



VISTRY GROUP POLICY

User Guide: Managing Agent Process and Management 2023

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What is a Estate Freeholder and why is it required?

The Land Trust has been appointed as the Estate Freeholder for your development, to manage areas of the development and some parts of its buildings, where ownership of those areas is not transferred to the residents directly. You will be responsible for the maintenance of your home and any land conveyed to you, whilst the Estate Freeholder will maintain any areas which are not conveyed to any purchaser. These are communal areas for the benefit of residents and therefore have to be held in a separate entity.

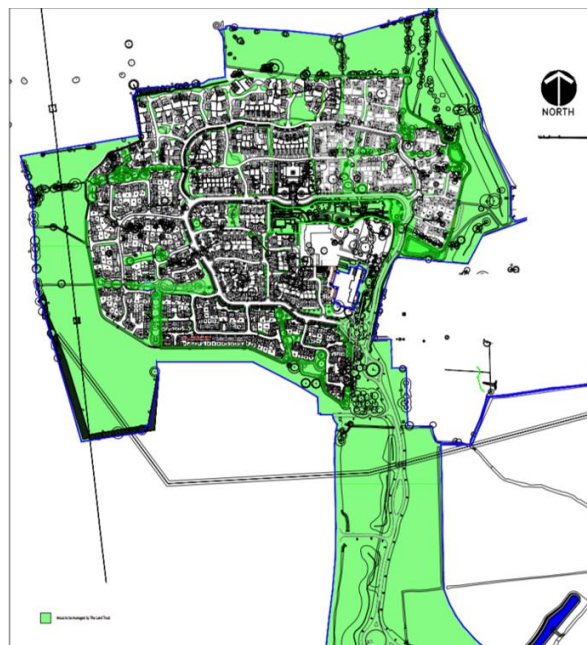
Once the communal areas are ready, Countryside will hand control of them over to the Estate Freeholder.

The Estate Freeholder will maintained the communal area after Countryside have left the development.

Which parts of the development are covered by the Management Company?

The development known as St Luke's Park, Phase 5 is situated in Runwell, Essex and comprises of 100 new homes (76 houses and 24 apartments) with associated landscaping. Phase 5 is the final phase of the wider development. St Luke's Park is a community of 604 homes set within parkland landscaping, which incorporates a Grade II listed chapel and a number of community facilities, including a shop and café.

The areas which are planned to fall to the Estate Freeholder to manage and maintain are highlighted on the plan below, which includes the insurance, management, and maintenance of the Public Open Spaces (POS), the attenuation pond, play equipment and footpaths.



The landscaping will be installed as per the landscape layout plan, please refer to these plans which are included in the 'Meet the Builder' pack. Drawing reference: N00285_L_XX_PL_009.



What is the role of the Management Company?

The Management Company is an external company, appointed to maintain the communal areas of the development/buildings, once they have been handed over to the Estate Freeholder.

Their role is to assist the residents of the development in building their community, by maintaining the communal areas to a good standard and ensuring that the administration of the Estate Freeholder is professionally handled. This ensures that the residents don't have to worry about getting areas insured, getting accounts and audits done for the Estate Freeholder, appointing landscapers to care for public open space and play areas or appointing cleaners to maintain stairwells and other internal communal areas.

What is a service charge and how is it calculated?

When you legally complete, you will agree to pay an annual service charge for the maintenance of the communal areas on the development.

The service charge is paid to the Management Company so that they can then pay for all the costs which they incur in managing the estate and buildings on your development. The amount you pay is your share of the total cost, based on the Management Company estimate of what they will spend, given their experience of other similar developments.

Below is a schedule of the items which the Management Company will maintain on behalf of the Estate Freeholder, together with their estimate of the likely cost for the coming year.

SERVICE CHARGE ESTIMATE DETAIL	Cost Estimate
Landscape maintenance	£123,904.67
Contractor Supervision and FM Fee	£26,330.98
Site Utilities	£1,200
Insurance	£1,002.36
Service Charge Accounts Examination	£892.50
Sinking Fund Contribution	£16,533.69
Printing and Postage	£2,750

TOTAL ESTIMATED COST

£172,614.20

	Service Charge for 2023/24
1 Bedroom	£322.38
2 Bedroom	£360.04
3 Bedroom	£397.69
4 Bedroom	£435.37
5 Bedroom	£473.03

Your service charge is likely to increase, year on year, because prices of labour and materials are likely to rise in line with inflation. The Management Company will keep you informed of any increases each year and provide an explanation of why the increase is necessary.

