

*providing a quality service
at unbeatable prices*



Welcome

to the third edition of the Convey Law newsletter. Thank you all for your feedback on previous editions of our newsletter. Good luck to you all in finding "Colin the Convey Law Pig" and winning a bottle of champagne.

May I take this opportunity to wish you all a happy and prosperous 2011. In this addition we look at what happened in 2010 in relation to the housing market. We also give you our prognosis for the year ahead.

We have taken the time to review the progress made at Convey Law over the last twelve months. Our employees worked hard last year to improve their team environment and to excel within their roles at Convey Law.

We are delighted to announce the results of our Ty Hafan Childrens Hospice Free Legal Competition for 2010. Our Conveyancers encouraged our clients to contribute tens of thousands of pounds to this charity competition last year. This year promises an even greater return for the Ty Hafan Childrens Hospice.

This edition features the Convey Law Award Winners for 2010. The awards were presented at our Gala Ball on 7th January 2011 and recognised the contribution of some of the fantastic individuals and teams that work in our environment.

I very much hope that you enjoy our newsletter. Thank you all for your support throughout the course of last year. We very much look forward to working with you this year.

We are always looking for feedback in relation to our service at Convey Law. In the event that you do have any comments to make please do not hesitate to provide us with your feedback via the service section of our website at www.conveylaw.com.

Lloyd Davies
CEO Convey Law

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REVOLUTIONARY CONVEYANCING

Communication is Key to our Success

Our ability to communicate effectively with our clients and introducers of business is of paramount importance.

Over the years we have invested heavily in our IT infrastructure. Last year we began to see the benefit of our investment with Conveyancers, Clients and Introducers communicating effectively through our online case tracking portal, e365. Our online case tracking facility allows all parties to view their property transaction progress 24 hours a day 7 days a week at anytime, day or night.



The e365 system is only as good as the information that is in put into the system. Clients and Introducers can view the Conveyancers' notes and see the milestones that have been reached in relation to their property transaction.

The online case tracking system is uploaded every 10 minutes direct from the Conveyancers' case management system.

This year we are introducing a new field known as 'Case Status'. This field will provide a précis of the status of the case in one concise paragraph.

Case Status will be uploaded every time the Conveyancer accesses and closes the Clients' file on our case management system. The case status will be updated every 7 days in any event by the Conveyancer.

We believe that the Case Status field will be revolutionary and an excellent tool for our Introducers to evaluate the progress of their transactions easily, without having to decipher the Conveyancers' notes and the milestones reached in relation to each property transaction. This will prove a useful tool for our Conveyancers and our Introducers during our weekly update telephone conversations.

We hope that Introducers and Clients alike enjoy the new Case Status facility. We are always looking at ways to improve our service. Feedback is invaluable to us as a business. Should you have any ideas that can assist us in improving or enhancing our service, please do not hesitate to contact us.

" Thank you for an excellent service, which made buying our first flat so much easier. You showed enormous patience with all my enquiries."
Emma Pomfret

"The service from Claire Fords' team was 'outstanding'. I would recommend Convey Law to my friends and family members because of this."
Mrs Kirwan



Ask Ceri?

Do I need a Chancel Repair Search?

A Chancel Repair Search reveals whether or not a property may be encumbered by 'Tithes' or payments that need to be made to the local church.

These are ancient laws that may not be immediately apparent from the title deeds to the premises.

Unless you potentially want to be committed to repairing the roof of the local parish church, we would suggest that you undertake a Chancel Repair Search.

The alternative is to take out Chancel Repair Search Insurance. This can cost as little as £20.00 per property and will insure you against any future liability or costs in this respect.

Ceri Howells
Senior Conveyancer at Convey Law

You could WIN a FREE bottle of champagne!

Somewhere in this newsletter we've hidden a small silver piggy bank pig called 'Colin' (just like the one below).

Spot the wee little piggy and you could WIN a FREE bottle of champagne, delivered to your doorstep. The first correct email entry to arrive is the winner. The race is now on - have a good look through and get Colin spotting. Good Luck.

Email your guess to mfeehan@conveylaw.com

Congratulations to Zoe Watts who WON the bottle of champagne last issue after spotting 'Colin'. Colin was on Page 6, in the 3rd Prize section of the Competition Winners article.



2010 A Rollercoaster of a Year

What a rollercoaster of a year 2010 has been for the property market! Snow, volcanic ash, a general election, the abolition of HIPs, a football world cup and more cold weather could not have made it more of an unpredictable year!

We look at what happened last year and predict what will happen this year.

We all know that house prices fell dramatically in 2008 and there was a quick recovery in 2009 as a result of incredibly low interest rates and a shortage of homes for sale. This trend continued until late spring 2010 when property prices stalled again. More sellers returned to the market and buyers had a greater selection of properties to choose from. This buyers' market put prices on the decline once more. There was a small rally in December, where the rate of decline improved from 1.3% in November to 1% in December. This shows a modest downturn rather than a worrying freefall.

