

# Wollen Michelmore

SOLICITORS

## THE BENEFITS OF KEEPING YOUR BUSINESS LOCAL

The buying and selling of property is the single biggest financial investment an average person will make in their lifetime. At times it can appear complicated, daunting and often scary. It is important at such a crucial time to have people in place who can support and assist you to make sure the transaction runs as smoothly as possible. I am a Solicitor working within a close knit team in our Torquay office. Together we take great pride in going that extra mile to assist our clients to guide them through this process and tailoring support to match their needs. Whilst you may simply assume this is the approach taken by any conveyancer, this is not always the case. The recent rise in online services and national conveyancers has shown me time and time again just how important our approach is. Whilst these alternative services may seem cheaper or more convenient, a recent transaction highlighted to me this is not the case and showed clearly the value and benefit of our local personal approach.

I was recently instructed on a sale and purchase for a young family upgrading their home. Our clients engaged a local estate agent to list their property and chose Wollen Michelmore due to their high street presence and the option to “pop in” as and when they needed too. Their Seller had instructed an online estate agent to market their property and elected to go with a conveyancing firm in North Yorkshire to deal with their sale.

At the outset my clients were open about their anxiety towards the transaction and were keen to tell me they were easily overwhelmed with paperwork. During our initial meeting I was able to reassure them of the process and describe the ways in which we were on hand to help. By instructing a local solicitor not only could they meet me face to face, but they also had direct contact to me via the telephone or email. I believe immediately this put some fears to rest and helped to start building a trusting relationship between us at the outset.

The transactions progressed as expected, although at times I struggled to reach my sellers solicitor in North Yorkshire. My clients had requested a preference for both hard copy and email communication. They knew if any questions arose they knew they could pick up a phone or, pop into the local office. I know this was not the case for the sellers who found it challenging to reach their conveyancer, being held in a telephone queue with the recorded message of ‘how important your call is to our company’ and never being able to get the same person on the telephone twice! This instance alone demonstrated the huge benefit of using a local respected law firm.

Turning to a similar instance with an online agent, when all parties were deciding on a suitable completion date, we stumbled across the usual difficulties of modern life with issues such as; arranging leave from work, childcare commitments, holidays or unavailable removal firms. Our agent was willing to help with the various scenarios but the selling agent was nowhere to be found.. The lack of physical presence presented even further delays on the day of completion as we were left in an uncomfortable situation where the buyer had to meet their seller direct at the new home to collect the keys. It seems that the online agent, having deducted their fee at the listing stage, had no further involvement from then on. The moving day can be stressful enough without the added inconvenience caused in these instances.

Working on your transaction, at Wollen Michelmore, we ensure the matter is dealt with as efficiently as you would expect. However, we compliment this further by ensuring you are kept involved, informed and supported from start to finish in a manner that best suits you.

When looking back retrospectively, any initial costs that may have been saved by a cheaper alternative company online or out of the area may not seem so important when you are happily settled in your new home. Take time to think about the conveyancing services being offered elsewhere and at what cost this cheaper service may impact on you and the biggest investment you are likely to make.

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