



trinity

# Service Charge Information Pack

# Contents

- » About Trinity
- » Residents Communication
- » Your Questions Answered - Houses
- » Our Fees
- » Service Charge
- » Plot Matrix & 10-Year Forecast
- » Get in touch



# 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



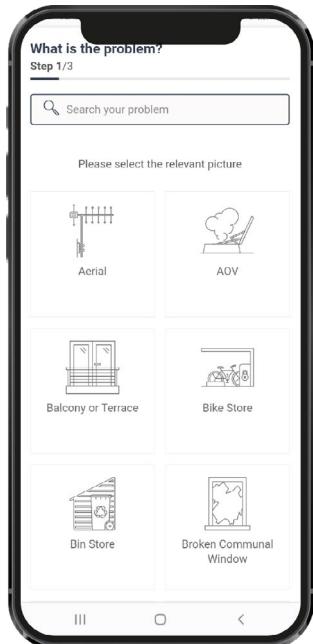
Over 40  
languages  
available



More details  
= faster fixes



Emails &  
updates sent  
to you



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

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

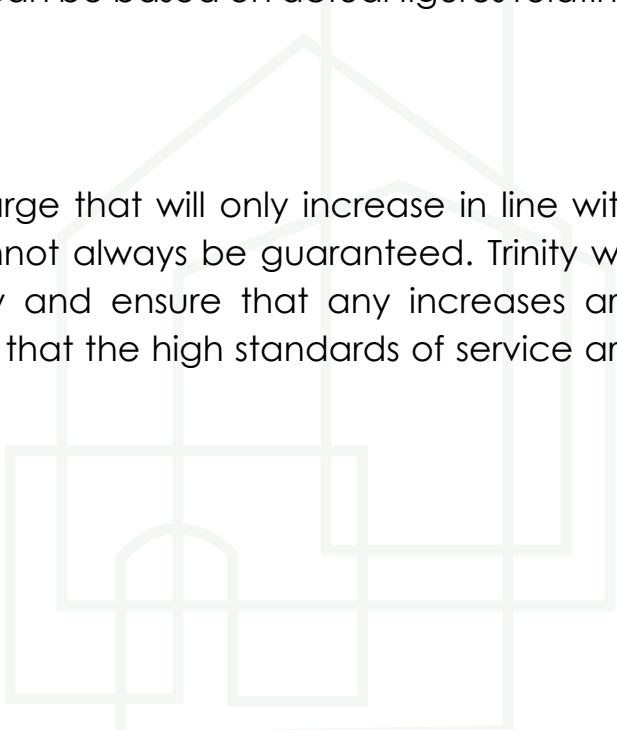
The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you,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

# Our Fees

Our Management Fees cover all of the following areas;

**Financial:** Preparation and issuing of the annual service charge budget  
Issuing bills for service charge  
Administering Direct Debit collection of service charge  
Pursuing non-payment of service charge  
Daily bank reconciliations of Scheme Funds  
Payment of suppliers and contractors  
Maintaining financial records  
Preparation of annual service charge accounts  
Liaison with independent accountants concerning certification  
Distribution of annual service charge accounts

**Services:** Preparing specifications for landscape maintenance, cleaning etc.  
Obtaining quotations for services and appointing contractors  
Placing maintenance/service contracts for equipment –  
Supervision of service contractors  
Negotiating and arranging buildings and other insurances where applicable

**Repairs:** Inspection of repairs matters prior to action where required  
Ordering responsive repairs with contractors  
Inspection of repairs carried out  
Preparing programmes of planned maintenance and redecorations  
Liaison with developers concerning defects in the common parts  
Providing an out of hours emergency response service

**Visits & Communication:** Estate inspections on a regular cycle  
Meeting with residents upon request  
Meeting with residents associations/management co. directors as necessary  
Meeting with contractors, developers and other agencies on site as necessary  
Answering Resident communications  
Provision of a Residents Portal with account specific information

In addition, Trinity Estates may also carry out the following services at additional cost:

- Specification and supervision of major repairs and redecorations
- Administering the residents management company and acting as Company Secretary
- Dealing with solicitor's enquiries upon assignment/sale of property
- Health and safety inspections
- Administering requests for consent under the lease.

Please note that the above is not an exhaustive list and there may be other matters which are covered by the annual management fee which may not be specified here.