The property market is being stifled by a lack of first time buyers who are struggling to secure mortgage finance. Combine this with a lack of economic confidence and it is no wonder that we have such low activity within the housing market.

Sellers in December reportedly cut asking prices by up to 3% or £6,969.00 on average. It would seem that sellers are being more realistic about the prices that they can achieve in this market and are requesting similar discounts on related transactions. Experts predict that sellers will continue to drop their asking prices well into this year, with the national average falling by up to 5%.

The current property market will continue to benefit landlords and those who choose to rent rather than buy as well as those purchasers looking to trade up who have a sizeable deposit. Mortgage approvals rose in November for the first time since April. Modest increases showed a rise from 47,315 in October to 48,019 in November. The Bank of England states that there has



also been a steady increase in remortgage transactions in the last five months.

Economists and property watchers agree that the effects of the economic slowdown will be felt differently across the UK. The threat of spending cuts and public sector cutbacks is more likely to affect areas outside London and the South East. The forecast from economists is that prices will fall once more. It is predicted that house prices will fall between 3% and 5% over the next 12 months before we see them stabilise moving into next year.

Sister Act

We appear to be encouraging siblings to work within our environment at Convey Law.

We have no fewer than six sisters working at Convey Law.



Tracey and Joanna Davies



Maria Hunt and Carolyn Jones



Lydia and Shellie Ivins

£28,040.22 Convey Law Charity Donation 2010.

REVOLUTIONARY CONVEYANCING

Convey Law Supporting Ty Hafan

Ty Hafan is a charity that offers comfort care and support for life limited children and young people and is dedicated to improving the quality of life for their whole family. Ty Hafan relies entirely upon independent fund raising to meet the costs associated with their organisation.



At the start of 2010 we introduced the Ty Hafan Free Legal Fee Competition to our clients. This competition was fully supported by our introducers of business.

The basic principles of the competition are that the client pays £5.00 at the end of their property transaction to enter the competition. In the event that they win the competition, they have the basic legal fees charged by Convey Law reimbursed to them in full. The prize draw takes place at the start of every month in respect of the preceding months' entries.

This very simple competition has enabled us to raise tens of thousands of pounds for Ty Hafan.

Throughout the course of 2010 the free legal fee competition raised a staggering £24,422.25 for Ty Hafan.

The staff at Convey Law were proactive in their pursuit of raising funds for Ty Hafan. Every month we held a dress down day with everyone contributing £2.00 for the privilege of wearing their jeans. We held a number of fund



raising parties throughout the course of the year. Approximately 20 members of staff took part in the Ty Hafan Midnight Walk around Cardiff. Tracy Havelot even ran the London Marathon in support of her favourite charity.

Overall, the staff raised £3,672.25 for Ty Hafan throughout the course of the year as a result of their individual and collective fund raising.

Convey Law reimbursed a total amount of £3,618.27 towards the basic legal fees charged to their clients. The overall figure achieved by Convey Law in

respect of all competitions, contributions and individual fund raising amounted to a staggering **£28,040.27**.

We have found that our fund raising activity has had a galvanising effect within our environment. As the old saying goes 'It is always better to give than to receive'.

We would encourage other businesses to take part and think up simple fund raising schemes as we have done, as they can make an enormous difference to the charitable organisations that you choose to support.



Dawn Sullivan and Lloyd Davies with Frank Ady (centre)

"Congratulations and thank you to everyone at Convey Law for their incredible support throughout 2010.

This is a perfect example of what organisations can achieve when there is a real determination and desire to raise funds for charity.

A big thank you to Convey Law from the Children and families that are supported by Ty Hafan, your contribution has been fantastic this year".

Frank Ady – Ty Hafan Corporate Charity Organiser

Fundraising at Convey Law 2011

We are dedicated to raising as much money as we can to aid our favourite charity, the Ty Hafan Children's Hospice.

Convey Law raised a total of £28,040.52 for Ty Hafan in 2010.

Ty Hafan offers comfort, care and support for life-limited children and young people and is dedicated to improving the quality of life of their whole family.

Our aim is to raise over £2,500 per month for Ty Hafan this year.

Our target for 2011 is to raise in excess of £30,000.00 for Ty Hafan.

The Ty Hafan Star Award

Our Ty Hafan Star Award for 2010 was awarded to Tracey Havelot. Tracey raised over £1,000 by running the London Marathon in aid of Ty Hafan.

Tracey is a conveyancing assistant in Sara Watkins' team. Tracey trained every evening and on weekends, whilst still attending college and was determined to finish the race in good time and with maximum sponsorship.

Not only did Tracey finish in 4hrs 28mins but she also raised just over £1,000 for Ty Hafan.

Congratulations Tracey you are our Ty Hafan star fundraiser for 2010.



