

Guidance on Price and Service

We will be pleased to provide you with a tailored estimate of costs for a transaction of interest to you. The following pages give some examples of costs for services you may need, which we hope you will find helpful. Please ring us if you would like more information on 01962 844544 or email us on main@shentons.co.uk.

The prices on this website are indications only. When you ask us to help you we will send you a formal letter containing an estimate of the costs involved. The costs detailed in that letter take precedence: the price in the letter is the price that you will be required to pay.

Our costs guidance covers the following areas of work:

For an individual

Page 2 - Conveyancing (for example, a house sale or purchase)

Page 12 - Asset collection and distribution after death (Probate & Estate Administration) within the United Kingdom where there is no dispute

Page 25 - Lasting Power of Attorney

Page 21 - Making a Will

Page 27 - Road Traffic Offences advice and representation in the magistrates court being dealt with at a single hearing

Page 34 - Employment Tribunal advice and representation to an employee bringing a claim for unfair or wrongful dismissal

For a business

Page 35 - Employment Tribunal advice and representation to an employer defending a claim for unfair or wrongful dismissal

Page 31 - Debt Recovery up to £100,000

Making the law work for you

Conveyancing

Conveyancing means the transfer of ownership (the legal title or claims on it) in a property from one party to another. It also covers such things as a mortgage, the investigation of who owns any part of a property and preparing documents which give or establish rights relating to it. The most usual transactions are a sale, purchase or mortgage (or re-mortgage) of a house or a flat so we have used these as the basis on which to give you an idea of the costs involved.

We are giving you an example of a straight forward house purchase and a house sale so you can get a flavour of how the costs might affect you. You can find more details of the pricing structure from there if you wish. (We have changed names and some other details to protect confidentiality.)

Example of simple house sale

John and Amy asked us to help them with the sale of their freehold house. They had found a buyer who had agreed to pay £390,000. We charged them £750 and, with various enquiry fees, the total costs came to £918 including VAT. In six months they had sold and moved to their new property.

The reason the costs were relatively low was due to the fact that John and Amy had organised their paperwork well and responded promptly to our enquiries. The buyer and others involved in buying their property and along the chain also responded quickly to their legal teams and the flow of documents and information proceeded smoothly.

Example of a simple house purchase

John and Amy asked us to help them with the freehold house they wanted to buy. They had agreed a price of just under £300,000. We charged £950 and, with various enquiry and other fees, the costs including VAT were £6591. The Stamp Duty was an additional £4950.

The reason the costs were relatively low was due to the fact that John and Amy had organised their paperwork well and responded promptly to our enquiries. The seller and others involved along the chain also responded quickly to their legal teams and the flow of documents and information proceeded smoothly.

Example of a more complicated house purchase

Mrs Post fell in love with an old property formerly used as the village shop. She asked us to do the conveyancing. We estimated that our charges and various fees (such as searches) would come to £2118 (including VAT) and the stamp duty land tax would be £15,250 as the purchase price agreed was £505,000. When we examined the deeds, it became clear that access to the garden was not clearly explained and this also affected access for emptying the private drainage. Planning permission and building regulation consents were also missing. We negotiated with the seller's solicitor for insurance to be arranged to cover these difficulties and contracts were then exchanged. It took just over three months to reach the exchange of contracts at which point the seller and buyer agreed a completion (moving) date a few weeks later. We spent considerably more time on the matter because of the problems with ownership and we advised Mrs Post that our charges would have to be increased as a result from £1250 to £2250 + VAT.

The detail

Thank you for visiting this page. You will find more detail here about how we work out how much a property transaction will cost you in a typical sale or purchase of a property. The figures are based on a sale or purchase which proceeds smoothly, which we will help in every way to achieve for you.

However, if the work involved becomes more complicated (for example, there is a problem over who owns part of the land) or prolonged than normal (and we estimate that a normal sale or purchase takes around 8-12 weeks from when we get the paperwork) then we may have to review our charges. Please be assured that if this looks likely, we will let you know in advance and tell you the impact it will have on the costs we are charging so that you can consider whether or not you wish to proceed.

Key stages of the conveyancing purchase process

The precise stages involved in the purchase of a residential property vary according to the circumstances. However, below we have suggested some key stages that you may wish to include:

- Take your instructions and give you initial advice

- Check finances are in place to fund purchase and contact lender's solicitors if needed
- Receive and advise on contract documents
- Carry out searches
- Obtain further planning documentation if required
- Make any necessary enquiries of seller's solicitor
- Give you advice on all documents and information received
- Go through conditions of mortgage offer with you
- Send final contract to you for signature
- Agree completion date (date from which you own the property)
- Exchange contracts and notify you that this has happened
- Arrange for all monies needed to be received from lender and you
- Complete purchase
- Deal with payment of Stamp Duty/Land Tax
- Deal with application for registration at Land Registry

Key stages of the conveyancing sale process

- Take your instructions and give you initial advice
- Obtain the deeds from you or your lender
- Advise on contract documents and information to be given to the buyer
- Provide contract documents to the buyer's solicitor
- Obtain further planning documentation if required
- Reply to any additional enquiries from the buyer's solicitor
- Send final contract to you for signature
- Approve the draft Transfer
- Obtain pre-completion searches and the amount to pay off any mortgage
- Agree completion date (date from which you no longer own the property)
- Exchange contracts and notify you that this has happened

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- Complete purchase
- Deal with repayment of any mortgage
- Deal with payment of the estate agent (if you would like us to do this)
- Send all documents to the buyer's solicitor

We will advise as to the costs involved more precisely when you have the full details of the property you wish to buy or sell. In the meantime, you can use this to help in budgeting for your move.

SHENTONS CONVEYANCING FEE SCALE (excluding VAT)

Our fees cover all of the work required to complete the purchase of your new home, including dealing with registration at the Land Registry and dealing with the payment of Stamp Duty Land Tax (Stamp Duty) if the property is in England. We do not deal with properties in Wales.

