

*providing a quality service
at unbeatable prices*



Welcome to the 10th 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 once again.

In this Newsletter we look at the impact of the new Green Deal Legislation and what this means for Estate Agents and individuals looking to buy and sell properties.

We will have a look at how the "Customer is always King" at Convey Law and how we monitor client service to ensure that clients receive the service that they deserve and that we want to provide.

The staff at Convey Law have once again been busy in relation to fund raising. We recently took part and sponsored the Ty Hafan Midnight Walk in Cardiff. We also had a lot of fun dressing up and raising money for Comic Relief on Red Nose Day.

Rob Hosier outlines the progress that we have made in looking after our Introducers this year. We announce the start of our Summer Introducer Competition and the exciting prizes that are available to our successful Introducers.

Convey Law are pleased to have joined the Conveyancing Association earlier this year. The Conveyancing Association membership is made up of the top 50 Conveyancers in the country.

I very much hope that you enjoy the Newsletter. Should you require any additional information in relation to Convey Law, please do not hesitate to contact us.

Thank you all for your continued support.

Lloyd Davies

Managing Director
Convey Law

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REVOLUTIONARY CONVEYANCING

At Convey Law - The Customer is King

Client service satisfaction is vitally important to everything that we do at Convey Law.

We telephone 50% of our clients upon exchange of Contracts in order to ascertain whether or not they are happy with the service that has been provided.

We encourage our clients to provide us with feedback in relation to the service that they have received.

Our Conveyancing Teams are required to achieve 90% client service satisfaction ratings. Achieving this target requires hard work and genuine customer service.



At Convey Law pro-activity is key. It is vitally important that our Conveyancers are pro-active in terms of processing the transactions and communicating with the client and our introducers to ensure that everyone is fully aware of what is going on throughout the course of a transaction.

A recent survey found that 77% of our clients say that price plays a part in whether they are going to utilise our services. Consumers want value for money and they want to know what they are going to pay at the end of the transaction, at the very start of a transaction.

Service is as important as price and it is vitally important that the clients understand what they are getting for their money. At Convey Law we do our best to ensure that the client is provided with an excellent service, at a very reasonable price.



Ask Gareth?

How do I check if the property I am purchasing has had the benefit of a Green Deal Energy Efficiency Loan?

This information will be made available via the Estate Agent selling the property as a part of the Energy Efficiency Certificate and inspection of all properties that are being sold.

The seller of the property will also be liable to make you aware of the loan. Your Conveyancer will make enquiries as to whether there is a Green Deal loan on the premises. You need to bring any potential Green Deal loan to the attention of your Conveyancer as soon as possible, so that we can advise you of the process moving forward.

Gareth Richards
Legal Director 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 rhosier@conveylaw.com

Congratulations to Dave Sheridan of Haart, Swindon who WON the bottle of champagne last issue after spotting 'Colin'.

Colin was on Page 3 of the last newsletter. He was sat on the boat in the photograph of the competition winners enjoying their Adventure Day prize.



Convey Law join The Conveyancing Association

Convey Law re-affirmed their position as one of the UK's leading Conveyancing companies by joining the Conveyancing Association in 2013

The Conveyancing Association is made up of the top 50 leading Conveyancing companies in the UK.

The Conveyancing Association represents its members at decision making forums, working hard to ensure that further regulation and legislation is imposed with direct input from the country's top conveyancers.

Lloyd Davies, Managing Director at Convey Law commented:

"We are delighted to have joined the Conveyancing Association. The work that they have undertaken on behalf of the conveyancing industry in recent years has been commendable. It is important that the country's leading conveyancers have a voice to ensure that best practice helps to guide the policies made by the UK conveyancing industry. We look forward to working with the Conveyancing Association, to help them to build on recent success and tackle the challenges facing the conveyancing industry."



From left to right: Lloyd Davies - Managing Director of Convey Law pictured with Edward Goldsmith - Chairman of The Conveyancing Association.

**OUR INTRODUCER
COMPETITION
WINNERS**

CONGRATULATIONS

to Darlows, Canton Branch who won a luxury night away for two as part of our introducer referral competition.

Details of our latest 'Summer 3 Prize Competition' can be found on page 6 of the newsletter.

Become a **NEW Introducer of business** and **WIN a CASE of Champagne**, details can be found on page 5.

Thank you all for your continued support and good luck in our next competition.

1st
prize

WINNERS
Darlows
part of **haart** ...the nation's local agent.



Canton Branch, Cardiff.

Congratulations on WINNING a relaxing, luxury night away for two in our Introducer Competition.

*Above: Neil Jones
Branch Manager of
Darlows Canton, Cardiff.*

2nd
prize

Haart, Newport Branch

WON an Adventure Day for two. Well Done.

3rd
prize

Nathan James Estate Agents

WON a Spa and Zen Day for two. Well Done.

Green Deal Loans and Greater Energy Efficiency!

The new Green Deal legislation has recently come into force in order to allow homeowners the opportunity to access funding to increase the energy efficiency of their properties.

The new Green Deal legislation allows homeowners – or occupier tenants to obtain loans from Green Deal energy suppliers to refurbish their properties with new double glazing, central heating, boilers, loft insulation etc, with a view to increasing energy efficiency.

The energy efficiency loans that are provided are based on consumer credit agreements. Unfortunately, the consumer credit agreements stay with the property unless they are repaid upon the transfer of the property.