Typically, what do the elements of the service charge cover ?

- a) **Landscape and Play Area Maintenance** – this includes regular visits to the site to mow grass, keep down weeds, maintain trees and plants and make sure that the play equipment is safe, carrying out any maintenance as required. The visits are more frequent in the spring and summer, usually every two weeks and generally monthly in the Autumn and Winter.
- b) **Waste and Dog Bin emptying and Maintenance** – the bins around the communal areas are emptied and disposed of every two weeks.
- c) **Benches and other Street Furniture** - there are a number of benches, seats, fences, etc which require maintaining to ensure that they do not get into disrepair
- d) **Sinking Fund** – whilst the equipment around the communal areas is carefully maintained, sometimes there is a requirement to replace items. This would be particularly relevant to play equipment which becomes unsafe. A fund is built up to pay for these items when such occasions require.
- e) **Public Liability Insurance** – whilst residents will take out insurance on their homes which they own, there is a need to have insurance for the communal areas and for the Estate Freeholder itself.
- f) **Accountancy, Legal and Company Secretarial Fees** – because the Estate Freeholder is a Limited Company, which provides a level of legal protection for the residents, the Company has to have proper accounts prepared and audited and has to register with Companies House. This will all be arranged by the Management Company.
- g) **Health & Safety Requirements** – this is an important element of running the communal areas with the need for periodic risk assessments, advice and action taken to ensure that everything is kept in a safe condition for everyone who wants to use those areas. This will include fire risk assessments for apartments.
- h) **Management Company Management Fee** – this is the fee charged by the Management Company to act on behalf of the residents in managing the communal areas. All of the items above will need to be arranged and managed, with contractors appointed for maintenance and repair, insurance arranged, and accountants and solicitors appointed.

Management Company for Apartment Blocks

In addition, to the Land Trust Estate Management, apartments located in apartment blocks will also be liable for an additional service charge, payable to Trinity (Estates) Property Management.

Trinity (Estates) Property Management, maintain the apartment blocks, including communal cleaning, block specific landscape maintenance and related administrative tasks.

Further details of the services and costs relating to Trinity's management of the blocks can be found in the Trinity's Service Charge Information Pack below.

How and when is the service charge levied?

When you legally complete on your home and sign up to your rights and obligations relating to the Estate Freeholder, an amount of Service Charge will be taken, in order to cover the months, between your completion and the end of the service charge period.

The Management Company will then send you an annual service charge invoice. If you recently legally completed and therefore have just paid an amount on completion, this will be credited against the invoiced amount. You will only pay your share of the Service Charge for the period which you have been in ownership of your home.

The Management Company will provide you with details of how to pay when they send the invoice as there are options to spread the payment by Direct Debit, if you need to.

Who maintains the communal areas from the start?

Vistry is responsible for creating and building any communal areas. With apartments, the communal areas form part of the building which is being constructed by Vistry.

For a period of time, Vistry will maintain everything and only when the communal areas are complete, can they be handed over to the Management Company for maintenance. This will vary from site to site; on some developments everything will be handed over at the end, on others there will be a phased handover over the course of the development.

When Vistry are maintaining the communal areas, the residents will not be charged for the maintenance of the communal areas. However, a service charge may still be levied as there are administration costs incurred by the Management Company in order to ensure that insurance is in place and accounts and audits are carried out. This may be covered by the service charge collected on completion (see 6. Above) but if it continues for a long period you may be asked to pay a further service charge.

What happens when the development is finished?

When the developer has completed all the homes and all of the environment around the homes, the communal areas will be fully handed over to the Estate Freeholder. Those areas must be properly completed and be in good condition, otherwise the Management Company, acting on behalf of the residents will refuse handover. Handover will only take place when the Estate Freeholder/Management Company is happy to take those communal areas on.

Who should I contact with any queries?

The details of the contacts at the Land Trust are as follows:

Phone 0300 3230 170
Email mail@thelandtrust.org.uk
Website www.thelandtrust.org.uk
Post 7 Birchwood One, Dewhurst Road, Birchwood, Warrington WA3 7GB

Registering on the Portal

Your Welcome Pack will contain details of how to register on 'My Land Trust', a safe and secure way to manage your account and make future payments online.

