

# Client Care Information

## Nelsons' Residential Property Services

The information below outlines how we will undertake all of the work necessary for you. It should be read in conjunction with our general terms and conditions of business (also included below).

### People responsible for your work

When you return your instruction forms you will be allocated a specific member of our expert Residential Property team to handle your matter. This person will be your main point of contact throughout your transaction and you will be supplied with their contact details. Their work will be supervised by Chris Huntingford (Head of our Residential Property team) and our Risk and Compliance team. If your main point of contact is unavailable, another member of the team will be able to assist you.

Now and again, it may be necessary for another member of the team to work on your case. For ease of reference, we have detailed the members of the team below, along with their job role and hourly rate.

Position	Rate per hour
Partner	£225.00
Senior Associate	£200.00
Associate / Conveyancer	£175.00
Trainee Solicitor	£150.00
Paralegal	£125.00

### Charges and expenses

In the majority of cases, you will be charged the agreed fee upon completion.

Should your matter not proceed to completion, you will be charged based on the amount of time spent on your matter at the appropriate hourly rate.

In any event, our costs will not exceed the originally agreed fee, unless this was varied and agreed afterwards.

Once your work has been completed, we will add VAT to our costs at the required rate.

### Instructing us to act

Unless you have asked us to put your matter on hold, we will start work straightaway on your transaction, once we receive your instructions. This will mean that your work will start incurring the agreed costs and fees in line with the estimate we provided.

If, for any reason, you wish us to delay the legal work, please contact us straightaway once you have returned your instruction forms.

Our fees for residential property work are based on a straightforward transaction of a freehold property involving one mortgage lender. If any extra work or there are any issues with your transaction, this may result in additional costs being incurred. So that there are no nasty surprises later on, below are some examples of instances where additional charges may well arise. In most cases, these charges will likely not apply to your transaction but where they do, we will inform you straight away and the costs will also need to be paid on completion of your transaction.

These costs below are a guide only and if the work involved is more time consuming or complex and will result in higher costs, this will be discussed with you.

Complication	When or why it is required?	What is involved?	Cost (+VAT)	What is not included?
<b>Additional bank transfers</b>	a) Sending money to you after completion. b) If we have to return mortgage advance fees on a delayed completion c) If we have to redeem more than one mortgage loan on a transaction	Administering and completing the bank transfer.	£30.00	N/A
<b>Additional title investigation enquiries</b>	Where you or your mortgage lender ask us to carry out investigations into a property which are considered to be outside the standard enquiries to be made on a property transaction	Investigating and obtaining title documentation and reporting our findings to you or your lender. Speaking with the lender after completion with documentation not usually required by most UK banks or building societies.	From £195.00	Any indemnity insurance, correspondence or negotiation with neighbouring property owners
<b>Arranging indemnity insurance</b>	A common way to protect yourself from some sort of legal defect with the property which can't be resolved swiftly, or at all	Administering and obtaining a quote from a reputable indemnity insurer, reviewing the terms of the policy to ensure it's suitable and agree contractual terms with the other party	£75.00	The insurance premium and any additional insurer requirements - e.g. additional searches or statutory declarations.
<b>Auction packs</b>	If the property is being bought or sold at auction	Preparing and delivering an auction pack on a sale or reviewing a pack prior to the date of the auction and reporting to you on any property defects	£150.00	Search costs, document fees and necessary title indemnity insurance
<b>Company transactions</b>	If you decide to buy or sell a property as a company rather than selling or buying in your personal names	Carrying out additional checks on the status and authority of the company, dealing with requirements in respect of any mortgage lender and attending to the Companies House registration formalities on completion	£195.00	Companies House registration fees, companies Court searches, company searches
<b>Dealing with more than one mortgage lender</b>	If you have more than one mortgage on your sale property or intend on borrowing money from more than one source on a property purchase	Obtaining redemption statements and administering the redemption on the mortgages on a sale, reviewing the additional mortgage and reporting to you on the details with documents for signature on a purchase	£125.00	Charges made by the lender and bank transfer fees for making any necessary payments
<b>Dealing with third parties</b>	If you are selling as part of a matrimonial settlement and require us to correspond with both parties separately; or if you have separate solicitors acting on a related transaction that requires us to liaise with them to facilitate a simultaneous completion of both matters	Increase in the time spent on your transaction in corresponding with additional parties or having to gain agreement from third parties for each action	£150.00	N/A
<b>Deeds of covenant</b>	Some properties require a new owner to enter a deed of covenant with a landlord or management company to comply with terms set out as part of the maintenance provisions	Drafting a deed of covenant and arranging for the draft to be approved as appropriate; or arranging for the service of the deed on the necessary party on completion	£75.00	Any administration fee charged

