



Harbour Views Southleigh

Redrow Homes - Southern Counties

MANAGEMENT PROPOSAL

Delivering bespoke management
solutions for developments of any
size and complexity



INVESTORS
IN PEOPLE



Prepared By - Nicole Baker
Date - 28th Feb 2022



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EXECUTIVE SUMMARY

Trinity (Estates) Property Management Limited are pleased to be invited to tender for future management of the Harbour Views, Southleigh development.

This proposal sets out the services we will provide and how we will organise them to ensure the smoothest possible transition into management.

Our services outlined within this proposal will add value through:

- Proactive management
- Health and Safety expertise
- Financial Control
- Excellent Customer communications

WHO ARE TRINITY?

Trinity are a privately owned property management company. Our focus is on our clients and our people rather than external analysts and institutional shareholders. Since 1999 we have built an enviable reputation with our clients and our management portfolio consists of everything from large, city centre, multi asset apartment blocks to simple housing estates with shared driveways and open space.

Our clients include many of the major housebuilders, smaller regional developers and individual resident run management companies. We aim to form strong relationships by providing sound advice and providing transparent and high levels of service, to ensure that Trinity are first choice for future projects.



SERVICES TRINITY PROVIDE

At Trinity, our teams are trained to the highest level and are members of a number of professional bodies to ensure all of our services are delivered effectively. These include the Institute of Residential Property Management (IRPM), The Royal Institution of Chartered Surveyors (RICS), The Association of Accounting Technicians (AAT).



Estate Management



New Schemes Setup



Financial Management



Building Surveying



Legal Services

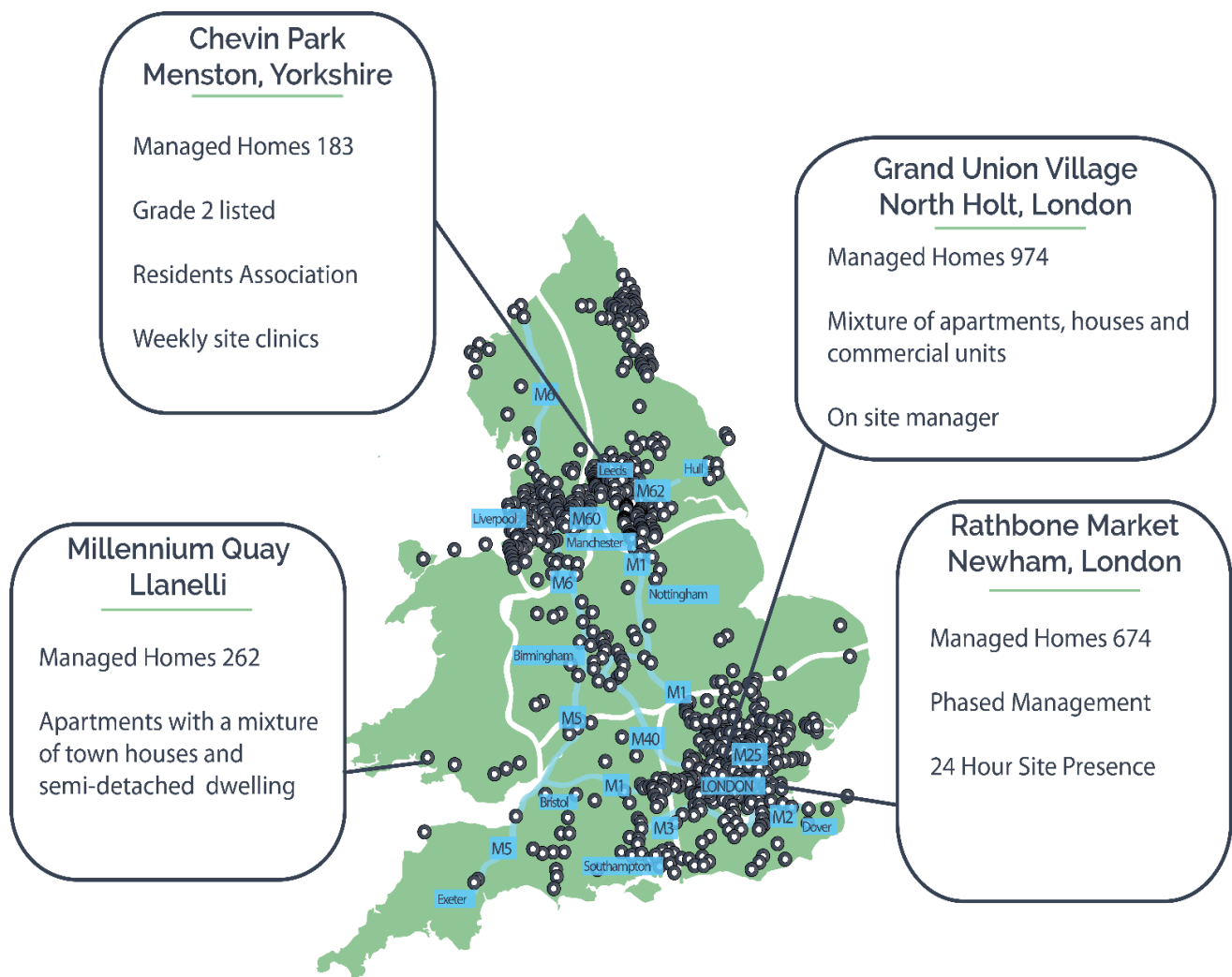
We can tailor our service delivery at every stage of the process to recognise and respond to our client's needs and to take a proactive approach. This enables us to deal with any property management issues that may arise from our clients' perspective.

