



Management Company Information Pack

Site Name: Fordham Road

Location: Soham

Developer: Lindon Homes

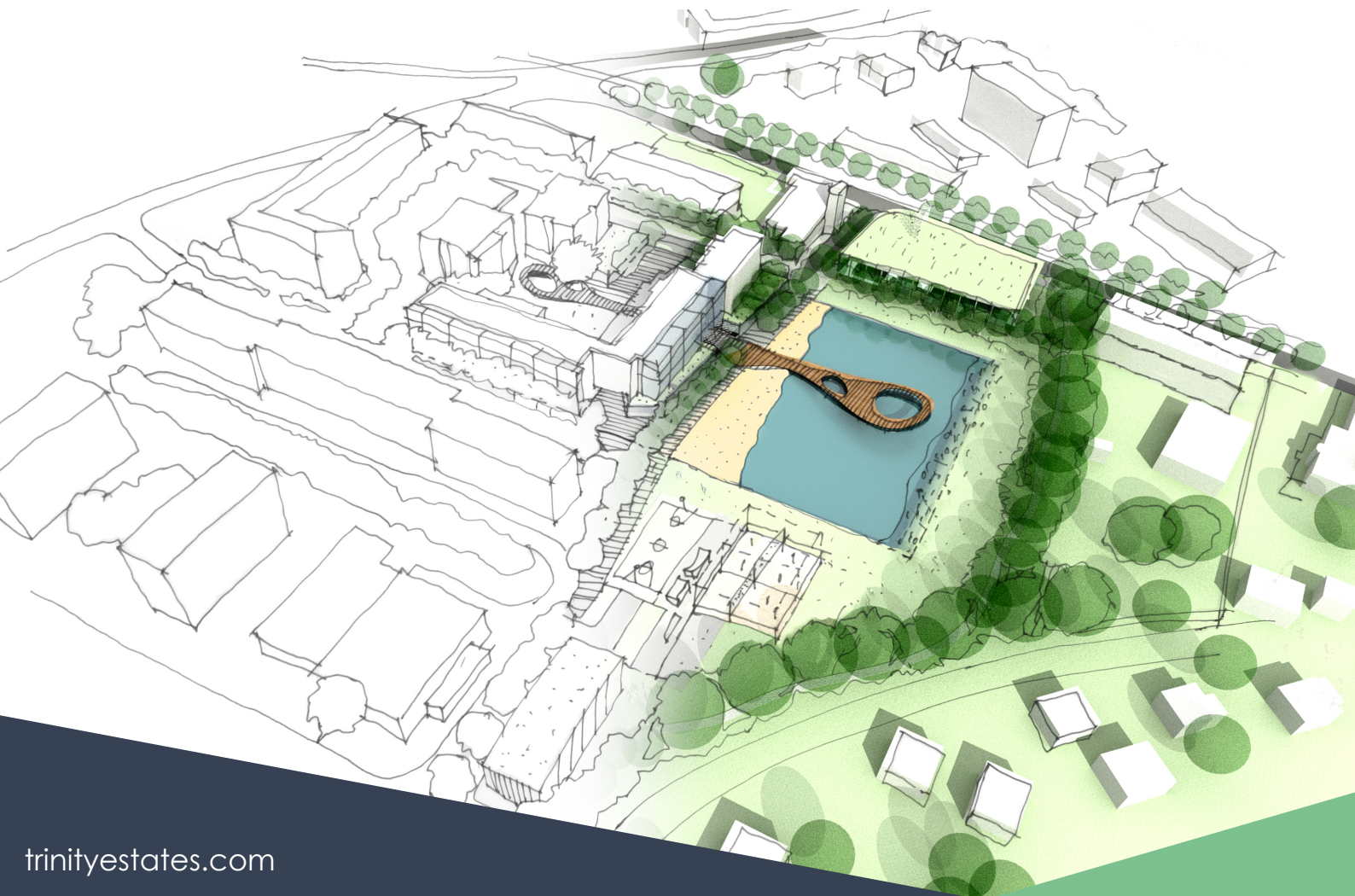
Prepared by: Nicole Baker

Submission Date: 30/03/2026

Revision: -

**Linden
Homes**

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

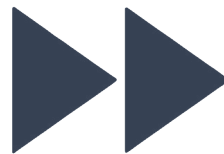
Introducing Fixflo our new online repair reporting tool



