

# Puzzled?

## about moving house

Look no further than Convey Law for a specialist legal service



**A**re you looking for a property lawyer to help you buy or sell a residential property?

Convey Law, provide a professional, fast and effective

service. Convey Law is one of the largest Licensed Conveyancing Companies in the UK. Its specialist residential conveyancers operate within a fully serviced office complex at Maxwell Chambers in Newport city centre.

Having been established for over two years, the Chairman, Mr Philip Aston, is pleased with the progress that has been made thus far.

*'Convey Law has come a long way in a very short space of time.'*

*Having the ability to work within a fully serviced conveyancing environment run by The Convey Group, we have made great progress within a very short space of time.*

*The Convey Group has provided us with the office facilities and an IT infrastructure, as well as the staff and training that was required. We have achieved Investors in People status as a direct result of our affiliation with The Convey Group and their recruitment and training practices and procedures.*

*The Convey365 IT team has provided us with a state of the art IT infrastructure, which we believe is second to none, although Convey365 are constantly attempting to enhance our case management facilities. For instance, the recent provision of electronic ID by Convey365 has allowed us to operate far more effectively without having to badger our Clients for proof of identity documentation.'*

With the national average for residential conveyancing transactions taking up to sixteen weeks to complete, Convey Law boast turn around times from instruction to exchange at eight weeks. So what makes Convey Law so effective?

*'We have actually boasted turn around times on average of seven weeks in certain months and I believe that we can enhance upon those time lines, although some transactions falter for reasons which are beyond our control. The fastest turn around times that we have achieved are when we often work with Loosemores Nationwide Conveyancing on the other side of the transaction. Loosemores also operate out of The Convey Group environment and hence we are able to tailor transactions to move more effectively.'*

Introducer and Client satisfaction is of paramount importance to Convey Law. To this extent, 50% of all Clients are telephoned to request feedback on the service that they have received. Introducers of business, such as Estate Agents, are also contacted each month in order to quantify the quality of the service being provided. Alarm bells start ringing if Introducer or Client satisfaction surveys reveal anything less than an exemplary service.

So what makes Convey Law so efficient that they can keep their Introducers and Clients happy whilst at the same time beating the national average for completing property transactions?

*'We have small dedicated teams of between two and five staff members in each team; who operate processes and procedures that comply with the Lexcel quality accreditation. We return our telephone calls promptly and deal with correspondence on the same day*

As an Investor in People accredited organisation, Convey Law recognises the value and contribution of its people



*Philip Aston*

*that it arrives. These are very simple business principles which have only been made possible by our use of The Convey Group and Convey365 Background Teams working within our environment.*

*Every new Client is contacted over the telephone by the Convey365 new business team. They confirm the financial and legal arrangements, take the Client's*

*instructions and send them a welcome pack to complete. Once the welcome pack is returned by the Client. The Convey Group Welcome Pack Team input all of the relevant information into our case management system and process any payment on account received from the Client. They also order any relevant searches and prepare contract documentation for the Client.*

*On purchase transactions, The Convey Group Title Checking Team check the title as soon as the sellers pack has been received. All non urgent typing is undertaken by the typing pool. The Background Teams allow our Conveyancing Teams to concentrate on Client and Introducer service and completing transactions.*

*In the vast majority of cases, we are able to produce contracts on sale transactions within five days of instruction. On purchase transactions we are able to proceed to completion as soon as an offer of mortgage has been received.'*

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*'Our success has and will be attributable to the individuals that work here. Their attitude and commitment is fantastic. Constant training and performance reviews take place in order to ensure that everyone's career is progressing as they want it to.'*