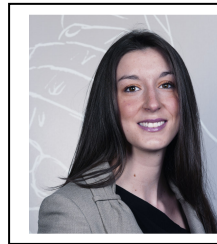


## RESIDENTIAL PROPERTY CHARTER

### The Team



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**Carly Sargeant**  
Property Executive  
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Our aim is to deliver a first class conveyancing service incorporating:

#### EXPERTISE

A qualified lawyer 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.

We will listen to what you have to say and what you want and will help you to make the best decision for you.

#### COMMUNICATION

We encourage you to contact us whenever you want by providing you with the direct number and email address of both the lawyer 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.

#### 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 recommendation.**

**If you have any further questions or would like a quote for any type of conveyancing transaction please contact a member of the team.**

For more information about our range of legal services please visit  
[www.cwj.co.uk](http://www.cwj.co.uk)