

Residents FAQs

I have been advised that my site has entered Administration – what does that mean?

Paul Davies, Sandra Mundy and Thomas Russell of James Cowper Kreston were appointed as Joint Administrators of certain companies in the RoyaleLife Group on 15 August 2023. A full list is available on our website. We are only dealing with the companies listed.

Each company over which we are appointed owns and operates one or more sites. The affairs, business and property of the companies are being managed by the Joint Administrators. That means we sign contracts, make payments to suppliers, and collect site fees on behalf of the company in Administration. The Joint Administrators are licenced Insolvency Practitioners and act as agents of the Company and act without personal liability. Insolvency Practitioners are bound by the Insolvency code of ethics.

We are using existing Royale employees to assist with this process and so site supervisors and managers should remain in place.

What do the Administrators intend to do?

It is our intention to continue to operate the sites as normally as possible whilst a new owner is found but we do not know when this will happen at this stage.

What will happen to my home and will I be forced to move?

It is our intention to continue to operate the sites and we do not require residents to move.

What should I do if I have a query about the site?

Please speak to your usual site manager or contact.

What should I do if I have a question about the Administration?

Please contact royalelife@jamescowper.co.uk. The site managers and supervisors will not be equipped to answer queries about the Administration process.

Do the Joint Administrators have my personal details?

The company in Administration retains your details as normal. The Joint Administrators require certain details in order to carry out their duties – for example we need your contact details so we can contact you to tell you about the Administration. The Insolvency Practitioners are registered with the Information Commissioner's Office (ICO). A copy of James Cowper Kreston's Privacy Policy is available on our website.

Is the company's insurance affected?

The Joint Administrators have put insurance in place should the company's insurance be affected by the Administration. You should, of course, maintain insurances over anything that would not normally be covered by the company.

How long will the companies be in Administration?

The Joint Administrators will be involved in the trading of the sites until such time that new owners take over. The legal process of the Administration will continue after that, but we will not be directly involved in the sites.

Do I need to pay my site and utility fees?

Yes, please pay site fees on normal terms when invoices are issued. There may be some changes to bank account details and so please check your invoice carefully before making payment.