



trinity

# Service Charge InformationPack

# Contents

- » About Trinity
- » Residents Communication
- » Development Plan
- » Your Questions Answered - Houses
- » Your Questions Answered - Apartments
- » Service Charge
- » Plot Matrix
- » 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

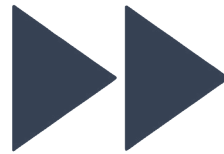
Introducing Fixflo our new online repair reporting tool



Report online  
24/7



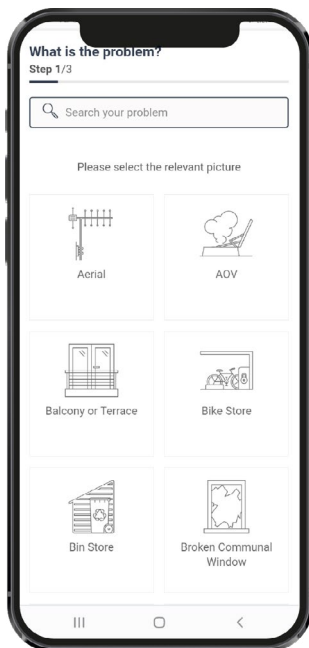
Over 40  
languages  
available



More details  
= faster fixes



Emails &  
updates sent  
to you



[trinityestates.fixflo.com](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

# Development Plan



# 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.





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# Service Charge Breakdown



Trinity Estates is Part of  
The Trinity Property Group

[< Back to contents](#)



# 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.

No.	Item	Budget for the year	NOTES
1	Landscape Maintenance	£85,050	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	£1,200	Maintenance of the play equipment and its safety surface including treatment/painting as required etc
3	Attenuation/Balancing Pond	£5,000	Maintenance costs associated with the swales, attenuation basins, including any aquatic and marginal plant weeding/removal as necessary, maintenance of any water inlets, outlets and overflows, repair and maintenance of the banks etc
4	General Repairs & Maintenance	£5,000	Budgetary costs to cover for day to day repairs
5	Public Liability Insurance	£1,120	Includes comprehensive Public Liability cover
6	Health & Safety Assessment	£1,650	The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
7	Play Area Inspection Costs	£768	Costs for regular Health & Safety inspection for play equipment and safety surface
8	Accountancy Fee	£1,026	Annual fee for independent certification of Service Charge Accounts
9	Management Fee	£99,120	Trinity Management Fee
10	Banking Charges	£63	Bank Charges relating to scheme trustee bank account
11	Ecological Surveying Fee	£2,000	Costs for the inspection of nature reserve areas, wildlife habitats, ie pond surveys, newt/vegetation inspections. These surveys will be carried out by fully licenced ecologists
12	Estate Sinking Fund	£2,500	A fund designed to build up and pay towards the future costs of the estate and any associated major works
13	Arboricultural Sinking Fund	£5,000	Contribution to the arboricultural fund for future tree and planting works
Total		£209,497	

Elgar Park, Worcester  
Budget period ending tbc

Units: 1400

<u>Expenditure Headings</u>		<u>2024/25</u>
<u>Regular/Cyclical (Contract) Maintenance</u>		
1	Landscape Maintenance	85050
2	Play Area Maintenance	1200
3	Attenuation/Balancing Pond	5000
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<u>General &amp; Reactive Expenditure</u>		
4	General Repairs & Maintenance	5000
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<u>Insurance</u>		
5	Public Liability Insurance	1120
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<u>Health &amp; Safety</u>		
6	Health & Safety Assessment	1650
7	Play Area Inspection Costs	768
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<u>Professional Fees/Services</u>		
8	Accountancy Fee	1026
9	Management Fee	99120
10	Banking Charges	63
11	Ecological Surveying Fee	2000
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<u>Reserve Funds</u>		
12	Estate Sinking Fund	2500
13	Arboricultural Sinking Fund	5000
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<b><u>SERVICE CHARGE TOTAL</u></b>		£209,497
<b><u>COST PER UNIT</u></b>		£150