

*providing a quality service
at unbeatable prices*



Welcome to the fifth quarterly Convey Law newsletter. In this Newsletter we look at how good our clients think that we are and the client service ratings that our conveyancing teams aspire to achieve.

We look at how freedom of speech on the internet can get your fingers burnt, and could even lead to imprisonment!

We review the seasonal highs and lows that are so prevalent in our industry, and make reference to 6 years data to reflect the trends.

We welcome the 15 new individuals which we have introduced into our environment over the course of the last four months to ensure that our service levels are maintained.

We launch two new websites at www.conveynews.com and www.conveylaw.com in order to maintain our profile as a web based conveyancing service provider.

We are also launching our latest introducer competition. The competition will run from the 11th July through to the 30th November with 3 fantastic prizes to be won. The winners will be the introducers with the highest proportional increase in live instructions. Remember, you've got to be in it to WIN it.

We look at our fund raising exploits for the Ty Hafan Children's Hospice and the fun that we had on the Cardiff Midnight Sleep Walk in May.

We had a colourful night at our 70's Party to celebrate the 40th anniversary of Maxwell Chambers and the photos prove it!

This edition of our newsletter sees an introducer profile with Christian Slade from CB Slade Estate Agents kindly giving up his time to comment on our business.

Thank you all once again for your continued support. I hope that you enjoy the newsletter and good luck in finding 'Colin the Convey Law Pig' and winning a bottle of champagne.

Lloyd Davies
CEO Convey Law

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REVOLUTIONARY CONVEYANCING

90% Client Service Ratings



Claire Ford's team with some of the 'Thank You' gifts they have received from their clients.

At Convey Law we pride ourselves on the service we provide to our clients. 18 months ago our Conveyancers set themselves a target to achieve 90% client service ratings on a monthly basis.

Over the last 3 months, during some of our busiest times, all of our Conveyancing Teams have met their 90% client service target.

We telephone 50% of our clients on completion of their property transactions. The service rating is obtained as a result of the information derived from the clients answering five questions that evaluate our service, providing a score out of 10 for each question. Some of our Conveyancing Teams have scored as high as 98% over the course of the last 3 months.

We aspire to achieve 100% client service satisfaction. Unfortunately in our industry, this is often a step too far. Clients can find the conveyancing process difficult to understand and we need to remember that purchasing a property is one of the largest financial commitments that the majority of us will ever

have to make, and hence the process can prove stressful at times. Every case is different, even though most follow the same process through to completion. Perhaps we will have to settle for 98 out of 100!

Consistency of service is the key to our future success. Keep up the great work everyone.

"I want to thank your company for the wonderful manner in which you conducted our transactions. I must say, every time I rang you, you were helpful and you carried out everything you said you would. Thank you".

Mr G D P Owen

"I was very happy with the complete service. Gareth Richards and his team were very friendly, helpful and professional and I would recommend Convey Law to all of my friends and family".

Mrs Williams

"Ben Edmunds was absolutely brilliant 100 out of 100 for service, he got my transaction rolling and I always got a very quick update from him".

Mr Harper



Ask Gareth?

How do we know which property searches are vital in relation to our property transaction?

We would recommend that you always undertake a local authority search, environmental search and drainage search. These searches are absolutely necessary wherever your property is located. It would not be sensible to purchase a property without first having reviewed the information contained in these important property searches.

At Convey Law we utilise a Search Seeker database in relation to each property transaction which confirms what additional searches are required in accordance with the locality of the transaction address. Coal, Tin and Brine searches are often revealed as a result of our Search Seeker facility.

Other searches are dependent upon the location of the property to common land or churches, both of which can and should lead to additional investigation.

Gareth Richards
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 Sarah Lavery who WON the bottle of champagne last issue after spotting 'Colin'.

Colin was on Page 3 in the 'Even the 'Stars' are using Convey Law' article, on Lucy Liemanns top.



Freedom of Speech or Libel?

With the advent of the internet, everyone can have their say and publicise their views online. Facebook, YouTube and Twitter have opened up the online communication highway.

Users and publicists can find themselves in hot water quite easily. The recent Ryan Giggs saga led to a ruling by a High Court Judge that it was neither practical nor in the public interest to imprison 50,000 users of Facebook and Twitter for being in contempt of court for publicising, and therefore breaching, a High Court injunction. This case made clear the sanctions that can be implemented in publicising confidential and court protected information, even if the publicists believed that the information was only harmless gossip.

Websites such as Money Saving Expert and Scoot, which provide users with the ability to publicise their views, also need to exercise caution. Untruths which are publicised are libellous remarks, wherever they are printed, and can end in serious court action. Forum websites are highly publicised and web optimised throughout the internet. The responsible forum websites remove fanatical rants if requested.

