



# FAQs - Management Part 1

## I want to make an insurance claim

In order to make an insurance claim, there needs to be an insured loss - this may be a fire, flood, escape of water or storm damage. We will need to be notified of the claim immediately, and you should provide two quotations and photographs of the damage. We will then liaise with the insurance company and help you to resolve the claim as quickly as possible.

## I want to make a Zurich/NHBC Claim

There is a belief that all buildings carry a 10 year warranty for everything. The fact of the matter is that what the NHBC or Zurich do and do not cover can be very complex. To that end, some claims may fall foul of the NHBC contract wording, which is essentially there to avoid claims of a minimal nature, unless notified during the Developers Guarantee Period.

It is more probable than not therefore that your claim will not fall under the policy. If the management company has to deal with the problem under your lease there may be issues with regards to funding the claim, and therefore we ask you in larger claims to be patient whilst we deal with this.

## I need a meter reading for my utility company. How do I get one?

Most of the meter cupboards are accessible for residents to obtain readings at your convenience. However, on certain estates, we provide the readings and post these readings on Yourspace. You should check your YourSpace area first and if there isn't a meter reading posted, there should be a document indicating how you obtain a reading. Follow these instructions to obtain your reading.

## How do I obtain a replacement job?

Replacement jobs can be purchased directly from Regalty Estates and you should email your request to us.

## What aspects of maintenance are covered in my service charge?

All communal areas will be covered for example this would include car parks, lobbies, entrances, gardens or any space which is not occupied/owned by a resident. Generally, any area that is shared by more than one apartment is covered by your service charge, however check your lease as this will give an accurate description as to common parts.

## Can I install a SKY dish for my apartment?

In most cases the answer to this question would be NO, however it is advised that you refer to your lease for clarity. If you do not understand your lease you should contact our legal department who will assist.

## Do I need a parking permit to park in my parking space?

On most of our estates we have a permit system which is policed by external agencies. You should check with your property manager whether this applies to you. They will obtain a permit for you if required.



**Let's answer that question**

Call **0845 456 4980** or

Email [maintenance@regalty-estates.co.uk](mailto:maintenance@regalty-estates.co.uk)