



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

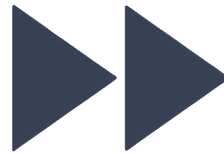
Introducing Fixflo our new online repair reporting tool



Report online
24/7



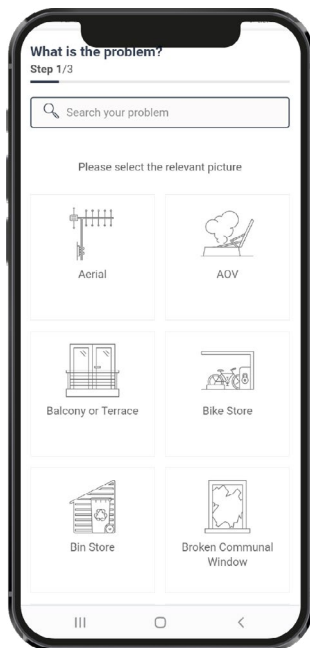
Over 40
languages
available



More details
= faster fixes



Emails &
updates sent
to you



trinityestates.fixflo.com

- 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?

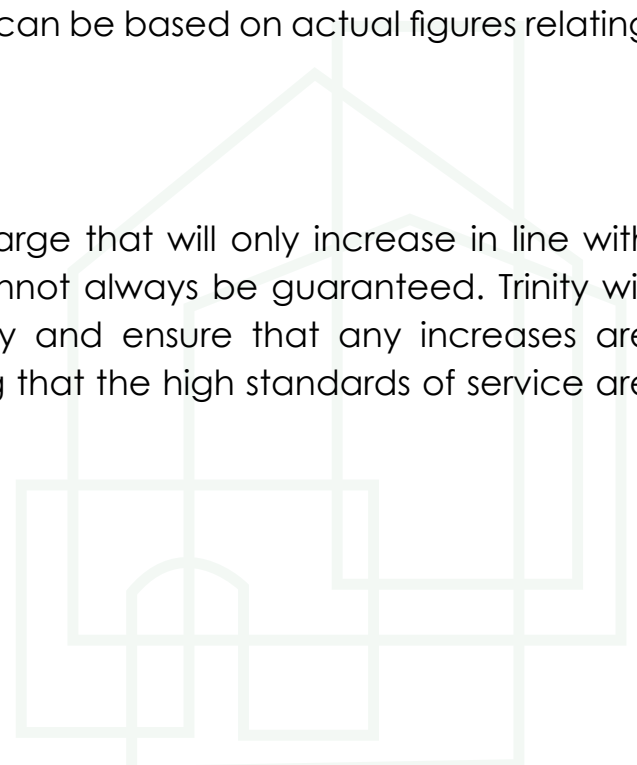
The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you,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

[< Back to contents](#)

DEVELOPMENT NOTES / SERVICE CHARGE

The Walstead Park, Lindfield development consists of a mixture of private and Housing Association (HA) dwellings, 44 maisonettes and 156 houses (60 Affordable/140 Private) – 200 units in total

All 200 units will be required to contribute towards the **Estate Charge** for maintenance and upkeep of the areas of public open space, unadopted roadways/permeable paving, attenuation basins, equipped play areas & professional fees etc.

The 10 apartment units within Block A will additionally be required to contribute towards the **Block A Charge** for the maintenance and upkeep of the external bin/cycle stores, including Buildings Insurances, communal cleaning, general repairs etc.

The 18 apartment units within Block B will additionally be required to contribute towards the **Block B Charge** for the maintenance and upkeep of the external bin/cycle stores, including Buildings Insurances, communal cleaning, general repairs etc.

The 16 apartment units within Block C will additionally be required to contribute towards the **Block C Charge** for the maintenance and upkeep of the external bin store and internal cycle store, including Buildings Insurance for external bin store, communal cleaning, general repairs and electricity/lighting provision etc.

The service charge budget cap is in place for Bulk, Rented and Shared Ownership plots at £350 per unit. The maisonette units will be responsible for their own maintenance and upkeep. However, the Management Company will be responsible for the associated bin/cycle stores

The main estate roadways, footpaths and associated lighting will be adopted by the Local Authority and will not be the responsibility of the Management Company

The estate foul and surface water drainage systems will be adopted by the Local Authority and will not be the responsibility of the Management Company

Any pumping station and sub station will be adopted and will not be the responsibility of the Management Company

The Management Company will be responsible for the areas of public open space within the development, excluding the Country Park parcel

The Management Company will be responsible for all footpaths, benches, bins, railings etc. within the areas of POS

The landscapers will be tasked with cleaning/sweeping of the bin/cycle stores serving the apartment blocks, when attending site

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

There is an existing attenuation pond and attenuation features (basins/swales) within the development

– these will be the responsibility of the Management Company, along with any associated inlets, outfalls, signage, fencing etc.