NOVEMBER 2018

LEASEHOLD (usually flats)

Up to £300,000

£950.00

£1050.00

£300,001 - £500,000

£1050.00

£1150.00

£500,001 - £800,000

£1150.00

£1250.00

£800,001 +

£1500.00

£1500.00

FREEHOLD

HOUSE SALE

HOUSE PURCHASE

Up to £300,000

£850.00

£950.00

£300,001 - £500,000

£950.00

£1050.00

£500,001 - £800,000

£1050.00

£1150.00

£800,001 - £1m

£1350.00

£1350.00

£1m - £1.5m

£1500.00

£1500.00

£1.5m+

£1750.00

£1750.00

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Payments we may need to make to others on a sale or a purchase in most transactions

Electronic anti-money laundering

Search arrangement fee (per person) £5.00 plus vat

Bankruptcy Search fee (per person) £2.00 (no vat)

Official search of the Land Registry £3.00 (no vat)

Bank transfer arrangement fee (per transfer) £30.00 plus vat

Payments we may need to make to others when you are selling

Official copies of Land Registry Registers
of Title and ancillary documents £3.00 per document

Official copies of Land Registry
Filed Plan £3.00

If your property is leasehold, the freeholder/Management
Company Information Pack (the price is dependent on the
individual freeholder or management company). Typically,
you should allow £150-£350 + VAT

Payments we may need to make to others when you are buying

Search Fees £350.00 (approx.)

To include: Local Search
Environmental Search
Water & Drainage Search
Chancel Search
Bankruptcy search for each mortgage borrower

Stamp Duty Land Tax Return Submission Fee £10.00 plus vat

Stamp Duty Land Tax £variable

(Dependent on the price payable for the property
and ancillary matters for example if you are a first

time buyer, or an owner of multiple properties- see more at
<https://www.gov.uk/stamp-duty-land-tax/residential-property-rates>)

Land Registry Official search fee £variable

(Dependent on the price payable for the property- see
<https://www.gov.uk/guidance/hm-land-registry-registration-services-fees>)

Basis for our Charges

Meetings with Shentons are charged at 6 minute increments based on the individual member of staff's hourly rate. These hourly rates currently range from £75 to £245 (+ VAT) and reflect the level of qualification and experience of the person involved.

The firm's charges are calculated mainly by reference to the amount of time that is spent on a matter. The firm's rates are reviewed annually and we will inform you promptly of any change. Ordinary letters out and telephone calls are charged as six minute units where the time does not exceed this. The hourly rates and unit charges for members of the Conveyancing Department are:

Simon Cull	£245.00 per hour / £24.50 per unit
Lucy Spollin	£225.00 per hour / £22.50 per unit
Sarah Hogarty	£215.00 per hour / £21.50 per unit
Annie Arkwright	£200.00 per hour / £20.00 per unit
Michelle Hughes	£140.00 per hour / £14.00 per unit
Susan Wheeler	£75.00 per hour / £7.50 per unit

Where a matter is dealt with by a secretary or non-fee earner in order to progress it a charge of £75 per hour will be made. We will add VAT at the prevailing rate to the above figures.

These rates reflect the many overheads which, of necessity, a firm of solicitors must incur in order to run its business.

You can learn more about the Property Team at Shentons via the Our Team tab on our website.

Factors which will typically increase the cost of our service

1. If the property is unregistered - Generally we will spend one to two more hours deducing or investigating title and may need to incur additional search fees
2. Dealing with clients based abroad and the additional checks we are required to make for anti-money laundering purposes.
3. Defective Legal Title – If there are documents missing or incorrect, our costs will increase with considering, negotiating and advising on the best way to proceed
4. Indemnity Insurance if this is required
5. Missing planning permission/Building Regulations Approval of Certificate of Completion/Conservation Area Consent/Listed Buildings Consent
6. Access matters – if there are problems relating to access, further investigation will be required together with the negotiation and preparation of deeds of easement
7. If a client has not provided information to us in a timely manner
8. Collective Enfranchisement – If a sale or purchase of leasehold property involves the collective purchase of a freehold interest
9. Lease Extension – If a sale or a purchase of a leasehold property is dependent on the extension of a lease term
10. Deed of Variation – To alter the terms of a lease or transfer deed
11. Dealing with more than one management company (whether a leasehold or freehold property/development)
12. New build property - Generally we will spend one to two more hours deducing or investigating title, reviewing planning documentation and advising on additional matters
13. Declaration of Trust
14. Personal Loan and Legal Charge
15. Dealing with a 3rd party solicitor – for example if a mortgage lender uses their own solicitor and requires duplication of documentation and additional reports

16. Transfer of Part – If you are buying or selling a parcel of land, the terms of the transfer including rights to be granted and reserved; positive and restrictive covenants will need to be negotiated
17. Expedited matter – If your transaction needs to be completed quickly and take priority over other matters an additional fee will be payable
18. Unexpected Searches – Dependant on where the property is located, additional searches may be required for example mining searches which will require further advice
19. Implementing indemnity insurance policies to cover risks such as missing deeds or concerns regarding restrictions on how you can use the property.
20. Lender Portals – If your chosen lender uses a portal- an electronic window- (such as Lender Exchange and LMS) to correspond with us, a fee will be payable which will be subject to vat. This service fee is a charge that we initially incur for accessing your mortgage offer and ancillary documents, and processing your mortgage.
21. Failed completion – If the transaction does not complete we will need to charge you for additional work in preparing or receiving notices and dealing with abortive post exchange complications.

Please note that we do not deal with

- property transactions in Wales
- property being bought under the Government's Help to Buy Scheme. We do deal with Help to Buy ISA bonuses.

Timescales

We would normally expect to complete your transaction within 8 to 12 weeks. Your moving ("completion") date will not be fixed until this date has been agreed with all parties and contracts have been exchanged. Please be aware that conveyancing timetables are subject to a range of external factors and circumstances which are beyond our control and therefore we can only estimate and not guarantee how long a matter is likely to take.

Example of total costs

So for a person selling a house for £350,000 and buying a house at £350,000, with a mortgage, the likely cost is:

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Type of cost	£	VAT currently 20%	Sub/Total £
Legal costs SALE			
<ul style="list-style-type: none"> Legal fees for dealing with the sale of your property 	850	170	1020
<ul style="list-style-type: none"> For arranging the electronic transfer of money for your sale 	30	6	36
<ul style="list-style-type: none"> Anti-money laundering enquiry 	5	1	6
<ul style="list-style-type: none"> Bank fee 	2	0	2
<ul style="list-style-type: none"> Land Registry documents 	3	0	3
<ul style="list-style-type: none"> Land Registry plan 	3	0	3
Sale costs total Note: you need to ask your estate agent to provide you with their fee details.	893	177	1070
Legal costs PURCHASE			
<ul style="list-style-type: none"> Legal fee for dealing with the purchase of your new property & any mortgage 	950	190	1140
<ul style="list-style-type: none"> For arranging the electronic transfer of money for your purchase 	30	6	36
<ul style="list-style-type: none"> Search (enquiry) fees 	350	70	420
<ul style="list-style-type: none"> Anti-money laundering enquiry 	5	1	6
<ul style="list-style-type: none"> Bank fee 	2	0	0
<ul style="list-style-type: none"> For arranging the electronic transfer of money for your purchase 	30	6	36
<ul style="list-style-type: none"> Stamp Duty submission 	10	2	12
<ul style="list-style-type: none"> Stamp Duty 			
<ul style="list-style-type: none"> Land Registry fee 	135	0	135

• Land Registry search	1	0	1
Purchase costs total	1513	275	1788
FINAL TOTAL (for sale & purchase)			2858

Service information

[Ways to meet this obligation could include a page on your website briefly describing the stages in the conveyancing process, the average length or range of time taken and the factors (chains, mortgages, valuations, title problems etc.) that may lead the process to take longer. OR we can include our Property/ Conveyancing leaflet wording.]

