

Your move *fast* guide



CONVEYANCING

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Tel 020 8370 3877 / www.avrillo.co.uk / hello@avrillo.co.uk

Your move *fast* guide

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A FAMILY AFFAIR. Angelo & Tony Piccirillo / Founding Partners, A.V.Rillo Conveyancing Solicitors

MORE ABOUT US & THIS GUIDE

In 1989, Angelo & Tony Piccirillo set out to transform Conveyancing from a “Files & Transactions” process into a people-first business. And today, their family run practice, A.V.Rillo still sets industry standards with their multi award-winning products and services.

A.V.Rillo always work hard to earn your respect and repeat business. And it's working! 98% of our customers would recommend us to family and friends. That's why we will do everything we can to ensure that you complete your move as fast, easy and as stress-free as possible.

How did this Guide come about?

Last year we moved a record **91% of all our clients** (the national average is 63%) by limiting the number of cases that we took on – offering the best service possible to our customers on a first come, first served basis.

And over the years, we've learned what questions people care about most having answered when moving home. Some of the most frequently asked include:

- What is conveyancing and how long does the process take
- What's the difference between 'Exchange' and 'Completion'
- How do I find out what I need to know and what to do about it

We originally put this guide together to help answer these and other questions for our clients and are delighted to offer it to you. And we trust you too will find it useful as we prepare to make one of the most important decisions of your life – moving home.

Should you require any more information, then please call us as we offer a **free information service**. This means we'll answer questions, even if we can't take your case on this time around.



SO, WHAT IS CONVEYANCING AND WHY DO I NEED TO KNOW?!

Even though millions of people buy & sell property every day, many will be unfamiliar with conveyancing; what it entails, or how to get started in finding the right kind of advice.

In law, conveyancing is the transfer of the legal title of a property from one person to another, or the granting of an encumbrance such as a mortgage or a lien.

However, some buyers & sellers want to complete faster, so ensure your solicitor has the capacity to expedite your request.

A typical conveyancing transaction contains two major landmarks: the **exchange of contracts** whereby equitable title passes and **completion** whereby legal title passes and you can move in!

To get you started, we've provided a few quick-fire answers to some of the questions we get asked most frequently:

How long does the whole moving process take?

Some solicitors can take 3/4 months to reach completion. However, there are conveyancing experts able to accommodate much faster timeframes, so, check with them before you instruct them to get started.

What if I don't make it to the end?

37% of buyers and sellers never reach completion. Ensure you appoint a solicitor who offers 'no move—no fee' protection, checking for exclusions. Not all of them are the same.

What is an exchange date?

It's the legal date after which neither party can change their mind. It means your transaction is safe.

How long between exchange and completion?

The Law Society standard contract states 20 working days.



What is a deposit and how much do I pay?

It's what the buyer pays the seller on exchange to show their commitment. Its normally 10% of the purchase price. On completion, the buyer pays the remaining 90% to complete.

What searches should I buy?

You can buy basic mandatory searches when you purchase. However, you should never scrimp on these. For an additional £200, you can order five instead of two searches and increase your protection. Don't forget the more searches you have the more chance of revealing a defect in your property, allowing you to walk away, reduce the price or even asking the seller to pay for these. After you buy it is too late.

How do I answer a Property Information Form?

As best you can. However, you must be **honest** in your replies. If you don't know an answer to a question, then it's best to answer 'don't know'.

How clear do I need to be with my replies?

You need to be clear and answer honestly. If not the other party can sue you for breach of representation.

Who do I instruct to deal with my mortgage?

If you have a mortgage then you'll need to appoint a solicitor to deal with your lender's obligations. However, be careful as 46% of conveyancing negligence claims are against solicitors acting for lenders. This may come back to bite you if mistakes are made as you could be at financial risk with your lender.





10 STEP GUIDE TO CONVEYANCING... UNDERSTANDING THE PURCHASE PROCESS.

We have a free information sharing policy which means we give advice even if you don't use us. Any other questions please call **0208 370 3877** or visit our website: www.avrillo.co.uk

Step 1. Find your property and put in an offer!

