

# 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.

### 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 Professional Standards 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	£420.00
Legal Director	£375.00
Senior Associate	£340.00
Associate / Conveyancer	£275.00
Trainee Solicitor	£230.00
Paralegal / Conveyancing Assistant	£170.00

### 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 how much work has been carried out on your matter. Please refer to our Abortive Transaction Fees sections which provides more information.

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.

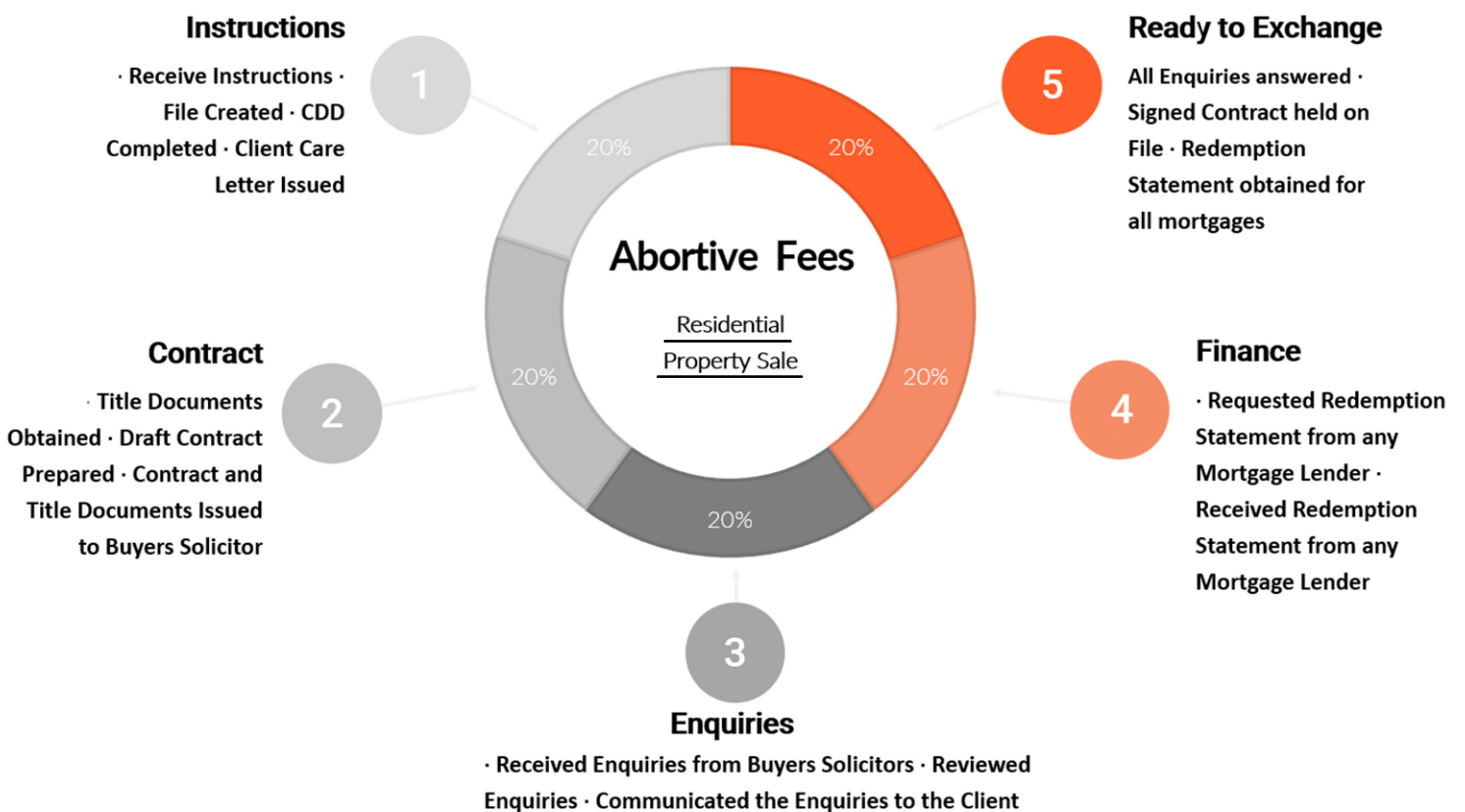
### Instructing us to act

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.