Lloyd Davies, Managing Director of Convey Law, commented as follows:-

"The new Green Deal legislation will present significant issues for Conveyancers and their clients who are looking to purchase properties that have been subject to Green Deal loans. The Green Deal loans are consumer credit loans that stay with the property unless they are repaid on completion.

The problem arises where a client may agree to pay the full value of the property via the Estate Agent without realising the extent of the Green Deal loan. Negotiations will possibly need to be entered into once the extent of the Green Deal loan is made available.

Under the legislation the seller must provide information in relation to the Green Deal loan on selling the property. The Estate Agent is also required to provide information within the Energy Performance Certificate, which is contained in the sales particulars.

It is difficult to see why the government have decided to make these loans consumer credit loans, as opposed to legal charges, which can be entered on the Land Registry Title. In the event that the loans had been registered as legal charges, it would be easy for Conveyancers to ascertain that there is a Green Deal loan on the property.

This represents a real opportunity to improve the energy efficiency of properties in the UK, with the cost of the new loans being offset by the reduction of heating and energy bills each month."

Convey Your Property in 45 Minutes

Late last year, the Land Registry asked Convey Law to pilot their new Electronic Document Registration Service – “e-DRS”.

The new electronic procedure ensures that the interests of both clients and lenders are adequately protected and registered quickly and effectively at the Land Registry. This process can take weeks if undertaken manually as opposed to electronically.

The ‘e-DRS’ is an exciting new addition to Convey Law’s technological repertoire and another way for us to keep pushing technological advances to enhance the overall service for our clients.



Above: Helen Rogers.
Left: Post Completion Team.

Helen Rogers, Head of the Post Completion Team at Convey Law commented:

“The fastest registration that we have processed this year was completed and returned to us within 45 minutes! We made the application online; the Land Registry processed it and returned it to us within the hour. This process can sometimes take weeks to facilitate manually and when using snail mail. The system isn’t perfect and together we are working to make sure that it is as seamless and effective as possible for all parties concerned. We are delighted to be working with the Land Registry on this project.”

WIN a case of Champagne

on receipt of your first conveyancing completion
– plus referral commission!

Why not contact us now and see how we can help you create a great working relationship with your dedicated Conveyancer.

Contact us NOW



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Rob's World - the latest from Convey's Sales & Marketing Manager



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Welcome to the new Introducers that have joined us since the last issue of our Newsletter. We look forward to working with you all.

The Sales and Marketing department at Convey Law has grown since January, with Ceri, Gemma and Gareth all joining the department.

Convey Law has been nominated for the LFS 'Best Direct Conveyancer of the Year' and 'Best Website' awards.

Fingers crossed, we may have something to celebrate this summer!

Please note that our Summer Competition has just started, details are below. Prizes are awarded to the Introducers who instruct the largest proportional increase in referrals over the period, so everyone has a chance to WIN a fantastic prize.

Finally, if you would like to speak to us about what Convey Law can offer you and your company, or you know someone that might benefit from utilising our services, please do not hesitate to contact me.

3 fabulous
prize
COMPETITION

ENTER our NEW fabulous
SUMMER 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 1st June to the 1st September 2013.**

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

Convey Law Raise £1,036.87 for Comic Relief



Convey Law held a monthly charity dress down day with a difference in March 2013. All 80 staff dressed in their finest red to support both Comic Relief and the Welsh rugby team as they prepared for their 6 Nations match against England.

The fundraising activities included a "Convey Law Cake Off", the "Lloyd Davies Through the Mouth Challenge" and raffle draw. Two members of staff, Tom Herbert and Daniel Laugharne, dressed as a pair of very fetching Welsh ladies for the day, all in the name of the cause – much to the delight and amusement of their colleagues.

Throughout the day, staff raised a fantastic total of £1036.87!

Convey Law have a proud history of fundraising and recently passed the £100,000.00 milestone in support of local children's hospice, Ty-Hafan.

Lloyd Davies, Managing Director at Convey Law commented:

"This was certainly our most successful Comic Relief fundraiser to date. I am personally very proud of the effort and generosity of the staff and very pleased that we could contribute to such a worthwhile cause. The sight of everybody in their Welsh jerseys was fantastic, and certainly set the tone for the emphatic Welsh victory that followed on the Saturday!!"



Convey Law Help Ty-Hafan to Raise £50,000.00



ty hafan
providing care
being there

Ty-Hafan sponsors help to make the 2013 Midnight Sleep Walk a huge success.

The 2013 Ty-Hafan Midnight Sleep Walk enjoyed considerable success once again this year. The event is set to raise over £50,000.00 for the children's hospice thanks to over 800 walkers or 'superheroes' as they were dressed for the evening. Amongst the participants on a wet Friday night were a contingent from Convey Law.

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

Ty Hafan require over £3,000,000.00 per year to be sustainable. Only 15% of this sum is raised through public funding.

The children and families at Ty Hafan need and deserve our support and we are delighted to be able to help them.



Above: Just some of our fantastic walkers at the Midnight Sleep Walk, see the back cover for more pictures.



**Comic Relief Fund
Raising Fun Day 2013**

The staff at Convey Law raised a fantastic total of £1,036.87.

Well done to all staff.



Ty Hafan Midnight Sleep Walk 2013

Congratulations to all the staff members at Convey Law who braved the pouring rain to help raise over £50,000.00 at the midnight sleep walk.



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LAWYERS