Step 2. Choose your solicitor on success rate and never by price! On average, only 63% of buyers move – even after their offer is accepted. Find a solicitor who has a 90%+ track record. Also, choose one with a zero negligence record or you risk losing out financially. Finally, check how long they normally take as you don't want to be waiting 3-4 months to be moving and then risk your transaction falling through. We have a consistent track record of moving our clients within 5-7 weeks.

Step 3. The Beginning Bit. The seller's conveyancer prepares & sends the draft contract papers and Property Information Forms to the buyer's conveyancer.

Step 4. The bit between the beginning and the middle.

The buyer's conveyancer make enquiries to check for defects and restrictions, the contract terms, orders and investigates searches and mortgage offer if instructed on behalf of the lender.

Step 5. The Middle Bit (where delays often occur) There are an exchange of request for information called additional enquiries followed by final checks, after which the parties get ready for exchange of contracts. This includes the seller sending over a deposit (normally 10%).

Step 6. The Bit before the End. The parties agree a mutually convenient completion (move) date between themselves & their estate agents and instruct their solicitors to exchange contracts. On exchange, the solicitors enter the fixed completion date on the contract. At exchange the sale is

safe and neither buyer nor seller can change their mind. It is only after exchange that you can book your removals.

Step 7. In between the Exchange & Completion

date, various steps have to be taken. The Law Society contract states 20 working days between those two dates to allow for all the required work, to be completed. Plus, any mortgage funds have to be requested by the buyer's solicitors in time. The seller needs their lender's to pay the mortgage & give certain undertakings to the buyer's solicitors. If you want to move faster, check that your solicitors offer an expedited service.

Step 8. On the day of Completion for purchase,

The buyer's solicitors must transfer the balance of the funds to the seller's solicitors as early as possible in the morning to ensure completion can take place by the end of that day. This can sometimes go wrong, so check with your solicitor that they have everything in hand for the day of completion. The buyer's conveyancer arranges payment of any Stamp Duty Land Tax and, if instructed, can also complete the Stamp Duty Tax Form to allow for an SDLT Certificate to be issued and enable the buyer to be registered as the new owner.

Step 9. On the day of Completion for a sale, The lender's solicitors must ensure their mortgage is paid off and that the buyer's completion funds are received, only then can they release the keys to the estate agent.

10. Post Completion work. The buyer's solicitors completes an 'Application to Change the Register' (AP1 Form) for the buyer to ensure they are correctly registered as the owner, with amongst other people, the HM Land Registry. The seller's solicitors also has some post completion work to do, including obtaining a release of undertaking known as a DS1 where a lender exists.





BUYING CHECKLIST

KEY STEPS TO TICK OFF YOUR LIST

A Purchase is not guaranteed until you exchange. Find a solicitor who can do this for you quickly.

Before instruction

- 1. Call us, we'll send you an email quote. You instruct us on line and we start acting for you straight-away. No delays.

Instruction to Pre exchange

- 2. On the day you return your instruction form we'll open your file, apply to the Land Registry for your title deed so we can short-cut delays and start investigating your title; raise first additional enquiries to seller solicitors.
- 3. Preliminary Report on Title sent to Client.
- 4. Searches paid for. We order searches.
- 5. Contact received from seller's solicitors & Further 'additional enquiries' raised to seller.
- 6. Final searches received & checked.
- 7. LEASES only: Lease/lease plan/documents received & reviewed. Leasehold Management Pack received from seller 's solicitors and reviewed.
- 8. Mortgage Offer received from Lender and any report to lender made.
- 9. Final replies on additional enquiries received from seller's solicitors/lender.

Preparing for Exchange

- 10. Report on Title; Request for Deposit; Contract & other papers for client to sign off.
- 11. Client Returns Report on Title papers; Deposit and Signed papers.

- 12. Building Insurance policy & schedule received from client – (If Freehold).
- 13. Client agrees completion date with agent and seller.

Exchange

- 14. Exchange of Legal contracts: This means your sale is safe. We'll send over your deposit to the seller solicitors.

Between exchange and completion

- 15. Various steps have to be carried out. These can all be done by us in the background by The Law Society Standard contract leaves 20 working day between these exchange and completion. If you want a shorter timeframe, then please let us know and we will see what we can do.

Completion Date

- 16. The balance of your money is sent to the seller solicitors. Once cleared in their account they will release the keys to the estate agent who will release them to you. The seller will move out and you move in.

