

COMPLAINTS PROCEDURE

We are confident that we will give you a high quality service in all respects. However, if you have any queries or concerns about or work for you, please take them up first with the person dealing with your matter. If they cannot resolve matters for you, we will refer the matter to our client care coordinator, and they will let you have details of our complaints procedure.

We are required to give you the following information:-

- a) In the event of a problem you are entitled to complain. You can do so in person or in writing.
- b) Any complaint can include a complaint about the firm's bill.
- c) This firm has a complaints procedure available on request.
- d) At the conclusion of our complaint process you can then complain to the Legal Ombudsman.

no longer than:

- Within six months of receiving our final response to your complaint

and

- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

You can contact them by telephone on 0300 555 033, by e-mail at enquiries@legalombudsman.org.uk or by post at PO Box 6806, Wolverhampton, WV1 9WJ.

You may have the right to object to our bill by applying to the Court for an assessment of the bill under Part 3 of the Solicitors Act 1974. If all or part of the bill remains unpaid we may be entitled to charge interest.

We like all Solicitors are bound to comply with the Principles of the Solicitors Code of Conduct, which set out the professional standards expected of all firms and individuals.

We are confident that we always comply with these principles. If however you feel that for some reason we have not delivered what you expected or complied with the Principles then please contact us to discuss matters. If we cannot resolve your concerns or you feel you cannot raise them with us then you have the right to contact the Solicitors Regulation Authority by completing their report form online at www.sra.org.uk/consumers/problems/report-solicitor.page.

FEE INFORMATION

Every client's circumstances and requirements are different, which is why we encourage you to contact us so we can provide you with a tailored estimate to make sure that you get the right amount of support to meet your individual circumstances. The prices quoted below are only intended as an illustration and we would always urge you to call us to discuss your individual requirements.

Wills

1. Simple, straightforward Will £195 + £39 VAT
2. Double Will£325 + £65 VAT
3. Severing a Joint Tenancy£75 + £15 VAT
 - Check if it is necessary to register a restriction

Fee earner to charge additional fees as appropriate on:

- Trusts
- IHT
- 1975 Act
- Care Home fees

Lasting Powers of Attorney

Each £375 + £75 VAT

The Office of The Public Guardian charge £82 registration fee per LPA

RESIDENTIAL CONVEYANCING

i) Sale and Purchase

Our fees are based upon the value of the property that you are buying or selling and are in accordance with the following scale:

Conveyancing

< £40,000	£600 + £120 VAT
£40,000 - < £100,000	£675 + £135 VAT
£100,000 - < £150,000	£750 + £150 VAT
£150,000 - < £175,000	£800 + £160 VAT
£175,000 - < £200,000	£850 + £170 VAT
£200,000 - < £250,000	£900 + £180 VAT
£250,000 - < £300,000	£995 + £199 VAT
£300,000 - < £400,000	£1,200 + £240 VAT
£400,000 - < £500,000	£1,500 + £300 VAT
£500,000 - < £600,000	£1,650 + £330 VAT
£600,000 - < £750,000	£2,200 + £440
£750,000 >	Request a price

Properties worth above £750,000 are outside our fixed price scheme, however, we are able to provide you with a price guide in the form of a range. This range is subject to the complexities that a house sale or purchase of this value may include, and will reflect the market conditions in the area that the property is situated at the time of the quote.

Our prices for such transactions start at **£2,500 + £500 VAT** and, depending on the value of your property and complexities, can rise to **£7,500 + £1500 VAT**.

Due to the complexities that arise with Leasehold Properties they will attract a further charge of **£150 + VAT**

ii) Mortgage/Remortgage

Our fees are based upon the amount that you are borrowing and are in accordance with the following scale:

Amount of Loan	Fee
Up to and including £300,000	£450 + £90 VAT

Borrowings above £500,000 are outside our fixed price scheme, however, we are able to provide you with a price guide in the form of a range.

