

A great place to work

Staff Special Edition



Last year was a great year for Convey Law. Congratulations to everyone on winning the Sunday Times Conveyancer of the Year Award in December 2013. It is wonderful for everyone to be recognised for their hard work and commitment, which led to us winning this award.

Last year we were awarded an Alternative Business Structure license by the Council for Licensed Conveyancers and we also achieved the coveted Legal Eye Accreditation in respect of our conveyancing practices, procedures and operating systems. These achievements followed on from our reaccreditation as Investors in People in 2012.

Throughout the course of last year we continued to make progress and improvements internally to the benefit of each other, our clients and our introducers of business.

Thank you all for hard work. This Newsletter is designed to celebrate some of our successes and outline the improvements that we have made.

Lloyd Davies

Managing Director
CONVEY LAW



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Contact Us

Convey Law
Maxwell Chambers
34-38 Stow Hill
Newport
NP20 1JE
www.conveylaw.com



REVOLUTIONARY CONVEYANCING

We Covered 100% of Holidays Last Year



Throughout the course of 2013 we managed to provide holiday cover for the Paralegals and Conveyancers in our Live Conveyancing Teams on 100% of occasions. Unforeseen absenteeism accounted for three days when cover was not provided for the Live Conveyancing Teams!

Thank you to all members of staff for booking your holidays early and allowing us to plan effectively for when team members are away on annual leave.

We now need to ensure that the Background teams also have sufficient cover during holidays and whilst covering for the Live Conveyancing Teams.

We also want to make sure that, wherever possible, additional Conveyancing support is available to complement the Conveyancer that is providing cover, in order to ensure that each case load is fully up to speed when the Conveyancer returns from annual leave.



Money, Money, Money ...

Salary Reviews

We undertook salary reviews again this year to ensure that all members of staff are on an even keel in relation to their salaries, in accordance with their experience and performance.

We believe that we have the best paid staff in the conveyancing market place. Our new bonus scheme will enhance salary payments, will be directly linked to performance and are paid quarterly.

New Bonus Scheme – Quarterly Payments

A new Conveyancing Team Bonus Scheme will come into effect in January 2014 and will be paid quarterly in arrears. Our ability to pay bonus payments quarterly has arisen as a direct result of our consistency in achieving new lines of business and transaction completion results. With effect from the start of 2014, each Conveyancing Team can earn up to £500.00 per month in bonus payments.



Bonus payments will be linked to introducer and client satisfaction, completion numbers, timelines and overall performance.

Managing Capacity

It is always difficult to manage capacity in line with personnel issues that arise throughout the year.

At Convey Law we are very lucky to have the ability to manage our work load simply turning down the number of instructions that we receive through the internet. This policy was put into effect on three occasions last year in order to ensure that we weren't swamped with new instructions, which allowed us to maintain client and introducer satisfaction throughout the year.

Our overall objective is to reduce the number of instructions and completions per Conveyancing Team and to increase the fees achieved per instruction.



REVOLUTIONARY CONVEYANCING



Revolutionary Conveyancing

We operate to a revolutionary structure at Convey Law which means that we communicate effectively with our clients and complete their transactions in a safe and timely manner.

Our Live Conveyancing Teams work tirelessly to ensure that our clients and introducers of business are happy with the service that they receive.

Our ability to project transactions that are going to complete in a month, at the start of the month, is a revolutionary procedure which has been incredibly well received by our clients and introducers of business.

Our online Case Status Reports, which provide a succinct paragraph as to the up to date position in relation to the conveyancing transaction, has proved invaluable not only to the Live Teams but also to our clients and introducers of business.

Convey Law Appointments

At Convey Law we believe in promoting from within. It was with great pleasure that the following appointments were made throughout the course of 2013, which recognised the hard work of Rob Hosier, Gareth Richards and Gareth Evans.

Gareth Richards

In 2013 Gareth was appointed as the Head of Legal Practice at Convey Law. Gareth started work as a Paralegal in the Conveyancing department in 2004 before moving on to become one of our top Conveyancers and qualifying as a Licensed Conveyancer. Gareth became a Director in 2011 and has worked tirelessly throughout the period to establish himself as our Legal Director at Convey Law. Congratulations Gareth and thank you for your hard work.



Rob Hosier

In 2013 Rob Hosier was appointed as the Sales and Marketing Director at Convey Law. Rob has worked at Convey Law in a Paralegal and Conveyancing position for nearly 7 years. Rob moved into a Sales Executive role in 2010 and has since transformed the New Business Team and the Sales and Marketing Department into the market leading team that it is today. Congratulations Rob and thank you for your hard work.



Gareth Evans Head of Finance and Administration

Gareth has worked in a Legal Cashier role since joining Convey Law in 2003. Gareth took over the reigns as the Convey Law Accounts Manager in 2009 and has since developed the Accounts Department into one of the most effective and progressive Accounts Departments in the conveyancing industry. Congratulations Gareth and thank you for your hard work.



Congratulations on Ten Years Service

Congratulations to Director Debbie James and our top Conveyancer Philip Edwards on achieving their ten year milestones in 2013.

Well done to you both and thank you for your hard work. We look forward to the next ten years!



REVOLUTIONARY CONVEYANCING

Update From Our

Our Live Conveyancing Teams would not have been able to achieve the results that they have without the assistance of our Background Teams. Each one of our Background Teams has made considerable progress throughout the course of 2013 which will hold us in good stead moving forward.

Title Checking Team



Debbie and her team were the largest Fee Earners at Convey Law throughout the course of 2013. The team worked hard to ensure that their timelines of 4 days from receipt of Sellers Pack were met wherever possible throughout the year. This year Debbie's team will look to ensure that Titles are Checked within 2 days of receipt, with the same attention to detail.....and Fee Earning!