Who will be helping you in the conveyancing process

Our Property Team members are set out below. Click on the About Our Team tab on our Home Page for more details about the person's experience and qualifications:

Elisabeth Pollard, Solicitor and Partner and Head of the Property Department

Lucy Spollin, Solicitor

Simon Cull, Solicitor

Sarah Hogarty, Solicitor

Annie Arkwright, Conveyancer

Michelle Hughes, Conveyancer and training to become a member of the Chartered Institute of Legal Executives

Mary Torrance, Secretary

Susan Wheeler, Secretary

A few useful things to know:

1. We do not receive or pay referral fees to estate agencies or anyone else for recommending that you to come to us for help.
2. When giving you a tailored estimate of the costs involved, we take in to account a variety of factors which affect the complexity and time we will need to spend on your matter to ensure it progresses as smoothly as possible. These factors may be whether you are a first time buyer (why?), the value of the property, whether you need a mortgage or are paying one off; if it is a new build; a lease or freehold; first registration at HM Land

Registry; Islamic mortgage; buy to let, a second/holiday home; multiple purchasers; right to buy; auction purchase; re-possession.

3. We do not deal with Help to Buy purchases.
4. We do not advise on detailed tax implications.

Making the law work for you

Asset collection after death-Probate and Estate Administration

Probate/ Estate Administration means the collection and distribution of money, property and other assets belonging to a person following their death, including:

- applying for a grant of probate or letters of administration
- paying debts
- paying any inheritance tax liability
- funeral expenses
- distributing what remains to their beneficiaries in accordance with a will or where there is no will, distributing in accordance with the intestacy rules. This price guide does not apply if the Will is contested.

We are giving you an example of a straight forward matter and a more complicated estate so you can get a flavour of how the costs might affect you. You can find more details of the pricing structure from there if you wish. (We have changed names and some other details to protect confidentiality.)

Example of a simple estate

An example of a simple, straightforward estate would be where a person died leaving no house and no stocks and shares and with perhaps only two or three bank or building society accounts. If the value of the estate is less than £10,000 you might be able to release it without a Grant of Probate, otherwise Probate will be required but the amount of work involved should be relatively limited. It is likely in a straightforward estate that there would be no Inheritance Tax payable.

A standard estate would include an estate which would not be liable to Inheritance Tax but for which Probate is required, or an estate for which Inheritance Tax is payable but for which the calculations are relatively straightforward. It would

include perhaps half a dozen bank and building society accounts, some National Savings investments and maybe a small portfolio of stocks and shares. It would also include a house.

We would deal with obtaining valuations of all the assets in order to enable us to draft the Probate papers. We would then take the executors through the Probate papers in order that they fully understand them before they sign them. We have arranged to settle the Inheritance Tax from the deceased's funds. Once Probate has been granted, we will send it to all the asset holders and collect in the assets. We will assist with the sale of the house (for which a separate charge for conveyancing fees is payable). We would finalise the deceased's Income Tax affairs up to date of death and deal with the Income Tax and Capital Gains Tax positions of the estate during the administration period. **Here is an example:**

We were asked to help Jan when her Mother Edie died. Edie had been in a nursing home for the last few years of her life. Her house had been sold some years ago. Her only belongings were some jewellery and the money in her current account at the bank. She left everything in her will to Jan. We held Edie's will.

We were able to deal with this very quickly for Jan as we only had to value Edie's jewellery, the amount of her pension, close her bank account and pay her nursing home bill and some outstanding income tax. One of our legal executives spent approximately 5 hours in total on the case and the only fees were our charges of £1000 + VAT. It took 6 weeks to obtain the grant of probate and a further 6 weeks to finalise everything for Jan.

Example of a more complicated estate/probate

An example of a complex estate would be an estate where there is a large portfolio of stocks and shares. If there is one valuable property or a number of properties, Inheritance Tax is payable. Perhaps the deceased's affairs are not in good order and we have to spend time going through paperwork in order to establish the assets. Perhaps there is a dispute within the family and we have to liaise more often than would be expected between beneficiaries and mediate disputes. Perhaps there are a large number of beneficiaries. **Here is an example:**

Dorothy died leaving a house, several bank and building society accounts, and some stocks and shares. She left a Will appointing her children as Executors and dividing her estate between her children and grandchildren. We wrote with the Death Certificate to all the asset holders asking for Probate values, and also helped the family obtain valuations of the house and contents. We retrieved the paperwork from Dorothy's late husband's estate to establish whether we were able to claim his Inheritance Tax nil rate band.

It took around 6 weeks for all the valuations to come in following which it was clear that the estate would be liable to Inheritance Tax. We were then able to draft the Inland Revenue account and other Probate papers following which the Executors came into the office and we took them through the papers to ensure they are quite happy with them and they signed them. We then submitted the Inland Revenue account to the Revenue and arranged release of funds from Dorothy's bank accounts to pay the Inheritance Tax. Within 3 to 4 weeks the Revenue returned part of the Inland Revenue account stamped and we were apply to file the application for Probate, which we received 2 weeks thereafter. We are now between 3 and 4 months into the transaction.

Once Probate has been granted all assets can be released. When we met with the Executors to sign the Probate papers they also signed all the necessary withdrawal forms. We now wrote to all the asset holders with an Office Copy of the Grant and the withdrawal form. Gradually we started to receive cheques, electronic payments and final statements for each of the assets. Once we had sufficient funds we paid Dorothy's liabilities (the debts she owed at death). We also write to all the beneficiaries informing them of their entitlement and asking for their proof of identity documents.

In the meantime the Executors had put the house on the market and a buyer has now been found. Separately our Property Department have been dealing with the conveyancing, making sure to make all parties aware that we cannot exchange contracts on the sale of the property until Probate has been granted. We have passed a copy of the Grant of Probate to our Property Department all the chain is now ready to exchange with completion in 2 weeks.

