



FAQs - Management Part 2

I have a broken fixture or appliance in my apartment can you fix it?

In most cases this would be your responsibility or the responsibility of the landlord, or lettings agent if you rent your property to remediate such items as this is deemed as a non communal item.

The SKY engineer has said that my apartment is not receiving signal and this is the responsibility of the managing agent to fix

In most cases we have found this is not true. Most problems that are related to the SKY system affect more than one apartment. When this is the case, on communal SKY systems, the management company will bear the costs of the repair.

As not all apartments benefit from SKY this is often treated on a case by case basis. Contact your property manager for your estate to discuss this further if you are experiencing problems.

Let's answer that question

Call 0845 456 4980 or
Email maintenance@regalty-estates.co.uk

The intercom to my apartment is not working what should I do?

If you are experiencing problems with your intercom, and others are too, it is likely to be a communal fault. However, if the problem is only related to your intercom unit, then it is likely to be an isolated (non-communal) problem.

We can arrange for one of our engineers to attend and inspect the unit, should it be the case that the communal intercom unit is not working then again this would be the responsibility of the management company. However, if the problem is not communal, then either your lettings agent or you would be responsible for the callout costs of the engineer and any quote to fix the problem. We will require an indemnity to be undertaken by you before sending an engineer to investigate.

I have a problem with the internal aspects of my apartment (eg washing machine, appliances, etc)

In the first event you should notify your lettings agent or landlord if you rent your property, as this is not an issue that we would resolve.

If the problem is leading to an escape of water you should deal with this immediately by isolating the water or turning off the supply whilst you resolve the issue of the leak. This will prevent damage to other neighbouring properties and will limit your liability.

If the problem is an electrical problem, you should use a qualified Part P electrician, or if a plumbing or gas problem you should use a GAS SAFE plumber.

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