Accounts Department



Gareth has transformed the Accounts Team into one of the most effective auditing departments in the country over the last 24 months. They strive to work in a paperless environment and provide us all with the reassurance that when transactions complete, all of the legal formalities and financial requirements have been complied with. This year Gareth and the Accounts Team will be looking to ensure that all files are authorised and funds sent to clients within 48 hours of completion!

Background Teams

Welcome Pack Team



The Welcome Pack Team has worked hard to maintain their 'Green' performance targets throughout the year. Maria, Natalie and the team have worked tirelessly to train all new members of staff as they arrive at Convey Law. The Welcome Pack Team is the first point of call in relation to live team paralegal cover and they have done a magnificent job in providing holiday and absente cover throughout the year. This year Maria and the team will be looking to maintain their timelines and increase telephone dialogue with our clients and introducers of business.

Post Completion



Helen and the team have increased their efficiency throughout the year and have worked hard to develop Conveyancer relationships. The Team pioneered with the Land Registry in their application of the HMLR eDRS system earlier this year, completing the first Registration within just 45 minutes of completion! Electronic archiving has been a great success during the latter part of this year and Helen and the team will be looking to achieve a paper free environment throughout the course of this year!!

New Business Team



Rob Hosier and his sales team worked tirelessly to secure new instructions for Convey Law throughout the course of last year. They offer a consistent and informative sales service to all of our clients, making sure that clients expectations are managed effectively and new instructions are secured. Throughout the course of 2013 the NBT Sales Team secured 95% of all instructions through the internet and allowed us to become the lead provider of conveyancing services through the World Wide Web. Throughout 2014 Rob and his team will be looking to achieve spectacular conversion figures for new instructions!



REVOLUTIONARY CONVEYANCING

Charity

Over the course of the last 4 years we have raised in excess of **£165,000.00** for our chosen charities. The Convey Law Free Legal Competition raised over £3,000.00 per month throughout the course of 2013 and is likely to be adopted by other top Conveyancers within the Conveyancing Association throughout the course of this year.



We have raised money for the following charities throughout the course of this year:-

Ty Hafan

We have raised £34,000.00 for the Ty Hafan Children's Hospice in Cardiff during 2013, making the total raised over the course of the last 36 months for Ty Hafan a staggering £130,000.00.



Chase Vaughan

During the early part of 2013 we made a significant contribution towards the £40,000.00 required by Chase to pay for her life changing surgical operation. Chase had surgery in August 2013 and is now making great progress in walking properly.

Other Charities

Other charities included:-

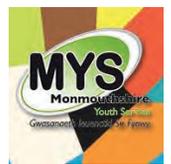
- British Red Cross – Typhoon Appeal
- Children in Need
- Comic Relief
- Children’s Wish
- Alzheimer’s Society
- Cancer Research
- Caerwent Youth Club
- Help for Heroes
- The Dove Trust
- SENSE

Of which Convey Law raised in excess of **£15,000.00.**



This year Geraint ‘The Eiger Tiger’ will be climbing to the summit of 3 mountains in the Alps in support of Cancer Research. Geraint will endure 3 days of climbing at over 13,000ft and hopes to raise over **£10,000** for this great charity.

Raising money for charity is now an integral part of the culture at Convey Law. All members of staff enjoy the process and the rewards for our chosen charities have been incredible. Thank you all for your hard work and dedication in this respect.





REVOLUTIONARY CONVEYANCING

Training

We are an Investor in People accredited organisation and we believe in training our staff to be the best that they can be. A comprehensive training plan is implemented and deployed each year.



This year will see 20+ Paralegals entering onto the Convey Law Paralegal Course which is being delivered in association with the Council for Licensed Conveyancers. The course is designed to provide a detailed analysis of the conveyancing process up to 'A' Level standard.

All individuals will receive appropriate 'training' tailored to their 'needs' in order to ensure that they are able to fulfil their individual roles within their specific team environment.

Auditing and Coaching

The regular Individual Team Assessments that have been held this year have benefitted all Conveyancing Teams in working effectively.

Our aim is always to coach and nurture best practice by using the information that we have to measure and manage our environment. This year the Conveyancers have fully utilised the management criteria to the betterment of their teams and this process can only get better as we move forward.



Parties and Social Events



There is a great atmosphere and camaraderie at Convey Law. We work hard to get on with each other, to be polite – even at difficult times – and to get to know each other.

Everyone acknowledges the presence and hard work of their colleagues which makes for a friendly, professional and fun environment.

Throughout the course of 2013 we enjoyed a number of parties and social events which included:-

- Country and Western Party
- Wales v Australia Rugby Event
- Celtic Manor Event
- Red Nose Day Charity Event





Awards

The monthly awards allow us to recognise the performance and hard work of our members of staff.

Thank you to everyone for their hard work this year. Our award winners are posted on our website at www.conveylaw.com. Below are the award winners and our December nominations presented before our trip to the Celtic Manor on the 20th December.



Convey Law - Team of the Year



Philip Edwards - Most Completions



Adam Barnes' Team - Introducer Service



Cheryl Head - Best Client Service



Gareth Finch - Best Newcomer of the Year



Maddy Watkins - Most Improved Employee



Philip Edwards - Employee of the Year



The Taff Trail Blazers - Charity Award

Convey Law
Maxwell Chambers
34-38 Stow Hill
Newport
NP20 1JE

Telephone: **01633 22 33 44**
Email: info@conveylaw.com

www.conveylaw.com
www.conveylawintroducer.com

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