



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

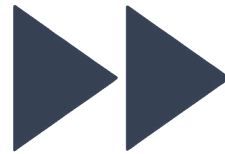
Introducing Fixflo our new online repair reporting tool



Report online
24/7



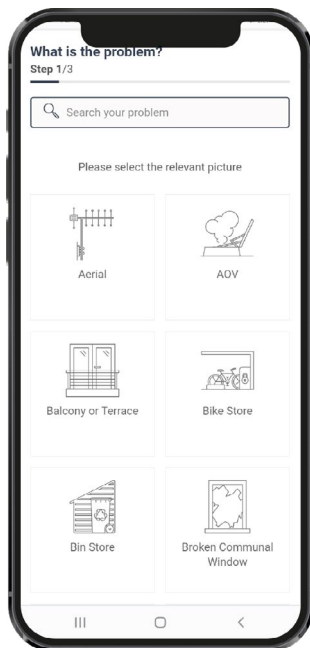
Over 40
languages
available



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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Budget Summary

Spindrift Park, Hook Lane, Pagham

Budget period ending 31/12/24

No.	Item	Budget for the year	NOTES
1	Landscape Maintenance	£33,600	Landscape maintenance of the open space 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
2	Play Area Maintenance	£1,500	Maintenance of the play equipment and its safety surface including treatment/painting as required etc
3	Lake/Pond/Water Feature Maintenance	£1,440	Maintenance costs associated with the existing water course, 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	£2,100	Budgetary costs to cover for day to day repairs of communal items
5	Private Roadway/Car Park Maintenance	£9,600	Maintenance of the un-adopted roadway and its associated lighting, including regular sweeping, replacement of any light bulbs etc
6	Directors & Officers Insurance	£476	This is to provide liability cover for the Directors of the Resident Management Company
7	Public Liability Insurance	£784	Includes comprehensive Public Liability cover
8	Health & Safety Assessment	£1,122	The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
9	Play Area Inspection Costs	£756	Costs for regular Health & Safety inspection for play equipment and safety surface
10	Accountancy Fee	£996	Annual fee for independent certification of Service Charge Accounts
11	Management Fee	£25,200	Annual Management Fee for the first year of management (not a percentage of total Service Charge)
12	Company Administration/Secretarial Fee	£336	Annual fee for the administration and filing of annual RMC accounts
13	Banking Charges	£63	Bank Charges relating to scheme trustee bank account
14	Estate Sinking Fund	£500	A fund designed to build up and pay towards the future costs of the estate and any associated major works
15	Private Roadway Sinking Fund	£4,000	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, street lighting, etc
16	Arboricultural Sinking Fund	£2,000	Contribution to the arboricultural fund for future tree and planting works
17	Play Area Sinking Fund	£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

Total	£84,973
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Proposed Budget

Spindriff Park, Hook Lane, Pagham

Units: 300

Budget period ending 31/12/24

Expenditure Headings

2023/24

Regular/Cyclical (Contract) Maintenance

1	Landscape Maintenance	£33,600
2	Play Area Maintenance	£1,500
3	Lake/Pond/Water Feature Maintenance	£1,440

General & Reactive Expenditure

4	General Repairs & Maintenance	£2,100
5	Private Roadway/Car Park Maintenance	£9,600

Insurance

6	Directors & Officers Insurance	£476
7	Public Liability Insurance	£784

Health & Safety

8	Health & Safety Assessment	£1,122
9	Play Area Inspection Costs	£756

Professional Fees/Services

10	Accountancy Fee	£996
11	Management Fee	£25,200
12	Company Administration/Secretarial Fee	£336
13	Banking Charges	£63

Reserve Funds

14	Estate Sinking Fund	£500
15	Private Roadway Sinking Fund	£4,000
16	Arboricultural Sinking Fund	£2,000
17	Play Area Sinking Fund	£500