There are 2x LEAP's within the development – these will be the responsibility of the Management Company along with any associated benches, railings, bins etc.

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

The Management Company will be responsible for placing Building Insurance for the bin/cycle stores, serving the 3x private apartment blocks

The buildings insurance premium for the apartment blocks bin/cycle store areas, is based on a total estimated rebuild cost (including demolition costs and professional fees) of £60,000. The insurance premium provided is subject to the current market conditions and is conditional on a formal quote being supplied by a broker.

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

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

The Developer and Trinity agree that Trinity's management of the development shall be on the same terms as its management of developments it has already taken into management on behalf of the developer

Walstead Park, Lindfield
Budget period ending 30/09/24

No.	Item	Budget for the year	NOTES
1	Landscape Maintenance	£22,880	Landscape maintenance of POS includes cutting of grass, weeding, tending of flower beds, borders and shrubs, litter picking, sweeping of parking areas, walkways, bin/cycle stores 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	£1,100	Maintenance of the play equipment and its safety surface including treatment/painting as required etc.
3	Lake/Pond/Water Feature Maintenance	£1,000	Maintenance costs associated with the Wetland Walk pond, 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	Attenuation Basin/Balancing Pond	£1,000	Maintenance costs associated with the attenuation features. This includes regular inspections and maintenance as required.
5	Water Charges	£440	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 3x landlords water supply – for use by cleaners/gardeners in regards to bin stores etc.
6	Electricity Charges	£101	Assuming low consumption lighting throughout. Includes estimated amounts for internal lighting for cycle store serving Block C
7	General Repairs & Maintenance	£1,120	Budgetary costs to cover for day to day repairs of external communal items such as railings, bird/bat boxes, signage, informal pathways, bin stores etc. Such repairs exclude any work to private units or anything within their demise.
8	Private Roadway/Carpark Maintenance	£350	Maintenance of the un-adopted roadway, including regular sweeping, weed treatments etc.
9	Arboriculturalist Costs	£1,000	Costs relating to minor tree works that are required
10	Reactive Refuse Removal	£400	Removal of larger items of refuse or items not placed in bins properly
11	Buildings Insurance	£80	Includes comprehensive Buildings Insurance, Public Liability, plus specific Terrorism cover.
12	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
13	Directors & Officers Insurance	£450	This is to provide liability cover for the Directors of the Resident Management Company
14	Public Liability Insurance	£900	Includes comprehensive Lift Insurance cover.
15	Health and Safety Assessment	£858	** The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
16	Play Area Inspection Costs	£504	** Costs for regular Health & Safety inspection for play equipment and safety surface
17	Accountancy Fee	£738	Annual fee for independent certification of Service Charge Accounts
18	Management Fee	£17,040	Fixed Management Fee (not a percentage of total Service Charge).
19	Company Administration/Secretarial Fee	£336	*** Annual fee for the administration and filing of annual RMC accounts
20	Banking Charges	£63	Bank Charges relating to scheme trustee bank account
21	Block Sinking Fund	£176	A fund designed to build up and pay towards the long term maintenance of the blocks bin/cycle stores for items such as replacement furnishings, lighting, entry/door system, roofing, etc .
22	Estate Sinking Fund	£300	A fund designed to build up and pay towards the future costs of the estate and any associated major works
23	Private Roadway Sinking Fund	£300	A fund designed to build up and pay towards the future costs of the private roadway and pavement re-surfacing and any associated items etc.
24	Arboricultural Sinking Fund	£300	Contribution to the arboricultural fund for future tree and planting works
25	Play Area Sinking Fund	£700	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		£52,247	