NATIONAL COVERAGE, LOCAL KNOWLEDGE

Our Estate managers are based throughout the country in order to provide local knowledge to sites within their region. Each region consists of at least six Estate Managers and a Regional Manager who are fully supported by a comprehensive support team based in our Head Office.

Residents can locate their Estate manager's details through our Welcome pack or login into their very own portal where they can access essential site information

The map below shows our coverage with each point representing a site we manage.



CENTRAL SUPPORT FUNCTION

By centralising our support functions in our Head Office we are able to provide greater control of expenditure and offer greater savings to residents. We have a dedicated procurement team whose negotiate best value services for the residents.

Typical examples of savings through our procurement and centralised contracts are:

- Insurance
- Utilities - Electricity, Gas, Water
- Telecoms
- Health and Safety
- Accountancy
- Cleaning
- Lift Maintenance
- Fire Equipment Maintenance
- Pest Control

Trinity procures over £45 million worth of contracts each year on behalf of residents and we are dedicated to providing best value and working closely with preferred suppliers to ensure quality services are being delivered.

KEEPING OUR CUSTOMERS INFORMED

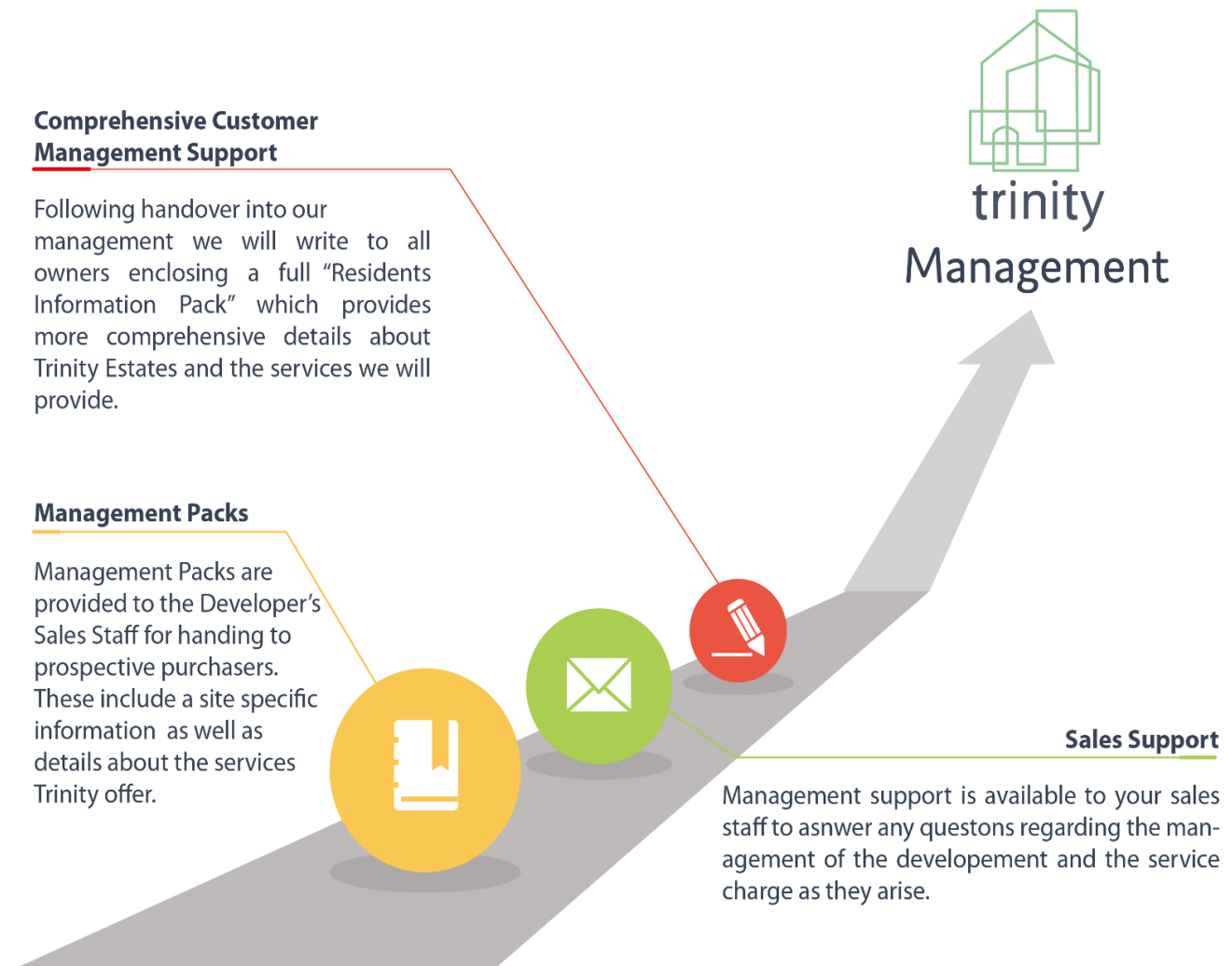
All of our residents have access to their own bespoke portal where they can:

- Manage their account and make secure payments
- Locate their Estate Managers next attendance date
- Get up-to-date, live maintenance reports
- Update their information and communication details
- Access their final accounts, insurance certificates and more



