



YourSpace Keeping YOU Informed

Keeping leaseholders informed and updated about their homes and investments is important to us. Speaking to every leaseholder about every issue is often time consuming, and when a larger problem develops, almost impossible. We enjoy the personal engagement with leaseholders at meetings and by phone, however it often isn't the most effective method of communication.

Improving communication efficiently was the best option and that resulted in YourSpace - our online portal to:

- *Make online payments safely and securely*
- *Report Faults*
- *Request a Service Charge Statement*
- *Provide Feedback to Management*
- *Get Meter Readings (where applicable)*
- *Download essential documents*
- *Get updated on the latest developments*

Once a document is uploaded to YourSpace, you are sent a short email to tell you a document has been uploaded. You can then log in, download the document and be brought up to date. This process is simple and allows us to update you at your convenience.

To register for the service simply log on to our website at www.regalty-estates.co.uk and click on YourSpace in the top right hand corner. You then click on Click to Register. Select whether you are a Guest (tenant or agent) or an Apartment Owner and complete the required fields. If you need your apartment reference then please email us on legal@regalty-estates.co.uk and we can provide this to you.

Your account will then be approved, usually within 48 hours, and you are free to access the portal for your estate.

We know you are busy and spending the time to register might seem like a bit of a hassle but it will save you time when you need to tell us something and keeps you up to date with everything that is important.

We would really appreciate you registering for the service - we are sure you will find it useful.



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

Lets help you register

Call 0845 456 4980 or

Email enquiries@regalty-estates.co.uk