Be careful what you say and publicise in writing. The laws of slander and libel have been with us for many years and apply to the internet, both in written or verbal – video format.



New Recruits at Convey Law



Increased instructions throughout the course of this year, coupled with key members of staff leaving us for a short period on maternity leave, led to a recruitment drive at Convey Law. Over the course of the last 4 months we have recruited 15 individuals into our environment. Our new recruits will form an integral part of our Background Teams as well as making an important impact within the Live Conveyancing Teams. We currently employ 76 individuals within our environment, making us one of the largest specialist Conveyancing Companies in the UK.

Back Row from left to right: Ben Moore, Taryn Baker, Victoria Hubbard, Laura Sollis, Jillian Walliker, Tyrone Sullivan and Kirsty Baker.

Front Row from left to right: Bethany Wright, Siobhan Kavanagh, Sue Brooks, Samantha Collier, Roxanne Arr, Christopher James and Samantha Francis.

Flowers say it all?



Sara Watkins with her fabulous bouquet.

Sara's introducers think so much of her that they sent her flowers on her birthday this year.

Sara celebrated her 10th Anniversary of working for Convey last year and is one of our most successful Conveyancers. Sara has always been incredibly professional in her work and her commitment has always been exemplary.

Keep up the great work Sara.



Introducer Profile -

Our relationship with CBSlade has had a great start!!

Rob Hosier (our Sales Account Manager) first met with Christian of CBSlade back in April, after a likeminded telephone conversation regarding what CBSlade wanted from a conveyancing specialist. By May we had received our first instruction from the Gloucestershire and Wiltshire based agents. Since then CBSlade have instructed a further 11 transactions though to us in the last two months.

We spoke to Christian on why he decided to use Convey Law and what his experience has been so far:

"At CBSlade we have always tried to create a service that is truly unique. We base our approach to customer care on an honest and hard working foundation. When we recommend a supplier, we do so in the knowledge that our recommendation affects our own reputation. Convey Law recognise this and mirror our high standards of client care. As all agents know, to be successful in this industry your reputation is key.

When Rob and I, met I naturally had reservations about recommending a conveyancing company that was not local, however, it has worked great. Clients really appreciate Convey Law's use of technology and communication. Emails are sent instead of relying on the postal system and instead of having



From left to right: Oliver Tottman and Jason Risby of CBSlade.

to book an appointment you can pick up the phone and speak to your conveyancer immediately.

CBSlade and Convey Law are a great team that hold a true motivation to surpass our client's expectations, I am sure this is the start of a long working relationship".

Christian Slade
Owner – CBSlade



New Introducers at Convey Law

We are delighted to be working with the following new introducers of business.

- Foy Williams
- Barbara Manning
- Arundell James
- CB Slade
- Tangerine Loans
- Prism Financial Services
- Bridges Lockstone
- Phil Duncan
- Haart of Petersfield
- Haart of Waltham Cross
- Ware & Co
- Besley Hill - Dursley

In the event that you would like to work with us, please do not hesitate to contact our Sales Account Manager, Rob Hosier.

Rob Hosier Sales Account Manager

Direct Dial: 01633 261212 **Mobile:** 07971 249968

Email: rhosier@conveylaw.com

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



Rob Hosier

Sales Account Manager

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Firstly, I would like to welcome the new introducers that we have begun working with since our last edition. It is always exciting to start new partnerships with different organisations, especially when I see how motivated our Conveyancers are to welcome and work with new Agents, Brokers and other suppliers of business.

We are now in the seasonally busy time of the year and here at Convey Law we pride ourselves on consistently providing high levels of service, throughout the peaks of our business year.

Our Introducer Summer Competition starts in July - please see the competition details below. There are some fantastic prizes to be won! The competition is designed to reflect proportionality of instruction in order to give all introducers the opportunity to take part and to reward their contribution in relation to the introduction of referral business.

Finally, I would like to thank everyone that has wished Natalie and I well on our forthcoming wedding. Lloyd has generously agreed for me to take most of August off for my honeymoon but, rest assured, our Conveyancing Administrator, Dawn Sullivan, will be handling any issues/queries in my absence. Her contact details are; Tel: 01633 261270 email: dsullivan@conveylaw.com

I wish you all an enjoyable summer and I look forward to catching up with you all in the Autumn.

3 fabulous
prize
COMPETITION

ENTER our **NEW Summer Autumn Competition** and you could **WIN** some fantastic prizes.

1st
prize

HOTEL STAY

WIN a relaxing, luxury night away for two.



2nd
prize

ADVENTURE DAY

WIN an Adventure Day for two.



3rd
prize

SPA DAY

WIN a Spa & Zen Day for two.



