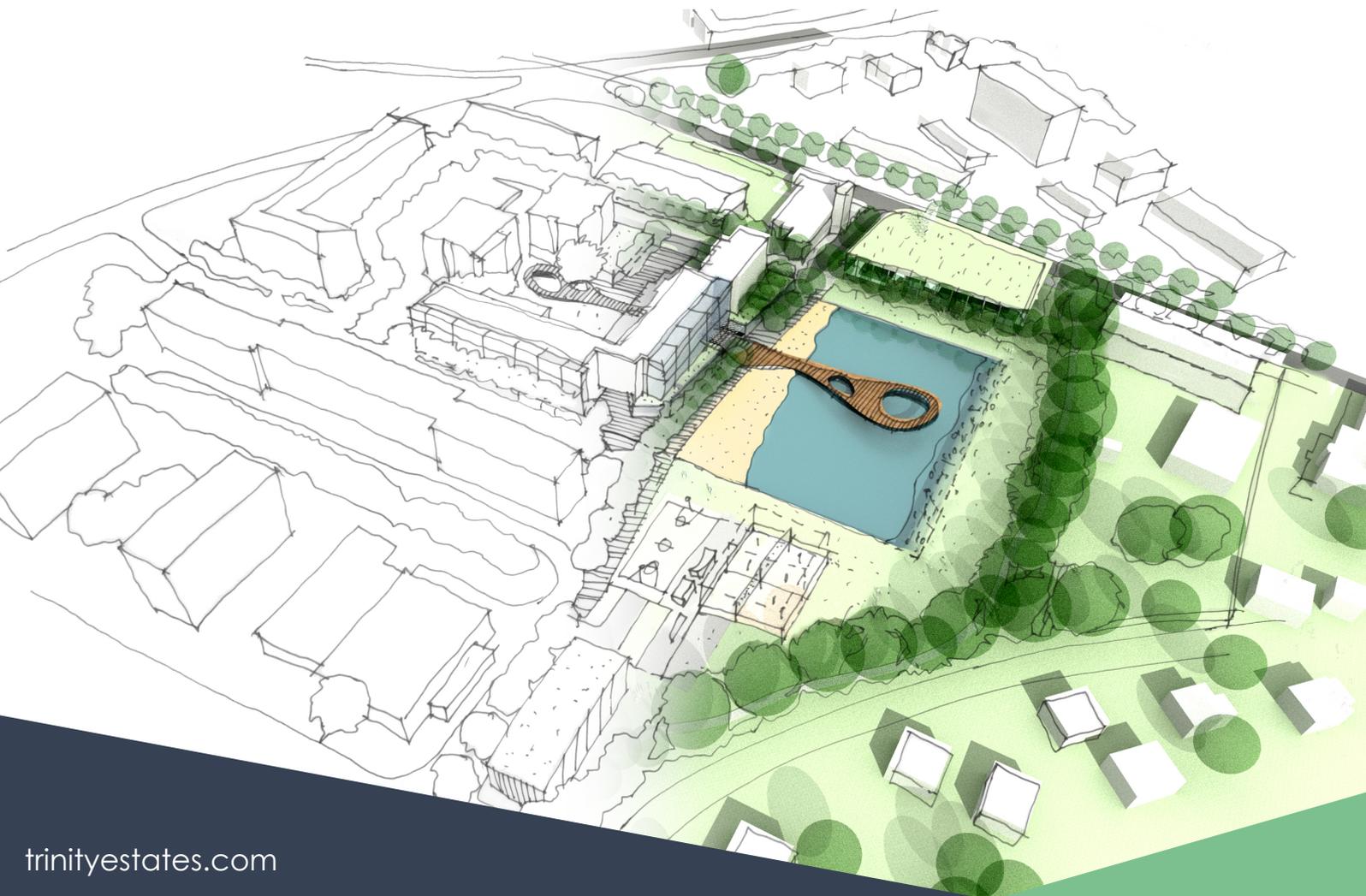




Management Company Information Pack



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- » Development Plan
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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

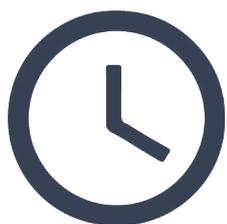
Each development is allocated a proactive and dedicated management team. Our office based customer support team will respond to most customer service enquiries, progress maintenance issues and deal with correspondence from our customers.

