



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

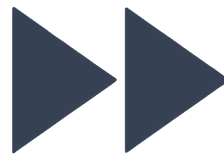
Introducing Fixflo our new online repair reporting tool



Report online
24/7



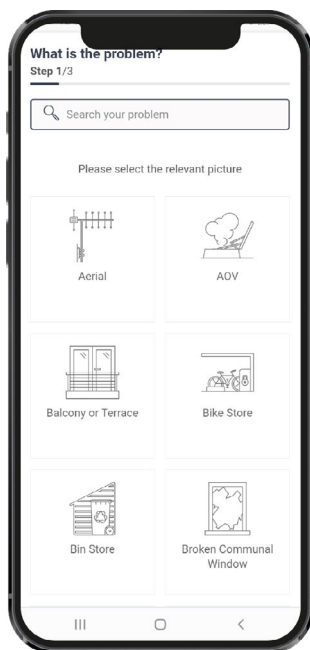
Over 40
languages
available



More details
= faster fixes



Emails &
updates sent
to you



trinityestates.fixflo.com

- Go to trinityestates.fixflo.com 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?

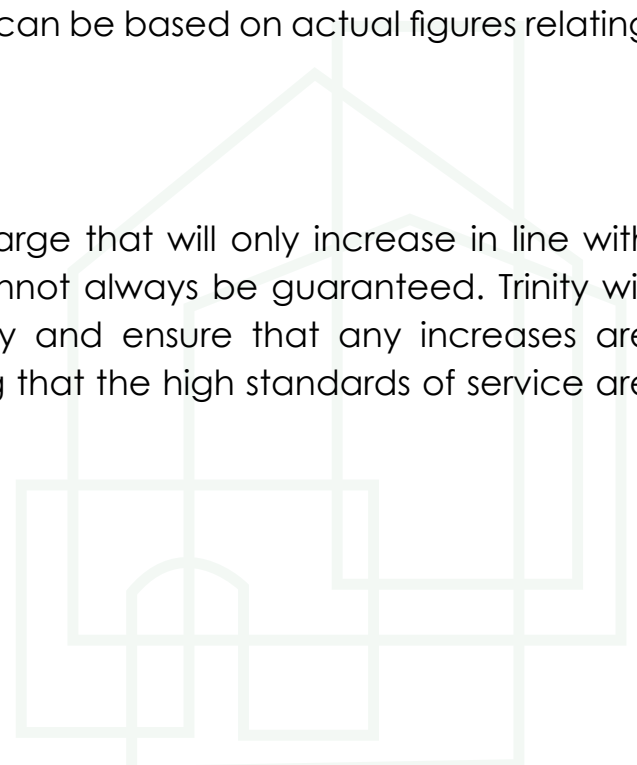
The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you, 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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Orchard Park, Kirdford
Budget period ending 30/09/23

No.	Item	Budget for the year	NOTES
1	Landscape Maintenance	£9,000	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	£350	Maintenance of the play equipment and its safety surface including treatment/painting as required etc.
3	Drainage Maintenance	£240	Maintenance of the drainage systems including regular inspections, clearing as required etc.
4	Car Charging Point Maintenance	£600	Provision to cover the maintenance and inspection of the vehicle echarging point(s).
5	General Repairs & Maintenance	£532	Budgetary costs to cover for day to day repairs of external communal items such as railings, bird/bat boxes, signage, informal pathways etc. Such repairs exclude any work to private units or anything within their demise.
6	Private Roadway/Carpark Maintenance	£300	Maintenance of the un-adopted roadway, including regular sweeping, weed treatments etc.
7	Arboriculturalist Costs	£500	Costs relating to minor tree works that are required
8	Buildings Insurance	£583	Includes comprehensive Buildings Insurance & Public Liability, plus specific Terrorism cover
9	Insurance Valuation	£112	Amount payable towards the cost of periodic insurance re-valuation by independent surveyors
10	Directors & Officers Insurance	£270	This is to provide liability cover for the Directors of the Resident Management Company
11	Public Liability Insurance	£600	Includes comprehensive Lift Insurance cover.
12	Health and Safety Assessment	£756	** The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
13	Play Area Inspection Costs	£252	** Costs for regular Health & Safety inspection for play equipment and safety surface
14	Accountancy Fee	£468	Annual fee for independent certification of Service Charge Accounts
15	Management Fee	£5,076	Fixed Management Fee (not a percentage of total Service Charge).
16	Company Administration/Secretarial Fee	£336	*** Annual fee for the administration and filing of annual RMC accounts
17	Banking Charges	£63	Bank Charges relating to scheme trustee bank account
18	Block Sinking Fund	£100	A fund designed to build up and pay towards the long term maintenance of the blocks for items such as replacement windows, roofing, etc.
19	Estate Sinking Fund	£108	A fund designed to build up and pay towards the future costs of the estate and any associated major works
20	Private Roadway Sinking Fund	£250	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.
21	Arboricultural Sinking Fund	£162	Contribution to the arboricultural fund for future tree and planting works
22	Play Area Sinking Fund	£162	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
Total		£20,820	