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# Service Charge Breakdown

## Budget Summary

Woodlands, NEV

Budget period ending 30/06/2026

No.	Item	Budget for the year	Notes
1	<b>Communal Cleaning</b>	£9,360	Weekly cleaning of the Community Hub buildings, including communal areas, entrance areas, hallways, kitchens, toilets, showers etc. Vacuuming of all carpeted areas, dusting of handrails, ledges, floor mopping etc. Cleaning of internal communal glazing and cleaning of bin and cycle stores etc.
2	<b>Landscape Maintenance</b>	£174,000	Landscape maintenance of Public Open Space (POS) and 7x sports pitches, includes cutting of grass, weeding, tending of flower beds, borders and shrubs, litter picking, sweeping of cycle links, walkways, pitch line painting 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	<b>Play Area Maintenance</b>	£6,000	Maintenance of the play equipment and its safety surface including treatment/painting as required etc
4	<b>Attenuation/Balancing Pond</b>	£20,000	Maintenance costs associated with the attenuation features, basins, existing water courses, wet ponds, including any aquatic and marginal plant weeding/removal as necessary, maintenance of any culverts, water inlets, outlets and overflows, repair and maintenance of the banks etc.
5	<b>Sports Facilities/Equipment Maintenance</b>	£1,600	Costs relating to the maintenance of the onsite Sports Hub facilities/equipment, such as kitchen, shower, toilet fixtures & fittings etc.
6	<b>Water Charges</b>	£3,000	Water Charges do not include individual units water usage i.e. individual units pay their water charges directly and not through the Service Charge. This item covers 2x landlords water supplies – for use by cleaners, gardeners, shower facilities relating to the Hub buildings
7	<b>Electricity Charges</b>	£3,350	Assuming low consumption lighting throughout. Includes estimated amounts for lighting serving the Community Hub buildings & parking courtyards etc.
8	<b>General Repairs &amp; Maintenance</b>	£9,495	Budgetary costs to cover for day to day repairs of external communal items such as paths, dog & litter bins, benches, signage, railings, Sports Hub buildings, associated stores, gates, pitch posts, nets etc. Such repairs exclude any work to private units or anything within their demise
9	<b>Private Roadway/Car Park Maintenance</b>	£1,588	Maintenance of the un-adopted communal parking courtyards, roadways, visitor parking bays, including regular sweeping, weed treatments, re-silting etc.
10	<b>Arboriculturalist Costs</b>	£15,000	Costs relating to minor tree works that are required
11	<b>Reactive Refuse Removal</b>	£2,000	Removal of larger items of refuse or items not placed in bins properly
12	<b>Buildings Insurance</b>	£758	Includes comprehensive Buildings Insurance & Public Liability, plus specific Terrorism cover for 2x Community Buildings
13	<b>Insurance Valuation</b>	£192	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
14	<b>Directors &amp; Officers Insurance</b>	£587	This is to provide liability cover for the Directors of the Resident Management Company
15	<b>Public Liability Insurance</b>	£1,500	Includes comprehensive Public Liability cover
16	<b>Health &amp; Safety Assessment</b>	£1,734	The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
17	<b>Play Area Inspection Costs</b>	£2,480	Costs for regular Health & Safety inspection for 10x play area equipment and safety surface
18	<b>Accountancy Fee</b>	£1,282	Annual fee for independent certification of Service Charge Accounts
19	<b>Management Fee</b>	£112,134	Trinity Management Fee set fee (not a percentage of total Service Charge)
20	<b>Company Administration/Secretarial Fee</b>	£336	Annual fee for the administration and filing of annual RMC accounts
21	<b>Banking Charges</b>	£63	Bank Charges relating to scheme trustee bank account
22	<b>Ecological Surveying Fee</b>	£7,500	Costs for the inspection of nature reserve areas, wildlife habitats, ie bird/bat box surveys, newt/vegetation inspections. These surveys will be carried out by fully licenced ecologists. Also includes fees for Professional Bee Keeper services
23	<b>Redecoration Fund</b>	£850	A fund designed to build up and pay towards the Hub buildings cyclical re-decoration of the internal and external communal areas
24	<b>Block Sinking Fund</b>	£3,058	A fund designed to build up and pay towards the long term maintenance of the blocks for items such as replacement external light fittings, windows, roofing, external structure, internal fixtures & fittings regarding kitchens, toilet/shower facilities etc.
25	<b>Estate Sinking Fund</b>	£2,124	A fund designed to build up and pay towards the future costs of the estate and any associated major works
26	<b>Parking Area Sinking Fund</b>	£1,193	A fund designed to build up and pay towards the future costs of the private courtyard roadway and pavement re-surfacing and any associated items that may include, such as drainage/gullies, bin/cycle stores, gates, lighting etc.
27	<b>Arboricultural Sinking Fund</b>	£8,920	Contribution to the arboricultural fund for future tree and planting works
28	<b>Play Area Sinking Fund</b>	£7,646	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, bins or benches etc.
29	<b>Sports Facilities/Equipment Sinking Fund</b>	£934	A fund designed to build up and pay towards the future replacement costs for any communal Sports equipment such as nets, football posts, signage, railings etc.

