

## NON-CONTENTIOUS MATTERS

The way in which fees for non-contentious matters (such as drawing up agreements, obtaining Probate and administering estates, or the giving of advice) are assessed is regulated by our professional body, the Law Society, and is subject to the overall supervision of the Courts. The amount of our charges will depend upon a combination of the time spent in dealing with the matter and the complexity and value of the transaction.

### Our fees

We may be able to agree a fixed price or a price within an agreed range, on some matters, such as conveyancing. Where possible, we will provide you at the outset with an estimate of our fees for acting on the transaction and of the other monies that will have to be paid on your behalf. Any such estimate is given on the basis that the matter will not prove to be unexpectedly complex or time consuming, in which event the fees may be higher than originally estimated. Should either or both be the case, then you will be notified at the earliest possible stage. If the transaction does not proceed, then we shall make a charge for the work actually carried out, together with any expenses that incurred on your behalf.

### Charging Rates

Our current charging rates are as follows

Andrew Blundy (Grade A Senior Solicitor)	£235.00 per hour
Amir Hamzavi (Grade A Senior Solicitor)	£235.00 per hour
David Ginns (Conveyancing Executive)	£180.00 per hour
Dessislava Dragneva (Trainee Solicitor)	£124.00 per hour

These rates are reviewed from time to time. If there is any change you will be informed.

### Interim Payments and Disbursements

In addition to our fees and VAT, you will be responsible for paying disbursements, such as Court fees and counsel's fees, incurred during the conduct of your case.

It is our practice to submit regular interim fee accounts. The frequency of such accounts will depend upon the amount of work being carried out. This enables you to be aware of the costs that are being incurred as the case progresses and saves you being presented with a large fee account at the conclusion of the case.

We will usually require payment of money in advance on account of fees and disbursements. Where payment is required in advance, we need cleared funds in our bank account to enable us to make payments out on your behalf. In the case of personal cheques you should assume that it will take five working days for funds to

clear in our bank account, and it is therefore prudent to ensure that we have a cheque at least a week in advance of the date when your funds will be required.

#### Payment of Accounts

Fee accounts are payable upon receipt. Payment by direct bank transfer is preferred.

If you are in breach of any of our terms of payment (including in relation to payments on account and interim fee accounts), then we reserve the right to cease acting for you. In some circumstances, in particular, where our fees have not been paid, we may exercise a lien over your files. This means that we may retain any papers until all outstanding fees have been paid.

#### Interest on late payment

Any Fee Account is payable upon receipt. If not paid within 30 days, interest is payable from the date of the Fee Account until the date of actual payment (whether before or after a County Judgment) at the rate of 8 per cent.

#### Independent Assessment of Fees

If you are not happy with the amount of our fees (or, indeed, any aspect of our service) we hope that the matter could be resolved by means of our Complaints Procedure, a copy of which is available on request.

You may also have the right to object to the amount of the fees by making a complaint to the Legal Complaints Service Legal Complaints Service at Victoria Court 8 Dormer Place Leamington Spa Warwickshire CV32 5AE.

However, if you are still not satisfied with the amount of the fees you are entitled, within one month of delivery of any bill, to have the bill assessed by an officer of the Court, who will decide what sum is reasonable. The procedure is set out in Part III of the Solicitors Act 1974.

#### Our Staff

We recognise that, by its nature, the work that we do can involve urgent and stressful situations arising. Whilst we do our best to respond to such situations promptly, there will be occasions when you will be unable to communicate with us immediately. In such a situation, our staff are entitled to be treated politely and without abuse.

If you are rude or abusive to our staff, we therefore reserve the right to cease acting for you immediately.

### Complaints Procedure

If you are dissatisfied with our service at any time, please first contact the person who is dealing with your case. You should receive a response within 7 days. If you are not satisfied with that response, you should put your complaint in writing to the Principal, Amir Hamzavi, who will review your complaint and report to you within 3 weeks of receiving your complaint. You may complain to Legal Complaints Service, Victoria Court 8 Dormer Place Leamington Spa Warwickshire CV32 5AE if you are not satisfied with the outcome of your complaint.

### Storage of Papers

After your case has been completed we will store your file of papers for at least six years. Whilst this service is free, we do make a charge for retrieving old papers from storage, which may take up to 10 working days.