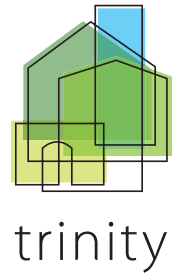


Contents



Management Information Pack

This pack introduces Trinity and gives you useful information about various aspects of the management of your building/estate. Please take the time to read it and if you have any questions, please do not hesitate to contact us.

The Service Charge

- The Service Charge Budget
- Paying the Service Charge
- What Does the Service Charge Cover?
- Service Charge Accounts
- Delays in Paying
- Ground Rent

Repairs & Maintenance

- General Principles
- Trinity's Responsibilities
- Repairs Reporting and Timescales

Insurance

- Background
- What is covered?
- Making a Claim or Obtaining Advice
- Risk Management

Trinity

- About Trinity
- Our Customer Services
- What Trinity Does
- Complaints

Legal Matters

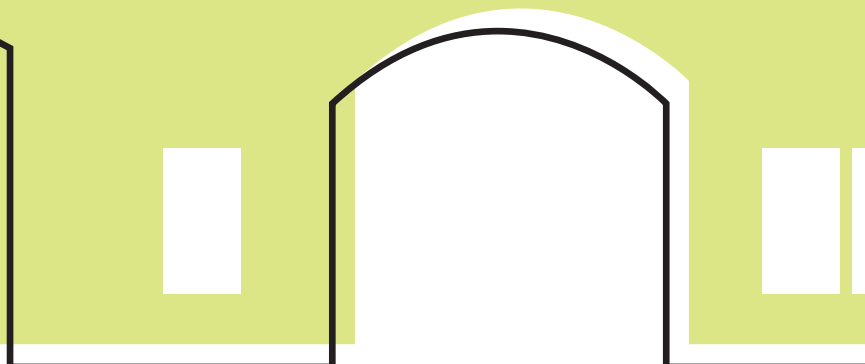
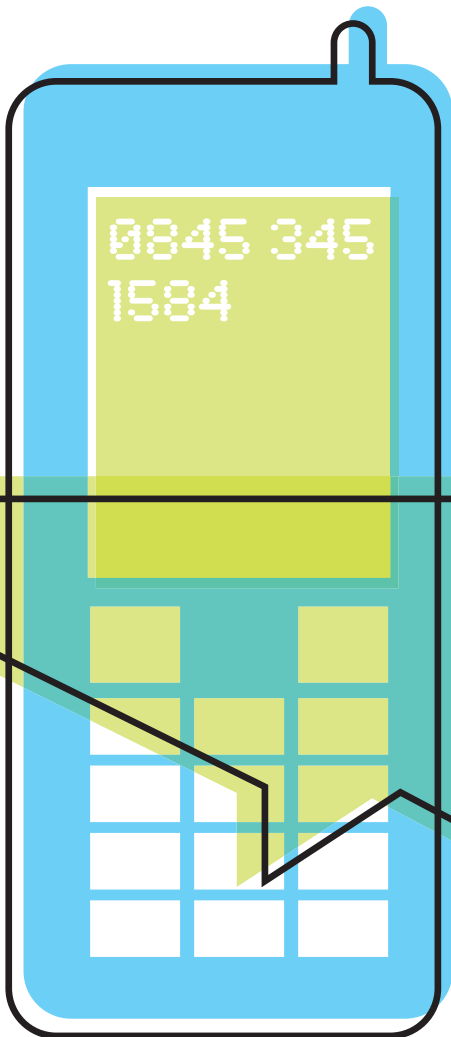
- Background
- The Management Structure
- Your Rights
- Your Responsibilities

Useful Information

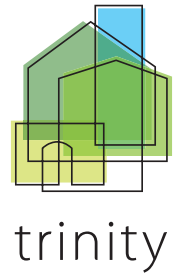
- Residents' Associations, Pets, Letting Your Flat, Domestic Refuse, For Sale/To Let Boards, Selling Your Home, Altering Your Home, Keys/Fobs, Nuisance, Grit Bins, Satellite TV, Car Parking

Contacting Us

- How to get in touch with Trinity



Contacting Us



All customer enquiries, including repairs reporting, payment enquiries and other management matters are dealt with by our Customer Services Centre. In most cases, the Estate Coordinators allocated to your property will deal with your enquiry.

Trinity
Vantage Point
23 Mark Road
Hemel Hempstead
Hertfordshire
HP2 7DN

Telephone: 0845 345 1584 (Local Rate Call)
(International: +44 1442437600)

Fax: 0845 345 1586

Email: info@trinityestates.com

Web: www.trinityestates.com

Out of Hours

In the event of an out of hours building emergency requiring urgent attention, our out of hours company can be contacted by phoning Trinity's main number above.

Your Details

Please make sure that you keep us informed of your address for correspondence, particularly if you are not living at the property.