The WINNERS will be the introducers with the highest proportional increase of live instructions from the 11th July to the 30th November 2011.

If you require any assistance in selling our legal products please contact **Rob Hosier** on **01633 261212** or your allocated Convey Law Conveyancer.

REVOLUTIONARY CONVEYANCING

Fundraising at Convey Law



The staff at Convey Law are once again excelling themselves this year in raising funds for Ty Hafan. Ty Hafan provides hospice care and support for terminally ill children and their families and we are determined to maximise our contribution to this incredibly worthwhile charity.

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

We have currently raised £18,599.01 at our half way marker point.

We have achieved this fantastic amount with the support of our clients via our Free Legal Fee Competition and with the ongoing dedicated fund raising activities of our members of staff. 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.

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'.



Ty Hafan Midnight Sleep Walks

Convey Law raised a grand total of £6,205.26 for Ty Hafan by supporting the Midnight Sleep Walks in 2011.

Convey Law were one of the main sponsors of all three Midnight Sleep Walk events taking place this year to raise funds for Ty Hafan.

20 female members of staff took part in the eight mile Midnight Sleep Walk through Cardiff in their pajamas raising £6,205.26.

Lloyd, Rob and Tom also volunteered as marshals for the event, ensuring all the ladies completed the walk safely.

Well done to all the ladies who took part and thank you for your support of Ty Hafan.



Ty Hafan Sports Star Lunch

Thursday, 5th May saw sports people from across Wales gather at the Cardiff City Stadium to support Ty Hafan's Sporting Lunch. Over 200 business people enjoyed an afternoon of excellent entertainment and fabulous food all in the company of some of Wales' top sports people.

Former Welsh International and auctioneer Paul Thorburn raised thousands of pounds by auctioning the many sport related items that had kindly been donated to Ty Hafan.

Lloyd Davies and guests enjoyed lunch with Mike Powell, of Glamorgan Cricket, who is currently celebrating his benefit year and is an avid fund raiser for Ty Hafan.

A great afternoon was had by all who attended the lunch.



Convey Law raised £400.00 by attending the 'Ty Hafan Sporting Lunch' event. We also won a signed Wales Rugby Union shirt and ball at the sports memorabilia auction.



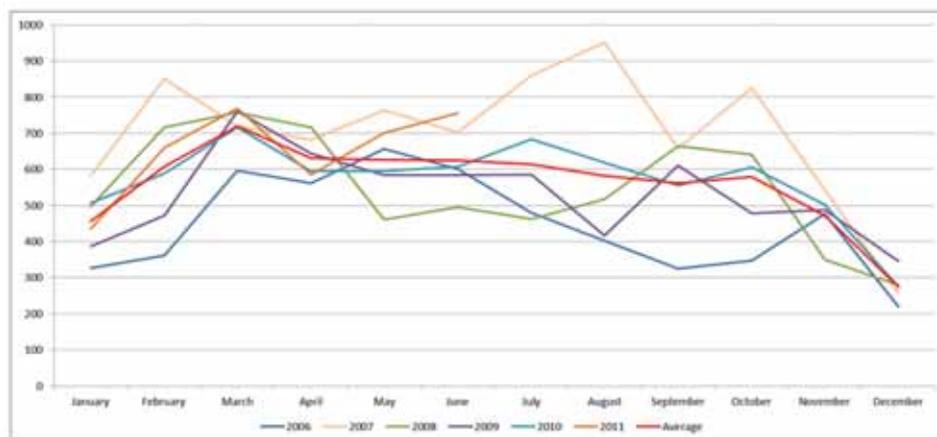
The State of the Market

Does the property market change fundamentally every year or does it remain seasonally consistent? There is no doubt that we have encountered turbulent times over the past few years.

In 2006 we saw the peak of the boom with house prices soaring with money readily available, no matter who you were.

In 2007 we saw the bubble burst with the Northern Rock debacle in August, with interest rates plummeting by the end of the year.

Having reviewed our instruction figures over the course of the last 6 years, it is evident that whilst volumes may fluctuate, seasonal differentials are very consistent.



The graph shows the consistent seasonal dip in instructions in November and December and the highs in March and early summer.

Early indications are that house prices are starting to climb again; the trend appears to start in London and spreads to the rest of the country within 6 to 12 months.

Economists agree that interest rates will remain static at 0.5% until at least the middle of 2012.

Mortgage lending appears to have picked up, with more mortgage products available on the market than for some time and with lenders once again keen to make money from their investment in the housing market.

