



REGENT
FUNERAL
SERVICES

What our customers say...

'Very helpful throughout the planning process and always available by email or over phone. All staff were helpful on the day and made it a respectable send off!'

'Thank you for everything you have done to make things easier for us as a family. Your kindness and support made this tough time a little easier to bare.'

'The whole experience I had with Regent Funeral Services was utterly seamless. I was treated professionally, courteously and respectfully.'

'We as a family would like to thank the whole Regent team for how amazing they were during the most difficult time of our lives. They were not only respectful throughout but made sure our every wish was followed through and were a great comfort throughout. Natalya was outstanding and relieved so much upset and distress from us whilst helping us with making heartbreaking decisions.'

'Amazing Service and compassion shown by everyone we dealt with at Regent Funeral Services. They made everything so much easier for us in such awful times and gave my mam a wonderful send off!'

'5-star service! Empathetic, guided through all decisions and always available to answer any questions. Thank you for taking care of our loved one!'

'From the moment we walked through the door, we were treated with nothing but compassion, dignity and genuine care.'

'Natalya was truly incredible. Her empathy and kindness never felt forced or "just part of the job", it felt real. She made sure we were comfortable at every step, gently guiding us through things that felt overwhelming, always asking if there was anything else she could do. Nothing was too much trouble. She was so accommodating, patient and understanding, even down to the smallest details. She thought of everything, even the smallest details that meant the world to us. The little keepsakes she made using his fingerprints to create hearts for us to keep are something we will treasure forever. Those small, thoughtful touches brought us comfort in ways we cannot explain. She made one of the hardest times in our lives feel supported and held. Those little things mean everything when you are grieving. Every question

was answered with care, every worry was handled calmly, and we always felt supported. What meant so much to us as well was her reassurance that the support does not just end here. She told us we would always be a part of the family and that she would always be there if we ever needed a chat. That level of genuine care goes far beyond professionalism. It meant more than she will probably ever know. As a family, we are so grateful. During one of the hardest times of our lives, you made everything feel a little bit lighter and a lot more manageable. From the bottom of our hearts, thank you for everything you did for us!'

'All of the staff do an amazing job! From caring for your loved one to looking after the family- nothing is any trouble for them!'

'Words cannot express how professional and helpful Regent Funeral Services was at our time of need.'

'We sincerely thank the funeral services for their professional and respectful service. All matters were handled promptly, tactfully and with great compassion. during this difficult time this was very important to us!'

'For everyone at Regent, we would like to express our heartfelt thanks to you all for the exceptional care, kindness, and professionalism you showed while looking after Billy and guiding our family through such a difficult time. The service was truly beautiful, and it meant so much to us to know that Billy was treated with such dignity, respect, and compassion. You all went above and beyond in every detail, and your support helped bring great comfort to our family. We are incredibly grateful for everything you did and for the care you showed throughout. It will never be forgotten. A special thank you as well for the care Amy showed to Billy, he'd have loved having her around to keep him company and take the best care of him. On a personal note, it was also beautiful to see Amy lead the into car into the crematorium. So, thank you so much for allowing that to happen!'

'Regent looked after my wife, and I knew she was in safe hands! The funeral was exactly what we wanted, I could not fault it and I was very impressed! Regent came highly recommended, which is why we came to you, and I will continue to recommend you again to anyone- you are absolutely fantastic! Thank you again for all your help, it exceeded all expectations!'

'When my mum sadly died at a care home, I had no idea what I was going to do regarding a funeral. They put me in touch with Regent Funeral Services in Gateshead and I am not only grateful to the home for caring for my mum but for putting me in touch with Regent. From the start until the actual funeral Natalya was absolutely amazing. From putting the whole service together for me to her conducting the funeral itself Natalya and her team were wonderful, professional and courteous. On such an extremely sad day for me they helped to make it a little easier to get through.'

'Dave is one of most respectable people ever, the way he looked after my dad is amazing! The Chapel of Rest is well presented. Honestly, I couldn't fault them, they've treated us so well, I'm so grateful'

'I honestly don't think I have the words to say how amazing this team are. I dealt with Natalya throughout, and she is a sensational person. The genuine care and compassion she showed myself and my family throughout was always evident. They really took care of my mother whilst she was with them. The service felt so personalised, and Natalya made us feel like we were the only thing that mattered in the world. No detail was overlooked, and she even managed a difficult situation with a problematic family member, which went incredibly smoothly. The service at Saltwell Crematorium was beautiful. The whole Regent team were fantastic and supported us every step of the way. The Celebrant, was such a kind and loving person who felt like family from the first meeting. She was diligent in piecing together the story of my mother's life, and on the day, she delivered the most heartfelt tribute which would have made my mother smile. Thank you so much to the Regent team. You helped turn the most heartbreaking day of our lives into one of warmth and comfort, and we will never forget the care and compassion you gave us.'

'If I could give 10 stars it wouldn't be enough! From the moment the telephone call was made to Regent everything fell into place with respect and dignity. Dave was at the end of the phone for me whenever to put my mind at rest. On the day everything that was requested was carried out with care and respect to all. Do not hesitate to ring Regent!'

'When my mother-in-law sadly passed, we approached Regent to handle everything, after having been very disappointed by another local firm. Natalya the manager was outstanding from the very first phone call. She handled everything with care, dignity and was so supportive. Fantastic communication and so professional. Losing a loved one, is the worst and you need as much support as possible, the team at Regent are the company you need by your side.'

'When my mother died, we had no idea who to approach to arrange her funeral. We could not have chosen better than Regent. From our first contact with Dave through to the funeral itself, every detail was handled with such care, professionalism and humanity. The funeral service was perfect, hitting exactly the right tone and a special mention to Dale, the celebrant, who helped us to draw together a eulogy that truly told mum's story; then she delivered it flawlessly. Family members around the world were able to join the service via a live link. Our mum got the send-off she deserved, and that we all wanted for her. We can't thank Regent enough for making that happen!'