SERVICE CHARGE TOTAL

£84,973

Plot Matrix

Spindrift Park, Hook Lane, Pagham

Budget period ending 31/12/24

Plot Number	Vistry Plot Number	Type	Estate Charge £	Estate Charge %	Total Service Charge £
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Bellway Plots

1		House	£283.24	0.3333%	£283.24
2		House	£283.24	0.3333%	£283.24
3		House	£283.24	0.3333%	£283.24
4		House	£283.24	0.3333%	£283.24
5		House	£283.24	0.3333%	£283.24
6		House	£283.24	0.3333%	£283.24
7		House	£283.24	0.3333%	£283.24
8		House	£283.24	0.3333%	£283.24
9		House	£283.24	0.3333%	£283.24
10		House	£283.24	0.3333%	£283.24
11		House	£283.24	0.3333%	£283.24
12		House	£283.24	0.3333%	£283.24
13		House	£283.24	0.3333%	£283.24
14		Maisonette	£283.24	0.3333%	£283.24
15		Maisonette	£283.24	0.3333%	£283.24
16		Maisonette	£283.24	0.3333%	£283.24
17		Maisonette	£283.24	0.3333%	£283.24
18		House	£283.24	0.3333%	£283.24
19		House	£283.24	0.3333%	£283.24
20		House	£283.24	0.3333%	£283.24
21		House	£283.24	0.3333%	£283.24
22		House	£283.24	0.3333%	£283.24
23		House	£283.24	0.3333%	£283.24
24		House	£283.24	0.3333%	£283.24
25		House	£283.24	0.3333%	£283.24
26		House	£283.24	0.3333%	£283.24
27		Maisonette	£283.24	0.3333%	£283.24
28		Maisonette	£283.24	0.3333%	£283.24
29		Maisonette	£283.24	0.3333%	£283.24
30		Maisonette	£283.24	0.3333%	£283.24
31		House	£283.24	0.3333%	£283.24
32		House	£283.24	0.3333%	£283.24
33		House	£283.24	0.3333%	£283.24
34		House	£283.24	0.3333%	£283.24
35		House	£283.24	0.3333%	£283.24
36		House	£283.24	0.3333%	£283.24
37		House	£283.24	0.3333%	£283.24
38		House	£283.24	0.3333%	£283.24
39		House	£283.24	0.3333%	£283.24
40		House	£283.24	0.3333%	£283.24
41		House	£283.24	0.3333%	£283.24
42		House	£283.24	0.3333%	£283.24
43		House	£283.24	0.3333%	£283.24
44		House	£283.24	0.3333%	£283.24
45		House	£283.24	0.3333%	£283.24
46		House	£283.24	0.3333%	£283.24