The details of the contacts at Trinity (Estates) Property Management are as follows:

Phone 0345 345 1584
Email customersupport@trinityestates.com
Website <https://www.trinityestates.com/>
Post Trinity, Vantage Point, 23 Mark Road, Hemel Hempstead, HP2 7DN

Your guide to St. Luke's

St. Luke's Park is an attractive new community with a rich infrastructure of communal open spaces, containing rich green meadows and thriving wildlife.

These green spaces have been developed to create a great place for you to live and prosper, and fulfil a whole range of shared functions such as providing safe pedestrian and cycle access routes, allowing for sustainable drainage and creating leisure and social opportunities, all for your benefit.



MAP KEY

- Meadow
- Woodland
- Residential site Phase 1
- Residential site Phase 2
- Future residential site
- Future school site
- Sustainable Urban Drainage System (SUDS)



**Residential
Services**

Part of the Land Trust

Our work for you

To ensure your landscaped areas mature well and are properly managed, our quality maintenance service includes:

All year round management for your green space areas - including maintaining and repairing footpaths, grass cutting, leaf and litter collection and maintenance of shrubs and hedges.

Safety checks to ensure any facilities (such as sustainable urban drainage schemes) are maintained in a safe condition.

Public liability insurance to cover against the unexpected.

Contract management by experienced contractors to ensure a cost effective maintenance service.

Regular liaison with organisations such as local authorities, utilities and community police.

Website information for homeowners and your own personal online account.

Informative bills that set out what we will be doing in your area, work we have completed and plans for the following year.



About the SuDS

SuDS (Sustainable Urban Drainage System) are a natural approach to managing drainage in and around properties and other developments. They work by slowing down and holding back the water that runs off from a site, allowing natural processes to break down pollutants. The benefits of SuDS are:

- Prevention of water pollution;
- Slowing down the run-off of surface water and reducing the risk of flooding;
- Recharging groundwater to help prevent drought;
- Providing valuable habitats for wildlife in urban areas;
- Creating green spaces for people in urban areas.

The SuDS at St. Luke's are in the form of shallow drainage channels called swales. There are also four small ponds which are connected to the swales.

Our commitment

Safeguarding the valuable green spaces around your investment for the long-term is vital for you and your home and that is why the Land Trust has been entrusted to take care of these public spaces on your behalf.

We take this commitment very seriously and our aim is to ensure that your local area continues to provide an attractive, functional and ecologically rich environment for you and future generations. We do this by ensuring that all the green areas identified on the map are well maintained and cared for, and crucially involve you, the local community in how we do it.



All images used are of green spaces managed by the Land Trust



Contact us

Customer services: 0300 3230 170 (24/7)

Email: mail@thelandtrust.org.uk

Land Trust Residential Serviced Limited (part of the Land Trust group)
Company registration No: 09974102, registered in England and Wales
The Land Trust is registered as the Land Restoration Trust: Charity No: 1138337



**Residential
Services**

Part of the Land Trust



Management Proposal

Site Name:	St Lukes Park
Location:	Runwell
Developer:	Vistry Eastern Counties
Prepared by:	Simon Byrd
Submission Date:	27/03/2024
Revision:	-

Service Charge Information Pack



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

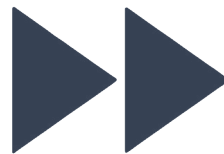
Introducing Fixflo our new online repair reporting tool



Report online
24/7



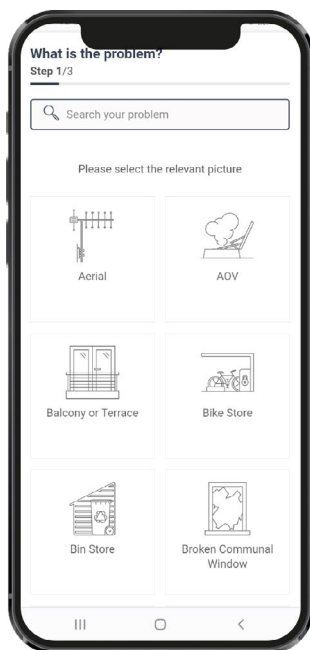
Over 40
languages
available



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?

