



**trinity**

# **Service Charge Information Pack**

# Contents

- » About Trinity
- » Residents Communication
- » Your Questions Answered - Houses
- » 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



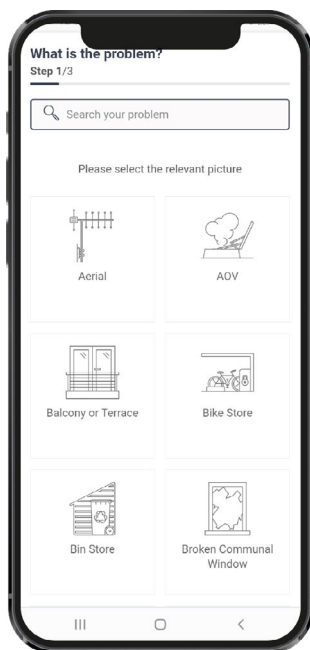
Over 40  
languages  
available



More details  
= faster fixes



Emails &  
updates sent  
to you



## [trinityestates.fixflo.com](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?

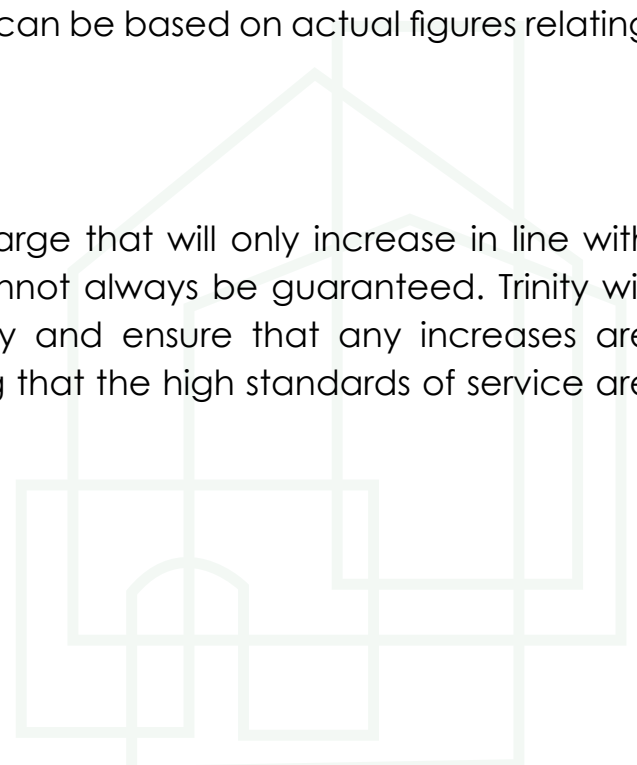
The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you,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



Trinity Estates is Part of  
The Trinity Property Group

[< Back to contents](#)

Albany Park, Church Crookham  
Budget period ending 30/06/25

No.	Item	Budget for the year	NOTES
1	Communal Cleaning	£2,340	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	£30,820	Landscape maintenance of open sapce areas, includes cutting of grass, weeding, tending of flower beds, borders and shrubs, litter picking, sweeping of 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	£864	Window cleaning for the private apartment block
4	Fire/Emergency Lighting Maintenance	£577	Maintenance and testing of communal smoke detectors, dry-risers and emergency lighting etc.
5	Door Entry System Maintenance	£750	Annual maintenance for communal door entry systems
6	Communal TV/Satellite Aerial Maintenance	£100	Maintenance of the communal TV/Satellite aerial systems
7	Play Area Maintenance	£2,500	Maintenance of the play equipment and its safety surface including treatment/painting as required etc.
8	Automatic Opening Ventilation Maintenance	£1,050	Annual inspections and maintenance of the AOVs
9	Water Charges	£90	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 1x landlords water supply – for use by cleaners, gardeners etc.
10	Electricity Charges	£3,820	Assuming low consumption lighting throughout. Includes estimated amounts for internal and external lighting, communal power points, entryphone equipment etc.
11	General Repairs & Maintenance	£3,235	Budgetary costs to cover for day to day repairs of communal items
12	Private Roadway/Carpark Maintenance	£1,275	Maintenance of the un-adopted roadway and its associated lighting including regular sweeping, replacement of any light bulbs etc.
13	Buildings Insurance	£3,962	Includes comprehensive Buildings Insurance, Public Liability, plus specific Terrorism cover.
14	Insurance Valuation	£542	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
15	Directors & Officers Insurance	£476	This is to provide liability cover for the Directors of the Resident Management Company
16	Fire Risk Assessment	£156	** 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
17	Health and Safety Assessment	£1,236	** The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
18	Play Area Inspection Costs	£756	** Costs for regular Health & Safety inspection for play equipment and safety surface
19	Accountancy Fee	£996	Annual fee for independent certification of Service Charge Accounts
20	Management Fee	£25,410	Fixed Management Fee based (not a percentage of total Service Charge).
21	Company Administration/Secretarial Fee	£336	*** Annual fee for the administration and filing of annual RMC accounts
22	Out of Hours Fee	£56	Costs relating to the 24hr emergency telephone service
23	Banking Charges	£63	Bank Charges relating to scheme trustee bank account
24	Redecoration Fund	£520	A fund designed to build up and pay towards the cyclical re-decoration of the internal and external communal areas
25	Block Sinking Fund	£520	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 .
26	Estate Sinking Fund	£1,500	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	£765	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 street lighting, etc.
28	Arboricultural Sinking Fund	£3,000	Contribution to the arboricultural fund for future tree and planting works
29	Play Area Sinking Fund	£1,500	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>£89,215</b>
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**Albany Park, Church Crookham**  
**Budget period ending 30/06/25**

