

Trinity

About Trinity

Trinity is a leading private company in the field of residential property management and is 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 apartment 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. We work with many of the country's leading housebuilders but are completely separate from them.

Trinity's Customer Services Centre is based in Hertfordshire and it is with our team of staff here that you will have most contact.

Our Customer Services

Each development is allocated a proactive and dedicated management team and our office based Estate Coordinators will respond to most customer service enquiries, progress maintenance issues and deal with correspondence from our customers.

We also have a network of locally based, experienced Estate Managers, who are responsible for a number of estates within their geographical area. The Estate Manager places and supervises the various service contracts and completes regular estate inspections to ensure the correct standards are maintained, they will also deal with any management issues.

What Trinity Does

Trinity provides the management of services as specified within your Lease or Transfer Document.

The cost of providing the various services is paid for by means of a service charge paid by you and your neighbours (see 'The Service Charge'). This service charge includes a Management Fee charged by Trinity for the work that we do.

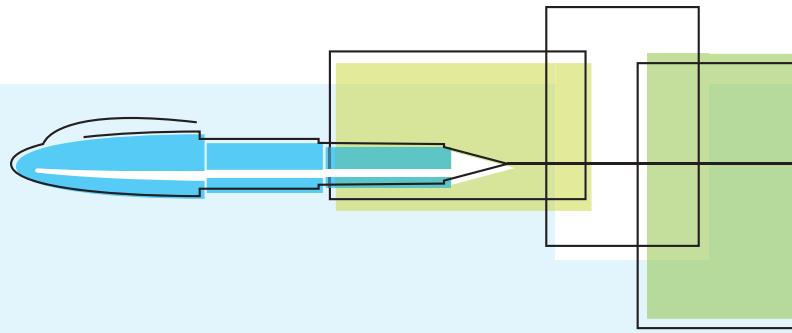
The services that Trinity provides within the Management Fee are as follows:

Financial:

- Preparation and issuing of the annual service charge budget.
- Issuing bills for service charge.
- Administering Direct Debit collection of service charge.
- Pursuing non-payment of service charge.
- Maintaining estate 'trust status' bank accounts.
- Payment of suppliers and contractors.
- Maintaining financial records.
- Preparation of annual service charge accounts.
- Liaison with independent accountants concerning certification.
- Distribution of annual service charge accounts.
- Dealing with year end surplus or deficit.

Services:

- Preparing specifications for landscape maintenance, cleaning etc.
- Obtaining quotations for services and appointing contractors.
- Placing maintenance/service contracts for equipment – lifts, fire equipment, automatic gates, water pumps etc.
- Supervision of service contractors.
- Negotiating and arranging buildings and other insurances where applicable.



Repairs:

- Inspection of repair matters prior to action where required.
- Ordering responsive repairs with contractors.
- Inspection of repairs carried out.
- Preparing programmes of planned maintenance and redecorations.
- Liaison with developers concerning defects in the common parts.

Visits & Communication:

- Estate inspections on a regular cycle.
- Meeting with residents upon request during office hours.
- Meeting with residents' associations/management co. directors as necessary during office hours.
- Meeting with contractors, developers and other agencies on site as necessary.
- Answering telephone and correspondence queries from customers and outside agencies.

In addition, Trinity may carry out the following services at additional cost:

- Specification and supervision of major repairs and redecorations.
- Administering the residents' management company (where applicable) and acting as Company Secretary. Providing Directors & Officers Liability cover where necessary.
- Dealing with solicitor's enquiries upon assignment/sale.
- Dealing with consents; Pet, Sub-letting, Alterations.
- Compliance with Health & Safety legislation for managed areas.
- Arranging regular Insurance Premium Revaluations.

Complaints

Trinity aims to provide an efficient and effective management service.

However, 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 timescales.

If you remain dissatisfied after hearing from the Customer Service Manager you should write to the Operations Director, who is the final arbiter in our complaint's procedure.

Our policy is to deal with complaints within 10 working days if possible. If more time is required, you will receive an acknowledgement that will give an indication of when a full reply will be sent.

To ensure that complaints and queries are given full consideration, it is Trinity's policy to deal with grievances in accordance with this procedure. Therefore, any complaint that has not already been considered by the appropriate member of staff or department, as appropriate, will first be referred to them for their attention.

Legal Matters

Background

Trinity manages leasehold apartments and houses, freehold houses and mixed developments of apartments and houses.

If you own an apartment or leasehold house, you will have entered into or purchased the residue of a Lease which sets out your obligations, the management services to be provided and service charge arrangements. If you own a freehold property, these will be set out in the Transfer (TP1) or in a separate Deed that you signed upon purchase. For ease of reference, throughout this pack, we refer to these documents collectively as your 'deeds'.

