



**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



Report online  
24/7



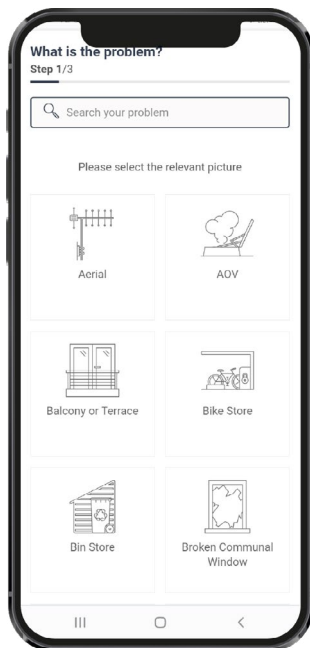
Over 40  
languages  
available



More details  
= faster fixes



Emails &  
updates sent  
to you



## trinityestates.fixflo.com

- Go to [trinityestates.fixflo.com](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?

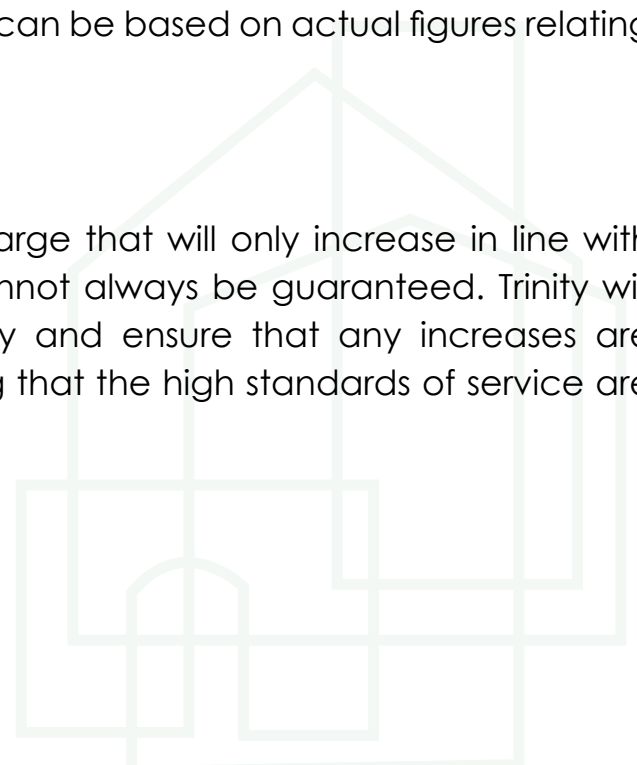
The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you,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

**TPG** 

Trinity Estates is Part of  
The Trinity Property Group

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Summerhill, Hailsham  
Budget period ending 30/09/25

No.	Item	Budget for the year	NOTES
1	Landscape Maintenance	£26,000	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	£2,000	Maintenance of the play equipment and its safety surface including treatment/painting as required etc.
3	General Repairs & Maintenance	£1,386	Budgetary costs to cover for day to day repairs of external communal items such as railings, bird/bat boxes, signage, informal pathways, roadway lighting etc. Such repairs exclude any work to private units or anything within their demise.
4	Private Roadway/Carpark Maintenance	£1,155	Maintenance of the un-adopted roadway, including regular sweeping, weed treatments etc.
5	Arboriculturalist Costs	£2,000	Costs relating to minor tree works that are required
6	Reactive Refuse Removal	£800	Removal of larger items of refuse or items not placed in bins properly
7	Directors & Officers Insurance	£478	This is to provide liability cover for the Directors of the Resident Management Company
8	Public Liability Insurance	£900	Includes comprehensive Lift Insurance cover.
9	Health and Safety Assessment	£1,236	** The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
10	Play Area Inspection Costs	£756	** Costs for regular Health & Safety inspection for play equipment and safety surface
11	Accountancy Fee	£965	Annual fee for independent certification of Service Charge Accounts
12	Management Fee	£18,018	Fixed Management Fee (not a percentage of total Service Charge).
13	Company Administration/Secretarial Fee	£336	*** Annual fee for the administration and filing of annual RMC accounts
14	Banking Charges	£63	Bank Charges relating to scheme trustee bank account
15	Estate Sinking Fund	£462	A fund designed to build up and pay towards the future costs of the estate and any associated major works
16	Private Roadway Sinking Fund	£924	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 gullies, solar lighting etc.
17	Arboricultural Sinking Fund	£693	Contribution to the arboricultural fund for future tree and planting works
18	Play Area Sinking Fund	£1,155	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>£59,326</b>	