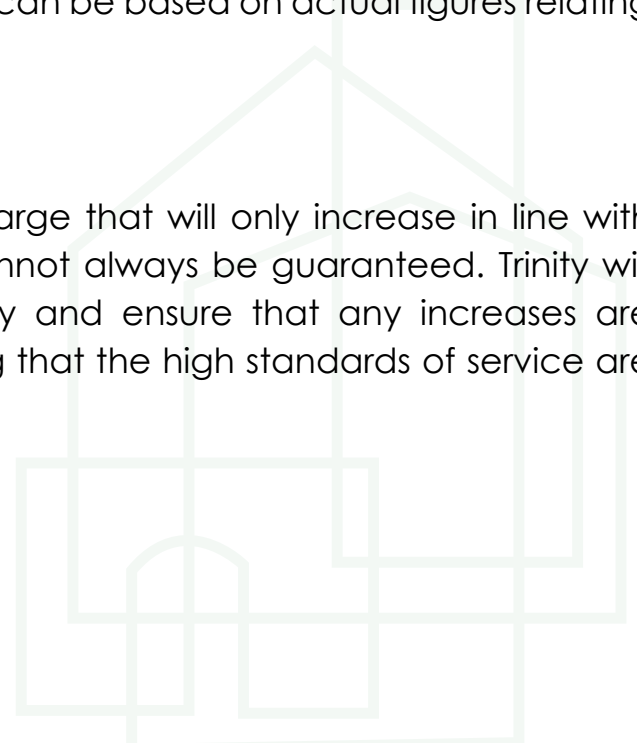
The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you,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

Service Charge Breakdown



SERVICE CHARGE BUDGET
PERIOD 01/04/2024 - 31/03/2025

1334: St Lukes, Chelmsford

<u>Expenditure Headings</u>	<u>Total Charges 2024/25</u>	<u>Phase 1 Block Charge 6</u>	<u>Phase 2 Block Charge 4</u>	<u>Phase 3 Block Charge 8</u>	<u>Phase 3 Internal Block Charge 6</u>	<u>Phase 3 HA Charge 2</u>	<u>Phase 4 Block Charge 2</u>	<u>Phase 5 Block B Charge 5</u>	<u>Phase 5 Block C Charge 3</u>	<u>Phase 5 Parking Charge 8</u>	<u>Phase 5 Bin & Cycle Store Charge 15</u>
<u>Regular/Cyclical (Contract) Maintenance</u>											
1 Communal Cleaning	6,071	1,284			1,284		1,577	1,284	642		
2 Landscape Maintenance	7,700	1,352		1,820			2,028	1,400	1,100		
3 Window Cleaning	2,404	521			521		670	432	260		
4 Fire/Emergency Lighting Maintenance	2,736	622			622		622	500	370		
5 Fire Door Maintenance & Repairs	1,488	355			355		454	180	144		
6 Automatic Opening Ventilation Maintenance	1,896	382			382		382	375	375		
7 Pest Control	3,303	976		976			976	250	125		
<u>Utilities</u>											
8 Electricity Charges	2,396	496			496		743	413	248		
<u>General & Reactive Expenditure</u>											
9 General Repairs & Maintenance	3,900	725		363	474	140	1,088	600	360		150
10 Private Roadway/Car Park Maintenance	900	150	150	150		150	150			150	
<u>Health & Safety</u>											
11 Fire Risk Assessment	413	75			75		113	75	50		25
12 Health & Safety Assessment	626	75	50	100		113	113	75	50	50	
<u>Professional Fees/Services</u>											
13 Accountancy Fee	656	78	52	104		117	117				188
14 Management Fee	9,608	1,613	116	2,150		329	2,420	1,344	806	288	540
15 Out of Hours Fee	223	43		58			65	36	22		
16 Banking Charges	63	8	5	10		11	11				18
<u>Reserve Funds</u>											
17 Redecoration Fund	1,250	240		160	120		360	200	120		50
18 Block Sinking Fund	1,295	240		160	120	45	360	200	120		50
19 Parking Area Sinking Fund	100		50							50	
<u>SERVICE CHARGE TOTAL</u>	47,028	9,236	423	6,051	4,449	905	12,249	7,364	4,792	538	1,021

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.