HANDOVER PROCESS

Our Handover Process is clear to all of our managed estates

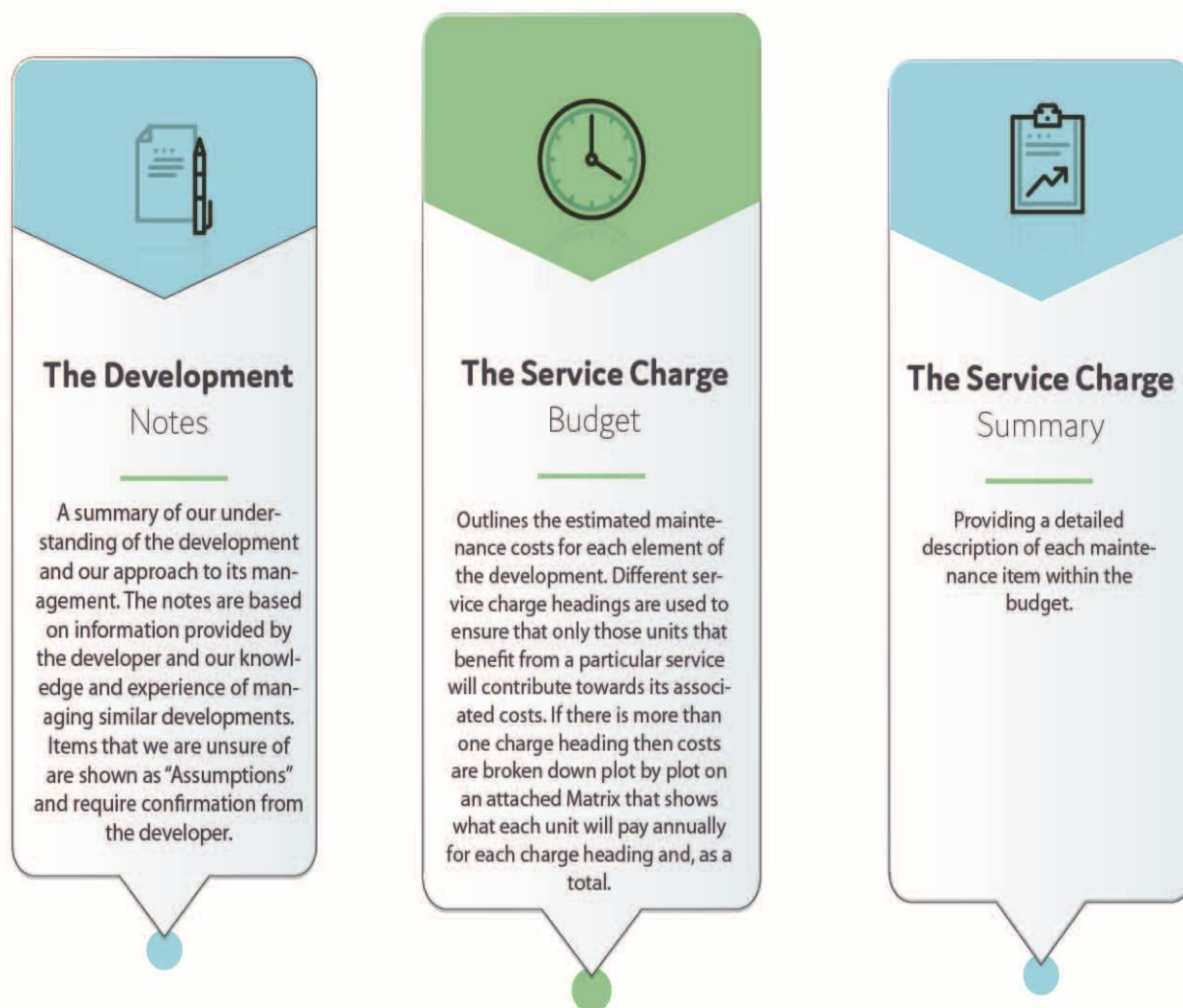


DOCUMENT CONTROL SHEET

Date	Author	Reason for Amendment
12th Jan 2023	Nicole Baker	Added unit tenures to Development Notes & final Matrix page
19th Jan 2023	Nicole Baker	Added Orchard & SUD Charge schedule into the Service Charge Budget
21st Mar 2023	Nicole Baker	Changed some wording within the Development Notes to appease planning
2nd May 2023	Nicole Baker	Changed some wording within the Development Notes to appease planning

Trinity Estates provide a scheme specific Management Proposal to our developer clients to show how we intend to manage their property. The proposal assists both our own Legal Team and the Developers' solicitors when setting out the management requirements of Leases, Transfers and Management Agreements.

There are three elements to this proposal:



It is important that all 3 parts of the proposal are looked at in conjunction with each other to provide a full picture of our management proposal.

DEVELOPMENT NOTES / SERVICE CHARGE

A new development consisting of 49 private houses and 21 Housing Association (HA) houses and maisonette units – 70 units in total

All **70** units will be required to contribute towards the **Estate Charge** for maintenance and upkeep of the areas of public open space, unadopted roadway, associated lighting, equipped play area and professional fees etc.