Post completion steps

- 17. Stamp Duty Tax Return drafted/calculated/ submitted to Inland Revenues on behalf of client.
- 18. AP1 Land Registration Application sent to HMLR & deal with any HMLR requisitions.
- 19. Checking new deeds from HM Land Registry to ensure they have correctly registered you as the new owner & removed the seller's mortgage.
- 20. LEASES only – Serve any notices required by your new Management Company.
- 21. Deeds sent to you.



BUYING PITFALLS (1-3)

WHAT CAN GO WRONG WHEN BUYING.

Sorry to say, but conveyancing in England & Wales is risky. It can, and does, go wrong.

Ask your solicitor for their negligence record to see how many times they have got it wrong in the past. Ours for example is 0%. Try to find a solicitor with a similar record.

When it does go wrong it can be expensive for you. This page sets out a few examples of what can cause financial loss. You need to discuss these and others with your solicitors.

What To Look Out For

1) Your solicitor needs to look at the seller's contract pack and Title Deeds

They need to do this to raise what are called 'Additional Enquiries'. These are questions where the buyer's solicitor looks for defects in the legal title you are about to purchase. It's important your solicitor is an conveyancing expert as failure to locate defects leaves you at risk due to the principle of 'buyer beware'. Where the seller is under no duty to disclose defects but it's down to the buyer to find out – normally via their solicitor. The contract papers can take up to two weeks to arrive from the seller solicitors.

The AVRillo Difference

Because delays adds to the risk of your purchase not making it to completion, we don't believe you should be held up by two weeks, so we will go online at the Land Registry and order your title deeds on day one – at no extra cost to you!

2) If a defect is missed

By your solicitor, it means that due to the principle of 'buyer beware' you, take on the financial burden and risk for that defect. It can often cost the buyer thousands of pounds in losses simply because their solicitor has made a mistake. Believe it or not, this is very common. Nearly 50% of all mistakes made by solicitors in England and Wales are down to conveyancing solicitors. That's almost half.

The AVRillo Difference

Since we began trading in 1999 we have moved tens of thousands of clients and each has moved with 0% negligence, saving them thousands of pounds.

3) Order your searches

Searches are needed for your solicitor to find out if your property is at risk of hazardous substances, flooding, repair liabilities & countless other problems you need to know about before you buy. After purchase, it's too late as "Buyer Beware" means you are liable to pay for problems after you move in. The more detailed searches you carry out, the more chance you have of finding any problems which you can ask your seller to pay for. Most solicitors will send you an estimate just for the basic searches of Local Authority and Water Search. It may look cheap but it leaves you at risk.

The AVRillo Difference

We want you to be as safe as possible and at a reduced risk of suffering financial loss. For this reason you can choose the cheaper basic searches or do something which our clients tend to want to safeguard their losses. This is to order a discounted fuller searches pack which we have put together after having regular requests for these from existing clients & estate agents. The choice is entirely yours. The fuller searches can include a Flooding Search (your property does not need to be near a river for you to be at risk as it includes surface water); Environmental Contamination Search (looking for hazardous substances which can cause thousands of pounds in loss); Chancel Repair Search (to reduce the risk of you paying for chancel repairs attached to the property).



BUYING PITFALLS (4-7) WHAT CAN GO WRONG WHEN BUYING.

4) Preliminary 'Report on Title' and potential defects

Your solicitor should prepare a Report on title at the earliest opportunity. This sets out what defects exist with the property, if any. Most solicitors will leave this until the last minute.

The AVRillo Difference

We feel the buyer should know of any problems as soon as possible. For this reason, we give our clients two reports. The first is our preliminary report which we send out at the very beginning of the transaction, as soon as we have received Land Registry Title Deeds and have had an opportunity to consider defects found. This gives our clients an opportunity to make an initial assessment before they spend too much money on something that may have defects in the title.

5) Mortgage offer

Your solicitor will need to explain this to you. Some solicitors invite you in but fail to give a full breakdown of the offer and consequences for you

The AVRillo Difference

We ensure that with any mortgage offer, our client gets a full report setting out the obligations their lender expects from them & identifying relevant issues in their mortgage offer. This enables our clients to observe these & reduce their lender risks.