Once completion of the house sale has taken place our Property Department transfer the net proceeds of sale to the Probate ledger. We write to the utility

providers with meter readings to obtain final utility bills or claim back any overpayments. We prepare draft Estate Accounts to identify any issues missed and confirm the approximate value of each beneficiary's entitlement. Having received all the ID from the beneficiaries we are then able to make an interim distribution to the beneficiaries. In the meantime we have contacted the Inland Revenue regarding Dorothy's Income Tax affairs up to the date that she died and have provide the Revenue with figures obtained from the asset holders. The Revenue have agreed our figures and finalised the Income Tax position for Dorothy for the period prior to her death.

We now have to deal with the Income Tax position for the administration period. We write to the Revenue with a schedule of the income received during the administration period and the Revenue respond within a few weeks confirming they are content to deal with the matter via their informal process as the amount of Income Tax due is relatively small. We are then able to settle the Income Tax.

We are now able to finalise the Estate Accounts and send them to the Executors for their approval. Once approved we are able to send copies to all the beneficiaries with final balancing payments for each of their share of the estate, together with details of their share of the income received so they can deal with it correctly on their own Income Tax Returns.

This entire process takes on average 1 year, although much will depend upon finding a suitable buyer for the house.

Matters which will turn a standard estate into a complex estate for the purposes of our charges:

- No Will, intestacies usually involve more work as the Deceased's affairs tend to be less organised.
- Executor's disagreements, beneficiaries' disagreements, being unable to locate Executors or beneficiaries.
- Sale of the house at more than the Probate value resulting in Capital Gains Tax being payable.

- Sale of assets at more than the Probate value, or finding assets later in the probate process, which result in the need to file a Corrective Account for Inheritance Tax purposes.
- We try and give a realistic timescale of how long an estate will take to administer. We update the Executors monthly. If the Executors want to be updated more often than monthly this will increase our charges. In addition to monthly updates there will be contact between us and the Executors requesting and giving information when necessary. If however the Executors send numerous emails with which they wish us to deal, this will increase our charges.
- Charities as beneficiaries can involve more work, particularly if there is a large number of them. Sometimes it is tax beneficial for the charities to have assets appropriated to them before sale. We will need to liaise with the charities regarding this. Where there are a large number of charities we ask them to nominate a lead charity who we correspond with and who then disseminates to the other charities. Whilst having charitable beneficiaries can result in increased administration costs, they do benefit from charitable status from Inheritance Tax and the estate may therefore pay less Inheritance Tax, still resulting in a substantial saving.
- Large numbers of assets, for example, lots of different bank and building society accounts with lots of different banks and building societies. Lots of certificated stocks and shares managed personally by the Deceased, involving arranging lots of different sales or stock transfer forms to transfer them to beneficiaries.

The basis of our charges

The firm's charges are calculated mainly by reference to the amount of time that is spent on a matter. The Firm's rates are reviewed annually and we shall inform you promptly of any change. Ordinary letters out and telephone calls are charged at six minute units where the time spent does not exceed this. The hourly rates and unit charges for members of the Probate Department are:

Elisabeth Pollard	£275.00 per hour + VAT / £27.50 per unit
Melanie Armstrong	£215.00 per hour + VAT / £21.50 per unit

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Lisa Warriner	£200.00 per hour + VAT / £20.00 per unit
Katie Rowles	£160.00 per hour + VAT / £16.00 per unit
Susan Weston	£75.00 per hour + VAT / £7.50 per unit
Helen Colmer	£75.00 per hour + VAT / £7.50 per unit

Where a matter is dealt with by a secretary or non-fee earner in order to progress it a charge of £75 per hour will be made. We will add VAT at the prevailing rate to the above figures.

These rates reflect the many overheads which, of necessity, a firm of Solicitors must incur in order to run its business. As this matter progresses we will be able to give you an estimate of the amount of work involved. As a guide, the administration and winding up of a straight-forward estate usually involves between 5 and 10 hours' work, the administration and winding up of a standard estate usually involves between 10 and 30 hours' work, and the administration and winding up of a complex estate usually involves between 30 and 60 hours' work. Our charges will be settled from estate funds.

We will normally bill the matter on a monthly basis if the work in progress exceeds £500.00. Our bill is properly payable from the estate but payment must be authorised by the Personal Representatives. Bills will therefore be sent to the Personal Representatives for approval.

Payments to others

There will be payments which we make to others as follows:

Probate Registry £155.00 payable to obtain the Grant

Official copy of the Grant of Probate 0.50 per copy

Oath Fee for swearing the papers of £5 for each executor & £2 for each exhibit

Factors which will typically increase the cost of our service

- If you delay in responding to our requests we are obliged to chase you. If this is necessary on more than one occasion this may also result in an increase in our estimate
- If you make a lot of alterations to your instructions we may have to charge you or if you fail to cooperate to enable the estate to be administered our costs are likely to increase. As our charges will be paid from the estate, this will result in lower funds being available for the beneficiaries

Timescales

Administering a standard estate takes, on average, 12 months from the time you ask us to act for you. It can take longer for example, if there are a large number of assets to be valued and disposed of, we need to trace beneficiaries, or there are taxation queries.

Service Description

- You ask us to help you distribute the deceased's property
- We retrieve the will from our store or from whoever is holding it
- We make enquiries to ensure we have the latest will
- If there is no will, the process is called "administration" and we distribute the assets in the order set out by law
- We contact other executors (if there is a will) and beneficiaries
- We arrange the funeral if there are no relatives
- We make an inventory of all the deceased's assets (such as a house, shares, personal effects, furniture) and obtain valuations
- We may need to place a notice in newspapers about the death
- We apply for the grant of probate or letters of administration
- Any money due to HMRC is calculated
- Once we have the grant of probate or administration we arrange the sale of the assets
- Once this is completed we can pay any tax due and distribute the money to the beneficiaries. Interim payments are sometimes possible.

When Shentons are Executors

Our charges for acting as your executors and administering the estate when you die will be calculated primarily by the amount of work involved based upon the hourly rate at the time of the person dealing with the matter. As a guide, the administration and winding up of a straightforward estate usually involved between five and ten hours work and the administration of a standard estate usually involves between ten and 30 hours work. The winding up of a complex estate involves between 30 and 60 hours work.

The basis of our charges and payments to others

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The firm's charges are calculated mainly by reference to the fee earner assigned to the matter and the amount of time that is spent on a matter, that is, letters written and received, telephone calls, emails, preparation and reading of documents and meetings.