St Lukes, Chelmsford
INDIVIDUAL SERVICE CHARGE MATRIX - LCHO Units Only

Plot No.	Postal	Type	Phase 1 Block Charge Y/N	Phase 1 Block Charge £	Phase 1 Block Charge %	Phase 2 Parking Area Charge Y/N	Phase 2 Parking Area Charge £	Phase 2 Parking Area Charge %	Phase 3 Block Charge Y/N	Phase 3 Block Charge £	Phase 3 Block Charge %	Phase 3 Internal Block Charge Y/N	Phase 3 Internal Block Charge £	Phase 3 Internal Block Charge %	Phase 3 HA Charge Y/N	Phase 3 HA Charge £	Phase 3 HA Charge %	Phase 4 Block Charge Y/N	Phase 4 Block Charge £	Phase 4 Block Charge %	Phase 5 Block B Charge Y/N	Phase 5 Block B Charge £	Phase 5 Block B Charge %	Phase 5 Block C Charge Y/N	Phase 5 Block C Charge £	Phase 5 Block C Charge %	Phase 5 Parking Charge Y/N	Phase 5 Parking Charge £	Phase 5 Parking Charge %	Phase 5 Bin & Cycle Store Charge Y/N	Phase 5 Bin & Cycle Store Charge £	Phase 5 Bin & Cycle Store Charge %	Total Service Charge £	
Phase 1 82	9 Bruton Link	Apartment	Y	£1,539.27	16.6667%	N			N			N																					£1,539.27	
Phase 1 83	7 Bruton Link	Apartment	Y	£1,539.27	16.6667%	N			N			N																					£1,539.27	
Phase 1 84	13 Bruton Link	Apartment	Y	£1,539.27	16.6667%	N			N			N																					£1,539.27	
Phase 1 85	11 Bruton Link	Apartment	Y	£1,539.27	16.6667%	N			N			N																					£1,539.27	
Phase 1 86	17 Bruton Link	Apartment	Y	£1,539.27	16.6667%	N			N			N																					£1,539.27	
Phase 1 87	15 Bruton Link	Apartment	Y	£1,539.27	16.6667%	N			N			N																					£1,539.27	
Phase 2 201	6 Berne Link	House with parking access	N			Y	£169.37	40.0000%	N			N																					£169.37	
Phase 2 202	8 Berne Link	House only	N			Y	£42.34	10.0000%	N			N																					£42.34	
Phase 2 203	10 Berne Link	House only	N			Y	£42.34	10.0000%	N			N																					£42.34	
Phase 2 204	12 Berne Link	House with parking access	N			Y	£169.37	40.0000%	N			N																					£169.37	
Phase 3 355	24 Liberty Way	Apartment	N			N			Y	£756.38	12.5000%	Y	£741.50	16.6667%	N																		£1,497.88	
Phase 3 356	26 Liberty Way	Apartment	N			N			Y	£756.38	12.5000%	Y	£741.50	16.6667%	N																		£1,497.88	
Phase 3 357	28 Liberty Way	Apartment	N			N			Y	£756.38	12.5000%	Y	£741.50	16.6667%	N																		£1,497.88	
Phase 3 358	30 Liberty Way	Apartment	N			N			Y	£756.38	12.5000%	Y	£741.50	16.6667%	N																		£1,497.88	
Phase 3 359	32 Liberty Way	Apartment	N			N			Y	£756.38	12.5000%	Y	£741.50	16.6667%	N																		£1,497.88	
Phase 3 360	34 Liberty Way	Apartment	N			N			Y	£756.38	12.5000%	Y	£741.50	16.6667%	N																		£1,497.88	
Phase 3 361	22 Liberty Way	FOG	N			N			Y	£756.38	12.5000%	N																					£756.38	
Phase 3 362	20 Liberty Way	FOG	N			N			Y	£756.38	12.5000%	N																						£756.38
Phase 3 363	2 Liberty Way	HA Apartment	N			N			N			Y	£100.57	11.1111%	N																		£100.57	
Phase 3 364	4 Liberty Way	HA Apartment	N			N			N			Y	£100.57	11.1111%	N																		£100.57	
Phase 3 365	6 Liberty Way	HA Apartment	N			N			N			Y	£100.57	11.1111%	N																		£100.57	
Phase 3 366	8 Liberty Way	HA Apartment	N			N			N			Y	£100.57	11.1111%	N																		£100.57	