**The Health & Safety reports are undertaken by Trinity2

***The Company Secretarial compliance role is undertaken by Trinity2

2Trinity is a trading name of Trinity (Estates) Property Management Limited

Walstead Park, Lindfield
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>200</u>	<u>Block A</u> <u>Charge</u> <u>10</u>	<u>Block B</u> <u>Charge</u> <u>18</u>	<u>Block C</u> <u>Charge</u> <u>16</u>
<u>Regular/Cyclical (Contract) Maintenance</u>					
1 Landscape Maintenance	22880	22000	200	360	320
2 Play Area Maintenance	1100	1100			
3 Lake/Pond/Water Feature Maintenance	1000	1000			
4 Attenuation Basin/Balancing Pond	1000	1000			
<u>Utilities</u>					
5 Water Charges	440		100	180	160
6 Electricity Charges	101				101
<u>General & Reactive Expenditure</u>					
7 General Repairs & Maintenance	1120	900	50	90	80
8 Private Roadway/Carpark Maintenance	350	350			
9 Arboriculturalist Costs	1000	1000			
10 Reactive Refuse Removal	400	400			
<u>Insurance</u>					
11 Buildings Insurance	80		18	33	29
12 Insurance Valuation	112		25	46	41
13 Directors & Officers Insurance	450	450			
14 Public Liability Insurance	900	900			
<u>Health and Safety</u>					
15 Health & Safety Assessment	858	858			
16 Play Area Inspection Costs	504	504			
<u>Professional Fees/Services</u>					
17 Accountancy Fee	738	738			
18 Management Fee	17040	14400	600	1080	960
19 Company Administration/Secretarial Fee	336	336			
20 Banking Charges	63	63			
<u>Reserve Funds</u>					
21 Block Sinking Fund	176		40	72	64
22 Estate Sinking Fund	300	300			
23 Private Roadway Sinking Fund	300	300			
24 Arboricultural Sinking Fund	300	300			
25 Play Area Sinking Fund	700	700			
<u>SERVICE CHARGE TOTAL</u>	52247	47599	1033	1860	1754

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.

Lindfield Individual Matrix

Trinity Unit No.	Vistry Plot Type/No.	Estate Charge £	Estate Charge %	Block A Charge Y/N	Block A Charge £	Block A Charge %	Block B Charge Y/N	Block B Charge £	Block B Charge %	Block B Charge Y/N	Block C Charge £	Block C Charge %	Total Service Charge £
1	Detached	£238.00	0.5000%	N			N				N		£238.00
2	Detached	£238.00	0.5000%	N			N				N		£238.00
3	Detached	£238.00	0.5000%	N			N				N		£238.00
4	Detached	£238.00	0.5000%	N			N				N		£238.00
5	Detached	£238.00	0.5000%	N			N				N		£238.00
6	Detached	£238.00	0.5000%	N			N				N		£238.00
7	Detached	£238.00	0.5000%	N			N				N		£238.00
8	Detached	£238.00	0.5000%	N			N				N		£238.00
9	Detached	£238.00	0.5000%	N			N				N		£238.00
10	Detached	£238.00	0.5000%	N			N				N		£238.00
11	Apartment	£238.00	0.5000%	Y	£103.35	10.0000%	N				N		£341.34
12	Apartment	£238.00	0.5000%	Y	£103.35	10.0000%	N				N		£341.34
13	Apartment	£238.00	0.5000%	Y	£103.35	10.0000%	N				N		£341.34
14	Apartment	£238.00	0.5000%	Y	£103.35	10.0000%	N				N		£341.34
15	Apartment	£238.00	0.5000%	Y	£103.35	10.0000%	N				N		£341.34
16	Apartment	£238.00	0.5000%	Y	£103.35	10.0000%	N				N		£341.34
17	Apartment	£238.00	0.5000%	Y	£103.35	10.0000%	N				N		£341.34
18	Apartment	£238.00	0.5000%	Y	£103.35	10.0000%	N				N		£341.34
19	Apartment	£238.00	0.5000%	Y	£103.35	10.0000%	N				N		£341.34
20	Apartment	£238.00	0.5000%	Y	£103.35	10.0000%	N				N		£341.34
21	Detached	£238.00	0.5000%	N			N				N		£238.00
22	Detached	£238.00	0.5000%	N			N				N		£238.00
23	Semi	£238.00	0.5000%	N			N				N		£238.00
24	Semi	£238.00	0.5000%	N			N				N		£238.00
25	Detached	£238.00	0.5000%	N			N				N		£238.00
26	End Terrace	£238.00	0.5000%	N			N				N		£238.00
27	Mid Terrace	£238.00	0.5000%	N			N				N		£238.00
28	End Terrace	£238.00	0.5000%	N			N				N		£238.00
29	Detached	£238.00	0.5000%	N			N				N		£238.00
30	Detached	£238.00	0.5000%	N			N				N		£238.00
31	Detached	£238.00	0.5000%	N			N				N		£238.00
32	Detached	£238.00	0.5000%	N			N				N		£238.00
33	Detached	£238.00	0.5000%	N			N				N		£238.00
34	Detached	£238.00	0.5000%	N			N				N		£238.00
35	Detached	£238.00	0.5000%	N			N				N		£238.00
36	Detached	£238.00	0.5000%	N			N				N		£238.00
37	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
38	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
39	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
40	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
41	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
42	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
43	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
44	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
45	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
46	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
47	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
48	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
49	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
50	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
51	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
52	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
53	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
54	Apartment	£238.00	0.5000%	N			Y	£103.35	5.5556%		N		£341.35
55	Detached	£238.00	0.5000%	N			N				N		£238.00
56	Detached	£238.00	0.5000%	N			N				N		£238.00
57	Detached	£238.00	0.5000%	N			N				N		£238.00
58	Detached	£238.00	0.5000%	N			N				N		£238.00
59	Detached	£238.00	0.5000%	N			N				N		£238.00
60	Detached	£238.00	0.5000%	N			N				N		£238.00
61	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
62	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
63	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
64	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
65	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
66	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
67	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
68	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
69	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
70	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
71	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
72	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
73	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
74	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
75	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
76	Apartment	£238.00	0.5000%	N			N				Y	£109.65 6.2500%	£347.65
77	Detached	£238.00	0.5000%	N			N				N		£238.00
78	Detached	£238.00	0.5000%	N			N				N		£238.00
79	Detached	£238.00	0.5000%	N			N				N		£238.00