The current charge rates and unit charges for members of the Probate Department are:

Elisabeth Pollard	£275.00 per hour + VAT / £27.50 per unit
Melanie Armstrong	£215.00 per hour + VAT / £21.50 per unit
Lisa Warriner	£200.00 per hour + VAT / £20.00 per unit
Katie Rowles	£160.00 per hour + VAT / £16.00 per unit
Susan Weston	£75.00 per hour + VAT / £7.50 per unit
Helen Colmer	£75.00 per hour + VAT / £7.50 per unit

Where a matter is dealt with by a secretary or non-fee earner in order to progress it, a charge of £75 per hour will be made.

In addition, our charges contain an element based on the gross value of the estate. This is because the value is a reflection of the importance of the matter and consequently, the responsibility of Shentons. The value element chargeable to an estate is 0.75% of the gross value of the property and 1.5% of the gross value of everything else. However, in light of the high value of property prices in this area it is the Firm's policy to charge only 0.75% of *half* the value of the property.

Who will be helping you during the process:

Our Probate Team members are set out below. Click on the About Our Team tab on our Home Page for more details about the person's experience and qualifications:

Elisabeth Pollard, Solicitor, Partner, Head of the Probate Department

Melanie Armstrong, Legal Executive

Lisa Warriner, Legal Executive

Helen Colmer, Secretary

Katie Rowles, Legal Executive

Sue Weston, Secretary

A few useful things to know

1. The Firm is a member of the Law Society's Will and Inheritance Quality Scheme (WIQS) and complies with the Society of Trusts and Estate Practitioner's

(STEP) Code for will preparation. The purpose is to ensure that you receive the highest standard of advice and client care.

- We will not pressure you into buying more complex advice that is not in your best interests
- Our dedicated Wills and Probate service is tailored to your needs. We will explain the process, options, costs and likely timescales
- We will keep you up to date using your preferred method of communication
- Accredited solicitors and other staff complete mandatory training on the WIQS standard and show compliance through annual re-accreditation and ongoing enforcement checks by the Law Society of England and Wales

You can view a copy of the WIQS Client Care Charter on line at www.lawsociety.org.uk/accreditation/specialist-schemes/wills-inheritance-quality/wiqs-client-charter. You can view a copy of the STEP Code for Will Preparation at www.step.org/will-writing. Alternatively, if you would like printed copies please let us know.

2. If you appoint others as executors who then instruct us to administer the estate we do not charge a value element. We suggest you only appoint partners in Shentons as executors where (a) there is no-one else willing or appropriate to act; or (b) the administration of the estate is likely to be complex; or (c) there is likely to be a dispute following your death.

Making the law work for you

Making a Will

Drafting of a will means the preparation of a legal document setting out a person's wishes in relation to the management and distribution of their property and where relevant, the care of any minor children in the event of their death.

We are giving you an example of a straight forward will and a more complicated will so you can get a flavour of how the costs might affect you. You can find more details of the pricing structure from there if you wish.

Example of a simple Will

For our standard charge we arrange to meet with you in person at our Offices to take your instructions. At that meeting, we gather as much as possible of the information that we need in order to prepare draft Wills for you. We then draft Wills which we send to you for your consideration. You are then able to add any further information or make any amendments before we prepare final versions for you to sign.

We then arrange for you to come into the Office to sign the final versions and we supervise execution to ensure the Wills are signed correctly.

More detail

Here is a more detailed breakdown of how these costs are made up:

Our standard charge for a straight forward will is £350 + VAT

Our standard charge for a pair of straight forward wills is £500 + VAT

These estimates are not intended to be fixed. If the scope of the work changes or the assumptions upon which the fee estimate is based change, the estimate will no longer apply and we will give you a revised estimate.

Payments we make have to make to others

Fee for searching for a will (Certainty?)

Registering the will with Certainty

Example of a more complex Will

Examples of when we might need to increase our charges from our standard charge would be:-

- Where you wish to include a Trust in your Will.
- When you have a medical condition which might affect your capacity to sign the Will. In this situation we might need to obtain a medical report from your GP or Consultant.
- Where there is a dispute within the family and you wish to leave out of your Will someone who might be expecting to inherit.
- When, once you receive the initial draft of your Will, you have a radical change of instructions or wish to add substantially to the draft.

More detail- the basis for our charges

The Firm's charges are calculated mainly by reference to the amount of time that is spent on the matter. The Firm's rates are reviewed annually and we will inform you promptly of any change. Ordinary letters out and telephone calls are charged at six minute units where the time does not exceed this.

The current hourly rates and unit charges for members of the Probate Department are:

Elisabeth Pollard	£275.00 per hour + VAT / £27.50 per unit
Melanie Armstrong	£215.00 per hour + VAT / £21.50 per unit
Lisa Warriner	£200.00 per hour + VAT / £20.00 per unit
Katie Rowles	£160.00 per hour + VAT / £16.00 per unit
Susan Weston	£75.00 per hour + VAT / £7.50 per unit
Helen Colmer	£75.00 per hour + VAT / £7.50 per unit

Where a matter is dealt with by a secretary or non-fee earner in order to progress it, a charge of £75 per hour will be made.

Factors which will typically increase the cost of our service

- If you delay in completing your will we are obliged to chase you. If this is necessary on more than one occasion this may also result in an increase in our estimate

- If you make a lot of alterations to the draft of your will we may have to charge you, particularly if you do this after we have prepared the will for you to sign
- Setting up a complex trust structure in your will

Please note this is not included

Our standard fee does not include advice about Inheritance Tax. If you would like advice about Inheritance Tax we would be pleased to assist and will discuss with you an additional charge based upon the amount of work involved and our hourly rates.

Timescales

If you need a will urgently, then we will do all we can to see you, prepare the will and arrange for you to sign it as soon as possible.

In normal circumstances, from the time we see you to discuss your requirements for the will to the time we meet to sign the will, it will be between a week and a fortnight, or longer, depending on when you can meet.

Service Description

- We will meet with you to understand your wishes and to advise you on matters to consider when making your will
- We then draft the will and send it to you to consider and make any amendments
- The will is then prepared (“engrossed”)
- We ask you to make an appointment to come in and sign it
- You sign the will in front of witnesses (usually staff at Shentons)
- Lodging a copy of the will with Certainty (if you wish us to do so), a central registry to enable wills to be found
- We store the will for you (if you wish) and provide you with copies

Who will be helping you during the process

Our Probate Team members are set out below. Click on the About Our Team tab on our Home page for more information about the person’s experience and qualifications:

Shentons

Solicitors and Mediators

Elisabeth Pollard, Solicitor, Partner, Head of the Probate Department
Melanie Armstrong, Legal Executive
Lisa Warriner, Legal Executive
Katie Rowles, Legal Executive
Helen Colmer, Secretary and Sue Weston, Secretary

A few useful things to know

1. The Firm is a member of the Law Society's Will and Inheritance Quality Scheme (WIQS) and complies with the Society of Trusts and Estate Practitioner's (STEP) Code for will preparation. The purpose is to ensure that you receive the highest standard of advice and client care.