**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

Orchard Park, Kirdford
Budget period ending 30/09/23

<u>Expenditure Headings</u>	<u>Total</u> <u>Charges</u> <u>2022/23</u>	<u>Estate</u> <u>Charge</u> <u>54</u>	<u>Private</u>		
			<u>Roadway</u> <u>Charge</u> <u>50</u>	<u>Maisonette</u> <u>Charge</u> <u>4</u>	
			<u>Regular/Cyclical (Contract) Maintenance</u>		
1	Landscape Maintenance	9000	9000		
2	Play Area Maintenance	350	350		
3	Drainage Maintenance	240		240	
4	Car Charging Point Maintenance	600	600		
<u>General & Reactive Expenditure</u>					
5	General Repairs & Maintenance	532	162	250	120
6	Private Roadway/Carpark Maintenance	300		300	
7	Arboriculturalist Costs	500	500		
<u>Insurance</u>					
8	Buildings Insurance	583			583
9	Insurance Valuation	112			112
10	Directors & Officers Insurance	270	270		
11	Public Liability Insurance	600	600		
<u>Health and Safety</u>					
12	Health & Safety Assessment	756	756		
13	Play Area Inspection Costs	252	252		
<u>Professional Fees/Services</u>					
14	Accountancy Fee	468	468		
15	Management Fee	5076	3888	900	288
16	Company Administration/Secretarial Fee	336	336		
17	Banking Charges	63	63		
<u>Reserve Funds</u>					
18	Block Sinking Fund	100			100
19	Estate Sinking Fund	108	108		
20	Private Roadway Sinking Fund	250		250	
21	Arboricultural Sinking Fund	162	162		
22	Play Area Sinking Fund	162	162		
<u>SERVICE CHARGE TOTAL</u>		20820	17677	1940	1203

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.

Orchard Park, Kirdford Individual Matrix

Plot No.	Type	Estate	Estate	Private	Private	Private	Maisonette	Maisonette	Maisonette	Total
		Charge £	Charge %	Roadway Charge Y/N	Roadway Charge £	Roadway Charge %	Charge Y/N	Charge £	Charge %	Service Charge £
1	House	£327.35	1.8519%	N			N			£327.35
2	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
3	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
4	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
5	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
6	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
7	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
8	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
9	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
10	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
11	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
12	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
13	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
14	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
15	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
16	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
17	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
18	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
19	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
20	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
21	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
22	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
23	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
24	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
25	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
26	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
27	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
28	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
29	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
30	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
31	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
32	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
33	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
34	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
35	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
36	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
37	House	£327.35	1.8519%	N			N			£327.35
38	Bungalow	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
39	Bungalow	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
40	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
41	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
42	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
43	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
44	Maisonette	£327.35	1.8519%	Y	£38.80	2.0000%	Y	£300.65	25.0000%	£666.80
45	Maisonette	£327.35	1.8519%	Y	£38.80	2.0000%	Y	£300.65	25.0000%	£666.80
46	Maisonette	£327.35	1.8519%	Y	£38.80	2.0000%	Y	£300.65	25.0000%	£666.80
47	Maisonette	£327.35	1.8519%	Y	£38.80	2.0000%	Y	£300.65	25.0000%	£666.80
48	House	£327.35	1.8519%	N			N			£327.35
49	House	£327.35	1.8519%	N			N			£327.35
50	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
51	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
52	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
53	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
54	House	£327.35	1.8519%	Y	£38.80	2.0000%	N			£366.15
		£17,677.00	100.00%		£1,940.00	100.00%		£1,202.60	100.00%	£20,819.60

10 Year Budget Projections of Individual Service Charge Costs

Charge Type	2023 Annual Costs per Plot	2024 Inflation at 10%	2025 Inflation at 7%	2026 Inflation at 5%	2027 Inflation at 3%	2028 Inflation at 2%	2029 Inflation at 2%	2030 Inflation at 2%	2031 Inflation at 2%	2032 Inflation at 2%
Estate Charge	£327.35	£360.09	£385.29	£404.56	£416.69	£425.03	£433.53	£442.20	£451.04	£460.06
Private Roadway Charge	£38.80	£42.68	£45.67	£47.95	£49.39	£50.38	£51.38	£52.41	£53.46	£54.53
Maisonette Charge	£300.65	£330.72	£353.87	£371.56	£382.71	£390.36	£398.17	£406.13	£414.25	£422.54

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.



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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.