Please note that the contents of this pack are given for general guidance only. The detail of your deeds may vary and in all cases, you should refer to your deeds for matters of detail which will at all times prevail. If you do not hold a copy of your deeds, your solicitor should be able to obtain a copy.

The Management Structure

Whether you live in an apartment or house, there are different legal arrangements concerning the management responsibilities and Trinity's involvement. The most common arrangements are as follows:

Trinity Named as the Management Company

Trinity is named in your deeds as the Management Company and is responsible for all of the management and service charge covenants. In this situation, Trinity has a long term commitment to the management of the development and there is consistency of approach. In this scenario, there is no need for residents to take on the legal and management responsibilities of directors. There is protection in legislation for leaseholders should the residents wish to take control of the management and often there are additional provisions in the deeds for the withdrawal of Trinity.

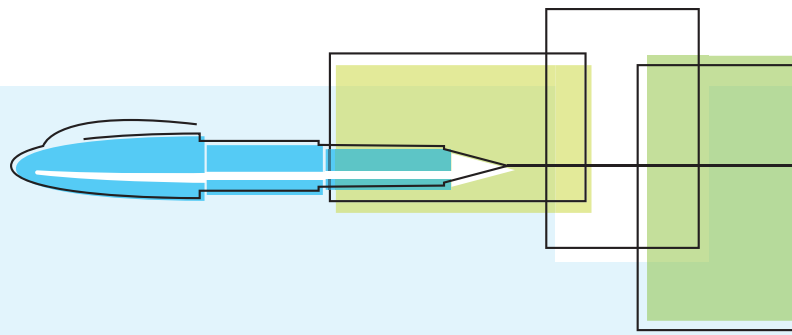
Residents' Management Company

A limited company is established specifically for the development in question and is party to the deeds. Each owner holds a share in this company which is responsible for all of the management and service charge covenants. In turn, this company appoints Trinity as its managing agent to carry out all of its responsibilities on its behalf. Initially the officers (directors and company secretary) of the company are usually representatives of the developer whilst they complete and sell the units, or, alternatively, they may ask Trinity to act in these roles. In due course, it is generally the intention that the control of the company in the form of the directorships pass to the residents, although the new directors may ask Trinity to continue to act as company secretary.

Landlord & Tenant

The Landlord (freeholder) holds the management covenants and appoints Trinity as its managing agent. This is now relatively rare in modern residential developments.

For ease of reference, throughout this pack we refer to Trinity's responsibilities whether or not they are those of the Landlord or a residents' management company and Trinity act as agents for these bodies.



Your Rights

There is an extensive body of legislation designed to protect the interests of leaseholders. Although the legal requirements in respect of freehold houses are less extensive, Trinity generally applies the same principles to the management of all of the properties to which we provide services.

The following is an outline of some of the main legal rights of leaseholders. Fuller information is available from publications produced by the Office of the Deputy Prime Minister.

- The right to be consulted about proposed major works and long term agreements.
- The right to information about the landlord.
- The right to seek formal recognition for a residents' association.
- The right to information about service charges and the right to challenge their reasonableness.
- The right to information about insurance.
- The right to take over the management of your block without having to prove fault.

Your Responsibilities

Your deeds contain various covenants with the Management Company and/or Landlord and for the protection of your neighbours. These are more extensive in the case of leasehold flats than freehold houses when with the former they will generally include the following important requirements:

- To pay the service charge promptly and where applicable, ground rent.
- Nuisance - not to cause a nuisance to your neighbours for example by excessive noise.
- Letting - not to underlet or transfer your home without consent. Please note that an administration fee is applicable.
- To obtain consent for the keeping of a pet. Please note that an administration fee is applicable.
- Not to carry out alterations to your home without consent.
- To ensure that you and your visitors park only in designated parking areas

Useful information

The following are some of the common questions and problems that can arise concerning the management of your estate. Many of these will not apply to freehold houses as the restrictions placed upon these are generally fewer. If you have any queries about these or any other matters, please contact Trinity.

Residents' Associations

Trinity is committed to working with properly constituted Residents' Associations and in the case of leasehold property, there is a mechanism in legislation for formal recognition which gives the association the ability to request information on behalf of its members. A Residents' Association can be an effective forum for improving communication between Trinity and property owners but it is important that it is properly representative of the views of the majority of property owners. Trinity can provide guidance notes to anyone who is thinking of setting up a Residents' Association.

Pets

Most flat leases require the consent of Trinity for the keeping of a pet in an apartment. This is for the protection of your neighbours and the building as some pets can cause a nuisance or damage to the common parts. Generally, we are only concerned with larger pets such as cats or dogs and will usually give consent for smaller pets subject to some reasonable conditions. We do not generally give consent to the keeping of dogs in upper floor apartments and will place reasonable conditions on keeping smaller dogs in ground floor flats.