Total	£398,682
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# Proposed Budget

Woodlands, NEV

Budget period ending 30/06/2026

<u>Expenditure Headings</u>	<u>Total Charges</u> <u>2025/26</u>	<u>Estate Charge</u> <u>1699</u>	<u>Private Roadway Charge</u> <u>49</u>	<u>South Marston Community Hub Charge</u> <u>1699</u>	<u>Rowborough Community Hub Charge</u> <u>1699</u>
<u>Regular/Cyclical (Contract) Maintenance</u>					
1 Communal Cleaning	9360			3744	5616
2 Landscape Maintenance	174000	84000		30000	60000
3 Play Area Maintenance	6000	5400			600
4 Attenuation/Balancing Pond	20000	20000			
5 Sports Facilities/Equipment Maintenance	1600			600	1000
<u>Utilities</u>					
6 Water Charges	3000			£1,200	£1,800
7 Electricity Charges	3350			£1,350	£2,000
<u>General &amp; Reactive Expenditure</u>					
8 General Repairs & Maintenance	9495	5947	490	1359	1699
9 Private Roadway/Car Park Maintenance	1588		588	400	600
10 Arboriculturalist Costs	15000	15000			
11 Reactive Refuse Removal	2000	2000			
<u>Insurance</u>					
12 Buildings Insurance	758			321	437
13 Insurance Valuation	192			92	100
14 Directors & Officers Insurance	587	587			
15 Public Liability Insurance	1500	1500			
<u>Health &amp; Safety</u>					
16 Health & Safety Assessment	1734	1734			
17 Play Area Inspection Costs	2480	2480			
<u>Professional Fees/Services</u>					
18 Accountancy Fee	1282	1282			
19 Management Fee	112134	112134			
20 Company Administration/Secretarial Fee	336	336			
21 Banking Charges	63	63			
22 Ecological Surveying Fee	7500	7500			
<u>Reserve Funds</u>					
23 Redecoration Fund	850			300	550
24 Block Sinking Fund	3058			1359	1699
25 Estate Sinking Fund	2124	2124			
26 Parking Area Sinking Fund	1193		343	340	510
27 Arboricultural Sinking Fund	8920	6796		850	1274
28 Play Area Sinking Fund	7646	7,646			
29 Sports Facilities/Equipment Sinking Fund	934			340	595
<b><u>SERVICE CHARGE TOTAL</u></b>	<b>398682</b>	<b>276527</b>	<b>1421</b>	<b>42255</b>	<b>78480</b>

## Plot Matrix

## Woodlands, NEV

Budget period ending 30/06/2026





































Plot Number	Developer & Phase	Unit Type	Estate Charge £	Estate Charge %	Private Roadway Charge £	Private Roadway Charge %	South Marston Charge £	South Marston Charge %	Rowborough Charge £	Rowborough Charge %	Total Service Charge £
1,686	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,687	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,688	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,689	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,690	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,691	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,692	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,693	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,694	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,695	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,696	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,697	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,698	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
1,699	Vistry - R17-3	Tbc	£162.76	0.06%			£24.87	0.06%	£46.19	0.06%	£233.82
			<b>£276,527</b>	100.00%	<b>£1,421</b>	100.00%	<b>£42,255</b>	100.00%	<b>£78,480</b>	100.00%	<b>£398,682</b>



## 10 Year Budget Projections of Individual Service Charge Costs

Charge Type	2025/26 Annual Costs per Plot	2027 Inflation at 6%	2028 Inflation at 6%	2029 Inflation at 5%	2030 Inflation at 3%	2031 Inflation at 3%	2032 Inflation at 3%	2033 Inflation at 2%	2034 Inflation at 2%	2035 Inflation at 2%
<b>Estate Charge</b>	£162.76	£172.53	£182.88	£192.02	£197.78	£203.72	£209.83	£214.02	£218.30	£222.67
<b>Private Roadway Charge</b>	£29.00	£30.74	£32.58	£34.21	£35.24	£36.30	£37.39	£38.13	£38.90	£39.67
<b>South Marston Community Hub Charge</b>	£24.87	£26.36	£27.94	£29.34	£30.22	£31.13	£32.06	£32.70	£33.36	£34.02
<b>Rowborough Community Hub Charge</b>	£46.19	£48.96	£51.90	£54.49	£56.13	£57.81	£59.55	£60.74	£61.95	£63.19

**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](mailto:customersupport@trinityestates.com)

**0345 345 1584**  
International:  
**+44 1442 437600**

## 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.