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

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

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



Summerhill, Hailsham  
Budget period ending 30/09/25

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<u>Expenditure Headings</u>	<u>Total Charges 2024/25</u>	<u>Estate Charge 231</u>
<b><u>Regular/Cyclical (Contract) Maintenance</u></b>		
1 Landscape Maintenance	26000	26000
2 Play Area Maintenance	2000	2000
<hr/>		
<b><u>General &amp; Reactive Expenditure</u></b>		
3 General Repairs & Maintenance	1386	1386
4 Private Roadway/Carpark Maintenance	1155	1155
5 Arboriculturalist Costs	2000	2000
6 Reactive Refuse Removal	800	800
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<b><u>Insurance</u></b>		
7 Directors & Officers Insurance	478	478
8 Public Liability Insurance	900	900
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<b><u>Health and Safety</u></b>		
9 Health & Safety Assessment	1236	1236
10 Play Area Inspection Costs	756	756
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<b><u>Professional Fees/Services</u></b>		
11 Accountancy Fee	965	965
12 Management Fee	18018	18018
13 Company Administration/Secretarial Fee	336	336
14 Banking Charges	63	63
<hr/>		
<b><u>Reserve Funds</u></b>		
15 Estate Sinking Fund	462	462
16 Private Roadway Sinking Fund	924	924
17 Arboricultural Sinking Fund	693	693
18 Play Area Sinking Fund	1155	1155
<hr/>		
<b><u>SERVICE CHARGE TOTAL</u></b>	<b>59326</b>	<b>59326</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.

**Summerhill, Hailsham Individual Matrix**

<b>Plot No.</b>	<b>Type</b>	<b>Type</b>	<b>Total Service Charge £</b>
1	Detached	Private	£264.33
2	Detached	Private	£264.33
3	Detached	Private	£264.33
4	Semi-Detached	Affordable	£250.00
5	Semi-Detached	Affordable	£250.00
6	Semi-Detached	Shared Ownership	£250.00
7	Semi-Detached	Shared Ownership	£250.00
8	Detached	Leaf PRS	£264.33
9	Detached	Private	£264.33
10	Detached	Private	£264.33
11	Detached	Private	£264.33
12	Detached	Private	£264.33
13	Detached	Private	£264.33
14	Detached	Private	£264.33
15	Detached	Private	£264.33
16	Detached	Private	£264.33
17	Detached	Private	£264.33
18	Detached	Private	£264.33
19	Detached	Private	£264.33
20	Detached	Private	£264.33
21	Detached	Private	£264.33
22	Detached	Private	£264.33
23	Detached	Private	£264.33
24	Detached	Private	£264.33
25	Detached	Private	£264.33
26	Detached	Private	£264.33
27	Detached	Private	£264.33
28	Detached	Private	£264.33
29	Detached	Private	£264.33
30	Detached	Private	£264.33
31	Detached	Leaf PRS	£264.33
32	Detached	Private	£264.33
33	Detached	Private	£264.33
34	Semi-Detached	Affordable	£250.00
35	Semi-Detached	Affordable	£250.00
36	Semi-Detached	Affordable	£250.00
37	Semi-Detached	Affordable	£250.00
38	Semi-Detached	Affordable	£250.00
39	FLAT	Affordable	£250.00
40	FLAT	Affordable	£250.00
41	FLAT	Affordable	£250.00
42	FLAT	Affordable	£250.00
43	FLAT	Affordable	£250.00
44	FLAT	Affordable	£250.00
45	Detached	Private	£264.33
46	Detached	Private	£264.33
47	Detached	Private	£264.33
48	Semi-Detached	Leaf PRS	£264.33
49	Semi-Detached	Leaf PRS	£264.33
50	Semi-Detached	Leaf PRS	£264.33
51	Semi-Detached	Leaf PRS	£264.33
52	FLAT	Affordable	£250.00
53	FLAT	Affordable	£250.00
54	FLAT	Affordable	£250.00
55	FLAT	Affordable	£250.00
56	FLAT	Affordable	£250.00
57	FLAT	Affordable	£250.00
58	FLAT	Affordable	£250.00
59	FLAT	Affordable	£250.00