Phase 3 367	10 Liberty Way	HA Apartment	N			N			N			Y	£100.57	11.1111%	N																		£100.57	
Phase 3 368	12 Liberty Way	HA Apartment	N			N			N			Y	£100.57	11.1111%	N																		£100.57	
Phase 3 369	14 Liberty Way	HA Apartment	N			N			N			Y	£100.57	11.1111%	N																		£100.57	
Phase 3 370	16 Liberty Way	HA Apartment	N			N			N			Y	£100.57	11.1111%	N																		£100.57	
Phase 3 371	18 Liberty Way	HA Apartment	N			N			N			Y	£100.57	11.1111%	N																		£100.57	
Phase 4 447	13 Baines Place	Apartment	N			N			N			N			Y	£1,361.00	11.1111%	N															£1,361.00	
Phase 4 448	15 Baines Place	Apartment	N			N			N			N			Y	£1,361.00	11.1111%	N																£1,361.00
Phase 4 449	17 Baines Place	Apartment	N			N			N			N			Y	£1,361.00	11.1111%	N																£1,361.00
Phase 4 450	19 Baines Place	Apartment	N			N			N			N			Y	£1,361.00	11.1111%	N																£1,361.00
Phase 4 451	21 Baines Place	Apartment	N			N			N			N			Y	£1,361.00	11.1111%	N																£1,361.00
Phase 4 452	23 Baines Place	Apartment	N			N			N			N			Y	£1,361.00	11.1111%	N																£1,361.00
Phase 4 453	25 Baines Place	Apartment	N			N			N			N			Y	£1,361.00	11.1111%	N																£1,361.00
Phase 4 454	27 Baines Place	Apartment	N			N			N			N			Y	£1,361.00	11.1111%	N																£1,361.00
Phase 4 455	29 Baines Place	Apartment	N			N			N			N			Y	£1,361.00	11.1111%	N																£1,361.00
Phase 5 556		LCHO FOG	N			N			N			N			N																		£67.25	
Phase 5 557		HA Apartment	N			N			N			N			N												Y	£67.25	12.5000%	N				£135.32
Phase 5 558		LCHO Apartment	N			N			N			N			Y	£1,472.80	20.0000%	N								Y	£67.25	12.5000%	Y	£68.07	6.6667%	£1,608.12		
Phase 5 559		HA Apartment	N			N			N			N			N											Y	£67.25	12.5000%	Y	£68.07	6.6667%	£1,353.32		
Phase 5 560		LCHO Apartment	N			N			N			N			Y	£1,472.80	20.0000%	N							Y	£67.25	12.5000%	Y	£68.07	6.6667%	£1,608.12			
Phase 5 561		LCHO Apartment	N			N			N			N			Y	£1,472.80	20.0000%	N							Y	£67.25	12.5000%	Y	£68.07	6.6667%	£1,540.87			
Phase 5 562		HA Apartment	N			N			N			N			N										Y	£67.25	12.5000%	Y	£68.07	6.6667%	£1,353.32			
Phase 5 563		LCHO Apartment	N			N			N			N			Y	£1,472.80	20.0000%	N							Y	£67.25	12.5000%	Y	£68.07	6.6667%	£1,608.12			
Phase 5 564		LCHO Apartment	N			N			N			N			Y	£1,472.80	20.0000%	N							Y	£67.25	12.5000%	Y	£68.07	6.6667%	£1,608.12			
Phase 5 565		LCHO Apartment	N			N			N			N			N									Y	£1,597.33	33.3333%	N					£1,665.40		
Phase 5 566		LCHO Apartment	N			N			N			N			N									Y	£1,597.33	33.3333%	N					£1,665.40		
Phase 5 567		HA Apartment	N			N			N			N			N									Y	£68.07	6.6667%	N					£68.07		
Phase 5 568		HA Apartment	N			N			N			N			N									Y	£68.07	6.6667%	N					£68.07		
Phase 5 569		LCHO Apartment	N			N			N			N			N									Y	£1,597.33	33.3333%	N					£1,665.40		
Phase 5 570		HA Apartment	N			N			N			N			N									Y	£68.07	6.6667%	N					£68.07		
Phase 5 571		HA Apartment	N			N			N			N			N									Y	£68.07	6.6667%	N					£68.07		
				£9,236	100.00%		£423	100.00%		£6,051	100.00%		£4,449	100.00%		£905	100.00%		£12,249	100.00%		£7,364	100.00%		£4,792	100.00%		£538	100.00%		£1,021	100.00%	£47,028	

