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Our aim is to deliver a first class conveyancing service incorporating the three fundamental elements which lead to a successful transaction:

**Expertise**

**Communication**

**Cost**

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## **Expertise – The right person for the right job**

A qualified solicitor will deal with and supervise your transaction giving you peace of mind that all relevant legal issues will be carefully and professionally addressed.

We speak and write in plain English, keeping legal jargon to a minimum.

## **Communication is key**

We encourage you to contact us whenever you want by providing you with the direct number and e-mail address of both the solicitor dealing with your transaction and his or her assistant.

We aim to return all telephone calls within 4 hours and respond to all correspondence within 2 working days.

We will keep you informed of progress in line with your needs and on a regular basis avoiding the need for you to chase us.

## **Cost**

We will send you written confirmation of our fees and other expenses on the same day you instruct us as to deal with your transaction. There will be no hidden costs and any additional fees which may arise will be agreed with you in advance. For further information, please see our Terms and Conditions of Business.

Our fees include a face-to-face meeting at our offices. We can see you out of office hours and are available at lunchtime for appointments to fit in with your needs.

Alternatively, if you are unable to come to us, we can come and see you in the comfort of your own home. Fees for this can be agreed in advance.

If your transaction does not go ahead for any reason, we usually limit what we charge for the work carried out to only 50% of our fees although expenses need to be paid in full.

## In Addition

- We have separate disabled access and ground floor interview rooms available for elderly clients and wheelchair users.
- We have the latest IT systems, which allow us to deal with your transaction efficiently.
- We also have our own bank terminal, which minimises delays on completion.

**The majority of our work comes from recommendations**

**If you have any further questions or would like a quote for any type of conveyancing transaction please contact a member of our Residential Property Team.**

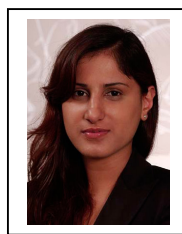


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