



July Summer Edition 2015



Welcome to the Convey Law Summer Newsletter 2015.

What an incredible start to the year!

Client service has gone through the roof! Reduced workloads have led to excellent client service results and the recruitment of an additional ten members of staff this year – with our recruitment drive continuing!

We continue to win conveyancing awards and also achieved a business award from the Institute of Directors this year. A key achievement was our Gold Investors in People award in May of this year.

Our fundraising initiatives have skyrocketed, with members of staff taking part in a host of charity challenges, in support of the Matterhorn Challenge and our quest to raise over £50,000.00 for the Ty Hafan Children's Hospice this year. We very much look forward to the launch of the Conveyancing Foundation charity in September, which will allow other Conveyancers to emulate our charity fundraising success.

We hope that you enjoy the newsletter. Good luck in spotting Colin the Convey Law Pig and winning a bottle of Champagne!

Yours Sincerely,

Lloyd Davies

Managing Director
Convey Law



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REVOLUTIONARY CONVEYANCING

What Our Clients Have To Say?

Our client survey results are the highest that they have ever been in our history!

Revolutionary Conveyancing

We reduced the workload of our Conveyancers at the start of the year. We also introduced a "Pilot Call" system, with our Conveyancers making unprompted telephone contact with their clients at the outset and at key points throughout the transaction.

Our clients are enjoying our new online client survey facility. We are always looking to improve our service at Convey Law and client feedback is imperative.

With the advent of modern technology, we decided that we would undertake electronic searches against every client and ask them to send us a "selfie" of themselves to establish their identity.

Our clients and introducers of business love the new, easy to use procedure.

Thank you to everyone for your excellent feedback! We continue to improve!



Example of "Selfie" Identification

"I was very pleased with the support and service provided. The process was really quite stressful, purely because of other people in the chain, but my conveyancing team were calm, polite and reassuring and always on the end of the phone when I had a question or a bit of a "wobble". I was regularly kept up to date, so very rarely needed to call."

Miss Brook

"My conveyancer was absolutely brilliant. She always replied instantly to all my queries and I was kept up to date with the transfer. Although it was a difficult case, she was very professional and helpful."

Rozeta Jani

You could WIN a FREE bottle of champagne!

Somewhere in this newsletter we've hidden a small silver piggy bank pig called 'Colin' (just like the one below).

Spot the wee little piggy and you could WIN a FREE bottle of champagne, delivered to your doorstep. The first correct email entry to arrive is the winner. The race is now on - have a good look through and get Colin spotting. Good Luck!

Email your guess to rhosier@conveylaw.com

Congratulations to Alison Roberts of COUNTRYWIDE Property Lawyers who WON the bottle of champagne in the last issue after spotting 'Colin'.

Colin was on Page 6 of the newsletter, in the first picture watching the rugby. Good find Alison.



Ask Gareth?

Q. Do I need a survey on the property, even if I am a cash purchaser?

A. We would always recommend that you undertake a survey on the property, whether or not you are obtaining a mortgage. Even a mortgage valuation report will be commissioned by your mortgage lender and so you may not be able to rely on the information contained in it.

The survey report will provide reassurance in relation to structural integrity and detail issues that may require further investigation. We are able to recommend surveyors if required."

Gareth Richards
Legal Director at Convey Law



REVOLUTIONARY CONVEYANCING

Awards 2015

Institute of Directors Award for Leadership in Corporate Responsibility

Our Managing Director, Lloyd Davies, won the prestigious Leadership in CSR Award at the Welsh IOD Awards in May 2015.

The Award was in recognition of our fundraising efforts - we have raised over £270,000.00 for our chosen charities over the course of the last 5 years.

Lloyd has been shortlisted for the UK National IOD Awards, which will be held in London in October 2015.



IOD Award Winner Lloyd Davies with TV Presenter Andrea Byrne



Gareth, Rob and Lloyd with Rory Bremner

Property Forum Awards

In March 2015 we attended at the Property Forum Awards in London which was hosted by Rory Bremner. Convey Law were highly commended for promotional marketing and conveyancing innovation.



We are delighted to have achieved recognition at these prestigious awards. It was great to achieve further recognition this year after having won Best UK Conveyancer at the Times and Sunday Times Awards in 2014.

Directorial Appointments

We are delighted to announce that our Head of Finance and Administration, Gareth Evans, was appointed to the Board of Directors at Convey Law in April 2015. Gareth has worked at Convey Law for over 10 years and has developed the Accounts Department into an award winning accounts auditing team. Congratulations Gareth and welcome to the Board!

In April 2015 our Managing Director, Lloyd Davies, was appointed as the new Operations Director for The Conveyancing Association (CA). The CA is made up of the top 50 Conveyancing Lawyers in the country and helps to develop and change conveyancing procedure for the better. Well done Lloyd.

In January 2015 our Legal Director, Gareth Richards, was appointed to the Board of Directors for The Society of Licensed Conveyancers (SLC). The SLC looks after the best interests of the Licensed Conveyancing profession. Congratulations Gareth!