6) Work with your estate agents - not against them

Most solicitors do not appreciate how much your estate agent can help you move. Often solicitors prefer not to take the estate agents calls or delay in responding. Estate agents dislike this as they can do a lot to help you move if your solicitors were prepared to communicate with them more.

The AVRillo Difference

We know how much your estate agent knows about you and your purchase. For this reason, we are usually given authority by our clients to fully cooperate with their estate agents. We encourage our clients' estate agents to call and to speak to us. Often they are able to do things to speed up your purchase, and reduce the risk of your purchase not going through.

7) Prepare for exchange and completion

Sadly, many solicitors over-complicate this stage and cause delays. Don't forget, without exchange your transaction is at risk! Nothing is guaranteed until exchange of contracts. Once exchanged, you can move out at a later date (being the completion date).

The AVRillo Difference

We allow our clients flexibility to choose their own completion date and fix this directly with the seller or their estate agents before letting us know. Once fixed we can simply deal with the legal issues, exchange and guarantee your purchase.



MORE ABOUT **SEARCHES** AND WHY NOT TO CUT CORNERS.

Save money on your purchase. Order a 'Extra Details' Searches Pack with free benefits.

Some solicitors will only give you the option of buying basic mandatory searches. This leaves you at risk of financial loss or even being exposed to health hazards after you buy.

English law provides that the **buyer is responsible** for defects and losses in the property after purchase. This legal doctrine is called "buyer beware", meaning you, the buyer, take that risk.

So, imagine how you would feel if you found contamination on your land after you have completed your purchase?. You could be liable to pay tens of thousands in clean up costs, let alone being exposed to health risks. Sadly, this can and does happen.

A.V. Rillo offer a special pack of more 'detailed' searches which you can order at the start of your case. This pack includes **five searches** rather than the mandatory two. This helps to spot more problems which you can ask your seller to pay for.

Remember, after you buy it's too late!

Along with the 'Extra Details' Searches Pack, you will receive Indemnity Insurance **free of charge** – covering defects such as lack of Building Regulations and Breach of title covenants, all of which risk you losing financially. Finally, you also get a free second set of personal searches if your first purchase falls through.

'Extra Details' Searches Pack Benefits

Benefit 1 - Free Indemnity Insurance

Covers you for financial loss against the following defects (worth circa £400 if purchased separately): 1.Lack of Building Regulations planning for alteration (even to existing leasehold property) 2.Lack of planning consent (except those relating to conversion of the property to a leasehold) and 3. All breach of covenants (except those contained in a lease).

Benefit 2 - Free Second Searches

If your first purchase falls through, we will provide you with a free second set of searches worth £437 – no questions asked! As soon as you instruct us on your new purchase, we will order these out of our own pocket.

Benefit 3 - Searches

The more safety conscious buyer will do anything to avoid financial loss. When we get asked what they can do to avoid risk, **A.V.Rillo** recommends the safer option of ordering a 'Extra Details' Searches Pack as you have less risk of financial and health & safety losses. Some buyers like taking risks and that is not a problem, providing there is no lender involved in your transaction, then you can simply choose the two basic mandatory Local Authority and Water Searches.





SELLING CHECKLIST MILESTONES TO TICK OFF YOUR LIST

Selling is not guaranteed until you exchange. Find a solicitor who can do this for you quickly.

Before instruction

- 1. Call us, we'll send you an email quote. You instruct us on line and we start acting for you straight-away. No delays.

Instruction to Pre exchange

- 2. On the day your instruction form comes in we'll open your file, apply to the Land Registry for your title deeds; prepare contract papers and send these to the buyer solicitors.
- 3. Once you return your completed protocol forms and supporting documents we'll send them to the buyer solicitors.
- 4. If you have a lender we'll apply for your mortgage redemption figure and send it to you.
- 5. ID evidence: You send us your ID documents needed by UK anti money laundering regulations (to help you, we'll send you a list of documents you can supply).
- 6. Additional enquiries. The buyer solicitors may ask for information they have noticed is missing from you / your title deeds (if any).
- 7. LEASEHOLD only: Client supplies details of their Landlord and/or Management Company and pays them for their management pack (which buyer solicitors demand); we will liaise with the buyer solicitors on issues such as calculation of apportionments regarding your service charges etc).