Report online
24/7



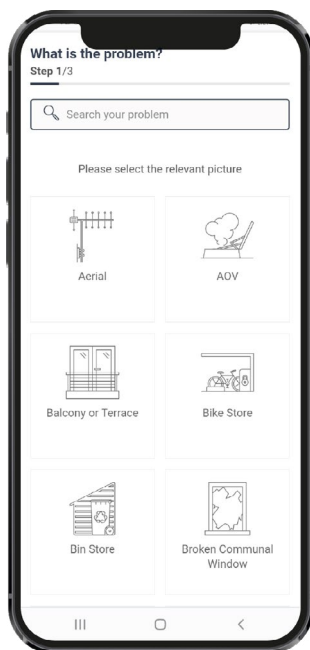
Over 40
languages
available



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?

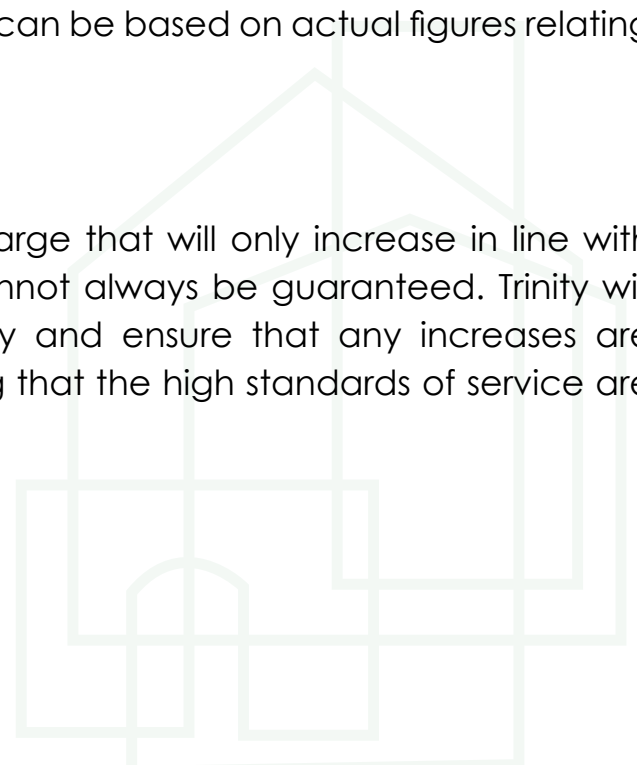
The Service Charge is designed to cover the maintenance and running costs of your development. This depends on what type of property you live in but can include maintenance of any communal areas, insurance and maintenance of the communal structures, gardening, management of the estate etc. so that you,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

Our Fees

Our Management Fees cover all of the following areas;

- 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
 - Daily bank reconciliations of Scheme Funds
 - 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
- Services:**
- Preparing specifications for landscape maintenance, cleaning etc.
 - Obtaining quotations for services and appointing contractors
 - Placing maintenance/service contracts for equipment –
 - Supervision of service contractors
 - Negotiating and arranging buildings and other insurances where applicable
- Repairs:**
- Inspection of repairs 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
 - Providing an out of hours emergency response service
- Visits & Communication:**
- Estate inspections on a regular cycle
 - Meeting with residents upon request
 - Meeting with residents associations/management co. directors as necessary
 - Meeting with contractors, developers and other agencies on site as necessary
 - Answering Resident communications
 - Provision of a Residents Portal with account specific information

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

- Specification and supervision of major repairs and redecorations
- Administering the residents management company and acting as Company Secretary
- Dealing with solicitor's enquiries upon assignment/sale of property
- Health and safety inspections
- Administering requests for consent under the lease.

Please note that the above is not an exhaustive list and there may be other matters which are covered by the annual management fee which may not specified here.