Our latest FREE Legal Fee Competition Winners

Our December Winner - Mr Evans

"It was really good news that I won the Ty Hafan Competition. My car had recently broken down and I thought 'blimey there is all this money going out' and now I'm actually getting some back! The competition is for such a good cause and I was happy to enter into it.

The service from Convey Law was great - It was really easy to communicate with the team and they were really friendly. It was all very easy, I didn't really have to do a great deal and I didn't have to fiddle around. I would certainly recommend your services in the future."

Our November Winner - Mr Bakaloff

It's amazing winning the Ty Hafan competition it's just absolutely amazing.

The service I received was excellent and Sarah Farrell and her team were very friendly and efficient. I was particularly impressed with how quick the response was to my emails. I would definitely use Convey again and will recommend friends and family to Convey Law in the future. Again, I never win anything, this is absolutely amazing!



REVOLUTIONARY CONVEYANCING

Moving from *Good* to *GREAT*

Throughout the course of 2010 we have taken the opportunity to evaluate every aspect of the way that we work and to re-evaluate the way that each and every one of our conveyancing teams operate.

At Convey Law we work in a very structured way, with background teams enabling the front facing live conveyancing teams to undertake their work effectively.

Every team within our environment undertook a thorough review last year. New practices and procedures and measurement tools were put into place in order to ensure that we are as affective as we can be and that we have the ability to manage our environment.

The changes that took place were difficult for many employees. Having to change habits that they have grown accustomed to and adapting to new ways of working has proved difficult at times.



Those that have embraced the changes that we have introduced have excelled and every department has made excellent progress. There is a real understanding and determination to achieve our objective to move from being a good company to being a great company, as perceived by others. In order to move from "good to great" we need to achieve consistency of service within all team environments at Convey Law.

The hard work and pain of 2010 will hopefully come to fruition this year with our timelines, conversion rates and client satisfaction ratings all improving throughout the course of 2011.

Rob's World - the latest from Conveys' Sales Account Manager



Rob Hosier
Sales Account Manager

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It has now been the best part of twelve months since I moved from a Conveyancing role into the Sales Account role at Convey Law. Overall I am pleased with the progress that we made last year. I have made a lot of friends during my time in this role, which range from Estate Agents to Mortgage Brokers and even to the occasional Solicitor!

I am delighted with the work we have carried out in developing our working relationships with our introducers. The relationships that we have developed has allowed for consistency of instruction and service delivery to our introducers and clients.

It promises to be an exciting year and I am personally looking for more of the same from last year. We will keep introducing a plethora of new and exciting conveyancing products and competitions throughout the course of this year.

I am looking forward to building on our existing and new relationships and further developing the services provided by Convey Law throughout the coming year. Should you ever have a problem with a certain matter, please do not hesitate to contact me.

Convey Law Awards

Throughout the course of 2010 we introduced a series of awards in order to encourage and reward members of staff for excellent performance.

Our Employee of the Month and Team of the Month awards have been with us now for many years. We had some very worthy winners this year who individually and collectively made a massive impact within our environment.

They can be seen on the awards section of our website at www.conveylaw.com.

This year we introduced a series of other awards in order to encourage performance in these areas. These awards included:-

The Ty Hafan Star Award.

This award went to the team or individual within our environment who raised the most money each month for Ty Hafan.

Completion Timelimes Award.

Our objective this year was to reach timelines of under 9 weeks for a residential conveyancing property transaction. This award was presented to the team with the fastest timelines on a monthly basis.

Most Completions Award.

The teams that were most effective in converting their instructions into completions were presented with this award on a monthly basis.

Client Service Award.

Our objective this year was to achieve client service ratings of 90% or above. The progress that we made in this respect through the latter part of 2010 was quite staggering. This award was presented to the team with highest service call results each month.

In addition to the awards which we present on a monthly basis we presented our 'Annual 2010 Awards' at a Gala Ball held on the 7th January 2010 at the Kings Hotel, Newport.

The Annual Awards were presented to those individuals within our environment who excelled throughout the course of the year.

Details and photographs of the Award winners can be found on the back page of this newsletter.



Michelle Bebb - Employee of the Year 2010



Claire Fords' Team - Team of the Year 2010

"The service Convey Law provided was very quick and easy - 'done and dusted within 3 weeks'. The staff at Convey Law were always very quick to respond to any queries I had and were very friendly at all times".

Mr Evans

"Sara Watkins and her team were very friendly and efficient. I will be recommending Convey Law to my friends and family members based on the tremendous service you provided."

Miss Lawrence

Convey Laws' Christmas Ball 2011
 The staff at Convey Law had a great time at our Gala Ball on the 7th January 2011



Annual Awards for 2010 were presented to those individuals within our environment who had excelled throughout the course of the year. Congratulations to all our Annual Award Winners for 2010.



Clair Fords' Team - Fastest Timelines Award.



Cheryl Head - Client Service Award.



Tracey Havelot - Ty Hafan Star Award.



Gareth Richards' Team - Most Completions.

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