<u>Expenditure Headings</u>	<u>Total</u> <u>Charges</u> <u>2024/25</u>	<u>Estate</u> <u>Charge</u> <u>300</u>	<u>Private</u> (Plots 187-195)		(Plots 34-35)	(Plots 88-89)
			<u>Roadway</u> <u>Charge</u> <u>255</u>	<u>Block E</u> <u>Charge</u> <u>9</u>	<u>Maisonette</u> <u>Block A</u> <u>Charge</u> <u>2</u>	<u>Maisonette</u> <u>Block B</u> <u>Charge</u> <u>2</u>
<b><u>Regular/Cyclical (Contract) Maintenance</u></b>						
1	Communal Cleaning	2340		1404	468	468
2	Landscape Maintenance	30820	30100	720		
3	Window Cleaning	864		864		
4	Fire/Emergency Lighting Maintenance	577		577		
5	Door Entry System Maintenance	750		250	250	250
6	Communal TV/Satellite Aerial Maintenance	100		100		
7	Play Area Maintenance	2500	2500			
8	Automatic Opening Ventilation Maintenance	1050		350	350	350
<b><u>Utilities</u></b>						
9	Water Charges	90		90		
10	Electricity Charges	3820		2520	900	200
<b><u>General &amp; Reactive Expenditure</u></b>						
11	General Repairs & Maintenance	3235	1800	1020	315	50
12	Private Roadway/Carpark Maintenance	1275		1275		
<b><u>Insurance</u></b>						
13	Buildings Insurance	3962	500	2398	532	532
14	Insurance Valuation	542	86	274	91	91
15	Directors & Officers Insurance	476	476			
<b><u>Health and Safety</u></b>						
16	Fire Risk Assessment	156		52	52	52
17	Health & Safety Assessment	1236	1236			
18	Play Area Inspection Costs	756	756			
<b><u>Professional Fees/Services</u></b>						
19	Accountancy Fee	996	996			
20	Management Fee	25410	20790	3060	1080	240
21	Company Administration/Secretarial Fee	336	336			
22	Out of Hours Fee	56		39	9	9
23	Banking Charges	63	63			
<b><u>Reserve Funds</u></b>						
24	Redecoration Fund	520		360	80	80
25	Block Sinking Fund	520		360	80	80
26	Estate Sinking Fund	1500	1500			
27	Private Roadway Sinking Fund	765		765		
28	Arboricultural Sinking Fund	3000	3000			
29	Play Area Sinking Fund	1500	1500			
<b><u>SERVICE CHARGE TOTAL</u></b>						
		<b>89215</b>	<b>65639</b>	<b>8640</b>	<b>10133</b>	<b>2402</b>
					<b>2402</b>	<b>2402</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.







