



I am

Moving Home

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Plain English Campaign
Committed to clearer communication

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**Quality
Solicitors**

“You just don’t know if a law firm is any good until it’s too late! I started the QualitySolicitors legal brand after having a terrible experience of using a lawyer myself. Even though I’m a barrister, I didn’t know who to choose when it came to my own legal issues. In the end, I chose badly - my lawyer never kept me updated and hardly ever returned my calls. The stress it caused was awful. Sadly, that experience is all too common.

Using a QualitySolicitors firm is like having a lawyer recommended to you by hundreds of trusted friends. That’s because we only select firms to become part of QualitySolicitors that have consistently excellent feedback from their clients. I am certain that by choosing QualitySolicitors to represent you, you will have a much better experience than I did with my lawyer!”

A stylized, handwritten signature in white ink, appearing to read 'Craig Holt'.

Craig Holt

Chief Executive
QualitySolicitors

What is QualitySolicitors?

QualitySolicitors is a national legal service with branches all across the UK. QualitySolicitors is made up of many of the UK's best law firms who have come together to create a national legal brand.

Before they can join, law firms are chosen from fierce local competition. Only the best firms are selected to become part of QualitySolicitors - based on what you, the public, tell us about them.

QualitySolicitors is delighted to be a member of the Institute of Customer Service. We are determined to improve standards of customer service in the legal market. Everything we do is designed to make life easier and less stressful for you when dealing with legal matters. Our aim is to drag the legal profession into the 21st century!

Our lawyers are experts in their legal areas but, unlike some, don't believe they have to use complicated legal jargon to prove how good they are. That's why QualitySolicitors are proud members of the Plain English Campaign.



Why choose QualitySolicitors when moving home?

QualitySolicitors aim to provide the very best in customer service. With locations throughout the UK, we combine the strength and expertise of a national brand with the convenience of a local service.

Expert lawyers...
QualitySolicitors' property lawyers are specialists, experienced in making property moves happen
...providing the best service

All QualitySolicitors offer the following key promises:

1. Free First Consultation

Most people don't use a lawyer very often. We know it can sometimes be a worrying and unknown process. Call us or pay a visit to your local QualitySolicitors branch – all at no cost. You'll find friendly staff who genuinely want to help you with whatever your legal issue is.

Your Free First Consultation is your chance to tell us a bit about your legal issue, ask any questions you have and decide whether QualitySolicitors feels right for you. No question is too stupid and it is all completely without obligation. At QualitySolicitors, there is no need to worry about being charged the moment you step through the door!

2. Same-day response

You're busy. You don't want to wait around for days for someone to get in touch or update you on your case. Call or email us and you'll get a response the very same day.

3. No hidden costs

With QualitySolicitors you will always be kept informed of any charges in a clear and easily understandable way right from the outset. From our popular "Ask the Legal Expert" fixed price legal consultation to many of our other legal services, we also offer a wide range of fixed fee services. With this promise, we can ensure there are no nasty surprises when it comes to any fees.

4. Direct lawyer contact

If you instruct us you will want to speak with the actual lawyer running your case. Just pick up the phone. At QualitySolicitors you will not be left feeling fobbed off or having to press 1 for customer service, 2 for accounts, 3 for ...zzzzzz...



Why should I use QualitySolicitors to move home?

We believe no-one in the entire legal market is more passionate than us about providing the very highest levels of customer service. Our specialist lawyers understand that their legal expertise is just half of the equation and that taking care to ensure the service they provide is as good as their legal ability is equally important.

More important than anything, we'll keep you informed and updated throughout your move and by whatever method suits you best – phone, email, text and even the occasional old-fashioned letter!

You will never be left in the dark (thanks to our 'Same Day Response') or be made to feel like your requests for updates are an inconvenience. We really do know how stressful moving home can be. You want to simply know what's happening (without being overloaded with legal jargon) and left to get on with the important things – like choosing between the red rug and the purple one! With QualitySolicitors that's exactly how things will be done: plain English and good communication.



Ok. Sounds good but what will it cost?

All QualitySolicitors offer a Free First Consultation. The legal assistant helping you will then arrange a call back (at a time convenient to you) from a lawyer with the relevant specialist knowledge.

Go online and use our "Moving Home Calculator" or, if you've picked this leaflet up from a QualitySolicitors office, call in/call them and ask one of the team to do it for you.

The great thing with QualitySolicitors is the price you're quoted is the price, the whole price and nothing but the price. No hidden costs. Unlike many, we won't try and get your business with a ridiculously discounted 'headline' fee, only to tell you about all the things it didn't include once it's too late. With QualitySolicitors you pay one price that will give you good value for a great service.



What other property services do you provide?

At QualitySolicitors we understand just how important property transactions can be. We also understand just how stressful the process can be. That is why we do not claim to offer the cheapest service but we do consider our service to be great value for money.

Our lawyers are genuinely interested in your property transaction and in making sure they use the law so that you are fully protected. They do this across a wide range of property transactions - each with different issues and requirements. The range of services includes:

- First time buyer
- Moving to a bigger home
- Downsizing
- Buy-to-let investment
- Holiday home
- Property abroad
- Investment/development property
- Remortgage
- Equity release
- Second mortgage
- Transfer of ownership

"Just brilliant. Made everything very easy and stress-free for us."



