



**EliteLawSolicitors**

## **Terms and Conditions of Business – Residential Conveyancing**

**PLEASE NOTE THAT THIS DOCUMENT COVERS OUTLINE TERMS OF BUSINESS FOR BOTH PURCHASE AND/OR SALE OF A RESIDENTIAL PROPERTY**

We set out in this statement the core basis on which we will provide our professional services. This document is intended to be a brief overview of our core terms.

Our full Terms & Conditions of Business will be provided to you in the event you choose to instruct us. Should you wish to view our full terms and conditions prior to instructing us please email us at [info@elitelawsolicitors.co.uk](mailto:info@elitelawsolicitors.co.uk).

### **Who We Are**

Elite Law Solicitors “ELS” are authorised and regulated as a Legal Services Body in England and Wales under number 617591 by the Solicitors Regulation Authority (SRA).

We only offer legal services within the jurisdiction of England & Wales and agree with you that we each submit to the exclusive jurisdiction of the English Courts. We hold professional indemnity insurance.

### **Our Aims and Responsibilities**

We aim to offer all our clients an efficient and cost-effective service and the highest standards of client care and we are confident we will do so in regards to your transaction. We will explain to you the issues that arise in your matter and will keep you informed of progress.

We will tell you when we consider that you need other types of professional advice to pursue your case that we are not qualified to provide. Please note that ELS do not ever provide tax, property or goods valuations or financial advice to clients. We also advise clients to strongly consider obtaining independent tax, valuation or financial advice as needed.

### **Charges and Expenses**

You have received a written estimate of the probable cost of the transaction and of all other costs and fees which we can reasonably foresee at the start of the transaction. Our legal fees and additional fees (known as Profit Costs) are professional fees which are not charged at cost as they include a profit element. By comparison disbursements are monies we pay out on your behalf to third parties which do not have an additional profit element, in other words, they are charged at cost.

We breakdown our Profit Costs as much as possible. We call this “unbundling”. We will always try and ensure that your final bill is in line with the estimate originally provided. We will try and alert you, where practical, on how to achieve completion without incurring additional costs and/or disbursements where this is possible.

We will notify you in writing if for any reason we feel it necessary to vary that estimate and will explain to you why we need to do so. Any additional work will be charged on an hourly rate basis. Our hourly rates range from £250 per hour to £130 per hour plus VAT depending on the qualifications and experience of the

person/s dealing with your transaction. Please note that additional work on a hourly rate basis occurs very rarely.

### **Billing Arrangements**

Upon initial instructions we will ask for £500 plus VAT for a purchase and/or £300 plus VAT for a sale on account of costs and disbursements which we normally use to pay for initial costs and/or other charges.

If we receive and hold money on your behalf, it will be deposited in a bank account designated for clients' money which meets the requirements of the SRA Accounts Rules. We are not liable for any loss, cost or expense occurring out of any default on the part of the institution concerned or its insolvency, failure or collapse (save in the case of fraud or negligence on our part).

It is important that you understand that whatever the outcome of your case, the responsibility for paying our bills and expenses rests with you, as does any sums you agree or are ordered to pay to another party.

### **Origin/Receipt/Transmission of Monies**

We are obliged to check the source of monies coming in and going out of our account. Monies may not be paid directly into our client account without the express permission of the fee earner handling your transaction, or their supervisor.

### **Identity, Disclosure and Confidentiality of Business**

All advice given to you is entirely confidential, but:

- Money laundering regulations may require disclosure of confidential information by law. Please note that we accept no responsibility for any loss arising from compliance with the Proceeds of Crime Act 2002 and any amending legislation howsoever caused.
- The Solicitors Regulation Authority and other supervisory bodies may call for a file.
- A court order can compel disclosure of confidential material in certain circumstances.

