

# Swayne Johnson Solicitors

## Client Information Guide

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Fax: 01745 814852

Church House, High Street, St Asaph LL17 0RD  
Telephone: 01745 582535  
Fax: 01745 584504

17 Trinity Square, Llandudno LL30 2RN  
Telephone: 01492 876271  
Fax: 01492 876274

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[www.swaynejohnson.com](http://www.swaynejohnson.com)

*Members of:*

*Solicitors for the Elderly*

*The Society of Trust and Estate Practitioners*



## **Introduction and welcome**

Swayne Johnson Solicitors has offices in Denbigh, St Asaph and Llandudno, all of which are easily accessible.

For the Denbigh office, parking is available in the short stay “Pay and Display” car parks located within the town and clearly signposted as you enter Denbigh. Perhaps the most convenient is the “shoppers’ car park” located at the top of Vale Street, which is very close to the office. Just turn left as you come out of the car park and the offices of Swayne Johnson are a short walk up the hill and located on the corner of Hall Square on the left hand side.

Disabled/assisted access to the office is available with a ground floor conference room for ease of access when required.

For the St Asaph office, parking (limited time) is available on the High Street free of charge and there are also “Pay and Display” car parks in and around the town which are clearly signposted.

Again, disabled access to the office and a ground floor conference room is available.

For the Llandudno office, limited free parking is available on the grounds of the offices at the front of the building. Short stay car parks are located throughout the town and a long-stay car park can be found in the centre of town. The office can be found on Trinity Square, just behind the Church on the high street.

Disabled/assisted access to the office is available with a ground floor conference room for ease of access when required.

## **The Company**

Swayne Johnson Solicitors is a Limited Company, owned and managed by its seven Directors, who are all highly experienced Solicitors. We employ about 50 people and have a total of 15 Solicitors and a Legal Executive to provide excellent legal services to clients.

We are proud to hold the Investors in People Award and we have implemented work-life balance policies throughout the Company, without sacrificing our reputation for quality service.

## **Our Aim**

- We endeavour to give clear, authoritative advice to clients, present practical solutions to problems and make the difference for them.
- We have a robust attitude to Court proceedings where necessary, together with excellent advocacy and negotiating skills.
- We aim to provide and maintain the highest level of service to our clients at all times.

## **Making an appointment**

Making an appointment is very straightforward. Please call Reception or dial the direct dial number for your Solicitor or his/her PA/Secretary.

We always try to fit appointments around our clients needs so please do ask if you require a home visit or out of hours appointment. Home visits will normally be made with two personnel. It is always best to make an appointment rather than call in - just in case your Solicitor is involved in another meeting or out at Court.

## **Office Hours and Contact Information**

- All offices are open between 9am and 5.30pm Monday to Thursday and 9am and 5.15pm on a Friday.
- You can leave a message for your Solicitor on the voicemail using the direct dial number.
- Appointments can be made outside these office opening hours by arrangement.
- You can e-mail your Solicitor using the e-mail address given on the letterhead, which is individual to your Solicitor.

## **Terms and Conditions of Business**

You will have been supplied with a detailed letter giving our Terms of Business -please sign and return one copy as soon as possible and retain the other copy for your records. These terms include our charging rates and other essential information.

## **Costs**

We offer the facility for you to pay your account by credit/debit card either in person or over the telephone.

## **Company Staff**

### **Directors and Solicitors**

**Edward T A Lloyd**  
**Richard C Chamberlain**  
**David P Scott**  
**Sarah J Noton**  
**Rhys Williams**  
**Jonathan G Moriarty**  
**Michael D Tree**  
**Caryl Vaughan**

**Consultant Solicitors**

**David Hooson  
J.O. Jones  
John B Dyne  
James P Chambers**

**Associate Solicitors**

**Judy K Lewis  
Elizabeth Bingham  
Lynette Viney-Passig  
Llyr Williams**

**Legal Executive**

**E Dilwyn Jones**

**Practice Manager**

**Robert Gwyrfai Jones**

**Trainee Solicitors**

**Marc Thomas  
Jonathon Hogg**

**Personal Assistants**

**Jan Jones\*  
Linda Colclough\*  
Ann Parry\*  
Mari Jones  
Rona Edmondson  
Emma Deering**

\*denotes also a Departmental Team Leader

**Secretaries**

**Ann Young  
Cath Jones  
Ceri Jones  
Vikki Tomlinson  
Beryl Jones  
Glenys Barratt  
Liz Gull  
Catrin Astrop**

**Administration Department**

**Gareth Davies  
Holly Jones**

**IT & Communications Department**

**Andy Griffiths**

**David Williams**

**Cashiers**

**Carol Jones  
Christine Baker  
Einir Jones**

**Reception Staff**

**Susan Jones  
Val Owen  
Sarah Griffith**

Many of our staff are Welsh speaking and would be happy to converse or write to you in Welsh.

**What we all do .....**

**Solicitors & Legal Executive**

Provide advice to clients either face to face in meetings, on the telephone or by email/fax. Your Solicitor has spent between six and eight years training in the law and has many years in practice.

Specialisation is an integral part of our work and each solicitor works from within a specific department, specialising in a particular aspect of the law.

You may therefore find that you have one or more specialists working on your case at any time. We find that this enables the very best service to be provided to you - as the law and regulation becomes more and more complex it would be impossible to expect your Solicitor to be able to advise in detail on every aspect of all law. We therefore work closely as a team.

We do not use unqualified staff to provide legal services to clients.

**PAs and Secretaries**

Our PAs and Secretaries are all highly qualified legal secretaries who have also trained for many years. They work closely with individual Solicitors to provide a quality service to clients. Your Solicitor's PA/Secretary is noted at the top of our letters to you - please feel free to contact them at any time if you have any queries.

## **Reception**

Our polite and helpful Reception Staff are able to help you with enquiries, booking appointments and much more. They are here to help you from your first enquiry and throughout your case, so please do not hesitate to ask.

## **Practice Manager/Administration**

Our Practice Manager is responsible for all non-legal aspects of day to day management of the Company, in conjunction with our Managing Director. His role is to facilitate the smooth running of the Company and he is assisted by several Administration Assistants and Cashiers. All are highly qualified in their respective fields and will be happy to assist you in the event of an administrative query.

## **Marketing Events**

We often take part in charity events or sponsor local charities/organisations. Please contact Sarah Noton for more information.

Watch out for Seminars and talks - we are actively involved in providing speakers at key seminars across the region and locally. Often we run our own seminars for existing and future clients, which will usually be advertised in the press. We are present at the Denbigh and Flint Show each year, usually in the CLA Marquee.

Visit our website [www.swaynejohnson.com](http://www.swaynejohnson.com) for up to date information and online booking.

Swayne Johnson Limited  
Registered in England and Wales  
N° 5145640

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