Plot Number	Vistry Plot Number	Type	Estate Charge £	Estate Charge %	Total Service Charge £
47		House	£283.24	0.3333%	£283.24
48		House	£283.24	0.3333%	£283.24
49		House	£283.24	0.3333%	£283.24
50		House	£283.24	0.3333%	£283.24
51		House	£283.24	0.3333%	£283.24
52		House	£283.24	0.3333%	£283.24
53		House	£283.24	0.3333%	£283.24
54		House	£283.24	0.3333%	£283.24
55		House	£283.24	0.3333%	£283.24
56		House	£283.24	0.3333%	£283.24
57		House	£283.24	0.3333%	£283.24
58		House	£283.24	0.3333%	£283.24
59		House	£283.24	0.3333%	£283.24
60		House	£283.24	0.3333%	£283.24
61		House	£283.24	0.3333%	£283.24
62		House	£283.24	0.3333%	£283.24
63		House	£283.24	0.3333%	£283.24
64		House	£283.24	0.3333%	£283.24
65		House	£283.24	0.3333%	£283.24
66		House	£283.24	0.3333%	£283.24
67		House	£283.24	0.3333%	£283.24
68		House	£283.24	0.3333%	£283.24
69		House	£283.24	0.3333%	£283.24
70		Maisonette	£283.24	0.3333%	£283.24
71		Maisonette	£283.24	0.3333%	£283.24
72		Maisonette	£283.24	0.3333%	£283.24
73		Maisonette	£283.24	0.3333%	£283.24
74		House	£283.24	0.3333%	£283.24
75		House	£283.24	0.3333%	£283.24
76		House	£283.24	0.3333%	£283.24
77		House	£283.24	0.3333%	£283.24
78		House	£283.24	0.3333%	£283.24
79		House	£283.24	0.3333%	£283.24
80		House	£283.24	0.3333%	£283.24
81		House	£283.24	0.3333%	£283.24
82		House	£283.24	0.3333%	£283.24
83		House	£283.24	0.3333%	£283.24
172		House	£283.24	0.3333%	£283.24
173		House	£283.24	0.3333%	£283.24
174		House	£283.24	0.3333%	£283.24
175		House	£283.24	0.3333%	£283.24
176		House	£283.24	0.3333%	£283.24
177		House	£283.24	0.3333%	£283.24
178		House	£283.24	0.3333%	£283.24
179		House	£283.24	0.3333%	£283.24
180		House	£283.24	0.3333%	£283.24
181		House	£283.24	0.3333%	£283.24
182		House	£283.24	0.3333%	£283.24
183		House	£283.24	0.3333%	£283.24
184		House	£283.24	0.3333%	£283.24
185		House	£283.24	0.3333%	£283.24
186		House	£283.24	0.3333%	£283.24
187		House	£283.24	0.3333%	£283.24
188		House	£283.24	0.3333%	£283.24

Plot Number	Vistry Plot Number	Type	Estate Charge £	Estate Charge %	Total Service Charge £
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190		House	£283.24	0.3333%	£283.24
191		House	£283.24	0.3333%	£283.24
192		House	£283.24	0.3333%	£283.24
193		House	£283.24	0.3333%	£283.24
194		House	£283.24	0.3333%	£283.24
195		House	£283.24	0.3333%	£283.24
196		House	£283.24	0.3333%	£283.24
197		Maisonette	£283.24	0.3333%	£283.24
198		Maisonette	£283.24	0.3333%	£283.24
199		Maisonette	£283.24	0.3333%	£283.24
200		Maisonette	£283.24	0.3333%	£283.24
201		Maisonette	£283.24	0.3333%	£283.24
202		Maisonette	£283.24	0.3333%	£283.24
203		House	£283.24	0.3333%	£283.24
204		House	£283.24	0.3333%	£283.24
205		House	£283.24	0.3333%	£283.24
206		House	£283.24	0.3333%	£283.24
207		House	£283.24	0.3333%	£283.24
208		House	£283.24	0.3333%	£283.24
209		House	£283.24	0.3333%	£283.24
210		House	£283.24	0.3333%	£283.24
211		House	£283.24	0.3333%	£283.24
212		House	£283.24	0.3333%	£283.24
213		House	£283.24	0.3333%	£283.24
214		House	£283.24	0.3333%	£283.24
215		House	£283.24	0.3333%	£283.24
216		House	£283.24	0.3333%	£283.24
217		House	£283.24	0.3333%	£283.24
218		House	£283.24	0.3333%	£283.24
219		House	£283.24	0.3333%	£283.24
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240		House	£283.24	0.3333%	£283.24
241		House	£283.24	0.3333%	£283.24
242		House	£283.24	0.3333%	£283.24