As a result of the above it is necessary for us to impose certain obligations on our clients. These obligations include:

- Providing evidence verifying identity.
- Disclosing details of anyone (individuals, companies, or otherwise) who may have an interest in the transaction or property that we are dealing with.
- Confirming what bank account will be used for making payments to us.
- Not to send us money from anybody not connected with the transaction, nor request us to pay money to anyone not connected with the transaction.

If any of these obligations are not complied with then we must reserve the right to charge you for any additional checks that we may have to undertake.

### **Data Protection and Copyright**

We comply with the current Law on data protection.

### **Storage of Papers and Documents**

We operate a paper and electronic storage system that is compliant with the GDPR data protection rules. Concluded files will be kept in storage for not less than six years. After that, storage is on the clear

understanding that we have the right to destroy papers/electronic records after such period as we consider reasonable.

### Complaints

We hope that our business relationship continues smoothly but from time-to-time things do go wrong and we appreciate this. If there is any aspect of our service or our fees with which you are unhappy then you should telephone, email or write to our firm’s Managing Partner, James Scozzi. You can contact him by email on [jscozzi@elitelaw solicitors.co.uk](mailto:jscozzi@elitelaw solicitors.co.uk); phone him on 01494 722326 or write to him at Chalfont Court, 5 Hill Avenue, Amersham, Buckinghamshire, HP6 5BD.

### Referral arrangements

We may pay a referral fee for work to be referred to us. In such a situation we will inform you in writing and will tell you what fee we have paid.

### Miscellaneous Charges and Disbursements

Other charges may apply, for example if a deed of covenant, share certificate or insurance is required. If that is the case, then we will advise you as soon as we become aware that this additional work will be required and of any additional costs.

Where we incur fees on your behalf, these are referred to as “disbursements”. A disbursement is a charge made by a third party for the provision of a service. An example of a disbursement would be the charge made by the Land Registry to register you as the new owner of the property following completion of your purchase.

### Abortive Transactions

If your transaction does not proceed to completion, unless we have reached alternative arrangements directly with you then our charges for the abortive work will be calculated on a pro-rata basis dependent upon the stage the transaction has reached at the time we are instructed not to proceed.

### Schedule of Additional Fees

**These are fees that will or may be incurred during a transaction. As a result, we bring them to your attention below (the list is not exhaustive). Our full terms of business provide more comprehensive explanations of the fees listed.**

<b>Verifying Identity</b>	There is a charge for this of <b>£49 + VAT</b> for each individual electronic enhanced ID check conducted. If the electronic enhanced ID check referred to above produces an unsatisfactory result such that we have to carry out additional steps to verify your ID there is a charge for this additional work of <b>£75.00 plus VAT</b> . Where the identification information provided by you comprises overseas documentation, we charge a fee of <b>£95.00 plus VAT</b> for each ID check carried out.	<b>Applicable to both Purchase and/or Sale transactions</b>
<b>Bank Charges</b>	We will raise a fee for each electronic or manual transfer sent and/or received (in most transactions there is usually two of each). The charges are <b>£49.50 plus VAT</b> per bank payment in or out. If more than six financial transactions occur, a reduced fee of <b>£15 plus VAT</b> per additional item will be charged.	<b>Applicable to both Purchase and/or Sale transactions</b>
<b>Storage of Papers and Documents</b>	Our fees for storage are based on a basic fee of <b>£1.00 per month for 6 years plus VAT</b> . The government data regulations require	<b>Applicable to both Purchase and / or Sale transactions</b>