<b>Declarations of Trust</b>	Advisable when couples purchase a property in just one name or jointly in unequal shares to secure their interest in future	Advice on the benefits and implications of setting up a Trust and drafting a declaration and registering it at HM Land Registry	£125.00 – £250.00 based on complexity	Advice on Tax Implications and HM Land Registry fees
<b>Gifted deposits</b>	If you are receiving a gifted deposit from a friend or family member toward the purchase of your property	Verifying the source of funds and identification of the people making the gift to comply with money laundering regulations and satisfying mortgage lender conditions around gifted deposits	£50.00	The gifted deposit
<b>Help to Buy ISAs</b>	If you are purchasing with the aid of a government Help to Buy ISA which is available to first time buyers	Verifying the source of the funds to comply with money laundering regulations, making a request via the Help to Buy Government portal for the drawdown of the additional bonus and any post completion requirements	£50.00 per ISA	Any charges by your bank or building society regarding the release of the Help to Buy ISA monies
<b>Insolvency considerations</b>	If on the purchase of a property the seller is bankrupt or has been the subject of bankruptcy proceedings then there is a great risk they may not be in a position to sell the property to you	Advice from our expert Insolvency team to ensure that you will get a good title to the property on completion	From £400.00 based on complexity	Any necessary indemnity insurance or insolvency service fees
<b>Key undertakings</b>	If a seller and buyer agree to the buyer having access to the property between exchange and completion	Drafting and approving the key undertaking document and arranging for appropriate amendments to the contract	£50.00	N/A
<b>Leasehold property</b>	If after investigating your property it transpires that the tenure is leasehold, not freehold	Reviewing and reporting to you on the lease, dealing with enquiries of the landlord and management company, handling apportionments of rent and service charge on completion	£150.00	Fees charged by the landlord, freeholder or management agents
<b>Management agents or companies</b>	On a freehold property, if there is an obligation to contribute toward common areas managed by a third party company	Corresponding with the company and ascertaining their requirements to consent to the sale of the property and serving the required notices on the company after completion	£150.00	Fees charged by the management agent/company
<b>Properties subject to a tenancy</b>	You are buying a property subject to a sitting tenant; or you are buying a property and intend on completion to let the property to a new tenant	Review the tenancy arrangements to ensure they are compliant with a mortgage lender's requirements, serving notice on the tenant of the change of landlord, and dealing with apportionment of rental payments on completion	£150.00	N/A
<b>Retentions</b>	You or another party require an amount of money to be held back after completion of the transaction pending a future issue which would allow the sale to complete and the issue to be resolved at a later date	Establishing the extent of the retention and the amount, negotiating the terms with the other party, drafting an appropriate clause for the contract, dealing with the management and release of the retention following completion	£250.00	The retention monies and the other sides legal fees
<b>Solar panels</b>	Where a property is subject to a lease for solar panels.	Ensuring the provisions of the lease are compliant with mortgage lender requirements.	£250.00	Any fees charged by the Solar Energy provider.
<b>Statutory declarations</b>	Sometimes required as evidence of acquiring rights by long use, or ownership by possession or loss of documents; or where a declaration of solvency is required where there has been a gift of a property in the last five years or a property is to be sold at undervalue	Take your instructions and draft an appropriate declaration, arrange the approval of the declaration with the other party and liaise with you to make the declaration and forward it once complete	£150.00	Commissioners' fees for swearing the declaration
<b>Unregistered land</b>	In some instances, land is not registered with Land Registry. In this case there will likely be deeds to review that are more complicated than registered titles	Investigating and reporting on unregistered deeds, ensuring that where a property needs to be registered that there is sufficient evidence for registration.	£100.00	Land Registry fees