10 Year Budget Projections of Individual Service Charge Costs

Plot Number	Annual Costs per Plot	2025 Increase at 5%	2026 Increase at 4%	2027 Increase at 3%	2028 Increase at 3%	2029 Increase at 3%	2030 Increase at 3%	2031 Increase at 3%	2032 Increase at 3%	2033 Increase at 3%
82	£1,539.27	£1,616.24	£1,680.89	£1,731.31	£1,783.25	£1,836.75	£1,891.85	£1,948.61	£2,007.07	£2,067.28
83	£1,539.27	£1,616.24	£1,680.89	£1,731.31	£1,783.25	£1,836.75	£1,891.85	£1,948.61	£2,007.07	£2,067.28
84	£1,539.27	£1,616.24	£1,680.89	£1,731.31	£1,783.25	£1,836.75	£1,891.85	£1,948.61	£2,007.07	£2,067.28
85	£1,539.27	£1,616.24	£1,680.89	£1,731.31	£1,783.25	£1,836.75	£1,891.85	£1,948.61	£2,007.07	£2,067.28
86	£1,539.27	£1,616.24	£1,680.89	£1,731.31	£1,783.25	£1,836.75	£1,891.85	£1,948.61	£2,007.07	£2,067.28
87	£1,539.27	£1,616.24	£1,680.89	£1,731.31	£1,783.25	£1,836.75	£1,891.85	£1,948.61	£2,007.07	£2,067.28
201	£169.37	£177.84	£184.96	£190.50	£196.22	£202.11	£208.17	£214.41	£220.85	£227.47
202	£42.34	£44.46	£46.24	£47.63	£49.05	£50.53	£52.04	£53.60	£55.21	£56.87
203	£42.34	£44.46	£46.24	£47.63	£49.05	£50.53	£52.04	£53.60	£55.21	£56.87
204	£169.37	£177.84	£184.96	£190.50	£196.22	£202.11	£208.17	£214.41	£220.85	£227.47
355	£1,497.88	£1,572.78	£1,635.69	£1,684.76	£1,735.30	£1,787.36	£1,840.98	£1,896.21	£1,953.10	£2,011.69
356	£1,497.88	£1,572.78	£1,635.69	£1,684.76	£1,735.30	£1,787.36	£1,840.98	£1,896.21	£1,953.10	£2,011.69
357	£1,497.88	£1,572.78	£1,635.69	£1,684.76	£1,735.30	£1,787.36	£1,840.98	£1,896.21	£1,953.10	£2,011.69
358	£1,497.88	£1,572.78	£1,635.69	£1,684.76	£1,735.30	£1,787.36	£1,840.98	£1,896.21	£1,953.10	£2,011.69
359	£1,497.88	£1,572.78	£1,635.69	£1,684.76	£1,735.30	£1,787.36	£1,840.98	£1,896.21	£1,953.10	£2,011.69
360	£1,497.88	£1,572.78	£1,635.69	£1,684.76	£1,735.30	£1,787.36	£1,840.98	£1,896.21	£1,953.10	£2,011.69
361	£756.38	£794.20	£825.97	£850.75	£876.27	£902.56	£929.64	£957.53	£986.25	£1,015.84
362	£756.38	£794.20	£825.97	£850.75	£876.27	£902.56	£929.64	£957.53	£986.25	£1,015.84
363	£100.57	£105.60	£109.82	£113.11	£116.51	£120.00	£123.60	£127.31	£131.13	£135.06
364	£100.57	£105.60	£109.82	£113.11	£116.51	£120.00	£123.60	£127.31	£131.13	£135.06
365	£100.57	£105.60	£109.82	£113.11	£116.51	£120.00	£123.60	£127.31	£131.13	£135.06
366	£100.57	£105.60	£109.82	£113.11	£116.51	£120.00	£123.60	£127.31	£131.13	£135.06
367	£100.57	£105.60	£109.82	£113.11	£116.51	£120.00	£123.60	£127.31	£131.13	£135.06
368	£100.57	£105.60	£109.82	£113.11	£116.51	£120.00	£123.60	£127.31	£131.13	£135.06
369	£100.57	£105.60	£109.82	£113.11	£116.51	£120.00	£123.60	£127.31	£131.13	£135.06
370	£100.57	£105.60	£109.82	£113.11	£116.51	£120.00	£123.60	£127.31	£131.13	£135.06