Letting Your Flat

Most flat leases require the consent of Trinity to any under letting of the apartment. We will generally give this consent subject to some reasonable conditions. It is important however that you advise us of your correspondence address and also appreciate that you will remain responsible for the payment of service charge/ground rent and for the behaviour of your tenants.

Domestic Refuse

Most managed estates have arrangements for the collection of domestic refuse in the form of communal bin stores or refuse rooms. The local authority's collectors will (however)

only take domestic refuse that is placed in the bins provided. They will not take large boxes, packaging and discarded furniture which, if left, will just accumulate. This results in Trinity having to arrange special clearances which are paid for by all owners through the service charge. If you have large items to dispose of, please take these yourself to the local authority refuse site.

For Sale/To Let Boards

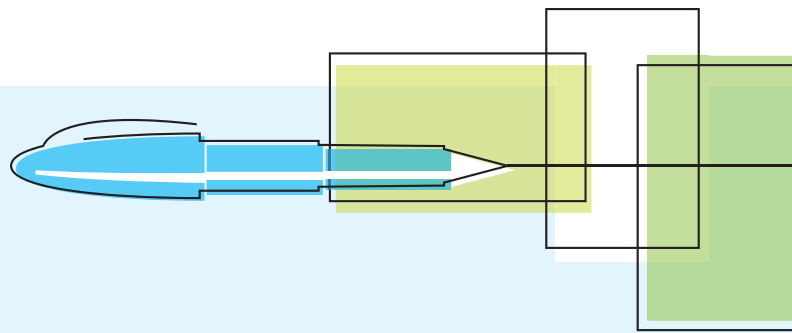
Most flat leases specifically prohibit the placing of 'For Sale' or 'To Let' boards on the common parts although some do permit these in the window of your property. In any case, you are not permitted to place anything in the communal grounds as this is the property of the freeholder. We find that most residents of the estates that we manage find permanent large numbers of these boards unsightly and so Trinity will actively police this by asking agents to remove boards.

Selling Your Home

Most deeds will require the consent of Trinity for the sale of a property. This is so that we can ensure that the service charge and ground rent has been paid and that other requirements have been complied with. Please ensure that you pass Trinity's details to your solicitor as they should contact us at an early stage to request a range of information required by the purchaser.

Altering Your Home

In the case of a leasehold property, the lease will require Trinity's consent before carrying out alterations to your home. In considering such matters, we are concerned with protecting the interests of your neighbours and the structure of the building. We will generally give consent, subject to reasonable conditions, to works that do not affect the building or other properties. Although they are generally fewer on freehold houses, there may still be restrictions affecting what you can do to the exterior of your property. If you are unsure, you should check with Trinity.



Keys/Fobs

Please ensure that when you purchase your property you are provided with not only the key for the property itself but also keys and fobs for all communal areas such as electric meter cupboards and fobs for any vehicle access gates. Trinity are able to provide additional keys and fobs but only to the owner of the property, so if your property is rented out, the tenant will have to get you to contact us. We will accept a letter of authorisation to deal with a letting agent in relation to this matter. Providing you with a new key or fob can take from 24 hours up to six weeks. There will be a charge for the key or fob from the supplier, plus an administration fee.

Nuisance

A block of apartments involves a large number of people living in close proximity to one another and it is therefore easy for everyday activities to impact upon your neighbours. Please be aware of the consequences of noise from televisions, music equipment and social activities, particularly in the evening. If you are suffering from a nuisance from a neighbour, the first approach should be to raise this directly with your neighbour as often this will resolve the problem. If this persists, please raise the matter with Trinity who will follow it up as a breach of covenant. In cases of persistent and excessive noise, you may want to consider reporting the matter to the local authority who have extensive and immediate powers in this area.

Grit Bins

We do not normally provide grit bins on any of the sites that we manage. This is because it would be impractical and expensive for us to send staff to a great many locations, often at night, to spread grit and we have to be careful not to accept liability for any accidents as a result of either gritting or not gritting. Furthermore, not every site has a suitable location for a grit bin. We can however provide grit bins to an estate where this is specifically requested by all residents and it is clearly on the understanding that the use of the grit is the responsibility of the residents.

Satellite Television

Many modern developments of flats now come with communal satellite receiving equipment built in which Trinity maintains. If this is the case, generally all that is needed is for you to purchase the set top box and the necessary subscriptions to receive your chosen channels. If there is no communal provision in a block of flats, your lease will prevent you from erecting your own individual dish on the exterior of the building. If there is sufficient demand from your neighbours for satellite TV, please contact Trinity as it is sometimes possible to make communal arrangements.

Car Parking

Car parking provision on modern developments is often limited and so it is important that everyone parks with consideration. In many cases, parking spaces are individually allocated to each property although they may not be marked as such, whilst elsewhere parking may be on a 'first come first served' basis. Please ensure that you are aware of the parking arrangements for your property and if you let it out, that your tenants know where they can park.

Trinity

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