Preparing for exchange

- 8. You agree a completion date with the buyer/ estate agent. But you can only do this once the buyer's solicitors have confirmed you have satisfactorily replied to all their additional enquiries. You sign and return all your pre-contract documents. If you have a lender we'll even give a 'personal promise undertaking' to repay your mortgage ourselves. Without this your buyer solicitors will not allow you to exchange contracts'

Exchange

- 9. Exchange of Legal contracts: This means your sale is safe. The buyer deposit is received and held until completion.

Between exchange and completion

- 10. Various steps have to be carried out. These can all be done by us in the background by The Law Society Standard contract leaves 20 working day between these exchange and completion. If you want a shorter timeframe, expedited then please let us know and we will see what we can do.

Completion Date

- 11. The balance of money is received from your buyer. Your keys are released to you buyer. You move out. The buyer moves in.

Post completion work

- 12. Various steps have to be carried out after your move. We can normally do this in the background for you.



PROOF OF IDENTIFICATION YOU CAN'T MOVE WITHOUT IT.

All solicitors must check the identity of their clients under the Money Laundering Regulations 2007. Every buyer & seller **must provide** adequate evidence as per the Regulations. Without this, the UK Government won't allow you to buy or sell.

Therefore, we will require you to send us original ID through the post. We want to make absolutely certain that you're **not the victim** of mortgage fraud. We take fraud very seriously and incorporate many anti-fraud measures into our procedures. We trust you feel reassured by our approach.

To pass ID, you will need to send an item from List 1 and two items from List 2 per person.

1

PHOTO ID

- Valid passport
- Valid photo driving licence with current address
- Current signed passport issued by a Non EEA country with either a passport stamp or a letter from the Home Office giving an indefinite right to reside in the UK.

2

PROOF OF RESIDENCE

- Utility bill
- Valid debit or credit card with up to date statement
- Official government or Agency correspondence
- Valid photo driving licence with current address (if being used for ID).



VERY IMPORTANT!

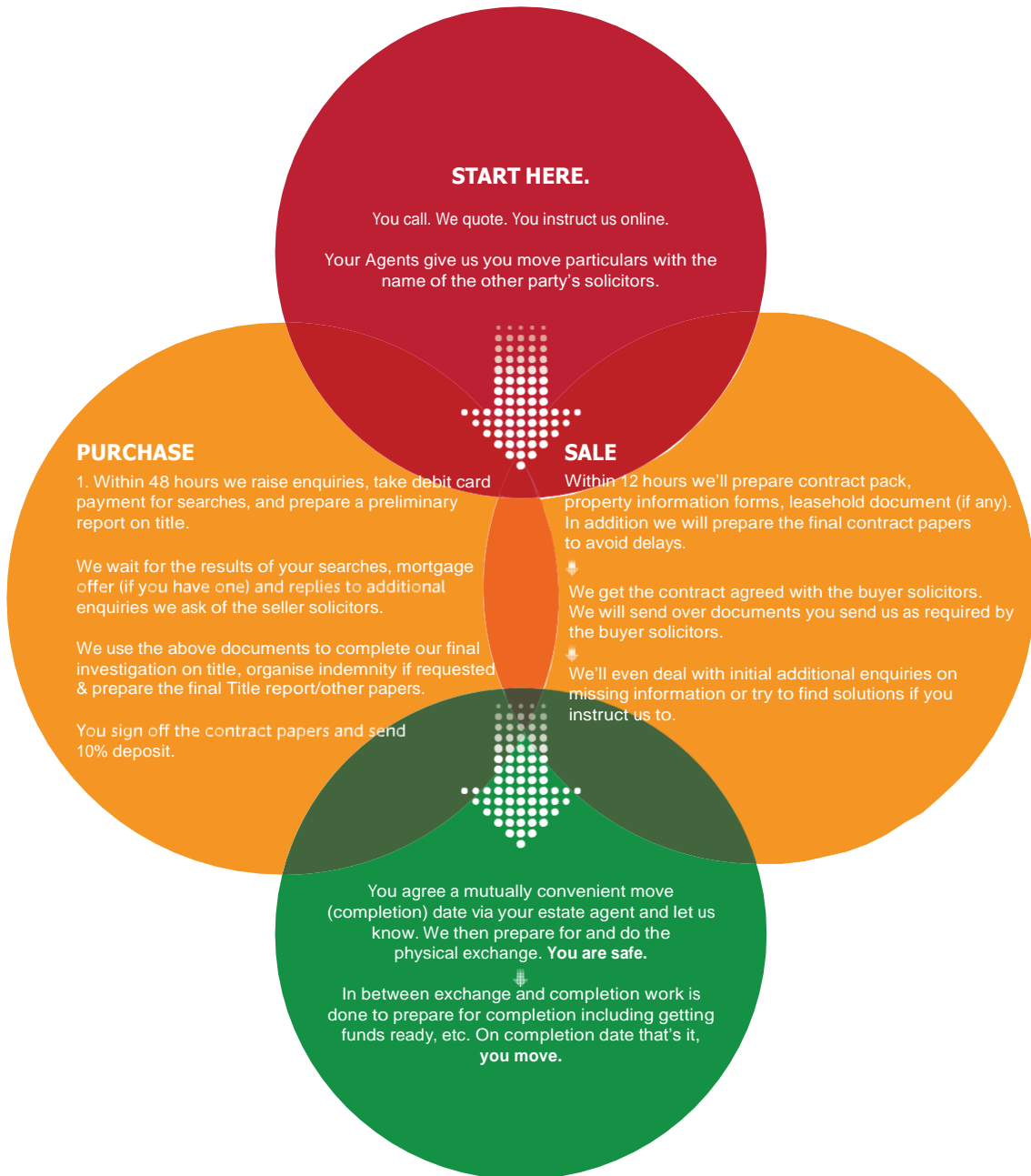
Any photo ID must be **clear** & legible otherwise you may be required to resubmit.

