenance	£15,545	Landscape maintenance of communal gardens, includes cutting of grass, weeding, tending of flower beds, borders and shrubs, litter picking, sweeping of parking areas, walkways etc. Frequency and duration of visits will vary throughout the year i.e. more frequent and longer during growing season, less frequent and shorter during winter months
2	Play Area Maintenance	£550	Maintenance of the play equipment and its safety surface including treatment/painting as required etc.
3	Attenuation Basin/Balancing Pond	£1,375	Maintenance costs associated with the attenuation features. This includes regular inspections and maintenance as required.
4	General Repairs & Maintenance	£903	Budgetary costs to cover for day to day repairs of external communal items such as seating, bins, bird/bat boxes, signage, pathways, solar lighting etc. Such repairs exclude any work to private units or anything within their demise.
5	Private Roadway/Carpark Maintenance	£695	Maintenance of the un-adopted roadway, including regular sweeping, weed treatments etc.
6	Arboriculturalist Costs	£1,100	Costs relating to minor tree works that are required
7	Reactive Refuse Removal	£450	Removal of larger items of refuse or items not placed in bins properly
8	Directors & Officers Insurance	£450	This is to provide liability cover for the Directors of the Resident Management Company
9	Public Liability Insurance	£750	Includes comprehensive Lift Insurance cover.
10	Health and Safety Assessment	£948	** The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
11	Play Area Inspection Costs	£372	** Costs for regular Health & Safety inspection for play equipment and safety surface
12	Accountancy Fee	£965	Annual fee for independent certification of Service Charge Accounts
13	Management Fee	£11,700	Fixed Management Fee (not a percentage of total Service Charge).
14	Company Administration/Secretarial Fee	£336	*** Annual fee for the administration and filing of annual RMC accounts
15	Banking Charges	£63	Bank Charges relating to scheme trustee bank account
16	Estate Sinking Fund	£358	A fund designed to build up and pay towards the future costs of the estate and any associated major works
17	Private Roadway Sinking Fund	£350	A fund designed to build up and pay towards the future costs of the private roadway and pavement re-surfacing and any associated items etc.
18	Arboricultural Sinking Fund	£300	Contribution to the arboricultural fund for future tree and planting works
19	Play Area Sinking Fund	£300	A fund designed to build up and pay towards the future costs of the play area including re-surfacing and associated items such as replacement play equipment, gates or benches etc
<b>Total</b>		<b>£37,510</b>	

2Trinity is a trading name of Trinity (Estates) Property Management Limited

\*\*The Health & Safety reports are undertaken by Trinity2

\*\*\*The Company Secretarial compliance role is undertaken by Trinity2



**Walshes Rd, Crowborough**  
**Budget period ending 31/12/24**

<u>Expenditure Headings</u>		<u>Total</u>	<u>Estate</u>	<u>Shared</u>
		<u>Charges</u>	<u>Charge</u>	<u>Access</u>
		<u>2024</u>	<u>150</u>	<u>29</u>
<b><u>Regular/Cyclical (Contract) Maintenance</u></b>				
1	Landscape Maintenance	15545	15400	145
2	Play Area Maintenance	550	550	
3	Attenuation Basin/Balancing Pond	1375	1375	
<b><u>General &amp; Reactive Expenditure</u></b>				
4	General Repairs & Maintenance	903	845	58
5	Private Roadway/Carpark Maintenance	695	695	
6	Arboriculturalist Costs	1100	1100	
7	Reactive Refuse Removal	450	450	
<b><u>Insurance</u></b>				
8	Directors & Officers Insurance	450	450	
9	Public Liability Insurance	750	750	
<b><u>Health and Safety</u></b>				
10	Health & Safety Assessment	948	948	
11	Play Area Inspection Costs	372	372	
<b><u>Professional Fees/Services</u></b>				
12	Accountancy Fee	965	965	
13	Management Fee	11700	11700	
14	Company Administration/Secretarial Fee	336	336	
15	Banking Charges	63	63	
<b><u>Reserve Funds</u></b>				
16	Estate Sinking Fund	358	300	58
17	Private Roadway Sinking Fund	350	350	
18	Arboricultural Sinking Fund	300	300	
19	Play Area Sinking Fund	300	300	
<b><u>SERVICE CHARGE TOTAL</u></b>		<b>37510</b>	<b>37249</b>	<b>261</b>

**Please see attached Matrix for Individual Service Charges**

All service charge monies are held in trust by Trinity Estates' bankers, Royal Bank of Scotland ("the Bank"), 402 Lower 12th Street, Central Milton Keynes, MK9 3LF, in account named "Trinity Estates Property Management Limited - Client Account". This is an interest bearing account with no restrictions on withdrawal of funds, where any interest payable in respect of sums credited to that account is also credited to that account. All money credited to that account is Client Money, where the Bank is not entitled to combine the account with any other account or to exercise any right of set-off or counterclaim against money in that account in respect of any sum owed to it on any other of Trinity Estates' accounts.