	considerable input by us hence we have separated our storage charges from our legal fees to provide greater transparency.	
<b>Pre-Completion Searches</b>	During the purchase process, there are various charges that are incurred with the Land Registry. These include, for example, the fee charged for a priority period and for bankruptcy searches. Rather than detail these individual payments separately, we charge <b>£49.00 plus VAT</b> overall and absorb any charges made by Land Registry.	<b>Purchase Transaction ONLY</b>
<b>Anti-Fraud Checks</b>	We charge a fee of <b>£55.00 plus VAT</b> for this service. The anti-fraud checks incorporate an Anti-Money Laundering Check and the Authentication of Other Parties' Lawyers.	<b>Purchase Transaction ONLY</b>
<b>Source of Funds &amp; Wealth Check</b>	We must ascertain how funds have accrued in your chosen account(s). You will have an opportunity to use our Open Banking function for us to obtain this information. Our fee for this service is <b>£35 plus VAT</b> which include the third-party provider's fee.	<b>Applicable to both Purchase and / or Sale transactions</b>  <b>This service is optional</b>
<b>Anti-Fraud Security Alert</b>	This service involves an application to the Land Registry to place a marker on the registered legal title to your property. You will receive email alerts from the LR when certain activity occurs affecting the legal title on your property, allowing you to act if necessary. Our fee for this service is <b>£49 plus VAT</b> .	<b>Applicable to both Purchase and/or Sale transactions</b>  <b>This service is optional</b>
<b>Anti-Fraud Restriction</b>	The restriction means that to sell or mortgage the property a Solicitor needs to certify that he/she is satisfied that the person selling or mortgaging is the true owner of the property. If you wish to have this restriction as added "peace of mind" please let us know. Our fee for this service is <b>£165 plus VAT</b> .	<b>Purchase Transaction ONLY</b>  <b>This service is optional</b>
<b>Anti-Fraud – Bankruptcy Check</b>	We are under an obligation to the Buyer's Solicitors not only to confirm your identity but also to verify your financial status as the Seller of the property. To do this, it is necessary for us to carry out a bankruptcy check against each registered owner of the property. We charge a fee of <b>£40.00 plus VAT</b> per registered owner.	<b>Sale Transactions ONLY</b>
<b>Anti-Fraud – Buyer's Lawyers</b>	To ensure you are not subjected to any potential fraud we check that both the lawyers' firm and the lawyer within that firm match the details held by the relevant regulator. We charge a fee of <b>£30.00 plus VAT</b> for this service.	<b>Sale Transactions ONLY</b>
<b>Anti-Fraud Restriction Removal</b>	If there is an anti-fraud restriction registered against your property, then we shall take appropriate steps to remove that restriction. Our fee for this service in <b>£395.00 plus VAT</b> .	<b>Sale Transactions ONLY</b>
<b>Title Information Documentation</b>	Post completion, we can provide you with a physical copy of the updated Office Copy Entries, property deeds once these have been updated at Land Registry. This may, but is not limited to, providing you with your property deeds to confirm you are now the registered proprietor and may also include other ancillary documents received from the Seller's solicitors. Our fee for this service is <b>£35.00 plus VAT</b> .	<b>Purchase Transaction ONLY</b>
<b>Land Registry eLodgement Fee</b>	We charge a fee of <b>£35 plus VAT</b> for lodging an application to register you at the Land Registry via their business gateway (in addition to the disbursement charged by Land Registry for registration).	<b>Purchase Transaction ONLY</b>
<b>Property Assistance Support Helpline</b>	We offer a support helpline service for your own personal and non-commercial use in relation to Breach of contract against the other party to your property transaction, misrepresentation in relation to the property you have purchased or sold and alleged negligence of a	<b>Applicable to both Purchase and/or Sale transactions</b>  <b>This service is optional</b>