Launch of NEW Convey Websites

Convey News

We are delighted to have been able to redevelop and relaunch our property news website at www.conveynews.com. Convey News contains up to the minute information and the latest news in relation to the conveyancing industry. Articles and information from our in house guest bloggers, Managing Director - Lloyd Davies, Convey News Editor - Tracey Davies and Sales Account Manager - Rob Hosier are updated every week. Take a look at "the News of the Day" or browse through the plethora of informative articles.

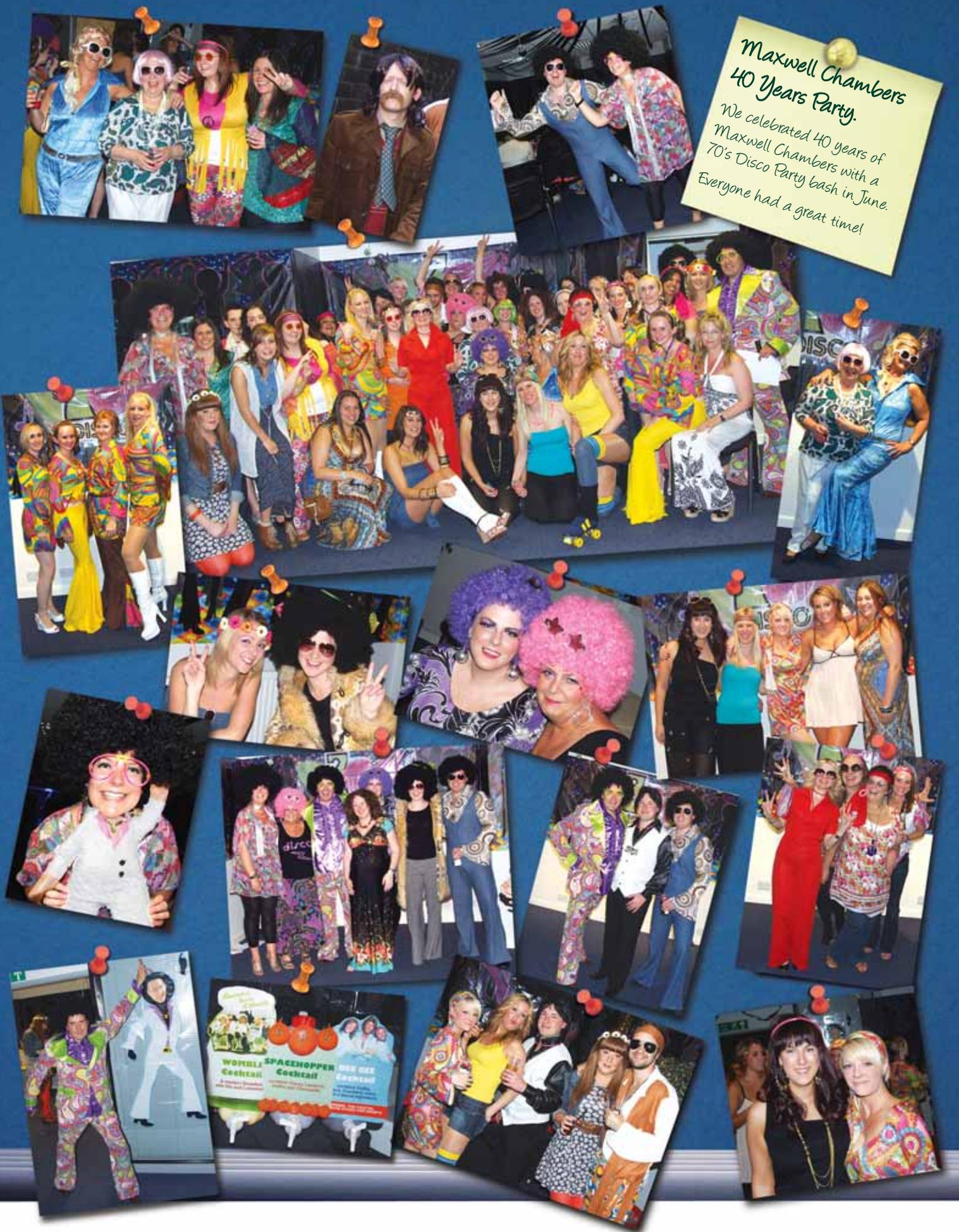
Please let us have your views on the site. In the event that you would like to link to our website or if you would like to contribute editorial to our website, please do not hesitate to contact us.

Convey Law

We have redeveloped the Convey Law website www.conveylaw.com in order to revitalise the Convey Law brand online. We have a huge web presence online and our introducers of business will benefit from clients being able to review information in relation to the legal services that we provide via our new website.

Please let us have your comments in relation to our website at www.conveylaw.com.





**Maxwell Chambers
40 Years Party.**
We celebrated 40 years of
Maxwell Chambers with a
70's Disco Party bash in June.
Everyone had a great time!

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