



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



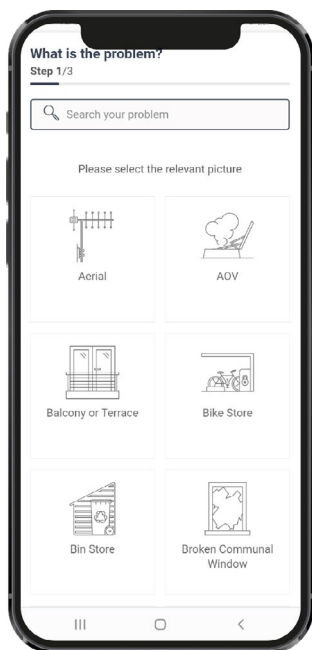
Over 40  
languages  
available



More details  
= faster fixes



Emails &  
updates sent  
to you



## [trinityestates.fixflo.com](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

**TPG** 

Trinity Estates is Part of  
The Trinity Property Group

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Ottershaw, Brox Rd  
Budget period ending 31/12/2025

No.	Item	Budget for the year	NOTES
1	Communal Cleaning	£1,700	Cleaning of all communal areas including entrance areas, hallways, stairs etc. Vacuuming of all carpeted areas, dusting of handrails, ledges etc. Cleaning of internal communal glazing and cleaning of bin and cycle stores
2	Landscape Maintenance	£16,850	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
3	Window Cleaning	£1,152	Communal external window cleaning for the private apartment block
4	Lift Maintenance	£792	This covers an agreement to maintain and service the lifts, including a provision for additional repairs, if required
5	Equipment Telephone Line	£288	Provision to cover line rental for the lift telephone lines
6	Fire/Emergency Lighting Maintenance	£554	Maintenance and testing of dry risers, communal smoke detectors, fire alarm and emergency lighting etc.
7	Door Entry System Maintenance	£600	Annual maintenance for communal door entry systems
8	Communal TV/Satellite Aerial Maintenance	£240	Maintenance of the communal TV/Satellite aerial systems
9	Play Area Maintenance	£2,160	Maintenance of the play equipment and its safety surface including treatment/painting as required etc.
10	Drainage Maintenance	£250	Maintenance of the drainage system including regular inspections, clearing as required
11	Automatic Opening Ventilation Maintenance	£840	Annual inspections and maintenance of the AOVs ventilation systems within the development
12	Photovoltaic Panels	£960	Costs for an annual check of the photovoltaic panels by a professional company, including hire of access equipment and any parts as required etc.
13	Car Charging Point Maintenance	£960	Provision to cover the maintenance and inspection of the vehicle e-charging point(s)
14	Water Charges	£120	Water Charges do not include individual apartments water usage i.e. individual apartments pay their water charges directly and not through the Service Charge. This item covers 2x landlords water supplies – for use by cleaners, gardeners etc.
15	Electricity Charges	£1,650	Assuming low consumption lighting throughout. Includes estimated amounts for internal and external lighting, communal power points, entryphone equipment, lifts etc.
16	General Repairs & Maintenance	£796	Budgetary costs to cover for day to day repairs of communal items such as railings, intercom systems, door closures, informal pathways etc. Such repairs exclude any work to private flats or anything within their demise.
17	Private Roadway/Carpark Maintenance	£702	Maintenance of the un-adopted roadway and its associated lighting including regular sweeping, replacement of any light bulbs etc.
18	Arboriculturalist Costs	£600	Costs relating to minor tree works that are required