Any proof of residence must be dated within **3 months** of the file instruction.

Please ensure when sending or returning items by Special/ Recorded Delivery your **full** reference number is quoted on the envelope.

BUYING & SELLING TRAFFIC LIGHT CHART

INSTRUCTION ➔ EXCHANGE ➔ COMPLETION



So, how long does all this take?

That's a great question! And it depends very much on the expertise of both your agent and conveyancer, as well as how well they work together. We pride ourselves on our service, track record and ability to get you moved as **quickly** and as **stress-free** as possible.



we move *fast*, so you can too!





PASS THE STRESS TEST WITH FLYING COLOURS!

We care about your move. That's why we work hard to reduce your stress! Don't take our word for it. Read what our customers have to say about their own experiences with A.V.Rillo.

My overall experience with AVRillo was 100% satisfactory. Their fees were reasonable and team was friendly, professional and efficient. I would definitely use their services again in the future if I decide to sell or buy again, and I would certainly recommend them to other people I know who might need their assistance.

★★★★★ **Na Guo**

I'd like to thank AVRillo for this simply great and ridiculously fast service. Are you humans? Always kept me up to date, always replied to my emails in no time and always at the speed of light! Not to mention all the fast additional services honestly priced. You are way much better than my last solicitors. You must be a really unique and happy bunch of people in that office to coordinate so kindly and so quickly all that amount of work! I can't believe you made it in a month! Thanks a lot alien solicitors!

★★★★★ **Claudia Burlotti**

We are very happy with the smooth and fast service! This is the second time we have chosen AVRillo and we are yet again very happy with their work. Everyone was lovely. I would strongly recommend AVRillo Solicitors to anyone!

★★★★★ **Eve Jones**

AVRillo Solicitors could not have been more helpful and supportive during the sale of my flat. They expertly guided me through the process, always answered all my questions comprehensively and quickly and were very efficient. I cannot recommend them highly enough.

★★★★★ **Micahela Wrann**

I was told by a trusted colleague that AVRillo are the best in the business and they proved to be just that. From start to finish, the team were outstanding. Angelo, Thank you so much!

★★★★★ **Toby Lelliott**

The best solicitor I have ever had the pleasure to work with. A solicitor who works in the 21st century - email updates as soon as any news comes in. Regular contact, fast action. I am really impressed with the way AVRillo work - and they really

shine when you compare them with the traditional (slow, uncooperative) types of solicitors. It has been an absolute pleasure to work with them (Mel has been absolutely amazing) and I would (and will) recommend them to everyone I know!