**Summerhill, Hailsham Individual Matrix**

<b>Plot No.</b>	<b>Type</b>	<b>Type</b>	<b>Total Service Charge £</b>
60	FLAT	Affordable	£250.00
61	FLAT	Affordable	£250.00
62	FLAT	Affordable	£250.00
63	FLAT	Affordable	£250.00
64	FLAT	Affordable	£250.00
65	FLAT	Affordable	£250.00
66	FLAT	Affordable	£250.00
67	FLAT	Affordable	£250.00
68	FLAT	Affordable	£250.00
69	Detached	Leaf PRS	£264.33
70	Semi-Detached	Leaf PRS	£264.33
71	Semi-Detached	Leaf PRS	£264.33
72	Detached	Leaf PRS	£264.33
73	Detached	Leaf PRS	£264.33
74	Semi-Detached	Shared (Add.)	£250.00
75	Semi-Detached	Shared (Add.)	£250.00
76	Terraced	Shared (Add.)	£250.00
77	Terraced	Shared (Add.)	£250.00
78	Terraced	Shared (Add.)	£250.00
79	Detached	Shared (Add.)	£250.00
80	Semi-Detached	Shared Ownership	£250.00
81	Semi-Detached	Shared Ownership	£250.00
82	Semi-Detached	Shared Ownership	£250.00
83	Semi-Detached	Shared Ownership	£250.00
84	Semi-Detached	Shared Ownership	£250.00
85	Semi-Detached	Shared Ownership	£250.00
86	Detached	Leaf PRS	£264.33
87	Detached	Leaf PRS	£264.33
88	Detached	Leaf PRS	£264.33
89	Semi-Detached	Affordable	£250.00
90	Semi-Detached	Affordable	£250.00
91	Semi-Detached	Affordable	£250.00
92	Semi-Detached	Affordable	£250.00
93	Semi-Detached	Affordable	£250.00
94	Semi-Detached	Affordable	£250.00
95	Semi-Detached	Affordable	£250.00
96	Semi-Detached	Affordable	£250.00
97	FLAT	Affordable	£250.00
98	FLAT	Affordable	£250.00
99	FLAT	Affordable	£250.00
100	FLAT	Affordable	£250.00
101	FLAT	Affordable	£250.00
102	FLAT	Affordable	£250.00
103	Detached	Shared (Add.)	£250.00
104	Detached	Shared (Add.)	£250.00
105	Detached	Shared (Add.)	£250.00
106	Semi-Detached	Shared (Add.)	£250.00
107	Semi-Detached	Shared (Add.)	£250.00
108	Detached	Shared (Add.)	£250.00
109	Semi-Detached	Shared Ownership	£250.00
110	Semi-Detached	Shared Ownership	£250.00
111	Semi-Detached	Shared Ownership	£250.00
112	Semi-Detached	Shared Ownership	£250.00
113	Semi-Detached	Shared (Add.)	£250.00
114	Semi-Detached	Shared (Add.)	£250.00
115	Semi-Detached	Shared (Add.)	£250.00
116	Semi-Detached	Shared (Add.)	£250.00
117	Semi-Detached	Shared (Add.)	£250.00
118	Semi-Detached	Shared (Add.)	£250.00
119	Semi-Detached	Shared (Add.)	£250.00

**Summerhill, Hailsham Individual Matrix**

<b>Plot No.</b>	<b>Type</b>	<b>Type</b>	<b>Total Service Charge £</b>
120	Semi-Detached	Shared (Add.)	£250.00
121	Semi-Detached	Shared (Add.)	£250.00
122	Semi-Detached	Shared (Add.)	£250.00
123	Semi-Detached	Affordable	£250.00
124	Semi-Detached	Affordable	£250.00
125	Semi-Detached	Affordable	£250.00
126	Semi-Detached	Affordable	£250.00
127	Semi-Detached	Affordable	£250.00
128	Semi-Detached	Affordable	£250.00
129	Semi-Detached	Affordable	£250.00
130	Semi-Detached	Affordable	£250.00
131	Semi-Detached	Affordable	£250.00
132	Semi-Detached	Affordable	£250.00
133	Semi-Detached	Affordable	£250.00
134	Semi-Detached	Affordable	£250.00
135	Semi-Detached	Affordable	£250.00
136	Semi-Detached	Affordable	£250.00
137	Semi-Detached	Shared (Add.)	£250.00
138	Semi-Detached	Shared (Add.)	£250.00
139	Semi-Detached	Shared (Add.)	£250.00
140	Semi-Detached	Shared (Add.)	£250.00
141	Semi-Detached	Shared (Add.)	£250.00
142	Semi-Detached	Shared (Add.)	£250.00
143	Detached	Leaf PRS	£264.33
144	Detached	Leaf PRS	£264.33
145	Detached	Leaf PRS	£264.33
146	Detached	Shared (Add.)	£250.00
147	Detached	Leaf PRS	£264.33
148	Detached	Leaf PRS	£264.33
149	Detached	Leaf PRS	£264.33
150	Detached	Leaf PRS	£264.33
151	Detached	Shared (Add.)	£250.00
152	Semi-Detached	Shared (Add.)	£250.00
153	Semi-Detached	Shared (Add.)	£250.00
154	Detached	Shared (Add.)	£250.00
155	Semi-Detached	Shared (Add.)	£250.00
156	Semi-Detached	Shared (Add.)	£250.00
157	Semi-Detached	Shared (Add.)	£250.00
158	Semi-Detached	Shared (Add.)	£250.00
159	Semi-Detached	Shared (Add.)	£250.00
160	Semi-Detached	Shared (Add.)	£250.00
161	Detached	Shared (Add.)	£250.00
162	Detached	Private	£264.33
163	Detached	Private	£264.33
164	Detached	Private	£264.33
165	Detached	Private	£264.33
166	Detached	Private	£264.33
167	Detached	Leaf PRS	£264.33
168	Detached	Leaf PRS	£264.33
169	Semi-Detached	Leaf PRS	£264.33
170	Semi-Detached	Leaf PRS	£264.33
171	Detached	Private	£264.33
172	Detached	Private	£264.33
173	Detached	Private	£264.33
174	Detached	Private	£264.33
175	Detached	Private	£264.33
176	Detached	Private	£264.33
177	Detached	Private	£264.33
178	Detached	Private	£264.33
179	Detached	Private	£264.33