19	<b>Buildings Insurance</b>	<b>£2,890</b>	Includes comprehensive Buildings Insurance, Public Liability, plus specific Terrorism cover.
20	<b>Insurance Valuation</b>	<b>£288</b>	Amount payable towards the cost of periodic insurance re-valuation by independent surveyors to ensure that the correct level of buildings insurance cover is maintained
21	<b>Directors &amp; Officers Insurance</b>	<b>£349</b>	This is to provide liability cover for the Directors of the Resident Management Company
22	<b>Fire Risk Assessment</b>	<b>£92</b>	** The instruction of professional surveyors to carry out and certify inspections for Fire Risk Risk assessments above and beyond what is already covered in the Health and Safety Assessment
23	<b>Health and Safety Assessment</b>	<b>£1,056</b>	** The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
24	<b>Play Area Inspection Costs</b>	<b>£1,004</b>	** Costs for regular Health & Safety inspection for play equipment and safety surface
25	<b>Engineering Inspection Costs</b>	<b>£391</b>	** Costs for regular Health & Safety inspection for play equipment and safety surface
26	<b>Accountancy Fee</b>	<b>£965</b>	Annual fee for independent certification of Service Charge Accounts
27	<b>Management Fee</b>	<b>£17,196</b>	Fixed Management Fee (not a percentage of total Service Charge).
28	<b>Company Administration/Secretarial Fee</b>	<b>£336</b>	*** Annual fee for the administration and filing of annual RMC accounts
29	<b>Out of Hours Fee</b>	<b>£69</b>	Costs relating to the 24hr emergency telephone service
30	<b>Banking Charges</b>	<b>£63</b>	Bank Charges relating to scheme trustee bank account
31	<b>Redecoration Fund</b>	<b>£380</b>	A fund designed to build up and pay towards the cyclical re-decoration of the internal and external communal areas
32	<b>Block Sinking Fund</b>	<b>£405</b>	A fund designed to build up and pay towards the long term maintenance of the blocks for items such as replacement communal carpets and furnishings, lighting, entryphone system, fire systems, windows, roofing, etc .
33	<b>Estate Sinking Fund</b>	<b>£372</b>	A fund designed to build up and pay towards the future costs of the estate and any associated major works
34	<b>Private Roadway Sinking Fund</b>	<b>£558</b>	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 drainage etc.
35	<b>Parking Area Sinking Fund</b>	<b>£80</b>	A fund designed to build up and pay towards the future costs of the car park including pavement re-surfacing and any associated items that may include drainage, lighting, fencing, bin and cycle stores, re-surfacing etc.
36	<b>Arboricultural Sinking Fund</b>	<b>£500</b>	Contribution to the arboricultural fund for future tree and planting works
37	<b>Lift Sinking Fund</b>	<b>£180</b>	A fund designed to build up and pay towards the future costs of the lifts including major parts, lighting etc.
38	<b>Play Area Sinking Fund</b>	<b>£1,000</b>	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>£59,389</b>
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Ottershaw, Brox Rd  
Budget period ending 31/12/2025

<u>Expenditure Headings</u>	<u>Total</u>	<u>Estate</u>	<u>Block A</u>		<u>Block B</u>		<u>EVC</u>	
			<u>Charge</u>	<u>Charge</u>	<u>Internal</u>	<u>Internal</u>		
	<u>2024/25</u>	<u>186</u>	<u>12</u>	<u>9</u>	<u>4</u>	<u>2</u>	<u>46</u>	
<b><u>Regular/Cyclical (Contract) Maintenance</u></b>								
1	Communal Cleaning	1700		350	900	100	350	
2	Landscape Maintenance	16850	16050	800				
3	Window Cleaning	1152		864		288		
4	Lift Maintenance	792			792			
5	Equipment Telephone Line	288			288			
6	Fire/Emergency Lighting Maintenance	554			474		80	
7	Door Entry System Maintenance	600			300		300	
8	Communal TV/Satellite Aerial Maintenance	240		120		120		
9	Play Area Maintenance	2160	2160					
10	Drainage Maintenance	250	250					
11	Automatic Opening Ventilation Maintenance	840			420		420	
12	Photovoltaic Panels	960		480		480		
13	Car Charging Point Maintenance	960					960	
<b><u>Utilities</u></b>								
14	Water Charges	120		30	30	30	30	
15	Electricity Charges	1650		200	1200	50	200	
<b><u>General &amp; Reactive Expenditure</u></b>								
16	General Repairs & Maintenance	796	446	50	200	50	50	
17	Private Roadway/Carpark Maintenance	702	450	126		126		
18	Arboriculturalist Costs	600	600					
<b><u>Insurance</u></b>								
19	Buildings Insurance	2890	250	1980		660		
20	Insurance Valuation	288	29	212		47		
21	Directors & Officers Insurance	349	349					
<b><u>Health and Safety</u></b>								
22	Fire Risk Assessment	92			72		20	
23	Health & Safety Assessment	1056	1056					
24	Play Area Inspection Costs	1004	1004					
25	Engineering Inspection Costs	391			391			
<b><u>Professional Fees/Services</u></b>								
26	Accountancy Fee	965	965					
27	Management Fee	17196	14508	2016		672		
28	Company Administration/Secretarial Fee	336	336					
29	Out of Hours Fee	69		52		17		
30	Banking Charges	63	63					
<b><u>Reserve Funds</u></b>								
31	Redecoration Fund	380		120	180	40	40	
32	Block Sinking Fund	405		180	135	60	30	
33	Estate Sinking Fund	372	372					
34	Private Roadway Sinking Fund	558	558					
35	Parking Area Sinking Fund	80		60		20		
36	Arboricultural Sinking Fund	500	500					
37	Lift Sinking Fund	180			180			
38	Play Area Sinking Fund	1000	1000					
<b><u>SERVICE CHARGE TOTAL</u></b>		<b>59389</b>	<b>40946</b>	<b>7640</b>	<b>5562</b>	<b>2760</b>	<b>1520</b>	<b>960</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.