Budget Summary

Fordham Road, Soham

Budget period ending 31/12/25

No.	Item	Budget for the year	NOTES
1	Landscape Maintenance	£20,000	Landscape maintenance of communal POS, includes cutting of grass, weeding, tending of flower beds, borders and shrubs, litter picking, sweeping of gullies, walkways, visitor parking bays, play area inspections 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	Attenuation/Balancing Pond	£2,000	Maintenance costs associated with the attenuation features, 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	£642	Budgetary costs to cover for day to day repairs of external communal items such as signage, informal pathways, railings, fencing, litter & dog waste bins, visitor parking bays etc. Such repairs exclude any work to private units or anything within their demise
5	Arboriculturalist Costs	£1,000	Costs relating to minor tree works that are required
6	Reactive Refuse Removal	£1,500	Removal of larger items of refuse or items not placed in bins properly
7	Directors & Officers Insurance	£475	This is to provide liability cover for the Directors of the Resident Management Company
8	Public Liability Insurance	£800	Includes comprehensive Public Liability cover
9	Health & Safety Assessment	£1,296	The instruction of professional surveyors to carry out and certify inspections for required Health and Safety, Fire Risk and General Risk assessments
10	Play Area Inspection Costs	£372	Costs for regular Health & Safety inspection for play equipment and safety surface
11	Accountancy Fee	£1,195	Annual fee for independent certification of Service Charge Accounts
12	Management Fee	£15,408	Trinity Management Fee based on £60 plus vat per unit for the first year of management, (not a percentage of total Service Charge)
13	Company Administration/Secretarial Fee	£336	Annual fee for the administration and filing of annual RMC accounts
14	Banking Charges	£63	Bank Charges relating to scheme trustee bank account
15	Estate Sinking Fund	£321	A fund designed to build up and pay towards the future costs of the estate and any associated major works
16	Private Roadway Sinking Fund	£32	A fund designed to build up and pay towards the future costs of the private visitor parking bay roadway and pavement re-surfacing and any associated items that may include, such as gullies, line painting etc.
17	Arboricultural Sinking Fund	£642	Contribution to the arboricultural fund for future tree and planting works
18	Play Area Sinking Fund	£428	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	£47,611
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Proposed Budget

Fordham Road, Soham

Units: 214

Budget period ending 31/12/25

<u>Expenditure Headings</u>	<u>2025</u>
<u>Regular/Cyclical (Contract) Maintenance</u>	
1 Landscape Maintenance	£20,000
2 Play Area Maintenance	£1,100
3 Attenuation/Balancing Pond	£2,000
<u>General & Reactive Expenditure</u>	
4 General Repairs & Maintenance	£642
5 Arboriculturalist Costs	£1,000
6 Reactive Refuse Removal	£1,500
<u>Insurance</u>	
7 Directors & Officers Insurance	£475
8 Public Liability Insurance	£800
<u>Health & Safety</u>	
9 Health & Safety Assessment	£1,296
10 Play Area Inspection Costs	£372
<u>Professional Fees/Services</u>	
11 Accountancy Fee	£1,195
12 Management Fee	£15,408
13 Company Administration/Secretarial Fee	£336
14 Banking Charges	£63
<u>Reserve Funds</u>	
15 Estate Sinking Fund	£321
16 Private Roadway Sinking Fund	£32
17 Arboricultural Sinking Fund	£642
18 Play Area Sinking Fund	£428
<u>SERVICE CHARGE TOTAL</u>	£47,611

All service charge monies are held in trust by Trinity Estates' bankers, Barclays ("the Bank"), 1 Churchill Place, London, E14 5HP, in account named "Trinity Estates Property Management Ltd - 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.