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



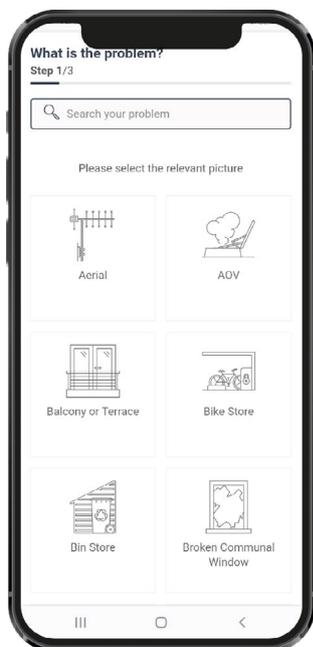
Over 40
languages
available



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?

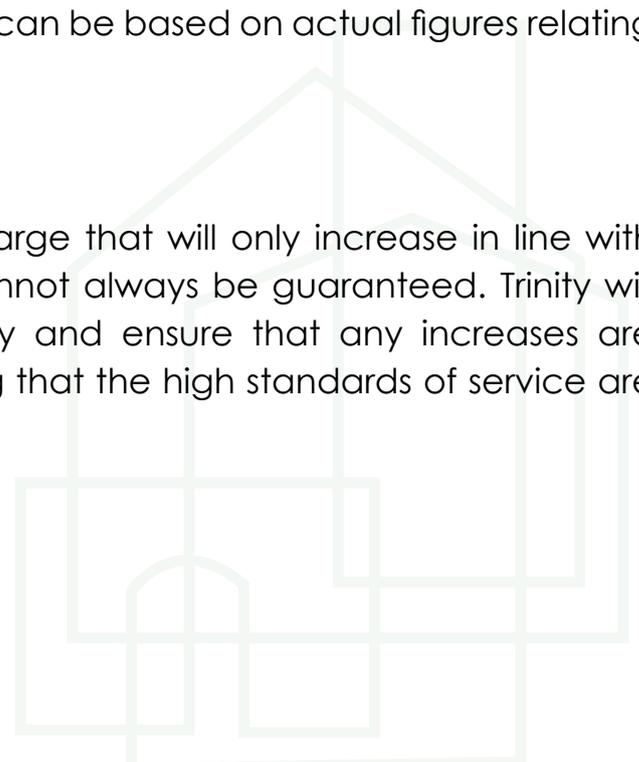
The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you,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

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 specified here.



trinity

Service Charge Breakdown



Trinity Estates is Part of
The Trinity Property Group

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Proposed Budget

Great Haddon, Peterborough

Budget period ending 30/09/24

<u>Expenditure Headings</u>		<u>Total</u> <u>Charges</u> <u>2023/24</u>	<u>Estate</u> <u>Charge</u> <u>1499</u>	<u>Community</u> <u>Building</u> <u>Charge</u> <u>1499</u>	<u>Private</u> <u>Roadway</u> <u>Charge</u> <u>10</u>
<u>Regular/Cyclical (Contract) Maintenance</u>					
1	Fire Door Maintenance & Repairs	£300		£300	
2	Communal Cleaning	£3,744		£3,744	
3	Landscape Maintenance	£185,000	£185,000		
4	Window Cleaning	£1,440		£1,440	
5	Door Entry System Maintenance	£600		£600	
6	Play Area Maintenance	£3,060	£3,060		
7	Attenuation/Balancing Pond	£18,000	£18,000		
<u>Utilities</u>					
8	Water Charges	£1,000		£1,000	
9	Electricity Charges	£5,500		£5,500	
<u>General & Reactive Expenditure</u>					
10	General Repairs & Maintenance	£14,552	£11,992	£2,500	£60
11	Private Roadway/Car Park Maintenance	£80			£80
12	Arboriculturalist Costs	£15,000	£15,000		
13	Reactive Refuse Removal	£4,000	£4,000		
<u>Insurance</u>					
14	Buildings Insurance	£244		£244	
15	Insurance Valuation	£112		£112	
16	Directors & Officers Insurance	£630	£630		
17	Public Liability Insurance	£1,000	£1,000		
<u>Health & Safety</u>					
18	Health & Safety Assessment	£1,500	£1,500		
19	Play Area Inspection Costs	£768	£768		
<u>Professional Fees/Services</u>					
20	Accountancy Fee	£1,068	£1,068		
21	Management Fee	£80,946	£80,946		
22	Company Administration/Secretarial Fee	£336	£336		
23	Banking Charges	£63	£63		
<u>Reserve Funds</u>					
24	Redecoration Fund	£1,500		£1,500	
25	Block Sinking Fund	£1,500		£1,500	
26	Estate Sinking Fund	£8,000	£8,000		
27	Private Roadway Sinking Fund	£80			£80
28	Arboricultural Sinking Fund	£12,000	£12,000		
29	Play Area Sinking Fund	£6,000	£6,000		
<u>SERVICE CHARGE TOTAL</u>		£368,023	£349,363	£18,440	£220