Plot No.	Type	Tenure	Estate Charge £	Estate Charge %	Block A Charge Y/N	Block A Charge £	Block A Charge %	Internal Charge Y/N	Internal Charge £	Internal Charge %	Block B Charge Y/N	Block B Charge £	Block B Charge %	Internal Charge Y/N	Internal Charge £	Internal Charge %	EVC Charge Y/N	EVC Charge £	EVC Charge %	Total Service Charge £
126	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
127	House	Abri S/O	£220.14	0.5376%	N			N			N			N			N			£220.14
128	House	Abri S/O	£220.14	0.5376%	N			N			N			N			N			£220.14
129	House	Abri S/O	£220.14	0.5376%	N			N			N			N			N			£220.14
130	House	Abri S/O	£220.14	0.5376%	N			N			N			N			N			£220.14
131	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
132	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
133	House	Private	£220.14	0.5376%	N			N			N			N			N			£220.14
134	House	Private	£220.14	0.5376%	N			N			N			N			N			£220.14
135	House	Private	£220.14	0.5376%	N			N			N			N			N			£220.14
136	FOG	Private	£220.14	0.5376%	N			N			N			N			N			£220.14
137	House	Private	£220.14	0.5376%	N			N			N			N			N			£220.14
138	House	Private	£220.14	0.5376%	N			N			N			N			N			£220.14
139	House	Leaf - PRS	£220.14	0.5376%	N			N			N			N			N			£220.14
140	House	Leaf - PRS	£220.14	0.5376%	N			N			N			N			N			£220.14
141	House	Leaf - PRS	£220.14	0.5376%	N			N			N			N			N			£220.14
142	House	Leaf - PRS	£220.14	0.5376%	N			N			N			N			N			£220.14
143	House	Leaf - PRS	£220.14	0.5376%	N			N			N			N			N			£220.14
144	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
145	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
146	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
147	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
148	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
149	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
150	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
151	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
152	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
153	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
154	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
155	Apartment Block D	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
156	House	Leaf - PRS	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
157	House	Leaf - PRS	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
158	House	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
159	House	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
160	House	Abri Additionality	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
161	House	Private	£220.14	0.5376%	N			N			N			N			Y	£20.87	2.1739%	£241.01
162	House	Abri Additionality	£220.14	0.5376%	N			N			N			N			N			£220.14
163	House	Abri Additionality	£220.14	0.5376%	N			N			N			N			N			£220.14
164	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
165	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
166	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
167	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
168	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
169	House	Abri S/O	£220.14	0.5376%	N			N			N			N			N			£220.14
170	House	Abri S/O	£220.14	0.5376%	N			N			N			N			N			£220.14
171	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
172	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
173	House	Abri Additionality	£220.14	0.5376%	N			N			N			N			N			£220.14
174	House	Abri Additionality	£220.14	0.5376%	N			N			N			N			N			£220.14
175	House	Abri Additionality	£220.14	0.5376%	N			N			N			N			N			£220.14
176	House	Abri Additionality	£220.14	0.5376%	N			N			N			N			N			£220.14
177	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
178	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
179	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
180	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
181	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
182	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
183	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
184	House	Abri Rented	£220.14	0.5376%	N			N			N			N			N			£220.14
185	Travellers Unit		£220.14	0.5376%	N			N			N			N			N			£220.14
186	Travellers Unit		£220.14	0.5376%	N			N			N			N			N			£220.14
			<b>£40,946</b>	<b>100.00%</b>		<b>£7,640</b>	<b>100.00%</b>		<b>£5,562</b>	<b>100.00%</b>		<b>£2,760</b>	<b>100.00%</b>		<b>£1,520</b>	<b>100.00%</b>		<b>£960</b>	<b>100.00%</b>	<b>£59,389</b>

## 10 Year Budget Projections of Individual Service Charge Costs

Charge Type	2025 Annual Costs per Plot	2026 Increase at 6%	2027 Increase at 6%	2028 Increase at 5%	2029 Increase at 4%	2030 Increase at 3%	2031 Increase at 2%	2032 Increase at 2%	2033 Increase at 2%	2034 Increase at 2%
<b>Estate Charge</b>	£220.14	£233.35	£247.35	£259.72	£270.11	£278.21	£283.77	£289.45	£295.24	£301.14
<b>Block A Charge</b>	£636.65	£674.85	£715.34	£751.11	£781.15	£804.59	£820.68	£837.09	£853.83	£870.91
<b>Block A Internal Charge</b>	£618.02	£655.10	£694.41	£729.13	£758.29	£781.04	£796.66	£812.60	£828.85	£845.42
<b>Block B Charge</b>	£690.07	£731.47	£775.36	£814.13	£846.70	£872.10	£889.54	£907.33	£925.48	£943.99
<b>Block B Internal Charge</b>	£760.00	£805.60	£853.94	£896.63	£932.50	£960.47	£979.68	£999.28	£1,019.26	£1,039.65
<b>EVC Charge</b>	£20.87	£22.12	£23.45	£24.62	£25.61	£26.38	£26.90	£27.44	£27.99	£28.55

**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.