	professional advisor in your property transaction. The fee for this service is <b>£30.00 plus VAT</b> .	
<b>Expedited Completion</b>	This is defined as any completion date that is 10 working days or less from exchange of Contracts to completion. Undertaking the work more quickly disrupts our processes as we must prioritise your work. As such this will incur an additional charge of <b>£175 plus VAT</b> per transaction.	<b>Applicable to both Purchase and/or Sale transactions</b>  <b>This service is optional</b>
<b>Fast Instruction to Completion</b>	The timescale and corresponding additional fees are as follows: <ul style="list-style-type: none"> <li>• Completion within 4 weeks of initial instructions - <b>£1,500 plus VAT</b></li> <li>• Completion within 8 weeks of initial instructions - <b>£1,000 plus VAT</b></li> <li>• Completion within 10 weeks of initial instructions - <b>£500 plus VAT</b></li> </ul> Should we be unable to meet said timescales we will apply the fee that is correct to the timescale achieved however the fee will never be less than £500 plus VAT.	<b>Applicable to both Purchase and/or Sale transactions</b>  <b>This service is optional</b>
<b>Simultaneous Exchange and Completion</b>	The work required to exchange and complete simultaneously is considerably more than the standard practice of exchanging and completing sequentially. As such this will incur an additional charge of <b>£350 plus VAT</b> per transaction.	<b>Applicable to both Purchase and/or Sale transactions</b>  <b>This service is optional</b>
<b>Gifted Deposit</b>	If any of your funds are coming from a third party, then we will need to liaise with that person to comply with our AML requirements. Our fees for dealing with this are at least <b>£199 plus VAT</b> per gift or third-party payment.	<b>Purchase Transaction ONLY</b>  <b>This fee is transaction specific</b>
<b>Key Access Undertaking</b>	In certain circumstances the Seller may allow access to the property to you as the buyer, prior to completion. If you instruct us that you wish us to negotiate such undertaking our fee for this would be an additional <b>£175 plus VAT</b>	<b>Applicable to both Purchase and/or Sale transactions</b>  <b>This service is optional</b>
<b>Late Completion Fee</b>	Should the fixed completion date not be complied with, and we are instructed to deal with the repercussions of a late completion, then we reserve the right to charge a fee of <b>£195 plus VAT</b> upon completion.	<b>Applicable to both Purchase and/or Sale transactions</b>
<b>Altering Parties to a Transaction</b>	Changing the entities involved in a transaction incurs additional time irrespective of what stage the transaction has reached at the time of the alteration. Our additional fee for dealing with this is <b>£175.00 plus VAT</b> .	<b>Applicable to both Purchase and/or Sale transactions</b>
<b>Purchasing with a tenant in situ</b>	Dealing with a property with a tenant in situ does not form part of a usual conveyancing matter. An additional fee of a minimum of <b>£250.00 plus VAT</b> will be applicable.	<b>Applicable to both Purchase and/or Sale transactions</b>
<b>Indemnity Insurance</b>	If we are required to organise a policy for you, we will charge a minimum fee of <b>£99 plus VAT</b> . The price of the policy is separate and will usually be dependent on the value of the property.	<b>Applicable to both Purchase and/or Sale transactions</b>  <b>This service is optional</b>