★★★★★ **Abigail Shepherd**

Having been in the business over a decade I have had many relationships with solicitors, some good, some less so. I can honestly say that I have never felt so comfortable recommending my hard won clients to AVRillo. The level of service they offer is simply exceptional. They are knowledgeable, proactive and friendly and have a perfect blend of supportive and commercial. I hope to have a lifelong working relationship with them and wouldn't hesitate to recommend them, not only to my clients but to friends and family as well. 10/10 Guys, thank you for going the extra mile.

★★★★★ **Dan Dewar**

Without doubt the most responsive conveyancer I have dealt with. Everything was dealt without undue delay, hassle and with efficiency. Highly recommended.

★★★★★ **Martyn Norris**

AVRillo Solicitors were fantastic! Communicative, reactive, proactive, efficient, helpful and understanding. I would recommend them to manage your property sale. Really happy with their service, start to finish.

★★★★★ **Cat Ding**

We used AVRillo Solicitors for our conveyancing. We have been really pleased with the service they provided. They are quick to respond and progressed all items with a sense of urgency and commitment. They were very thorough with the conveyancing and we really valued their assistance and diligence in this matter. In addition, during all our interactions with AVRillo, we found them to be responsive, courteous and professional. We would certainly use them again in the future. Thank you,

★★★★★ **Tommy O'Sullivan**



Talk is Cheap!



THAT'S WHY WE PREFER ACTION! MOVE FAST WITH A.V.RILLO

As Sunday Times Award Winners we get busy, so we can't take on every case. But, if we can't help you this time, here's 5 questions you need to ask a solicitor before you instruct them.

Question 1. "Do you offer a 60 day money back guarantee? I mean that I have complete freedom to walk away, with no costs payable at all?"

Question 2. "Will you send your full terms of business with your quote?" *All solicitors should easily send you their terms of business when they email their quote. The terms are a requirement by the Law Society to protect consumers as they include all charges the solicitors may charge you later.*

Question 3. "What's your case completions rate%? *If less than 90%, look for a solicitor with a better track record!*

Question 4. "Do you have a 0% negligence record? *It's important to know because you are primarily responsible for financial loss for mistakes made by your solicitor.*

Question 5. "Can you get me moved in less than 2 months? *The longer it takes to exchange, the more risk of you incurring losses and losing your deal as until exchange the other party can pull out. Starting afresh can lead pay/losing thousands if the prices rise or fall in the meantime.*

- We offer a "No Questions Asked" 60 Day Money-back Guarantee.
- We always send a comprehensive quote to all clients by email. And we're upfront and transparent about all of our charges and fees.
- We have a +90% track record of moving all of our clients. The national average in just 63%!
- We have never faced a claim of wrongdoing and proudly maintain our 0% negligence record.
- We consistently move our clients within 5-7 weeks, compared to the national average of 12-16 weeks!

av.rillo

Lexcel
Law Society Accredited

The Law Society

SGS

UKAS

Solicitors
Regulation
Authority

Conveyancing
Quality



SIMPLY THE **BEST!** OUR AWARDS & WHAT THEY MEAN FOR YOU.



Sunday Times Best Conveyancer of the Year and Best Small Conveyancing Firm of the Year

Independently judged to be the best, giving you peace of mind that we get it right.

Legal 500 (for both the firm and top solicitors)

Very few 'conveyancing only experts' reach the magic Legal 500. Instructing an expert within the Legal 500 should reassure you that you have the right solicitor looking after one of the most important events in your life.

Legal Excellence from the Law Society

Independently judged to be an excellent firm by the Law Society. This means you receive consistently structured advice, each & every time, giving you less risk of costly mistakes.

Conveyancing Quality Award/Law Society

The Law Society advise buyers & sellers to instruct experts with this award. Why? Because they will better protect you against financial loss, giving you greater chance of moving safely.

Investors In People Accreditation

Recognised across the world as a commitment to empowering staff to be the very best and give their very best to their clients. You will more likely get a better experience and a safer and less stressful journey with a solicitor who has this award.



We move *fast*, so you can too!

FOR **FREE & IMPARTIAL** ADVICE ON YOUR MOVE, CALL US TODAY!

020 8370 3877