Plot Matrix

Fordham Road, Soham

Budget period ending 31/12/25

Plot Number	Type	Tenure	Estate Charge £	Estate Charge %	Total Service Charge £
1	House	Private	£222.48	0.47%	£222.48
2	House	Private	£222.48	0.47%	£222.48
3	House	Private	£222.48	0.47%	£222.48
4	House	Private	£222.48	0.47%	£222.48
5	House	Private	£222.48	0.47%	£222.48
6	House	Private	£222.48	0.47%	£222.48
7	House	Private	£222.48	0.47%	£222.48
8	House	Private	£222.48	0.47%	£222.48
9	House	Private	£222.48	0.47%	£222.48
10	House	HA	£222.48	0.47%	£222.48
11	House	HA	£222.48	0.47%	£222.48
12	House	HA	£222.48	0.47%	£222.48
13	House	HA	£222.48	0.47%	£222.48
14	House	HA	£222.48	0.47%	£222.48
15	House	HA	£222.48	0.47%	£222.48
16	House	Private	£222.48	0.47%	£222.48
17	House	Private	£222.48	0.47%	£222.48
18	House	Private	£222.48	0.47%	£222.48
19	House	Private	£222.48	0.47%	£222.48
20	House	Private	£222.48	0.47%	£222.48
21	House	Private	£222.48	0.47%	£222.48
22	House	Private	£222.48	0.47%	£222.48
23	House	Private	£222.48	0.47%	£222.48
24	Maisonette	HA	£222.48	0.47%	£222.48
25	Maisonette	HA	£222.48	0.47%	£222.48
26	House	HA	£222.48	0.47%	£222.48
27	House	HA	£222.48	0.47%	£222.48
28	House	HA	£222.48	0.47%	£222.48
29	House	Private	£222.48	0.47%	£222.48
30	House	Private	£222.48	0.47%	£222.48
31	House	Private	£222.48	0.47%	£222.48
32	House	Private	£222.48	0.47%	£222.48
33	House	Private	£222.48	0.47%	£222.48
34	House	Private	£222.48	0.47%	£222.48
35	House	Private	£222.48	0.47%	£222.48
36	House	Private	£222.48	0.47%	£222.48
37	House	Private	£222.48	0.47%	£222.48
38	House	Private	£222.48	0.47%	£222.48
39	House	Private	£222.48	0.47%	£222.48
40	House	HA	£222.48	0.47%	£222.48
41	House	HA	£222.48	0.47%	£222.48
42	House	HA	£222.48	0.47%	£222.48
43	Maisonette	HA	£222.48	0.47%	£222.48
44	Maisonette	HA	£222.48	0.47%	£222.48
45	House	HA	£222.48	0.47%	£222.48
46	House	HA	£222.48	0.47%	£222.48
47	House	HA	£222.48	0.47%	£222.48
48	House	HA	£222.48	0.47%	£222.48
49	House	HA	£222.48	0.47%	£222.48
50	House	HA	£222.48	0.47%	£222.48
51	House	HA	£222.48	0.47%	£222.48
52	House	HA	£222.48	0.47%	£222.48

Plot Number	Type	Tenure	Estate Charge £	Estate Charge %	Total Service Charge £
53	House	HA	£222.48	0.47%	£222.48
54	House	HA	£222.48	0.47%	£222.48
55	House	Private	£222.48	0.47%	£222.48
56	House	Private	£222.48	0.47%	£222.48
57	House	Private	£222.48	0.47%	£222.48
58	House	Private	£222.48	0.47%	£222.48
59	House	Private	£222.48	0.47%	£222.48
60	House	Private	£222.48	0.47%	£222.48
61	House	Private	£222.48	0.47%	£222.48
62	House	Private	£222.48	0.47%	£222.48
63	House	Private	£222.48	0.47%	£222.48
64	House	Private	£222.48	0.47%	£222.48
65	House	HA	£222.48	0.47%	£222.48
66	House	HA	£222.48	0.47%	£222.48
67	House	HA	£222.48	0.47%	£222.48
68	House	HA	£222.48	0.47%	£222.48
69	House	HA	£222.48	0.47%	£222.48
70	House	HA	£222.48	0.47%	£222.48
71	House	HA	£222.48	0.47%	£222.48
72	House	HA	£222.48	0.47%	£222.48
73	House	HA	£222.48	0.47%	£222.48
74	House	Private	£222.48	0.47%	£222.48
75	House	HA	£222.48	0.47%	£222.48
76	House	HA	£222.48	0.47%	£222.48
77	House	HA	£222.48	0.47%	£222.48
78	House	Private	£222.48	0.47%	£222.48
79	House	Private	£222.48	0.47%	£222.48
80	House	Private	£222.48	0.47%	£222.48
81	House	Private	£222.48	0.47%	£222.48
82	House	Private	£222.48	0.47%	£222.48
83	House	Private	£222.48	0.47%	£222.48
84	House	Private	£222.48	0.47%	£222.48
85	House	Private	£222.48	0.47%	£222.48
86	House	Private	£222.48	0.47%	£222.48
87	House	Private	£222.48	0.47%	£222.48
88	House	HA	£222.48	0.47%	£222.48
89	House	HA	£222.48	0.47%	£222.48
90	House	HA	£222.48	0.47%	£222.48
91	House	HA	£222.48	0.47%	£222.48
92	House	HA	£222.48	0.47%	£222.48
93	House	HA	£222.48	0.47%	£222.48
94	House	HA	£222.48	0.47%	£222.48
95	House	HA	£222.48	0.47%	£222.48
96	House	HA	£222.48	0.47%	£222.48
97	House	Private	£222.48	0.47%	£222.48
98	House	Private	£222.48	0.47%	£222.48
99	House	Private	£222.48	0.47%	£222.48
100	House	HA	£222.48	0.47%	£222.48
101	House	HA	£222.48	0.47%	£222.48
102	House	HA	£222.48	0.47%	£222.48
103	House	HA	£222.48	0.47%	£222.48
104	House	HA	£222.48	0.47%	£222.48
105	House	HA	£222.48	0.47%	£222.48
106	House	HA	£222.48	0.47%	£222.48
107	House	HA	£222.48	0.47%	£222.48
108	House	Private	£222.48	0.47%	£222.48
109	House	HA	£222.48	0.47%	£222.48