<b>Fee if property is leasehold</b>	The work required to purchase or sell a leasehold property rather than a freehold property is greater. As a result, there is an additional fee of between <b>£199 and £229 plus VAT</b> .	<b>Applicable to both Purchase and/or Sale Leasehold Transactions</b>
<b>Building Safety Act 2022</b>	The Building Safety Act 2022 (BSA) applies to buildings which are at least 11 meters in height or at least 5 stories. If we are required to carry out additional work in relation to the BSA our additional fee for the work involved will be a minimum of <b>£950 plus VAT</b> .	<b>Purchase Transaction ONLY</b>
<b>Joint Purchasers</b>	If you are purchasing a property as joint owners, we will charge a fee of <b>£60 plus VAT</b> for the additional work required in dealing with this aspect of the transaction.	<b>Purchase Transaction ONLY</b>  <b>This fee is transaction specific</b>
<b>Joint Sellers</b>	If you are selling a property as joint owners, we will charge a fee of <b>£50.00 plus VAT</b> to deal with this aspect of the transaction. This is because additional work and advice is required in a transaction involving two or more sellers.	<b>Sale Transaction ONLY</b>  <b>This fee is transaction specific</b>
<b>Searches</b>	The cost of obtaining an advising on our standard search pack is <b>£299 to £459 plus VAT depending on location of the property being purchased</b> . Other searches if required have specific costs. These would be transaction specific.	<b>Purchase Transaction ONLY</b>
<b>Water &amp; Drainage Search</b>	We strongly recommend this search. The cost of obtaining and advising on this report is <b>£50 plus VAT</b> (plus the cost of the search).	<b>Purchase Transaction ONLY</b>  <b>This service is optional</b>
<b>Dev Assess Search Report</b>	The cost of obtaining and advising on this report is <b>£50 plus VAT</b> (plus the cost of the report).	<b>Purchase Transaction ONLY</b>  <b>This service is optional</b>
<b>Hazards Search</b>	A Hazards search may reveal other adverse issues affecting the property such as the existence of mining, fracking, energy sources in the area in which the property is situated. Our fee for obtaining and providing you with a Hazard search report is <b>£10 plus VAT</b> .	<b>Purchase Transaction ONLY</b>  <b>This service is optional</b>
<b>DevCheck Planning Service</b>	This is a service available to sellers of premises where there may be, attached to the property, a potential development opportunity. The cost of this service is <b>£50 plus VAT</b> (plus the cost of the search).	<b>Sale Transactions ONLY</b>  <b>This service is optional</b>
<b>Flood Search</b>	If you instruct us to carry out a Flood Search, our fee will be <b>£50 plus VAT</b> (plus the cost of the search) for obtaining and providing the search result to you.	<b>Purchase Transaction ONLY</b>  <b>This service is optional</b>
<b>Other Searches</b>	If you instruct us to carry out other searches, our administration fee will be <b>£50 plus VAT</b> (plus the cost of the search) for obtaining and providing that search result to you.	<b>Purchase Transaction ONLY</b>  <b>This service is optional</b>
<b>Search Validation Insurance</b>	We can arrange said insurance for <b>£160 plus VAT</b> per policy including our professional fee of <b>£50 plus VAT</b> to arrange usually within 24 hours.	<b>Purchase Transaction ONLY</b>  <b>This service is optional</b>

<b>Planning Documentation from Local Authority</b>	We charge a fee of <b>£79.50 plus VAT</b> for obtaining copies of planning or building regulation documentation from the Local Authority (plus any costs that the Local Authority may charge).	<b>Applicable to both Purchase and/or Sale Transaction</b>  <b>This fee is transaction specific</b>
<b>Acting for Lender</b>	This cost will apply if you are taking out a mortgage to fund your purchase. If we are instructed to act for your lender, then our fees for doing so will be borne by you. Our estimated fees for this additional work will be between <b>£199.00 and £229.00 plus VAT</b> .	<b>Purchase Transaction ONLY</b>  <b>This fee is transaction specific</b>
<b>Panel Mortgage Fee</b>	If you have a mortgage, we are required by your Lender to deal with Lender Exchange/ LMS/ Mortgage Providers in the processing of your mortgage redemption. Our charge for dealing with that mortgage panel/provider is <b>£35 plus VAT</b> . This includes any charge that we pay to the lender.	<b>Applicable to both Purchase and/or Sale Transaction</b>  <b>This fee is transaction specific</b>
<b>Help To Buy ISA / Lifetime ISA</b>	If you are purchasing with a Help to Buy ISA, we will make the bonus payment request on your behalf. We are entitled by the Help to Buy ISA scheme to charge <b>£50 plus VAT</b> .  A separate charge of <b>£50 plus VAT</b> will be added to your final bill in relation to the work required dealing with your Lifetime ISA.	<b>Purchase Transaction ONLY</b>  <b>This fee is transaction specific</b>
<b>Chancel Repair Liability Check</b>	As a church can still register a notice at any point up until a priority search is made before completion, it is essential that a check is carried out against the title. We charge a fee of <b>£35.00 plus VAT</b> for this service.	<b>Applicable to both Purchase and/or Sale Transaction</b>  <b>This fee is transaction specific</b>
<b>Transactions where the Land is Unregistered</b>	There is an additional cost of <b>£495 plus VAT</b> incurred if the property you are purchasing or selling has an unregistered title. This is due to the additional work required.	<b>Applicable to both Purchase and/or Sale Transaction</b>  <b>This fee is transaction specific</b>
<b>Transactions where a Retention is needed</b>	Our additional estimated fees for dealing with a retention will normally be <u>at least</u> <b>£450 plus VAT</b> .	<b>Applicable to both Purchase and/or Sale Transaction</b>  <b>This fee is transaction specific</b>
<b>SDLT Processing Fee</b>	We will complete and submit the Return on your behalf. The cost of undertaking this work, including completing the Return, will be <b>£99 plus VAT</b> .	<b>Purchase Transaction ONLY</b>  <b>This fee is transaction specific</b>
<b>Leasehold Management Pack</b>	If the property is leasehold, it will be necessary to obtain up to date service charge information from the freeholder/ management company/ managing agent. There will usually be a charge by the provider for the information. The additional work will attract a fee of <b>£275 plus VAT</b> (plus the cost of the pack).	<b>Applicable to both Purchase and/or Sale Transaction</b>  <b>This fee is transaction specific</b>

