



## **Frequently Asked Questions**

### **Why are Chainbow and Trinity merging?**

Both companies share the same ethos and approach to property management - transparency, accountability and two-way communication. With this outlook, the companies saw an opportunity to amalgamate and create a stronger impact on the residential property management industry. Chainbow Limited has a strong presence within London and Trinity Estates boasts an exceptional reputation both in London and throughout England and Wales. By pooling resources, talent and experience Trinity Chainbow aims to create one of the nation's leading block management companies.

### **Who is Trinity?**

Trinity was founded in 2000 and currently manages a portfolio of 35,000 homes throughout England and Wales. The company is, like Chainbow, privately owned and is headed by its Managing Director Jonathan Smith. Trinity is an active member of the Association of Residential Managing Agents (ARMA) and is also a member of the Ombudsman Service: Property.

### **Where can I find out more information about Trinity?**

Please visit our website [www.trinityestates.com](http://www.trinityestates.com)

### **Will there be staff changes?**

There will inevitably be some team changes but both companies are keen to ensure that the service provided is not affected. Throughout the coming months, residents will be informed of any new staff members via MyChainbow.com and through letters.

### **Will there be new contact details?**

Trinity Chainbow will be based in Hemel Hempstead, Hertfordshire but key staff will continue to operate from London. New contact details are as follows:

Trinity Chainbow  
23 Mark Road  
Hemel Hempstead  
Hertfordshire  
HP2 7DN

Tel: 0845 274 7211  
Fax: 0845 345 1586  
Email: [trinitychainbow@trinityestates.com](mailto:trinitychainbow@trinityestates.com)

### **Will our service charge change?**

The service charge in place for the current financial year, including the management fee, will remain unchanged. Any future increases in the management fee will continue to be as specified in the management agreement (generally an inflation-linked uplift) to reassure clients that value for money service will continue to be delivered.

### **Will my direct debit/ standing order be affected by the merger?**

Yes. You will need to sign new forms and we will write to you about this, but until you hear from us you should not cancel your original arrangements.

### **Payment of service charge and ground rent.**

As from 26<sup>th</sup> January 2012 all payments will need to be made payable to Trinity Estates. Funds are, in accordance with RICS guidelines, held in trust and will be allocated to your scheme in the usual way.

### **Is there an option to terminate our contract?**

Terms of the existing Chainbow contracts will continue unchanged under Trinity Chainbow. A three month notice period is required to terminate contracts. Should clients wish to discuss the terms of their contract, please contact our Head of Estate Management, Martin Chuter.

### **Is there an option to continue being managed by Chainbow and the same property management team?**

Chainbow will no longer be directly involved in the management of your block but some of the personnel will remain the same.

### **Who do I call in the event of an emergency?**

One of the benefits of the enlarged company is that Trinity Chainbow residents will have access to a dedicated out of hours helpline which is able to deal with emergencies. If you call Trinity Chainbow when the offices are closed, you will be automatically be redirected to this service.



**Is Chainbow shutting down?**

No. Chainbow Limited will continue to operate providing services to the private rented sector in addition to offering property management consultation, LVT representation, RTM expertise and asset management but will no longer deal with day to day service charge management.

**Does this mean my arrears will now be void?**

No. Those in arrears must still pay their outstanding contributions to the service charge. All accounting balances will continue unaffected.

**I use a service charge payment plan where my demands are spread out over 12-months to ensure I do not fall into arrears and my credit rating is not altered. Will Trinity Chainbow continue to provide this?**

Yes. You will need to complete a new mandate but we will write to you about this. Trinity Chainbow will continue to offer payment by monthly/annual Direct Debit via the web portal and credit/debit card. Payments are to be made payable to Trinity Estates. If you have any queries about your payments, please contact us.

**Will Trinity Chainbow honour the contracts we signed with Chainbow?**

All supplier contracts and budgets will remain unchanged until their expiration date.

**When will the change be made?**

Trinity Chainbow is currently operating but the two companies will be gradually integrated through the coming months. It will not be an overnight change and the staff of both companies are working hard to make sure that everything is in place to ensure that the level of service clients currently receive is maintained.

**Our Company Secretarial services are in Chainbow's name and registered at the Chainbow address. Will this change?**

Yes. The services will change to the Trinity Chainbow brand and your company registered office will now be:

23 Mark Road  
Hemel Hempstead  
Hertfordshire  
HP2 7DN

There will be no changes to your Management Company's directors.

**Will MyChainbow.com still operate?**

MyChainbow will continue to operate but you will be notified when all information is switched to Trinity Chainbow's residents' portal.

**What will happen with the Section 20 process we started with Chainbow?**

There will be no change to the Section 20 processes and the demands are still valid and processed by Trinity Chainbow.

**What about the LVT claim Chainbow lodged for us?**

Chainbow will continue to manage all LVT claims. Chainbow's LVT services as well as RTM consultations will remain unchanged and will not transfer to the Trinity Chainbow brand.

**Does this mean we won't be appointing Chainbow after the RTM comes through?**

Chainbow will continue to assist developments establish Right to Manage companies but on-going block management services will be provided under the Trinity Chainbow brand.

**Should you have additional queries relating to your management or the merger, please contact:**

Telephone: 0845 274 7211

Fax: 0845 345 1586

E-mail: [Trinitychainbow@trinityestates.com](mailto:Trinitychainbow@trinityestates.com)

Website: [www.trinityestates.com](http://www.trinityestates.com)

Write: Martin Chuter  
Trinity Chainbow  
23 Mark Road  
Hemel Hempstead  
Hertfordshire  
HP2 7DN