All **70** units will be required to contribute towards the **Orchard & SUD Charge** for maintenance and upkeep of the Northern SUD basin and orchards

The HA units will be required to contribute towards the Estate Charge in line with the private units, there are no HA caps in place

The majority of estate roadways, footpaths and associated lighting will be adopted by the Local Authority and will not be the responsibility of the Management Company. However, the Management Company will be responsible for the un-adopted roadways and 3 street lighting columns, as highlighted on the Management Company Plan

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

There are no pumping stations serving the development, drainage is gravity fed

There are no electronic vehicular entrance gates and no pedestrian access gates serving the development

The Management Company will be responsible for the landscape maintenance and upkeep of all areas of public open space (POS) within the development, as highlighted on the Management Plan. This includes litter picking across the areas of managed POS

The Orchards will be managed as highlighted below:

Wildflower Habitat

The sward should be cut and gathered to a height of approximately 5cm at least three times in its first year of establishment to control the flush of annual weeds that will grow during the first growing season and suppress faster growing grass species. This will subsequently encourage the establishment of less competitive flowering species. The cuttings must be gathered after each mowing to prevent soil from becoming nutrient-rich. As part of on-going management, the wildflower meadow should be cut and gathered each year to a height of approximately 60mm after flowering in July and August. This process can be carried out through, strimming or tractor mowing. This is important to ensure that species diversity of the area is maintained, and grass species do not become dominant. Where necessary, a second cut could be taken in March each year if the sward is growing too coarsely. The grassland should not be cut between the mid-April and mid-August so that plants are given the opportunity to flower. The cuttings must be gathered after each mowing to prevent soil from becoming too nutrient rich. These can be collected and composted or used to build hibernacula that will support hibernating amphibians on a patch of ground that will remain dry throughout the year and well away from the pond or watercourses.

Planted Trees and Shrubs

Weeds must be controlled at the base of the trees during the first three years. Tree guards to protect the new saplings from rabbits and deer should be inspected yearly for first 3-5 years and then removed if well established. Replacement planting will be required where trees fail to establish or where signs of disease are identified. All planted trees and shrubs must only be cut outside the bird nesting season (1st March to 31st August) and where possible hedges shouldn't be cut until February, so that valuable winter food associated with fruiting hedge trees is retained for over-wintering birds.

Orchard Trees

A 1m diameter circle from the tree base should be kept free from vegetation for the first 3 years. This can be achieved through mulching. Where tree guards are used these should be inspected yearly for first 3-5 years and then removed if planting well established. Replacement planting will be required where trees fail to establish.

Bat and Bird Boxes

Bat and bird boxes on trees would be inspected to check they had not become detached or damaged each

The Management Company will be responsible for any railings, informal pathways, signage etc. located within the areas of managed POS

There is an attenuation basin within the development – this will be the responsibility of the Management Company, including any the head walls, outlets etc,

There is an equipped play area within the development; this will be the responsibility of the Management Company to maintain, inspect and ROSPA Certify etc.

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

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

Trinity will manage with the development until everything is handed over to them. Upon final completion, an AGM will be called and opportunity given for residents to appoint themselves as Directors and appoint a new Management Company if needed

Harbour Views, Southleigh
Budget period ending 31/12/2023

No.	Item	Budget for the year	NOTES
1	Landscape Maintenance	£9,000	Landscape maintenance of communal gardens, orchards, includes cutting of grass, weeding, tending of flower beds, borders and shrubs, litter picking, sweeping of walkways 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	£300	Maintenance of the play equipment and its safety surface including treatment/painting as required etc.
3	Attenuation Basin/Balancing Pond	£1,380	Maintenance costs associated with the SUD features. This includes regular inspections and maintenance as required.
4	Electricity Charges	£302	Assuming low consumption lighting throughout. Includes estimated amounts for 3x external lighting column
5	General Repairs & Maintenance	£100	Budgetary costs to cover for day to day repairs of external communal items such as lights, signage, railings etc. Such repairs exclude any work to private units or anything within their demise.
6	Private Roadway/Carpark Maintenance	£200	Maintenance of the un-adopted roadway and its associated lighting including regular sweeping, replacement of any light bulbs etc.
7	Directors & Officers Insurance	£270	This is to provide liability cover for the Directors of the Resident Management Company
8	Public Liability Insurance	£420	Includes comprehensive Public Liability cover
9	Health and Safety Assessment	£756	** 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	£252	** Costs for regular Health & Safety inspection for play equipment and safety surface
11	Accountancy Fee	£348	Annual fee for independent certification of Service Charge Accounts
12	Management Fee	£5,040	Fixed Management Fee (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	£53	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	£70	A fund designed to build up and pay towards the future costs of the private roadway and pavement re-surfacing and any associated items that may include, such as gullies, street lighting, etc.
17	Arboricultural Sinking Fund	£140	Contribution to the arboricultural fund for future tree and planting works
18	Play Area Sinking Fund	£70	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, signage or benches etc
Total		£19,100	