Plot Number	Type	Tenure	Estate Charge £	Estate Charge %	Total Service Charge £
110	House	HA	£222.48	0.47%	£222.48
111	House	HA	£222.48	0.47%	£222.48
112	House	HA	£222.48	0.47%	£222.48
113	House	HA	£222.48	0.47%	£222.48
114	House	HA	£222.48	0.47%	£222.48
115	House	Private	£222.48	0.47%	£222.48
116	House	Private	£222.48	0.47%	£222.48
117	House	Private	£222.48	0.47%	£222.48
118	House	Private	£222.48	0.47%	£222.48
119	House	Private	£222.48	0.47%	£222.48
120	House	Private	£222.48	0.47%	£222.48
121	House	Private	£222.48	0.47%	£222.48
122	House	Private	£222.48	0.47%	£222.48
123	House	Private	£222.48	0.47%	£222.48
124	House	HA	£222.48	0.47%	£222.48
125	House	HA	£222.48	0.47%	£222.48
126	House	HA	£222.48	0.47%	£222.48
127	House	HA	£222.48	0.47%	£222.48
128	House	HA	£222.48	0.47%	£222.48
129	House	Private	£222.48	0.47%	£222.48
130	House	Private	£222.48	0.47%	£222.48
131	House	Private	£222.48	0.47%	£222.48
132	House	Private	£222.48	0.47%	£222.48
133	House	Private	£222.48	0.47%	£222.48
134	House	Private	£222.48	0.47%	£222.48
135	House	Private	£222.48	0.47%	£222.48
136	House	Private	£222.48	0.47%	£222.48
137	House	Private	£222.48	0.47%	£222.48
138	House	Private	£222.48	0.47%	£222.48
139	House	HA	£222.48	0.47%	£222.48
140	House	HA	£222.48	0.47%	£222.48
141	House	HA	£222.48	0.47%	£222.48
142	House	HA	£222.48	0.47%	£222.48
143	House	HA	£222.48	0.47%	£222.48
144	House	HA	£222.48	0.47%	£222.48
145	House	HA	£222.48	0.47%	£222.48
146	House	HA	£222.48	0.47%	£222.48
147	House	HA	£222.48	0.47%	£222.48
148	House	HA	£222.48	0.47%	£222.48
149	Maisonette	HA	£222.48	0.47%	£222.48
150	Maisonette	HA	£222.48	0.47%	£222.48
151	House	HA	£222.48	0.47%	£222.48
152	House	HA	£222.48	0.47%	£222.48
153	House	HA	£222.48	0.47%	£222.48
154	House	HA	£222.48	0.47%	£222.48
155	House	HA	£222.48	0.47%	£222.48
156	House	HA	£222.48	0.47%	£222.48
157	House	HA	£222.48	0.47%	£222.48
158	House	HA	£222.48	0.47%	£222.48
159	House	HA	£222.48	0.47%	£222.48
160	House	HA	£222.48	0.47%	£222.48
161	House	Private	£222.48	0.47%	£222.48
162	House	Private	£222.48	0.47%	£222.48
163	House	Private	£222.48	0.47%	£222.48
164	House	Private	£222.48	0.47%	£222.48
165	House	HA	£222.48	0.47%	£222.48
166	House	HA	£222.48	0.47%	£222.48