- We will not pressure you into buying more complex advice that is not in your best interests
- Our dedicated Wills and Probate service is tailored to your needs. We will explain the process, options, costs and likely timescales
- We will keep you up to date using your preferred method of communication
- Accredited solicitors and other staff complete mandatory training on the WIQS standard and show compliance through annual re-accreditation and ongoing enforcement checks by the Law Society of England and Wales

You can view a copy of the WIQS Client Care Charter on line at www.lawsociety.org.uk/accreditation/specialist-schemes/wills-inheritance-quality/wiqs-client-charter. You can view a copy of the STEP Code for Will Preparation at www.step.org/will-writing. Alternatively, if you would like printed copies please let us know.

2. If you appoint others as executors who then instruct us to administer the estate we do not charge a value element. We suggest you only appoint partners in Shentons as executors where (a) there is no-one else willing or appropriate to act; or (b) the administration of the estate is likely to be complex; or (c) there is likely to be a dispute following your death.

Making the law work for you

Drafting of a Lasting Power of Attorney (LPA) means the preparation of a legal document which allows a person to appoint one or more people giving them legal authority to help them make decisions, or to make decisions on your behalf.

There are two forms of LPA: one covers finances and property and one covers health and welfare. We can advise you whether or not you need both.

You can also register the LPA with the Office of the Public Guardian. The OPG protects those who do not have the mental capacity to make decisions for themselves. You can register the LPA at any time.

The basis of our charges and payments to others

Our standard charge for one straight forward LPA is £500 + VAT

Our standard charge for two straight forward LPAs is £750 + VAT

Our standard charge for four straight forward LPAs is £1000 + VAT

These estimates are not intended to be fixed. If the scope of the work changes or the assumptions upon which the fee estimate is based change, the estimate will no longer apply and we will give you a revised estimate.

Payments we may make to others

If you decide to register an LPA with the Office of the Public Guardian there is a court fee payable £82 for each LPA.

Service Description

For our standard charge we arrange to meet with you to discuss Lasting Powers of Attorney, how then can be operated, and the risks in making them or not making them. At that meeting we take your instructions. We will then send you draft LPAs for your consideration. You are able to amend the LPAs at this point should you wish to do so.

We then arrange for you to come back into the Office in order that we can take you through the LPAs in detail to ensure that you fully understand them before you sign them. We also act as your Certificate Provider, confirming that we have

explained the LPAs to you, you appear to understand it and that no-one is unnecessarily influencing you into making it.

We will then arrange to send the LPAs to each of your Attorneys for them to sign with a letter explaining what it is.

If you chose to register the LPAs, we will then arrange for them to be sent to the Office of the Public Guardian, together with the appropriate Court fee and will monitor registration until they are returned.

Who will be helping you during the process

Our Probate Team members are set out below. Click on the About Our Team tab on our Home page for more information about the person's experience and qualifications:

Elisabeth Pollard, Solicitor, Partner, Head of the Probate Department

Melanie Armstrong, Legal Executive

Lisa Warriner, Legal Executive

Katie Rowles, Legal Executive

Helen Colmer, Secretary

Sue Weston, Secretary

A few useful things to know

The Firm is a member of the Law Society's Will and Inheritance Quality Scheme (WIQS) and complies with the Society of Trusts and Estate Practitioner's (STEP) Code for will preparation. The purpose is to ensure that you receive the highest standard of advice and client care.

- We will not pressure you into buying more complex advice that is not in your best interests
- Our dedicated Wills and Probate service is tailored to your needs. We will explain the process, options, costs and likely timescales
- We will keep you up to date using your preferred method of communication
- Accredited solicitors and other staff complete mandatory training on the WIQS standard and show compliance through annual re-accreditation and ongoing enforcement checks by the Law Society of England and Wales

You can view a copy of the WIQS Client Care Charter on line at www.lawsociety.org.uk/accreditation/specialist-schemes/wills-inheritance-

quality/wiqs-client-charter. You can view a copy of the STEP Code for Will Preparation at www.step.org/will-writing. Alternatively, if you would like printed copies please let us know.

Making the law work for you

Road traffic offences

Motoring offences means summary only offences under Part I of the Road Traffic Act 1988 and/or s89 of the Road Traffic Regulation Act 1984. Broadly, this means offences such as speeding or drink driving which are dealt with solely in the magistrate's court. These offences result in mandatory sentences (such as disqualification). You will be pleading guilty and the matter is then dealt with at the first court appearance.

We are giving you an example of a straight forward case and a more complicated one so you can get a flavour of how the costs might affect you. You can find more details of the pricing structure from there if you wish. (We have changed names and some other details to protect confidentiality.)

Example of a simple hearing

Bobbi was charged with drink driving. She had no previous convictions and pleaded guilty. We looked after her before her hearing by frequent email and telephone calls and in order to obtain as lenient a sentence as possible, we obtained full references as to her previously good character. She was disqualified from driving for two years, ordered to pay £85 towards the prosecution costs and was given a 12 month community order requiring her to do 100 hours of unpaid work. She also has to attend a drink impaired driver's course. Her case lasted three months. Our costs with were £713 + VAT of £142.60, making a total of £855.60.

Example of a more complex hearing

Derek was charged with driving without due care and attention. He had driven across lanes on the motorway and collided with a motor cyclist causing him life changing injury.

Driving without due care and attention is a relatively straightforward charge and does not carry a prison sentence but the issue was whether the case would go to a trial or not. Derek had not looked and therefore did not see the biker when changing lanes. He was advised that the court was likely to convict him of driving without due care and attention.

Our solicitor met twice with Derek and gave thorough advice on his options. He required a lot of support from us during the court process. He decided to plead guilty. In advising the court as to his sentence, we argued at length that Derek's mental health had deteriorated since the accident and he was at risk of losing his job. He already had points on his driving licence. The court disqualified him from driving for a year and ordered Derek to re-take his driving test. He was also fined and ordered to pay contributions towards the prosecution costs and a sum towards compensation for the victim.