371	£100.57	£105.60	£109.82	£113.11	£116.51	£120.00	£123.60	£127.31	£131.13	£135.06
447	£1,361.00	£1,429.05	£1,486.21	£1,530.79	£1,576.72	£1,624.02	£1,672.74	£1,722.92	£1,774.61	£1,827.85
448	£1,361.00	£1,429.05	£1,486.21	£1,530.79	£1,576.72	£1,624.02	£1,672.74	£1,722.92	£1,774.61	£1,827.85
449	£1,361.00	£1,429.05	£1,486.21	£1,530.79	£1,576.72	£1,624.02	£1,672.74	£1,722.92	£1,774.61	£1,827.85
450	£1,361.00	£1,429.05	£1,486.21	£1,530.79	£1,576.72	£1,624.02	£1,672.74	£1,722.92	£1,774.61	£1,827.85
451	£1,361.00	£1,429.05	£1,486.21	£1,530.79	£1,576.72	£1,624.02	£1,672.74	£1,722.92	£1,774.61	£1,827.85
452	£1,361.00	£1,429.05	£1,486.21	£1,530.79	£1,576.72	£1,624.02	£1,672.74	£1,722.92	£1,774.61	£1,827.85
453	£1,361.00	£1,429.05	£1,486.21	£1,530.79	£1,576.72	£1,624.02	£1,672.74	£1,722.92	£1,774.61	£1,827.85
454	£1,361.00	£1,429.05	£1,486.21	£1,530.79	£1,576.72	£1,624.02	£1,672.74	£1,722.92	£1,774.61	£1,827.85
455	£1,361.00	£1,429.05	£1,486.21	£1,530.79	£1,576.72	£1,624.02	£1,672.74	£1,722.92	£1,774.61	£1,827.85
556	£67.25	£70.61	£73.44	£75.64	£77.91	£80.25	£82.65	£85.13	£87.69	£90.32
557	£135.32	£142.08	£147.77	£152.20	£156.76	£161.47	£166.31	£171.30	£176.44	£181.73
558	£1,608.12	£1,688.52	£1,756.06	£1,808.75	£1,863.01	£1,918.90	£1,976.46	£2,035.76	£2,096.83	£2,159.74
559	£135.32	£142.08	£147.77	£152.20	£156.76	£161.47	£166.31	£171.30	£176.44	£181.73
560	£1,608.12	£1,688.52	£1,756.06	£1,808.75	£1,863.01	£1,918.90	£1,976.46	£2,035.76	£2,096.83	£2,159.74
561	£1,540.87	£1,617.91	£1,682.63	£1,733.11	£1,785.10	£1,838.65	£1,893.81	£1,950.63	£2,009.14	£2,069.42
562	£135.32	£142.08	£147.77	£152.20	£156.76	£161.47	£166.31	£171.30	£176.44	£181.73
563	£1,608.12	£1,688.52	£1,756.06	£1,808.75	£1,863.01	£1,918.90	£1,976.46	£2,035.76	£2,096.83	£2,159.74
564	£1,608.12	£1,688.52	£1,756.06	£1,808.75	£1,863.01	£1,918.90	£1,976.46	£2,035.76	£2,096.83	£2,159.74
565	£1,665.40	£1,748.67	£1,818.62	£1,873.18	£1,929.37	£1,987.25	£2,046.87	£2,108.28	£2,171.52	£2,236.67
566	£1,665.40	£1,748.67	£1,818.62	£1,873.18	£1,929.37	£1,987.25	£2,046.87	£2,108.28	£2,171.52	£2,236.67
567	£68.07	£71.47	£74.33	£76.56	£78.86	£81.22	£83.66	£86.17	£88.75	£91.42
568	£68.07	£71.47	£74.33	£76.56	£78.86	£81.22	£83.66	£86.17	£88.75	£91.42
569	£1,665.40	£1,748.67	£1,818.62	£1,873.18	£1,929.37	£1,987.25	£2,046.87	£2,108.28	£2,171.52	£2,236.67
570	£68.07	£71.47	£74.33	£76.56	£78.86	£81.22	£83.66	£86.17	£88.75	£91.42
571	£68.07	£71.47	£74.33	£76.56	£78.86	£81.22	£83.66	£86.17	£88.75	£91.42

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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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.