Budget Summary

Great Haddon, Peterborough

Budget period ending 30/09/24

No.	Item	Budget for the year	NOTES
1	Fire Door Maintenance & Repairs	£300	Cost of Annual fire inspections of all communal and apartment fire doors by external professionals including allowance for maintenance and repairs throughout the year in accordance with the Fire Safety Act 2021
2	Communal Cleaning	£3,744	Weekly 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 etc.
3	Landscape Maintenance	£185,000	Landscape maintenance of communal POS areas, includes cutting of grass, weeding, tending of flower beds, borders and shrubs, litter picking, sweeping of walkways, paved areas 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
4	Window Cleaning	£1,440	Communal window cleaning for the Community Centre
5	Door Entry System Maintenance	£600	Annual maintenance for communal door entry systems
6	Play Area Maintenance	£3,060	Maintenance of the play equipment and its safety surface including treatment/painting as required etc.
7	Attenuation/Balancing Pond	£18,000	Maintenance costs associated with the attenuation ponds and swales, 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.
8	Water Charges	£1,000	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 1x landlords water supply – for use by cleaners, gardeners etc.
9	Electricity Charges	£5,500	Assuming low consumption lighting throughout. Includes estimated amounts for internal and external lighting, communal power points, entryphone equipment etc.
10	General Repairs & Maintenance	£14,552	Budgetary costs to cover for day to day repairs of external communal items such as walls, informal pathways, paved areas, signage, seating, lighting etc. Such repairs exclude any work to private units or anything within their demise
11	Private Roadway/Car Park Maintenance	£80	A general provision to cover the cost of repairs or maintenance of the private roadways and their associated lighting, including regular sweeping, replacement of any lighting parts etc.
12	Arboriculturalist Costs	£15,000	Costs relating to minor tree works that are required
13	Reactive Refuse Removal	£4,000	Removal of larger items of refuse or items not placed in bins properly
14	Buildings Insurance	£244	Includes comprehensive Buildings Insurance, plus specific Terrorism cover
15	Insurance Valuation	£112	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
16	Directors & Officers Insurance	£630	This is to provide liability cover for the Directors of the Resident Management Company
17	Public Liability Insurance	£1,000	Includes comprehensive Public Liability cover
18	Health & Safety Assessment	£1,500	The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
19	Play Area Inspection Costs	£768	Costs for regular Health & Safety inspection for play equipment and safety surface
20	Accountancy Fee	£1,068	Annual fee for independent certification of Service Charge Accounts
21	Management Fee	£80,946	Trinity Management Fee (not a percentage of total Service Charge)
22	Company Administration/Secretarial Fee	£336	Annual fee for the administration and filing of annual RMC accounts
23	Banking Charges	£63	Bank Charges relating to scheme trustee bank account
24	Redecoration Fund	£1,500	A fund designed to build up and pay towards the cyclical re-decoration of the communal areas/building
25	Block Sinking Fund	£1,500	A fund designed to build up and pay towards the long term maintenance of the Community building for items such as replacement external light fittings, gutters, fire systems, windows, roofing etc.
26	Estate Sinking Fund	£8,000	A fund designed to build up and pay towards the future costs of the estate and any associated major works
27	Private Roadway Sinking Fund	£80	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, street lighting, etc.
28	Arboricultural Sinking Fund	£12,000	Contribution to the arboricultural fund for future tree and planting works
29	Play Area Sinking Fund	£6,000	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	£368,023
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10 Year Budget Projections of Individual Service Charge Costs

Charge Type	2023/24 Annual Costs per Plot	2024/25 Inflation at 10%	2025/26 Inflation at 7%	2026/27 Inflation at 5%	2027/28 Inflation at 3%	2028/29 Inflation at 2%	2029/30 Inflation at 2%	2030/31 Inflation at 2%	2031/32 Inflation at 2%	2032/33 Inflation at 2%
Estate Charge	£233.06	£256.37	£274.31	£288.03	£296.67	£302.60	£308.65	£314.83	£321.12	£327.55
Community Building Charge	£12.30	£13.53	£14.48	£15.20	£15.66	£15.97	£16.29	£16.62	£16.95	£17.29
Private Roadway Charge	£22.00	£24.20	£25.89	£27.19	£28.00	£28.56	£29.14	£29.72	£30.31	£30.92

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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Hemel Hempstead
HP2 7DN



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GREAT HADDON
WOOD
|||||

