



FAQs - Legal

My neighbour is causing a nuisance, what should I do?

If you have a neighbour who is causing you a nuisance, the best thing to do in the first instance is approach them politely or pass a note to them. If this does not work or you do not feel comfortable doing this, then you can report the problem to us and we will write to the property in question. The best way to do this is to send an email to legal@regal ty-estates.co.uk - you will need to tell us where you live (including your reference if you have it to hand), the address of the property that has caused the problem and a brief outline of what the problem is.

If you have reported the problem to us and we have written to them then there is usually nothing further we can do. If at this stage you find that the problem is not rectified then it will be necessary to inform the police or your local Environmental Health Department who can be contacted via the Council. For further information please see our document *Noisy & Nuisance Neighbours!*

Let's answer that question

Call 0845 456 4980 or
Email legal@regal ty-estates.co.uk

I want to sell my property, what is the procedure?

If you're selling your property, the buyer's solicitor will usually raise enquiries, which they ask us to answer. We charge a standard fee of £275 plus VAT (£330.00 total) for this service. Once payment is received we will complete the enquiries. Please ask your solicitor to contact us for further information.

I'm having trouble paying my service charge, what should I do?

If you are experiencing financial difficulties then you should get in touch with us as soon as possible to let us know this. If you currently pay your service charge annually or quarterly then you may be able to move to a monthly standing order to assist with budgeting.

I haven't paid my service charge and you have sent a reminder letter, what should I do?

Please do not ignore this letter. Contact us as soon as possible to let us know if you are experiencing difficulties and we will try our best to assist.

I have been charged fees on top of my service charge for not paying my service charges, why?

If you haven't paid your service charges and it has become necessary for us to commence legal action, then this costs time and the involvement of solicitors. Therefore you will inevitably face additional costs for non-payment. You should avoid further legal costs by contacting us immediately to settle your account.

I have a legal dispute with the management company, will you handle this by telephone?

Whilst we endeavour to resolve any problems you may have by dialogue over the phone, if the matter is contentious or complex, then we will require you to document your concerns in writing so as we can carefully consider the points you are raising. This also ensures that your issue is dealt with professionally and with clear lines of communication.

Can you answer personal legal questions?

We are unable to provide legal advice to current client leaseholders personally. If you do require legal advice we would suggest that you contact either a local solicitor, your local Citizens' Advice Bureau or a nearby Law Centre.