<b>Supplementary Management Company Pack</b>	If information regarding the property is held by more than one management company it will require additional/duplicate work for which an additional fee, which will usually be a minimum, of <b>£175 plus VAT</b> per supplementary pack required (plus the cost of each pack).	<b>Applicable to both Purchase and/or Sale Transaction</b>  <b>This fee is transaction specific</b>
<b>Lease Rentcharge</b>	A Rentcharge is an annual or periodic sum payable to a third party who may not hold any other interest in the property. If there is a Rentcharge further investigation will be required to ensure you are protected. Our fee for this additional work will be a minimum of <b>£175 plus VAT</b>	<b>Purchase Transaction ONLY</b>  <b>This fee is transaction specific</b>
<b>Freeholds where there is a Service Charge or a Management Company is involved</b>	Some freehold properties are subject to a service charge. It is often hard for us to know or find out quickly what a managing agent or owner/freeholder will charge, but we will let you know as soon as we are made aware. Our estimated fees will be a minimum of <b>£250.00 plus VAT</b> .	<b>Applicable to both Purchase and/or Sale Transaction</b>  <b>This fee is transaction specific</b>
<b>Share in Management Company</b>	In certain circumstances, you may be required to become a shareholder/member of the management company. We charge a fee of <b>£90 plus VAT</b> for dealing with the transfer or creation of the share in your favour or in adding you as a member of the management company.	<b>Purchase Transaction ONLY</b>  <b>This fee is transaction specific</b>
<b>Notices/Deed of Covenant</b>	All leasehold and some managed freehold properties are subject to the requirement that formal written notice is given to the freeholder and/or Management Company of any transfer or new mortgage affecting the property. The additional work involved in our preparing and serving notices of transfer and mortgage is <b>£75.00 plus VAT</b> per notice (plus any charges levied by the freeholder and/or Management Company).	<b>Purchase Transaction ONLY</b>  <b>This fee is transaction specific</b>
<b>Transactions which become abortive</b>	If the transaction becomes abortive after: <ul style="list-style-type: none"> <li>a. the initial stage, before contract papers have been sent by the seller's Solicitors to us, the abortive charge will be <b>20% plus VAT</b> of the estimate given to cover the administrative cost of collecting documents and information from you, reviewing the same, opening the file as well running a closing procedure to archive the file; (please note that in the event of an auction purchase the abortive charge will be 50% of the overall estimated fees given that a lot of the work is carried out on an urgent basis shortly following your initial instructions). <b>Please note, in addition, the full fees relating to the Electronic Enhanced ID check(s) and File Storage will also be payable. These will usually be £49.00 plus VAT (per person) and £72.00 plus VAT respectively.</b></li> <li>b. any contract papers have been sent from the seller's Solicitor to us, any searches being applied for (whether or not results have yet been received); any enquiries being raised (whether all replies have been received or not), the abortive charge will be <b>50% plus VAT</b> of the estimated legal fee given and any additional fees identified before the matter goes abortive <b>with the exception of fees relating to Electronic Enhanced</b></li> </ul>	<b>Abortive Purchase Transaction ONLY</b>