**Crowborough Individual Matrix**

<b>Trinity Unit No.</b>	<b>Unit Type</b>	<b>Estate Charge £</b>	<b>Estate Charge %</b>	<b>Shared Access Charge £</b>	<b>Shared Access Charge %</b>	<b>Total Service Charge £</b>
1	House	£248.33	0.6667%			£248.33
2	House	£248.33	0.6667%			£248.33
3	House	£248.33	0.6667%			£248.33
4	House	£248.33	0.6667%			£248.33
5	House	£248.33	0.6667%			£248.33
6	House	£248.33	0.6667%			£248.33
7	House	£248.33	0.6667%			£248.33
8	House	£248.33	0.6667%			£248.33
9	House	£248.33	0.6667%			£248.33
10	House	£248.33	0.6667%			£248.33
11	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
12	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
13	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
14	House	£248.33	0.6667%			£248.33
15	House	£248.33	0.6667%			£248.33
16	House	£248.33	0.6667%			£248.33
17	House	£248.33	0.6667%			£248.33
18	House	£248.33	0.6667%			£248.33
19	House	£248.33	0.6667%			£248.33
20	House	£248.33	0.6667%			£248.33
21	House	£248.33	0.6667%			£248.33
22	House	£248.33	0.6667%			£248.33
23	House	£248.33	0.6667%			£248.33
24	House	£248.33	0.6667%			£248.33
25	House	£248.33	0.6667%			£248.33
26	House	£248.33	0.6667%			£248.33
27	House	£248.33	0.6667%			£248.33
28	House	£248.33	0.6667%			£248.33
29	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
30	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
31	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
32	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
33	House	£248.33	0.6667%			£248.33
34	House	£248.33	0.6667%			£248.33
35	House	£248.33	0.6667%			£248.33
36	House	£248.33	0.6667%			£248.33
37	House	£248.33	0.6667%			£248.33
38	House	£248.33	0.6667%			£248.33
39	House	£248.33	0.6667%			£248.33
40	House	£248.33	0.6667%			£248.33
41	House	£248.33	0.6667%			£248.33
42	House	£248.33	0.6667%			£248.33
43	House	£248.33	0.6667%			£248.33
44	House	£248.33	0.6667%			£248.33
45	House	£248.33	0.6667%			£248.33
46	House	£248.33	0.6667%			£248.33
47	House	£248.33	0.6667%			£248.33
48	House	£248.33	0.6667%			£248.33
49	House	£248.33	0.6667%			£248.33
50	House	£248.33	0.6667%			£248.33
51	House	£248.33	0.6667%			£248.33
52	House	£248.33	0.6667%			£248.33
53	House	£248.33	0.6667%			£248.33

**Crowborough Individual Matrix**

<b>Trinity Unit No.</b>	<b>Unit Type</b>	<b>Estate Charge £</b>	<b>Estate Charge %</b>	<b>Access Charge £</b>	<b>Access Charge %</b>	<b>Total Service Charge £</b>
54	House	£248.33	0.6667%			£248.33
55	House	£248.33	0.6667%			£248.33
56	House	£248.33	0.6667%			£248.33
57	House	£248.33	0.6667%			£248.33
58	House	£248.33	0.6667%			£248.33
59	House	£248.33	0.6667%			£248.33
60	House	£248.33	0.6667%			£248.33
61	House	£248.33	0.6667%			£248.33
62	House	£248.33	0.6667%			£248.33
63	House	£248.33	0.6667%			£248.33
64	House	£248.33	0.6667%			£248.33
65	House	£248.33	0.6667%			£248.33
66	House	£248.33	0.6667%			£248.33
67	House	£248.33	0.6667%			£248.33
68	House	£248.33	0.6667%			£248.33
69	House	£248.33	0.6667%			£248.33
70	House	£248.33	0.6667%			£248.33
71	House	£248.33	0.6667%			£248.33
72	House	£248.33	0.6667%			£248.33
73	House	£248.33	0.6667%			£248.33
74	House	£248.33	0.6667%			£248.33
75	House	£248.33	0.6667%			£248.33
76	House	£248.33	0.6667%			£248.33
77	House	£248.33	0.6667%			£248.33
78	House	£248.33	0.6667%			£248.33
79	House	£248.33	0.6667%			£248.33
80	House	£248.33	0.6667%			£248.33
81	House	£248.33	0.6667%			£248.33
82	House	£248.33	0.6667%			£248.33
83	House	£248.33	0.6667%			£248.33
84	House	£248.33	0.6667%			£248.33
85	House	£248.33	0.6667%			£248.33
86	House	£248.33	0.6667%			£248.33
87	House	£248.33	0.6667%			£248.33
88	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
89	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
90	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
91	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
92	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
93	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
94	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
95	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
96	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
97	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
98	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
99	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
100	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
101	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
102	Maisonette	£248.33	0.6667%			£248.33
103	House	£248.33	0.6667%			£248.33
104	House	£248.33	0.6667%			£248.33
105	House	£248.33	0.6667%			£248.33
106	House	£248.33	0.6667%			£248.33
107	House	£248.33	0.6667%			£248.33