Gareth Richards, Lloyd Davies & Gareth Evans



REVOLUTIONARY CONVEYANCING



INVESTORS
IN PEOPLE | Gold

Investing In Our People To The Highest Standard

At the start of 2015 we achieved Gold Investors in People accreditation. We are one of only a few Welsh companies to achieve the Gold IIP award and we are the only Conveyancing company in the UK to have achieved this fantastic accolade.

Investor in People Assessor Mavis Elliott-Smith commented:-

"Convey Law is a cutting-edge organization, operating at the highest levels of people management practice. They fully understand the need to train and develop the individuals working for them in order to get the best out of them. There is a family atmosphere at Convey Law; everyone understands their objectives and they also love to celebrate their successes. Well done on a very well deserved GOLD Investors in People Accreditation."



Lloyd Davies, Kathryn Jones, Stephanie Oliver, Mavis Elliott-Smith & Gareth Richards



Lloyd Davies, Kathryn Jones & Gareth Richards

Kathryn Makes The Grade

As a testament to our investment and development of in-house talent, we celebrated again in March 2015, with Conveyancer Kathryn Jones qualifying as a Licensed Conveyancer. We are looking to sponsor and qualify another cohort of talented individuals on the Licensed Conveyancer qualification course this year.

Kathryn commented:

"The support and training that I have received during my 5 years at Convey Law has been brilliant. It is a great place to work and an environment in which you are encouraged and given the support to excel."



REVOLUTIONARY CONVEYANCING



Training and Development

At the start of this year Stephanie Oliver joined Convey Law as our Training and Development Manager.

Stephanie has revolutionised the way that we undertake appraisals, training and performance assessments at Convey Law. Stephanie and Gareth Richards played a key role in our achieving Gold Investors in People accreditation in May 2015.

Stephanie has been charged with enhancing the working environment and experience of all members of staff at Convey Law through training and development and staff benefits. Stephanie is currently leading our application to be recognised as one of the top 100 companies to work for in the UK and the conveyancing employer of first choice in our locality.



Back row: Gareth Richards, Stephanie Oliver & Lloyd Davies
Middle Row: Jillian Walliker, Thomas Herbert, Donna Hobden, Lauren Rooke & Amy Jones
Front Row: Nicolle Jones, Ceri Le Neveu, Natalie Arr & Alex Harris

Trained Paralegals

Over the course of the last 12 months we have trained over 20 Convey Law Paralegals on the Council for Licensed Conveyancer Paralegal Course.

Our success in training enabled us to secure the franchise to design an online Paralegal Course for the Conveyancing Association, for use by the top 50 conveyancing Lawyers in the country.

We are also working with the CLC on the new Trailblazer apprenticeship scheme which should have government approval and backing later this year.



REVOLUTIONARY CONVEYANCING



Rob's World

The latest from Convey Law's Sales & Marketing Director

What an incredible start to the year. We have registered a number of instructions and a record number of new introducers coming on board.

Our Sunday Times Conveyancer of the Year Awards, together with a host of other Awards that we won last year and at the beginning of this year, are making an impact!

Please note that our new Introducer Competition has just started, the details are below.

In the event that you would like to speak to us about what Convey Law can offer your clients and your company, please do not hesitate to contact me.

Rob Hosier

Sales & Marketing Director

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3 fabulous prize COMPETITION

ENTER our NEW fabulous WINTER Competition and you could WIN some fantastic prizes.



HOTEL STAY

WIN a relaxing, luxury night away for two.



ADVENTURE DAY

WIN an Adventure Day for two.



SPA DAY

WIN a Spa & Zen Day for two.



The **WINNERS** will be the Introducers with the highest proportional increase of live instructions from the 1st July to the 31st December 2015.

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



MATTERHORN CHALLENGE

— TY HAFAN CHILDREN'S HOSPICE —

14,692 FEET UP

£15,000 RAISED

£50,000 TARGET



Last year Convey Law Conveyancer, Geraint Aubrey, climbed 3 peaks in the Burmese Alps and raised over £15,000.00 for Cancer Research UK.

This year we are looking to engage the whole of the conveyancing industry with the Matterhorn Challenge. We will be supporting Geraint in his quest to conquer the Matterhorn in the Swiss Alps and raise over £50,000.00 for our favourite charity, The Ty Hafan Children's Hospice.

The Conveyancing Association, The Society of Licensed Conveyancers and The Bold Group are all behind the challenge and we are encouraging all Conveyancers and Stakeholders within the conveyancing industry to support the quest.

The Challenge is a prelude to the launch of The Conveyancing Foundation charity in September 2015, which will allow other Conveyancers to follow our model and achieve significant fundraising success through The Free Legal Fee Competition.

Support Geraint online:
<http://theconveyancingassociation.co.uk/conveyancing-fundraising.html>



CONVEYANCING FOUNDATION

The staff at Convey Law have been busy this year in raising our charity fundraising profile, as a prelude to the launch of The Conveyancing Foundation charity in September 2015.

The Conveyancing Foundation will look to engage with other Conveyancers and enable them to emulate our success and raise tens of thousands of pounds for charity.



Onesie Walkers - June 2015



Rainbow Run - April 2015



Taff Trail Cycle - September 2015



Three Peaks Challenge - June 2015



London to Brighton- July 2015



To find out more about The Matterhorn Challenge please access the following link:-
<http://theconveyancingassociation.co.uk/conveyancing-fundraising.html>

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