Plot Number	Type	Tenure	Estate Charge £	Estate Charge %	Total Service Charge £
167	House	HA	£222.48	0.47%	£222.48
168	House	Private	£222.48	0.47%	£222.48
169	House	HA	£222.48	0.47%	£222.48
170	House	HA	£222.48	0.47%	£222.48
171	House	HA	£222.48	0.47%	£222.48
172	House	HA	£222.48	0.47%	£222.48
173	House	HA	£222.48	0.47%	£222.48
174	House	HA	£222.48	0.47%	£222.48
175	Maisonette	HA	£222.48	0.47%	£222.48
176	Maisonette	HA	£222.48	0.47%	£222.48
177	House	HA	£222.48	0.47%	£222.48
178	House	HA	£222.48	0.47%	£222.48
179	House	HA	£222.48	0.47%	£222.48
180	House	HA	£222.48	0.47%	£222.48
181	House	HA	£222.48	0.47%	£222.48
182	House	HA	£222.48	0.47%	£222.48
183	House	HA	£222.48	0.47%	£222.48
184	House	HA	£222.48	0.47%	£222.48
185	House	HA	£222.48	0.47%	£222.48
186	House	HA	£222.48	0.47%	£222.48
187	House	HA	£222.48	0.47%	£222.48
188	House	HA	£222.48	0.47%	£222.48
189	House	HA	£222.48	0.47%	£222.48
190	House	HA	£222.48	0.47%	£222.48
191	House	HA	£222.48	0.47%	£222.48
192	House	HA	£222.48	0.47%	£222.48
193	House	HA	£222.48	0.47%	£222.48
194	House	HA	£222.48	0.47%	£222.48
195	House	HA	£222.48	0.47%	£222.48
196	House	HA	£222.48	0.47%	£222.48
197	House	Private	£222.48	0.47%	£222.48
198	House	Private	£222.48	0.47%	£222.48
199	House	Private	£222.48	0.47%	£222.48
200	House	Self Build	£222.48	0.47%	£222.48
201	House	Self Build	£222.48	0.47%	£222.48
202	House	Self Build	£222.48	0.47%	£222.48
203	House	Self Build	£222.48	0.47%	£222.48
204	House	Self Build	£222.48	0.47%	£222.48
205	House	Self Build	£222.48	0.47%	£222.48
206	House	Self Build	£222.48	0.47%	£222.48
207	House	Self Build	£222.48	0.47%	£222.48
208	House	Self Build	£222.48	0.47%	£222.48
209	House	Self Build	£222.48	0.47%	£222.48
210	House	Self Build	£222.48	0.47%	£222.48
211	Apartment	HA	£222.48	0.47%	£222.48
212	Apartment	HA	£222.48	0.47%	£222.48
213	Apartment	HA	£222.48	0.47%	£222.48
214	Apartment	HA	£222.48	0.47%	£222.48
			£47,610	100.00%	£47,610

10 Year Budget Projections of Individual Service Charge Costs

Property Type	2025 Annual Costs per Plot	2026 Inflation at 6%	2027 Inflation at 6%	2028 Inflation at 5%	2029 Inflation at 3%	2030 Inflation at 3%	2031 Inflation at 2%	2032 Inflation at 2%	2033 Inflation at 2%	2034 Inflation at 2%
All units	£222.48	£235.83	£249.98	£262.48	£270.35	£278.46	£284.03	£289.71	£295.51	£301.42

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.

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.



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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.