**Crowborough Individual Matrix**

<b>Trinity Unit No.</b>	<b>Unit Type</b>	<b>Estate Charge £</b>	<b>Estate Charge %</b>	<b>Access Charge £</b>	<b>Access Charge %</b>	<b>Total Service Charge £</b>
108	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
109	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
110	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
111	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
112	Maisonette	£248.33	0.6667%			£248.33
113	House	£248.33	0.6667%			£248.33
114	House	£248.33	0.6667%			£248.33
115	House	£248.33	0.6667%			£248.33
116	House	£248.33	0.6667%			£248.33
117	House	£248.33	0.6667%			£248.33
118	House	£248.33	0.6667%			£248.33
119	House	£248.33	0.6667%			£248.33
120	House	£248.33	0.6667%	£9.00	3.4483%	£257.33
121	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
122	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
123	Maisonette	£248.33	0.6667%	£9.00	3.4483%	£257.33
124	Maisonette	£248.33	0.6667%			£248.33
125	House	£248.33	0.6667%			£248.33
126	House	£248.33	0.6667%			£248.33
127	House	£248.33	0.6667%			£248.33
128	House	£248.33	0.6667%			£248.33
129	House	£248.33	0.6667%			£248.33
130	House	£248.33	0.6667%			£248.33
131	House	£248.33	0.6667%			£248.33
132	House	£248.33	0.6667%			£248.33
133	House	£248.33	0.6667%			£248.33
134	House	£248.33	0.6667%			£248.33
135	House	£248.33	0.6667%			£248.33
136	House	£248.33	0.6667%			£248.33
137	House	£248.33	0.6667%			£248.33
138	House	£248.33	0.6667%			£248.33
139	House	£248.33	0.6667%			£248.33
140	House	£248.33	0.6667%			£248.33
141	House	£248.33	0.6667%			£248.33
142	House	£248.33	0.6667%			£248.33
143	House	£248.33	0.6667%			£248.33
144	House	£248.33	0.6667%			£248.33
145	House	£248.33	0.6667%			£248.33
146	House	£248.33	0.6667%			£248.33
147	House	£248.33	0.6667%			£248.33
148	House	£248.33	0.6667%			£248.33
149	House	£248.33	0.6667%			£248.33
150	House	£248.33	0.6667%			£248.33
		<b>£37,248.80</b>	<b>100.00%</b>	<b>£261.00</b>	<b>100.00%</b>	<b>£37,509.80</b>

## 10 Year Budget Projections of Individual Service Charge Costs

Charge Type	2024 Annual Costs per Plot	2025 Inflation at 7%	2026 Inflation at 7%	2027 Inflation at 5%	2028 Inflation at 3%	2029 Inflation at 2%	2030 Inflation at 2%	2031 Inflation at 2%	2032 Inflation at 2%	2033 Inflation at 2%
<b>Estate</b>	£248.33	£265.71	£284.31	£298.53	£307.48	£313.63	£319.91	£326.31	£332.83	£339.49
<b>Shared Access</b>	£9.00	£9.63	£10.30	£10.82	£11.14	£11.37	£11.59	£11.83	£12.06	£12.30

**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

## Complaints Procedure

If you are dissatisfied in the first instance please ensure that you have raised your concern with Trinity, preferably in writing by email or letter to the appropriate person/department you have had dealings with. Any further complaints should be directed to our Customer Services Manager who will investigate the problem and will ensure that you are advised of the action that we are taking and likely time scales.