Plot Number	Vistry Plot Number	Type	Estate Charge £	Estate Charge %	Total Service Charge £
243		House	£283.24	0.3333%	£283.24
244		House	£283.24	0.3333%	£283.24
245		House	£283.24	0.3333%	£283.24
246		House	£283.24	0.3333%	£283.24
247		House	£283.24	0.3333%	£283.24
248		House	£283.24	0.3333%	£283.24
249		House	£283.24	0.3333%	£283.24
250		House	£283.24	0.3333%	£283.24
251		House	£283.24	0.3333%	£283.24
252		House	£283.24	0.3333%	£283.24
253		House	£283.24	0.3333%	£283.24
254		House	£283.24	0.3333%	£283.24
255		House	£283.24	0.3333%	£283.24
256		House	£283.24	0.3333%	£283.24
257		House	£283.24	0.3333%	£283.24
258		House	£283.24	0.3333%	£283.24
259		House	£283.24	0.3333%	£283.24
260		House	£283.24	0.3333%	£283.24
261		House	£283.24	0.3333%	£283.24
262		House	£283.24	0.3333%	£283.24
263		House	£283.24	0.3333%	£283.24
264		House	£283.24	0.3333%	£283.24
265		House	£283.24	0.3333%	£283.24
266		House	£283.24	0.3333%	£283.24
267		House	£283.24	0.3333%	£283.24
268		House	£283.24	0.3333%	£283.24
269		House	£283.24	0.3333%	£283.24
270		House	£283.24	0.3333%	£283.24
271		House	£283.24	0.3333%	£283.24
272		House	£283.24	0.3333%	£283.24
273		House	£283.24	0.3333%	£283.24
274		House	£283.24	0.3333%	£283.24
275		House	£283.24	0.3333%	£283.24
276		House	£283.24	0.3333%	£283.24
277		House	£283.24	0.3333%	£283.24
278		House	£283.24	0.3333%	£283.24
279		House	£283.24	0.3333%	£283.24
280		House	£283.24	0.3333%	£283.24
281		House	£283.24	0.3333%	£283.24
282		House	£283.24	0.3333%	£283.24
283		House	£283.24	0.3333%	£283.24
284		House	£283.24	0.3333%	£283.24
285		House	£283.24	0.3333%	£283.24
286		House	£283.24	0.3333%	£283.24
287		House	£283.24	0.3333%	£283.24
288		House	£283.24	0.3333%	£283.24
289		House	£283.24	0.3333%	£283.24
290		House	£283.24	0.3333%	£283.24
291		House	£283.24	0.3333%	£283.24
292		House	£283.24	0.3333%	£283.24
293		House	£283.24	0.3333%	£283.24
294		House	£283.24	0.3333%	£283.24
295		House	£283.24	0.3333%	£283.24
296		House	£283.24	0.3333%	£283.24

Plot Number	Vistry Plot Number	Type	Estate Charge £	Estate Charge %	Total Service Charge £
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297		House	£283.24	0.3333%	£283.24
298		House	£283.24	0.3333%	£283.24
299		House	£283.24	0.3333%	£283.24
300		House	£283.24	0.3333%	£283.24

Vistry Plots

121	1	House	£283.24	0.3333%	£283.24
122	2	House	£283.24	0.3333%	£283.24
120	3	House	£283.24	0.3333%	£283.24
119	4	House	£283.24	0.3333%	£283.24
118	5	House	£283.24	0.3333%	£283.24
117	6	Maisonette	£283.24	0.3333%	£283.24
114	7	Maisonette	£283.24	0.3333%	£283.24
116	8	Maisonette	£283.24	0.3333%	£283.24
115	9	Maisonette	£283.24	0.3333%	£283.24
113	10	House	£283.24	0.3333%	£283.24
112	11	House	£283.24	0.3333%	£283.24
125	12	Maisonette	£283.24	0.3333%	£283.24
126	13	Maisonette	£283.24	0.3333%	£283.24
124	14	Maisonette	£283.24	0.3333%	£283.24
127	15	Maisonette	£283.24	0.3333%	£283.24
123	16	Maisonette	£283.24	0.3333%	£283.24
128	17	Maisonette	£283.24	0.3333%	£283.24
109	18	House	£283.24	0.3333%	£283.24
108	19	House	£283.24	0.3333%	£283.24
107	20	House	£283.24	0.3333%	£283.24
106	21	House	£283.24	0.3333%	£283.24
105	22	House	£283.24	0.3333%	£283.24
104	23	House	£283.24	0.3333%	£283.24
102	24	House	£283.24	0.3333%	£283.24
101	25	House	£283.24	0.3333%	£283.24
100	26	House	£283.24	0.3333%	£283.24
99	27	House	£283.24	0.3333%	£283.24
94	28	House	£283.24	0.3333%	£283.24
98	29	House	£283.24	0.3333%	£283.24
111	30	House	£283.24	0.3333%	£283.24
110	31	House	£283.24	0.3333%	£283.24
103	32	House	£283.24	0.3333%	£283.24
89	33	House	£283.24	0.3333%	£283.24
88	34	House	£283.24	0.3333%	£283.24
87	35	House	£283.24	0.3333%	£283.24
86	36	House	£283.24	0.3333%	£283.24
85	37	House	£283.24	0.3333%	£283.24
84	38	House	£283.24	0.3333%	£283.24
97	39	House	£283.24	0.3333%	£283.24
96	40	House	£283.24	0.3333%	£283.24
95	41	House	£283.24	0.3333%	£283.24
93	42	House	£283.24	0.3333%	£283.24
92	43	House	£283.24	0.3333%	£283.24
91	44	House	£283.24	0.3333%	£283.24
90	45	House	£283.24	0.3333%	£283.24
129	46	House	£283.24	0.3333%	£283.24
140	47	House	£283.24	0.3333%	£283.24