Can't I get it cheaper somewhere else?

Of course (although watch out for those hidden extras they rarely tell you about). There is always a cheaper version of almost anything... But never has the saying "you get what you pay for" been more true than when moving home.

Bad service, cutting corners, not properly checking the paperwork, under-qualified staff, call centres (so that if you do get to speak to someone - it's never the same person twice) and other stressful horror stories are just the beginning. Get the legal part of moving home wrong and you could end up with a house worth a lot less than you paid for it when a motorway opens up at the end of the road...

"Answered every email almost immediately and always kept me informed as to what was happening"



My estate agent or mortgage company has recommended a different law firm

You do not need to use them. The choice is yours. All we will say is be careful!

They might be recommended because they are a really good, responsible and dedicated law firm. They could also be recommending them because the firm pays the agent a fee for doing so, which might not be the best basis for choosing your law firm.

QualitySolicitors promise a truly independent service. With our nationwide network of offices we have unrivalled local knowledge. As you will see, the legal work involved is complicated. We think it is important that you receive good quality expert advice. Just remember: you always have a choice - don't feel pressurised - make your own selection.



What do you actually do?

Ok. This gets a bit dry but, since you asked, here goes. Buying a house is likely to be the most expensive thing you'll ever buy. So it is vital you have a good, trusted lawyer to make sure everything is in order. Otherwise, the consequences could be catastrophic. At QualitySolicitors our lawyers do not cut corners but carry out a serious amount of work, some of which is pretty technical to make sure every base is covered for you.

Here's a quick summary of what we do, assuming you are selling one house and buying another:

- 1** We make sure the contract is right and fair to you – so that you are fully protected and it covers all the issues important to you. Both sides then sign and the contract is formally “exchanged” with the other side to show that terms have been agreed.
↓
- 2** Crucially we check that the person selling the house actually owns it and there isn't anything preventing them from selling it. We also check that the seller has told you everything you need to know about any rights others have over the property or any disputes that have arisen, etc.
↓
- 3** We prepare the various documents needed for the move to go ahead smoothly such as the mortgage document and official land transfer document. We explain them all to you carefully.

4 Then we make a series of extensive checks for you - to ensure that there aren't any nasty surprises about your new home or the surrounding land ("searches"). We check across a range of things including:

- (a) Making sure the land isn't contaminated (environmental search)
- (b) Making sure it is properly connected to the sewage system (drainage search – you don't want this one being missed!)
- (c) Making sure there aren't any mining shafts under your house (mining search - people's gardens have been known to subside into disused mining shafts)
- (d) Making sure no-one is going to build a block of flats or a new motorway by your house (various local and planning searches)



5 We sort out the money side of things for you too – ensuring that the right money is in the right place at the right time such as getting funds from your lender and sorting out any stamp duty payable.



6 We ensure all legal matters are sorted and everything is in place for the day known as "completion" which is the actual day you can move in.



7 After moving in, perhaps most importantly of all, we arrange for your new house to be formally registered in your name with the Land Registry.



8 Throughout all of this we remain in regular contact with you, the other solicitors of the person buying your house and the solicitors selling the house you are buying, your mortgage company/companies and the estate agents, doing all we can to ensure moving day goes smoothly without any last minute legal problems.

What do I need to do to prepare for Moving Day?

Even though we try and take as much as possible of the stress away from you, there are still a few things we can't help you with. Don't forget to:



1. Book a removals company.
2. Arrange to have gas and electricity meters read (or take readings yourself) on completion day at your old and new house and transfer them into your name at your new one.
3. Arrange to transfer your telephone and broadband (if you have it) ASAP as this can take some time.
4. On the property you are selling you may wish to insure it until the day of completion even if you move out before then. This may be especially important if you leave any of your belongings in the house. Obviously you will need to insure your new property from exchange of contracts as it becomes your responsibility at that point.
5. You will usually need to insure the property you are selling until the day of completion (even if you move out before then as the house remains your responsibility). Obviously you will need to sort out insurance for your new property too.
6. Update your TV licence with your new address (0844 800 790 / www.tvlicensing.co.uk)
7. Notify the council of your change of address for council tax purposes. You'll need to contact your old and new councils if they are different.
8. For any car registered to your home address you must notify the DVLA of your new address – not doing so is an offence.
9. Following completion of the property you are selling you will need to cancel the standing order/direct debit for your mortgage on that property. You should not cancel this before completion as it may mean you still owe money on that mortgage.

Ok, I'm sold – you are definitely the right people for the job. What now?

Just phone or call into your local QualitySolicitors, give us a call or visit us online and we can get the ball rolling for you. If you have any questions, we'll be only too happy to chat.





QualitySolicitors

www.qualitysolicitors.com

0845 50 50 025





*QualitySolicitors wish you every happiness
and success in your new home (even if you
don't use us to help you get there!)*

For further information contact us on:

Telephone 0845 50 50 025

Email info@qualitysolicitors.com

Website www.qualitysolicitors.com

 www.twitter.com/Qual_Solicitors

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