



FAQs - Financial

How do I make a payment?

You can pay for any invoice we have sent you, be it a fob, service charges or other service via our online portal "YourSpace". Alternatively, you can make a payment via your bank using the bank details shown on either your invoice or statement. If you are not already registered to the YourSpace service - see the FAQ on how to register. Please see our YourSpace document for information on how to register

You can also make a payment by a cheque made payable to Regaltry Estates. If you wish to make a payment via your bank you will need to contact the office to ascertain your estate's Bank Details. Please ensure whichever payment style you use you include your apartment reference or invoice number.

How do I get a statement of my account?

Simply log into the YourSpace service and select "Request a Statement" - this will then produce a statement that will be sent to your email address usually in under 24 hours

Let's answer that question

Call 0845 456 4980 or
Email finance@regaltry-estates.co.uk

How are service charges calculated?

Generally speaking the annual spend is looked at to assess the level required and the total budgeted spend is then apportioned in accordance with the established ratios/lease for your dwelling/estate. If you need more information on this - please do get in touch.

Can I have a copy of the annual accounts?

For your convenience, the annual accounts are posted online to our YourSpace service. If you also require a hard copy then please get in touch.

Can I have a copy of the latest annual budget?

For your convenience, the latest annual budget is posted online to our YourSpace service. If you also require a hard copy then please get in touch.

Why have I received an invoice for an overspend?

It is impossible for any agency to accurately predict annual expenditure and so balancing payments are sometimes required. If an invoice has been sent to you then it will have been calculated in the same percentage as your service charge payment. Usually the payment is due immediately, but if this will cause difficulties then please contact our legal department who will try and agree a payment plan with you. Please see our One off payments and service charges document for further information

**Thank you
for helping
us to help
you.**