Plot Number	Vistry Plot Number	Type	Estate Charge £	Estate Charge %	Total Service Charge £
139	48	House	£283.24	0.3333%	£283.24
138	49	House	£283.24	0.3333%	£283.24
137	50	House	£283.24	0.3333%	£283.24
136	51	House	£283.24	0.3333%	£283.24
135	52	House	£283.24	0.3333%	£283.24
134	53	House	£283.24	0.3333%	£283.24
133	54	House	£283.24	0.3333%	£283.24
132	55	House	£283.24	0.3333%	£283.24
131	56	House	£283.24	0.3333%	£283.24
130	57	House	£283.24	0.3333%	£283.24
151	58	House	£283.24	0.3333%	£283.24
152	59	House	£283.24	0.3333%	£283.24
153	60	House	£283.24	0.3333%	£283.24
154	61	House	£283.24	0.3333%	£283.24
155	62	House	£283.24	0.3333%	£283.24
156	63	House	£283.24	0.3333%	£283.24
157	64	House	£283.24	0.3333%	£283.24
145	65	Maisonette	£283.24	0.3333%	£283.24
144	66	Maisonette	£283.24	0.3333%	£283.24
146	67	Maisonette	£283.24	0.3333%	£283.24
143	68	Maisonette	£283.24	0.3333%	£283.24
147	69	Maisonette	£283.24	0.3333%	£283.24
142	70	Maisonette	£283.24	0.3333%	£283.24
148	71	Maisonette	£283.24	0.3333%	£283.24
141	72	Maisonette	£283.24	0.3333%	£283.24
149	73	House	£283.24	0.3333%	£283.24
150	74	House	£283.24	0.3333%	£283.24
163	75	House	£283.24	0.3333%	£283.24
164	76	House	£283.24	0.3333%	£283.24
165	77	House	£283.24	0.3333%	£283.24
166	78	House	£283.24	0.3333%	£283.24
167	79	House	£283.24	0.3333%	£283.24
168	80	House	£283.24	0.3333%	£283.24
169	81	House	£283.24	0.3333%	£283.24
170	82	House	£283.24	0.3333%	£283.24
171	83	House	£283.24	0.3333%	£283.24
158	84	House	£283.24	0.3333%	£283.24
159	85	House	£283.24	0.3333%	£283.24
160	86	House	£283.24	0.3333%	£283.24
161	87	House	£283.24	0.3333%	£283.24
162	88	House	£283.24	0.3333%	£283.24
			£84,973	100.00%	£84,973

10 Year Budget Projections of Individual Service Charge Costs

Property Type	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%
Service Charge	£283.24	£311.57	£333.38	£350.05	£360.55	£367.76	£375.11	£382.62	£390.27	£398.07

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.

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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

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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.