The case lasted four months. Our fees for the whole case were £2323 + VAT, totalling £2788.

Basis for our charges

The firm's charges are calculated mainly by reference to the amount of time that is spent on a matter. The firm's rates are reviewed annually and we would inform our clients promptly of any change. Ordinary letters out and telephone calls are charged at six minute units where the time spent does not exceed this. The hourly rates and unit charges for members of the Criminal Department are:

Chloe Jay	£245.00 per hour / £24.50 per unit
Alex Chessum	£225.00 per hour / £22.50 per unit
Nicola Morse	£225.00 per hour / £22.50 per unit
Harriet Parker	£215.00 per hour / £21.50 per unit
Rowanne Gillespie	£160.00 per hour / £16.00 per unit
Rachel Coombes	£75.00 per hour / £7.50 per unit

Where a matter is dealt with by a secretary or non-fee earner in order to progress it a charge of £75 per hour will be made. We will add VAT at the prevailing rate to the above figures.

These rates reflect the many overheads which, of necessity, a firm of solicitors must incur in order to run its business.

Payments we may make to others

We may need to involve an expert to provide an opinion on the merits of your case or a technical aspect. Typical fees are set out below:

Asking a barrister (counsel) for an opinion £500-£1500 + VAT

Medical opinion (such as on an alcohol reading) £200-1000 + VAT

Forensic analysis £1000-3000 + VAT

Contribution towards prosecution costs for a guilty plea £85

Contribution towards prosecution costs after trial £685

Victim compensation contribution £85

Factors which will typically increase the cost of our service

As our charges are based on the time spent on your case, the more time we spend on the telephone to you or someone ringing on your behalf, the more it will cost. It is therefore a good idea to save up your queries for one call or one email.

Please note what is not included in the pricing

It does not include:

- advice and representation in relation to a “special reasons” hearing. This is where there will be a conviction because the law says it has to be imposed if you are pleading guilty, but there may be some unusual factors attached to why you did something which might affect the level of fine or disqualification
- instruction of an expert

Timescales

Usually, your case is expected to conclude within three months if you plead not guilty. However, in our experience, it can take as long as 8 months. If you enter a guilty plea, it is likely to conclude at the first hearing. We cannot guarantee these time scales as there are many factors which can affect the way the case progresses but these are an estimate to help you plan at least at this stage.

Service Description

Your case is likely to follow similar steps to this:

- You are arrested and taken to the police station
- You ask for your solicitor and the police will ring us
- If you have no solicitor the police will ring the duty solicitor and we are on the duty rota
- We will attend the police station and advise you
- If you admit the offence, you will be charged and usually released
- You will be notified of the date of the court hearing
- We may need to take further instructions from you
- We attend the court hearing with you and speak on your behalf. If you are pleading guilty, we will be making representations as to the sentencing options
- The court will make a sentencing decision
- We will write to you to confirm the sentence and what you have to do

Who will be helping you during the process

Our Crime Team members are set out below. Click on the About Our Team tab on our Home page for more information about the person's experience and qualifications:

Chloe Jay Solicitor, duty solicitor, Partner and Crown Court Advocate

Alex Chessum, solicitor and duty solicitor

Nicola Morse, solicitor and duty solicitor

Harriet Parker, solicitor, Crime Team Coordinator and duty solicitor

Rowanne Gillespie, paralegal and currently training as a police station representative

Rachel Coombes, Secretary

A few useful things to know

- If we meet you as a duty solicitor you can ask us to carry on representing you for the court hearing and we will then provide you with a cost estimate for the rest of the case

Making the law work for you

Debt recovery for a business

This is the process of recovering money or property from a debtor when they have failed to pay back the debt within a time that was previously arranged.

We are giving you an example of a straight forward case and a more complicated one so you can get a flavour of how the costs might affect you. You can find more details of the pricing structure from there if you wish. (We have changed names and some other details to protect confidentiality.)

Example of a simple hearing

Tara runs a dance business and gives classes at several large companies for their staff. One such company failed to pay her and the outstanding sum is now £5050- she is not registered for VAT. Despite a warning letter from Shentons requesting the payment, the sum has not been paid. There was no response. If we had pursued the company for Tara, she would have had to pay our fees. Instead, as the claim was under £10,000, we directed her to the small claims procedure which she can do herself by following an online or paper based procedure. We would have charged at least £245 per hour for our involvement and it would have taken at least 5 hours of work. Instead all she had to pay for was our time in opening her file, taking her instructions and writing the warning letter- a cost of £245 + VAT. Tara still has to pay the court fees but she avoids any other legal costs.

More detail

Here is a more detailed breakdown of how costs are made up if we took the court case to trial:

Our charges- 8 hours work £1960 + VAT

Court fee to issue claim between £455 (£410 on line)

Hearing fee £80

Search fee (check for bankruptcy & county court judgments) £10

Court fee for enforcement £110

Steps in the case

- Taking your initial instructions
- Drafting the claim form
- Replying to any defence
- Preparing written statements
- Preparing documents
- Preparing for court and attending the hearing

Example of a more complex hearing

We were asked to recover the sum of £25,000 due to a company for a kitchen installation which the homeowner refused to pay. We wrote a letter asking for the outstanding money to be paid. The homeowner did not respond so we issued a court summons for the sum due. The case was defended by the homeowner claiming poor workmanship. On the day of the hearing, the homeowner did appear and denied that the kitchen had been completed. He claimed he had to engage another company to finish off the work which was going to cost him at least £25,000 as he also alleged that he hadn't ordered the kitchen – it was his ex-wife- and that the cabinets and workmanship from our client company was sub-standard. We were able to prove that the work had been ordered by him and that it had been installed correctly and that the homeowner's story was a total fabrication. Our client won his case and the homeowner was ordered to pay the £25,000 plus our legal costs. He didn't pay. We then had to go back to court for an order to enforce the judgment against him. This involved the bailiff turning up at his house for the money and at this point, the homeowner arranged payment of all the fees (now escalated because of the enforcement action and bailiff fees).

Our fees amounted to £10,000 plus VAT and the court fee of £1250 to issue the proceedings and £545 for the hearing fee.

More detail

Here is a more detailed breakdown of how these costs are made up:

Our fees were made up of 20 hours at £275/hr for the steps set out below, plus 10 hours dealing with the client's instructions and the defendant and 10 hours preparation and attendances on counsel (the barrister).