Summerhill, Hailsham Individual Matrix

Plot No.	Type	Type	Total Service Charge £
180	Detached	Private	£264.33
181	Detached	Private	£264.33
182	Detached	Private	£264.33
183	Detached	Private	£264.33
184	Detached	Private	£264.33
185	Semi-Detached	Affordable	£250.00
186	Semi-Detached	Affordable	£250.00
187	Semi-Detached	Affordable	£250.00
188	Detached	Private	£264.33
189	Semi-Detached	Private	£264.33
190	Semi-Detached	Private	£264.33
191	Detached	Private	£264.33
192	Semi-Detached	Leaf PRS	£264.33
193	Semi-Detached	Leaf PRS	£264.33
194	Semi-Detached	Leaf PRS	£264.33
195	Semi-Detached	Leaf PRS	£264.33
196	Detached	Private	£264.33
197	Detached	Private	£264.33
198	Detached	Private	£264.33
199	Detached	Private	£264.33
200	Semi-Detached	Affordable	£250.00
201	Detached	Private	£264.33
202	Detached	Private	£264.33
203	Detached	Private	£264.33
204	Detached	Leaf PRS	£264.33
205	Semi-Detached	Leaf PRS	£264.33
206	Semi-Detached	Leaf PRS	£264.33
207	Detached	Private	£264.33
208	Detached	Private	£264.33
209	Semi-Detached	Shared Ownership	£250.00
210	Semi-Detached	Leaf PRS	£264.33
211	Semi-Detached	Leaf PRS	£264.33
212	Detached	Leaf PRS	£264.33
213	Semi-Detached	Private	£264.33
214	Semi-Detached	Private	£264.33
215	Detached	Private	£264.33
216	Semi-Detached	Shared Ownership	£250.00
217	Semi-Detached	Shared Ownership	£250.00
218	Semi-Detached	Shared Ownership	£250.00
219	Semi-Detached	Shared Ownership	£250.00
220	Semi-Detached	Shared Ownership	£250.00
221	Semi-Detached	Shared Ownership	£250.00
222	Detached	Private	£264.33
223	Detached	Private	£264.33
224	Detached	Private	£264.33
225	Semi-Detached	Private	£264.33
226	Semi-Detached	Private	£264.33
227	Detached	Private	£264.33
228	Detached	Private	£264.33
229	Detached	Private	£264.33
230	Detached	Private	£264.33
231	Detached	Private	£264.33
			<b>£59,326</b>

## 10 Year Budget Projections of Individual Service Charge Costs

Charge Type	2025 Annual Costs per Plot	2026 Inflation at 6%	2027 Inflation at 6%	2028 Inflation at 5%	2029 Inflation at 3%	2030 Inflation at 3%	2031 Inflation at 3%	2032 Inflation at 3%	2033 Inflation at 3%	2034 Inflation at 3%
<b>Estate Charge - Private &amp; PRS</b>	£264.33	£280.19	£297.00	£311.85	£321.21	£330.84	£340.77	£350.99	£361.52	£372.37
<b>Estate Charge - HA</b>	£250.00	£250.00	£250.00	£250.00	£250.00	£250.00	£250.00	£250.00	£250.00	£250.00

**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.