	<p><b>ID checks, Banking Charges and File Storage which will be payable in full.</b></p> <p>c. any contract, lease, search or title reports have been sent by us to you advising on search results, your obligations as a borrower (if applicable) or documents and information relevant to the transaction and the property, the abortive charge will be <b>75% plus VAT</b> of the estimated legal fee given and any additional fees identified before the matter goes abortive <b>with the exception of fees relating to Electronic Enhanced ID checks, Banking Charges and File Storage which will be payable in full.</b></p> <p>d. contracts have exchanged but before completion has taken place (except where Notice of Completion has been served on you by the seller), our abortive charge will be the <b>full fee plus VAT</b> in accordance with the estimate given and additional fees identified.</p>	
<b>Redeeming the Mortgage</b>	If there are any mortgages or third-party charges secured against the property, we will take steps to repay them from the sale proceeds. Please note there will be an additional fee which will usually be a minimum of <b>£199.00 plus VAT</b> per charge redeemed which will be included in our final invoice.	<b>Sale Transactions ONLY</b>
<b>Share of Freehold</b>	If you are selling a leasehold property of which you are also registered as either a shareholder of the company that owns the freehold or, you are one of the shared freehold owners, we shall draft additional documentation to be provided to the buyer's solicitor for approval and to register their clients' ownership of the same. Our fee for dealing with this aspect of the transaction will be a minimum of <b>£195.00 plus VAT</b> .	<b>Sale Transactions ONLY</b>
<b>Land Registry Documents Fee</b>	During the sale process, there are various charges that are incurred with the Land Registry. The fee charged for provision of an official copy of the legal title to your property, the Land Registry filed plan and other documents that affect the title. Rather than detail these individual payments separately, we will include in our invoice to you an overall charge of <b>£55 plus VAT</b> and absorb any charges made by Land Registry.	<b>Sale Transactions ONLY</b>
<b>Transactions which become abortive</b>	If the transaction becomes abortive after: <p>a. the initial stage before contract papers are sent to the buyer's solicitors, the abortive charge will be <b>£225 plus VAT</b> to cover the administrative cost of collecting documents and information from you, reviewing the same, creating your matter on our case management system and a file as well running a closing procedure to archive the file;</p> <p>b. any contract papers have been issued to the buyer's solicitor, redemption statements obtained, enquiries have been raised by the buyer (whether all replies have been returned or not), the abortive charge will be <b>50% plus VAT</b> of the estimate given and any additional fees identified;</p>	<b>Sale Transactions ONLY</b>

	<p>c. the sale report has been sent to you or contracts, transfers and appropriate documents have been signed, the abortive charge will be <b>75% plus VAT</b> of the estimate given and any additional fees identified.</p> <p>d. contracts have exchanged but before completion has taken place (except where Notice of Completion has been served on you by the buyer), our abortive charge will be the <b>full fee plus VAT</b> in accordance with the estimate given and additional fees identified.</p>	
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**Objective**

Our objective is to ensure you are happy with our service to the extent that you will recommend us to others. We try to ensure that, wherever possible, your final bill is in line with the initial estimate. If additional work is required, we ensure you understand what that work is, why it is necessary and what the costs are prior to the work being undertaken. We have unbundled (broken down) our fees so you can see what we charge for each part of the work you have or may ask us to do. We are always happy to discuss specific charges. We strongly believe that the more informed you are the more informed your decision will be.