## 10 Year Budget Projections of Individual Service Charge Costs

Charge Type	2024/25 Annual Costs per Plot	2025/26 Inflation at 7%	2026/27 Inflation at 6%	2027/28 Inflation at 5%	2028/29 Inflation at 3%	2029/30 Inflation at 2%	2030/31 Inflation at 2%	2031/32 Inflation at 2%	2032/33 Inflation at 2%	2033/34 Inflation at 2%
Estate Charge	£218.80	£234.12	£248.16	£260.57	£268.39	£273.76	£279.23	£284.82	£290.51	£296.32
Private Roadway	£33.88	£36.25	£38.43	£40.35	£41.56	£42.39	£43.24	£44.10	£44.98	£45.88
Apartment Block E	£1,125.88	£1,204.69	£1,276.97	£1,340.82	£1,381.05	£1,408.67	£1,436.84	£1,465.58	£1,494.89	£1,524.79
Maisonette Block A	£1,201.00	£1,285.07	£1,362.17	£1,430.28	£1,473.19	£1,502.66	£1,532.71	£1,563.36	£1,594.63	£1,626.52
Maisonette Block B	£1,201.00	£1,285.07	£1,362.17	£1,430.28	£1,473.19	£1,502.66	£1,532.71	£1,563.36	£1,594.63	£1,626.52

**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.



**Albany Park,  
Church Crookham**

**Vistry Southern**

MANAGEMENT  
**PROPOSAL**

Delivering bespoke management solutions for developments of any size and complexity



Prepared By - Nicole Baker  
Initial Date - 1st April 2022



## DOCUMENT CONTROL SHEET

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Date	Author	Reason for Amendment
13-Jun-22	Nicole Baker	Omitted HA Block Charges
11-Apr-23	Nicole Baker	Plots 34 & 35 are Maisonettes with a communal entrance, this block also houses the garage for plot 36. Added Maisonette Block and Maisonette Internal Block Charges accordingly
07-Jun-23	Nicole Baker	Developer requested plot 36 be omitted from the maisonette charges. Updated Service Charge year-end date for 2023/24
14-Dec-23	Nicole Baker	Developer confirmed plots 88-89 also Maisonettes, added Maisonette Block B Charge
04-Mar-24	Nicole Baker	Added ten-yr forecast page. Updated budget for 2024/25



# DEVELOPMENT NOTES / SERVICE CHARGE

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A new development consisting of 9 private apartments, 171 private houses, 36 HA apartments and 84 HA houses – 300 units in total

All 300 units will be required to contribute equally towards the **Estate Charge** for maintenance and upkeep of the public open space areas, equipped play areas, professional fees & PL Insurances etc.

Those 255 properties that have access over a section of managed roadway/parking courtyard will additionally be required to contribute towards the **Private Roadway Charge** for its upkeep and maintenance and associated street lighting etc.

The 9 private apartments at plots 187-195, will additionally be required to contribute towards the **Block E Charge** for items such as buildings insurance, structural maintenance, communal cleaning, window cleaning, door entry maintenance, AOV inspections etc.

The 2 units at plots 34-35, will additionally be required to contribute towards the **Maisonette Block A Charge** for items such as buildings insurance, external structural maintenance, internal hallway cleaning, general repairs, door entry maintenance and AOV inspections etc.

The 2 units at plots 88-89, will additionally be required to contribute towards the **Maisonette Block B Charge** for items such as buildings insurance, external structural maintenance, internal hallway cleaning, general repairs, door entry maintenance and AOV inspections etc.

The HA will be responsible for the maintenance and upkeep of their own apartment blocks, this will not be the responsibility of the Management Company. The HA will be required to contribute towards the Private Roadway Charges where applicable

The main estate roadway and footpaths within the development, as highlighted orange on the S38 Plan, along with their associated surface water drainage and lighting will be adopted and will not be the responsibility of the Management Company

All roadways and parking courtyards uncoloured that run off from the orange highlighted main spine road will require management, including the associated street lighting columns and bollards etc.

The Management Company will be responsible for the sections of roadway serving the following plots:

- Plots 1-28
- Plots 33-36
- Plots 42-55
- Plots 57-70
- Plots 75-90
- Plots 92-95
- Plots 102-107
- Plots 114-122
- Plots 128-137

- Plots 143-154
- Plots 160-195
- Plots 199-208
- Plots 213-300

There is lighting within each section of managed roadway and this will be the responsibility of the Management Company

The Management Company will be responsible for all the open space areas within the development as well as any shared parking areas. The SANG parcel and associated sports pitches and facilities is being transferred to the Local Authority and will not be the responsibility of the Management Company

Any fencing, railings, signage or retaining walls located within the managed communal areas of the development will be the responsibility of the Management Company

The foul and surface water drainage systems, including the pumping stations, will be adopted and will not be the responsibility of the Management Company