**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

Harbour Views, Southleigh
Budget period ending 31/12/2023

Units: 70

<u>Expenditure Headings</u>		<u>Total</u>	<u>Estate</u>	<u>Orchard</u>
		<u>Charges</u>	<u>Charges</u>	<u>& SUD</u>
		<u>2022/23</u>	<u>70</u>	<u>70</u>
<u>Regular/Cyclical (Contract) Maintenance</u>				
1	Landscape Maintenance	9000	4000	5000
2	Play Area Maintenance	300	300	
3	Attenuation Basin/Balancing Pond	1380	480	900
<u>Utilities</u>				
4	Electricity Charges	302	302	
<u>General & Reactive Expenditure</u>				
5	General Repairs & Maintenance	100	100	
6	Private Roadway/Carpark Maintenance	200	200	
<u>Insurance</u>				
7	Directors & Officers Insurance	270	270	
8	Public Liability Insurance	420	420	
<u>Health and Safety</u>				
9	Health & Safety Assessment	756	756	
10	Play Area Inspection Costs	252	252	
<u>Professional Fees/Services</u>				
11	Accountancy Fee	348	348	
12	Management Fee	5040	5040	
13	Company Administration/Secretarial Fee	336	336	
14	Banking Charges	63	63	
<u>Reserve Funds</u>				
15	Estate Sinking Fund	53	53	
16	Private Roadway Sinking Fund	70	70	
17	Arboricultural Sinking Fund	140	70	70
18	Play Area Sinking Fund	70	70	
<u>SERVICE CHARGE TOTAL</u>		19100	13130	5970

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.

Plot No.	Type	Tenure	Estate Charge £	Estate Charge %	Orchard & SUD Charge £	Orchard & SUD Charge %	Total Service Charge £
1	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
2	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
3	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
4	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
5	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
6	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
7	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
8	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
9	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
10	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
11	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
12	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
13	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
14	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
15	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
16	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
17	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
18	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
19	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
20	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
21	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
22	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
23	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
24	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
25	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
26	House	Shared Ownership	£187.57	1.4286%	£85.29	1.4286%	£272.86
27	House	Shared Ownership	£187.57	1.4286%	£85.29	1.4286%	£272.86
28	House	Shared Ownership	£187.57	1.4286%	£85.29	1.4286%	£272.86
29	House	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
30	Maisonette	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
31	Maisonette	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
32	Maisonette	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
33	Maisonette	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
34	House	Shared Ownership	£187.57	1.4286%	£85.29	1.4286%	£272.86
35	House	Shared Ownership	£187.57	1.4286%	£85.29	1.4286%	£272.86
36	House	Shared Ownership	£187.57	1.4286%	£85.29	1.4286%	£272.86
37	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
38	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
39	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
40	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
41	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
42	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
43	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
44	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
45	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
46	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
47	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86

Plot No.	Type	Tenure	Estate Charge £	Estate Charge %	& SUD Charge £	& SUD Charge %	Total Service Charge £
48	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
49	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
50	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
51	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
52	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
53	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
54	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
55	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
56	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
57	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
58	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
59	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
60	House	Private	£187.57	1.4286%	£85.29	1.4286%	£272.86
61	House	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
62	House	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
63	Maisonette	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
64	Maisonette	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
65	House	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
66	House	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
67	House	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
68	House	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
69	House	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
70	House	Affordable Rent	£187.57	1.4286%	£85.29	1.4286%	£272.86
			£13,130	100.00%	£5,970	100.00%	£19,100