Our prices for such transactions start at **£500 + £100 VAT** and depending on the value of your borrowing can rise to **£1,500+ £300 VAT**.

iii) Other Payments

Unlike many other solicitors we will not charge you extra for dealing with the Stamp Duty or Land Transaction Tax Formalities, for dealing with unregistered land or for dealing with your mortgage.

Other payments that could however apply include:-

Purchase/Mortgage/Remortgage

Property Searches – approximately **£250 + £50 VAT**

Help to buy - **£175 + £35 VAT**

Land registry / bankruptcy searches - approximately **£20** - depending on number applied for Land Transaction Tax / Stamp Duty Land Tax - This tax is set by the Government and rates can be found here:- <https://services.wra.gov.wales/land-transaction-tax-calculator> for Welsh properties and <https://www.tax.service.gov.uk/calculate-stamp-duty-land-tax/#!/holding> for English properties

Land Registry Fee- This is set by the Land Registry and rates can be found here: - <http://landregistry.data.gov.uk/fees-calculator.html>

Sale

Land registry fees / bankruptcy searches approximately **£20** - depending on number applied for

Once we fully understand the requirements of your property sale or purchase we will be able to provide you with a fixed price quotation and a final breakdown of additional disbursements that may apply.

PROBATE AND THE ADMINISTRATION OF ESTATES

Obtaining a grant of representation and dealing with the administration of an estate can be complicated; it can take several months to make sure everything is done properly. We offer a complete estate administration service to deal with everything for you or alternatively if you prefer you can instruct us just to obtain the grant for you.

An estimate of costs will always be provided once we have assessed the complexity of the estate.

Complications can come out of the woodwork at any time and any change in our estimate would always be communicated with you clearly and as early as possible to take into account any additional unforeseen work.

i) Full Probate Service

Our costs are based on a percentage of the value of the estate, usually the aggregate of 1% of the value of any real property (houses and land) and 2% of the value of other property. VAT is payable at the prevailing rate. This is subject to a minimum of £1,500 + £300 VAT.

The price, depending on complexity and the overall value of the estate, for a standard Probate, will generally be between £1,500 + £300 VAT and £20,000 + £4000 VAT for estates that are uncontested and have UK assets only.

This does not include disbursements outlined below.

The following services are included:

- All meetings and correspondence
- Collecting information
- Applying for the Grant of Representation
- Placing public notices and undertaking the relevant asset, liability and Will tracing searches (where required)
- Arranging valuations
- Dealing with Inheritance Tax forms and paying the Inheritance Tax
- Collecting in assets
- Paying any liabilities
- Distributing the estate

The following are not always included and we would need to discuss these with you:

- Dealing with the sale or transfer of any land in the estate

- Dealing with a Deed of Renunciation where one or more of the executors wishes to step down.
- Dealing with assets outside of the UK.
- Disputes arising with an estate including disputes with regards to the Inheritance Tax payable.
- Dealing with Deeds of Variation

ii) Grant of Representation Only Service

If the Personal Representatives do not wish to instruct us to deal with the full administration of the estate we offer a fixed price alternative to deal with the application for the Grant of Representation and completing the appropriate inheritance tax form(s) only.

Our costs range from **£750 + £150 VAT to £2,000 + £400 VAT** depending on the complexity involved and the relevant inheritance tax form(s) that are required.

iii) Other Payments

Apart from the above other fees may be payable such as:

- Probate Registry fees in the sum of £273 together with £1.50 for every additional copy of the Grant required (no VAT is applied).
- Land Registry registration and search fees – these can be found here - <http://landregistry.data.gov.uk/fees-calculator.html>
- Fees for placing public notices, undertaking asset, liability and Will tracing searches.
- Tracing Agents and Genealogists fees.
- Miscellaneous expenses such as travelling expenses.
- Other professional fees, such as accountants and Valuer's fees

Please note the following fees for bank transfers for all matters

Chaps (No monetary limit – same day) - £10.00 per transaction

Fast Pay (Up to £250,000.00 – same day) - £3.00 per transaction

Bacs (3 working days) – no charge