Lindfield Individual Matrix

Trinity Unit No.	Vistry Plot Type/No.	Estate Charge £	Estate Charge %	Block A Charge Y/N	Block A Charge £	Block A Charge %	Block B Charge Y/N	Block B Charge £	Block B Charge %	Block C Charge Y/N	Block C Charge £	Block C Charge %	Total Service Charge £
160	Detached	£238.00	0.5000%	N			N			N			£238.00
161	Semi	£238.00	0.5000%	N			N			N			£238.00
162	Semi	£238.00	0.5000%	N			N			N			£238.00
163	Semi	£238.00	0.5000%	N			N			N			£238.00
164	Semi	£238.00	0.5000%	N			N			N			£238.00
165	Detached	£238.00	0.5000%	N			N			N			£238.00
166	Detached	£238.00	0.5000%	N			N			N			£238.00
167	Detached	£238.00	0.5000%	N			N			N			£238.00
168	Detached	£238.00	0.5000%	N			N			N			£238.00
169	Detached	£238.00	0.5000%	N			N			N			£238.00
170	Detached	£238.00	0.5000%	N			N			N			£238.00
171	Detached	£238.00	0.5000%	N			N			N			£238.00
172	Detached	£238.00	0.5000%	N			N			N			£238.00
173	Detached	£238.00	0.5000%	N			N			N			£238.00
174	Detached	£238.00	0.5000%	N			N			N			£238.00
175	Detached	£238.00	0.5000%	N			N			N			£238.00
176	Detached	£238.00	0.5000%	N			N			N			£238.00
177	Detached	£238.00	0.5000%	N			N			N			£238.00
178	Detached	£238.00	0.5000%	N			N			N			£238.00
179	Detached	£238.00	0.5000%	N			N			N			£238.00
180	Detached	£238.00	0.5000%	N			N			N			£238.00
181	Detached	£238.00	0.5000%	N			N			N			£238.00
182	Semi	£238.00	0.5000%	N			N			N			£238.00
183	Semi	£238.00	0.5000%	N			N			N			£238.00
184	Detached	£238.00	0.5000%	N			N			N			£238.00
185	Detached	£238.00	0.5000%	N			N			N			£238.00
186	Detached	£238.00	0.5000%	N			N			N			£238.00
187	Detached	£238.00	0.5000%	N			N			N			£238.00
188	Semi	£238.00	0.5000%	N			N			N			£238.00
189	Semi	£238.00	0.5000%	N			N			N			£238.00
190	Detached	£238.00	0.5000%	N			N			N			£238.00
191	Detached	£238.00	0.5000%	N			N			N			£238.00
192	Detached	£238.00	0.5000%	N			N			N			£238.00
193	Detached	£238.00	0.5000%	N			N			N			£238.00
194	Detached	£238.00	0.5000%	N			N			N			£238.00
195	Detached	£238.00	0.5000%	N			N			N			£238.00
196	Detached	£238.00	0.5000%	N			N			N			£238.00
197	Detached	£238.00	0.5000%	N			N			N			£238.00
198	Detached	£238.00	0.5000%	N			N			N			£238.00
199	Detached	£238.00	0.5000%	N			N			N			£238.00
200	Detached	£238.00	0.5000%	N			N			N			£238.00
		£47,599.00	100.00%		£1,033.49	100.00%		£1,860.36	100.00%		£1,754.47	100.00%	£52,247.32

10 Year Budget Projections of Individual Service Charge Costs

Charge Type	2023 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%
Estate Charge	£238.00	£261.80	£280.13	£294.13	£302.96	£309.02	£315.20	£321.50	£327.93	£334.49
Block A Charge	£103.35	£113.69	£121.64	£127.73	£131.56	£134.19	£136.87	£139.61	£142.40	£145.25
Block B Charge	£103.35	£113.69	£121.64	£127.73	£131.56	£134.19	£136.87	£139.61	£142.40	£145.25
Block C Charge	£109.65	£120.62	£129.06	£135.51	£139.58	£142.37	£145.22	£148.12	£151.08	£154.10

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.