Steps in the case

- the preparation
- drafting,
- Preparing court documents,
- Preparing witness statements

Basis for our charges

The fees are based on the hourly rate and time spent on the case:

Shaun Underhill, Partner and Solicitor	£275/hr + VAT
Abigail McCarthy, Paralegal and trainee legal executive	£125/hr + VAT
Tamsin Stevenson, trainee solicitor	£125/hr + VAT
Victoria Wright, Secretary	£75/hr + VAT

Payments we may make to others

Court fee £1795

Expert advice and instruction £1000 + VAT

Factors which will typically increase the cost of our service

- The attitude of the defendant
- Failure to negotiate
- Incomplete instructions and paperwork

Timescales

The case took approximately nine months from first writing to the defendant through to trial.

Who will be helping you during the process

Click on the About Our Team tab on our Home page for more information about the person's experience and qualifications:

Shaun Underhill, Senior Partner, Solicitor

Abigail McCarthy, Paralegal and trainee legal executive

Tamsin Stevenson, Trainee solicitor

Victoria Wright Secretary

Making the law work for you

Employment tribunal for individuals means providing advice and representation to employees in relation to their bringing of a claim before the Employment Tribunal against their employer. Including actions for: • unfair dismissal • discrimination • equal pay • wrongful dismissal.

We are giving you an example of a straight forward case and a more complicated one so you can get a flavour of how the costs might affect you. You can find more details of the pricing structure from there if you wish. (We have changed names and some other details to protect confidentiality.)

Example of a simple hearing

The employer dismissed our client, a long standing employee, without notice and without foundation. The employer refused to engage with the grievance or appeals process and ACAS. We issued proceedings. The case was dealt with by the Employment Tribunal at a preliminary hearing and disposed of in our client's favour, she receiving appropriate compensation thereafter.

Our fee was £2750 + VAT for a total of 10 hours work, including initial advice, drafting the claim form, responding to the "defence", attending a preliminary hearing and thereafter negotiating compensation.

Example of a more complex hearing

Our client complained that he had been dismissed for gross misconduct, which she emphatically denied. Despite going through the grievance procedure and

appeal process and conciliation via ACAS, the case proceeded to a final hearing where, following all the advice and legal argument, she was found to have been unfairly dismissed and appropriate compensation was thereafter awarded. The case required the consideration of voluminous paperwork, written evidence from all parties, preparation for preliminary and final hearing and briefing of counsel. Our fees were £20,000 + VAT, counsel's fee were £3,000 + VAT.

Basis for our charges

Our charge rates are based on an hourly rate applied to the time spent on the case:

Shaun Underhill, Partner and Solicitor	£275/hr + VAT
Abigail McCarthy, Paralegal and trainee legal executive	£125/hr + VAT
Tamsin Stevenson, trainee solicitor	£125/hr + VAT
Victoria Wright, Secretary	£75/hr + VAT

Payments we may make to others

Counsel (barrister) fees typically £2500-3500 + VAT per day

Accountants, recruitment advisers again £2500-3500 + VAT

Factors which will typically increase the cost of our service

- Inadequate or subjective instructions
- Poor paperwork

Timescales

The timescale will often depend on how busy the Employment Tribunals are, the length of the final hearing, but typically a one day case will take about six months to reach trial.

Who will be helping you during the process

Click on the About Our Team tab on our Home page for more information about the person's experience and qualifications:

Shaun Underhill, Senior Partner, Solicitor
Abigail McCarthy, Paralegal and trainee legal executive
Tamsin Stevenson, Trainee solicitor

Victoria Wright Secretary

Employment tribunal case for a small business

Employment tribunal means: providing advice and representation to employers in relation to defending claims before the Employment Tribunal brought by an employee. Including actions for: • unfair dismissal • discrimination • equal pay • wrongful dismissal

We are giving you an example of a negotiated settlement and a case which went to a hearing so you can get a flavour of how the costs might affect you. You can find more details of the pricing structure from there if you wish. (We have changed names and some other details to protect confidentiality.)

Example of a negotiated outcome to a tribunal hearing

Our client faced a claim for unfair dismissal and disability discrimination from a disgruntled ex-employee. The case was pursued vigorously by both our client and the claimant. Prior to trial we negotiated a settlement with the employee that was acceptable and awarded the costs, delay and business disruption to our client of otherwise having to attend the trial (3 days) and have little prospect of any costs recovery at Tribunal. Our costs were in the region of £25,000 + VAT to settlement. They could have been about £50,000 + VAT to trial, plus counsel's fees of about £15,000 + VAT.

Example of a simple tribunal hearing

In this case, an employee, Martin, was seeking compensation for unfair dismissal. Martin failed to acknowledge or to respond to any correspondence about the Tribunal hearing. The Employment Tribunal set the date for an interim hearing called a case management discussion but Martin failed to attend. Because of his lack of engagement, the case was struck out. However, Martin appealed against this decision and was successful and the case then proceeded to a full hearing. In a case like this we would charge for the time spent in writing to Martin, preparing the case for hearing by the Tribunal and for attending the interim Tribunal hearing. Our costs were in the region of £15,000 + VAT for attending the various hearing and ultimately defending the claim.

Basis for our charges: we apply our hourly rates to the time spent on the case.

Shentons

Solicitors and Mediators

Shaun Underhill, Senior Partner and Solicitor	£275/hr + VAT
Abigail McCarthy, Paralegal and trainee legal executive	£125/hr + VAT
Tamsin Stevenson, trainee solicitor	£125/hr + VAT
Victoria Wright, Secretary	£75/hr + VAT

Payments we may make to others

Counsel's (barrister's) fees, typically £2500-3500 + VAT per day

Experts, Accountants estimated in region of £2500-3500 + VAT

Factors which will typically increase the cost of our service

- Incomplete paperwork
- No HR function
- Last minute instructions

Timescales

A simple one day Tribunal claim will, subject to Tribunal availability, take about six months. Larger trials can take over one year to be dealt with.

Service Description

- Taking your instructions to find out what the issues are
- Taking statements from you and any witnesses
- Preparing document for use at the hearing and the claim form
- Attending any directions and preliminary hearings
- Advising on any judicial assessment
- Attending the final hearing

Who will be helping you during the process

Shaun Underhill, Partner and Solicitor
Abigail McCarthy, Paralegal and trainee legal executive
Tamsin Stevenson, trainee solicitor
Victoria Wright, Secretary

Making the law work for you

COMPLAINTS

Here you can find information about our complaints process and how to raise concerns with the Legal Ombudsman and with ourselves

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then you can read our full complaints procedure on our website. Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the Solicitors Regulation Authority.

What do to if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint
- and**
- No more than six years from the date of act/omission; or
 - No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please **contact them**: Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