

SWAYNE JOHNSONS POLICY ON CONVEYANCING STAFF

It is becoming more and more clear to us at Swayne Johnson that a number of other firms offering residential conveyancing services do not employ qualified staff to deal with the day to day conduct of such matters. This is a marked contrast to Swayne Johnson – our policy has always been (and will continue to be) that we only have qualified solicitors or legal executives dealing with such matters for our clients.

We find it difficult to understand why other firms use unqualified staff – is it because they think that residential conveyancing is somehow “easier” than other forms of legal work, and that it does not call for specialist legal knowledge? This is not the case – in our experience, residential conveyancing work frequently involves thorny legal issues which have to be dealt with by someone with a thorough knowledge of property law. Residential conveyancing is also constantly changing – The new HIPS regime and the ever evolving land registration rules being just two examples.

Very often, we find that firms who employ unqualified staff are based out of the area, and therefore do not have the benefit of the extensive local knowledge which our staff have. It is also the case that such firms may refuse to deal with leasehold conveyancing, presumably because they consider it to be too complicated. We at Swayne Johnson are competent and happy to deal with all forms of residential conveyancing, whether freehold or leasehold, and whether involving registered and or unregistered land.

We appreciate that our charges may be more expensive than other firms – this is one consequence of our policy of using qualified staff only. However, we consider that in order to offer a professional service, we have to charge accordingly. We feel that this is an honest and sensible stance to take, although we are also confident that when our quality of service is compared to that of our competitors, we offer clients good value for money.