There are 3 Local Equipped Areas of Play within the development – these will be the responsibility of the Management Company

The Management Company will be responsible for any railings, benches, cycle stands, bins etc. associated with the managed play areas

All attenuation basins within the development are being adopted and will not be the responsibility of the Management Company

Arboriculturalist services will be required to maintain the older trees on the development

There are no lifts and no communal heating within the apartment block

The buildings insurance premium for the apartment blocks is based on a total estimated rebuild cost (including demolition costs and professional fees) of £1,350,000

The buildings insurance premium for the maisonettes is based on a total estimated rebuild cost (including demolition costs and professional fees) of £600,000

Cleaning of all private apartments' external window surfaces (excluding those accessible from balconies) and all communal glazing will be provided and included within the Service Charge

Window frames are of uPVC construction

Water supplies do not require pumping

Utility supplies are individually metered – apartments pay charges for their individual utility supplies direct to the provider and not through the Service Charge

The fire defence systems within the apartment blocks consist of the following components:

- Smoke detectors
- Dry Risers
- Emergency lighting
- Automatic Opening Vents

Audio entryphone systems and a communal digital TV/Satellite aerial will be installed within the private apartment block

Public liability insurance will be provided through the Service Charge to cover all the managed areas of public open space

Refuse removal will be provided by the Local Authority as part of the Council Tax Charge

The substation will be adopted and will not be the responsibility of the Management Company

There will be a RMC (Residential Management Company) set up for the development and we have accounted for the related Secretarial Services, Directors & Officers Insurance etc

Prior to commencement of management of the development by Trinity, the developer (or the developer's solicitors) shall provide a list of all those documents that Trinity is to observe in their management. The Developer shall indemnify Trinity against any liability resulting from any omission in that list and any failure of Trinity to meet any obligation in a document not included in that list

Albany Park, Church Crookham  
Budget period ending 30/06/25

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<b>Total</b>	<b>£89,215</b>
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**Albany Park, Church Crookham**  
**Budget period ending 30/06/25**

<u>Expenditure Headings</u>	<u>Total</u> <u>Charges</u> <u>2024/25</u>	<u>Estate</u> <u>Charge</u> <u>300</u>	<u>Private</u> (Plots 187-195)		(Plots 34-35)	(Plots 88-89)
			<u>Roadway</u> <u>Charge</u> <u>255</u>	<u>Block E</u> <u>Charge</u> <u>9</u>	<u>Maisonette</u> <u>Block A</u> <u>Charge</u> <u>2</u>	<u>Maisonette</u> <u>Block B</u> <u>Charge</u> <u>2</u>
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1	Communal Cleaning	2340		1404	468	468
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<b><u>Utilities</u></b>						
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25	Block Sinking Fund	520		360	80	80
26	Estate Sinking Fund	1500	1500			
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28	Arboricultural Sinking Fund	3000	3000			
29	Play Area Sinking Fund	1500	1500			
<b><u>SERVICE CHARGE TOTAL</u></b>		<b>89215</b>	<b>65639</b>	<b>8640</b>	<b>10133</b>	<b>2402</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.









## 10 Year Budget Projections of Individual Service Charge Costs

Charge Type	2024/25 Annual Costs per Plot	2025/26 Inflation at 7%	2026/27 Inflation at 6%	2027/28 Inflation at 5%	2028/29 Inflation at 3%	2029/30 Inflation at 2%	2030/31 Inflation at 2%	2031/32 Inflation at 2%	2032/33 Inflation at 2%	2033/34 Inflation at 2%
Estate Charge	£218.80	£234.12	£248.16	£260.57	£268.39	£273.76	£279.23	£284.82	£290.51	£296.32
Private Roadway	£33.88	£36.25	£38.43	£40.35	£41.56	£42.39	£43.24	£44.10	£44.98	£45.88
Apartment Block E	£1,125.88	£1,204.69	£1,276.97	£1,340.82	£1,381.05	£1,408.67	£1,436.84	£1,465.58	£1,494.89	£1,524.79
Maisonette Block A	£1,201.00	£1,285.07	£1,362.17	£1,430.28	£1,473.19	£1,502.66	£1,532.71	£1,563.36	£1,594.63	£1,626.52
Maisonette Block B	£1,201.00	£1,285.07	£1,362.17	£1,430.28	£1,473.19	£1,502.66	£1,532.71	£1,563.36	£1,594.63	£1,626.52

**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.