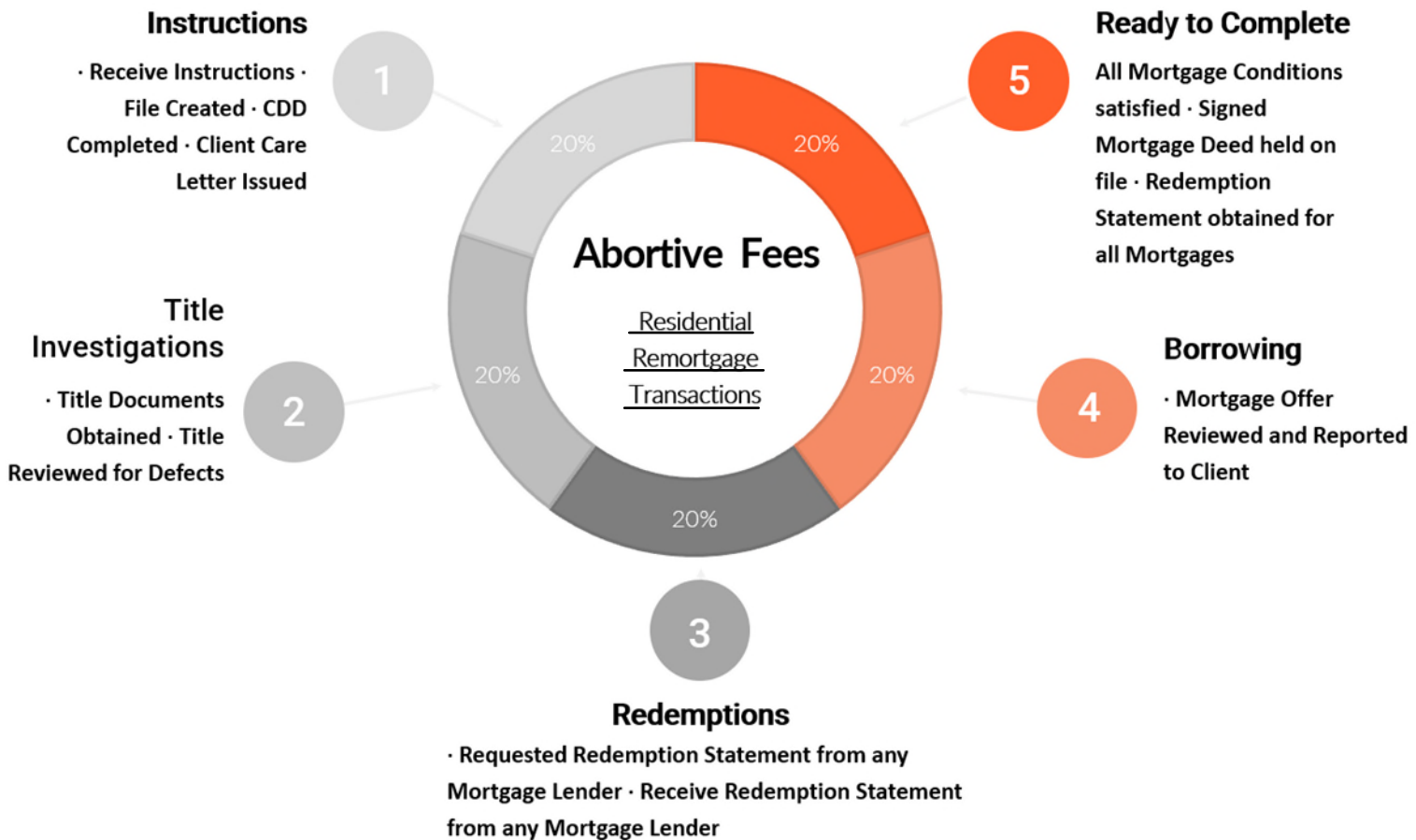
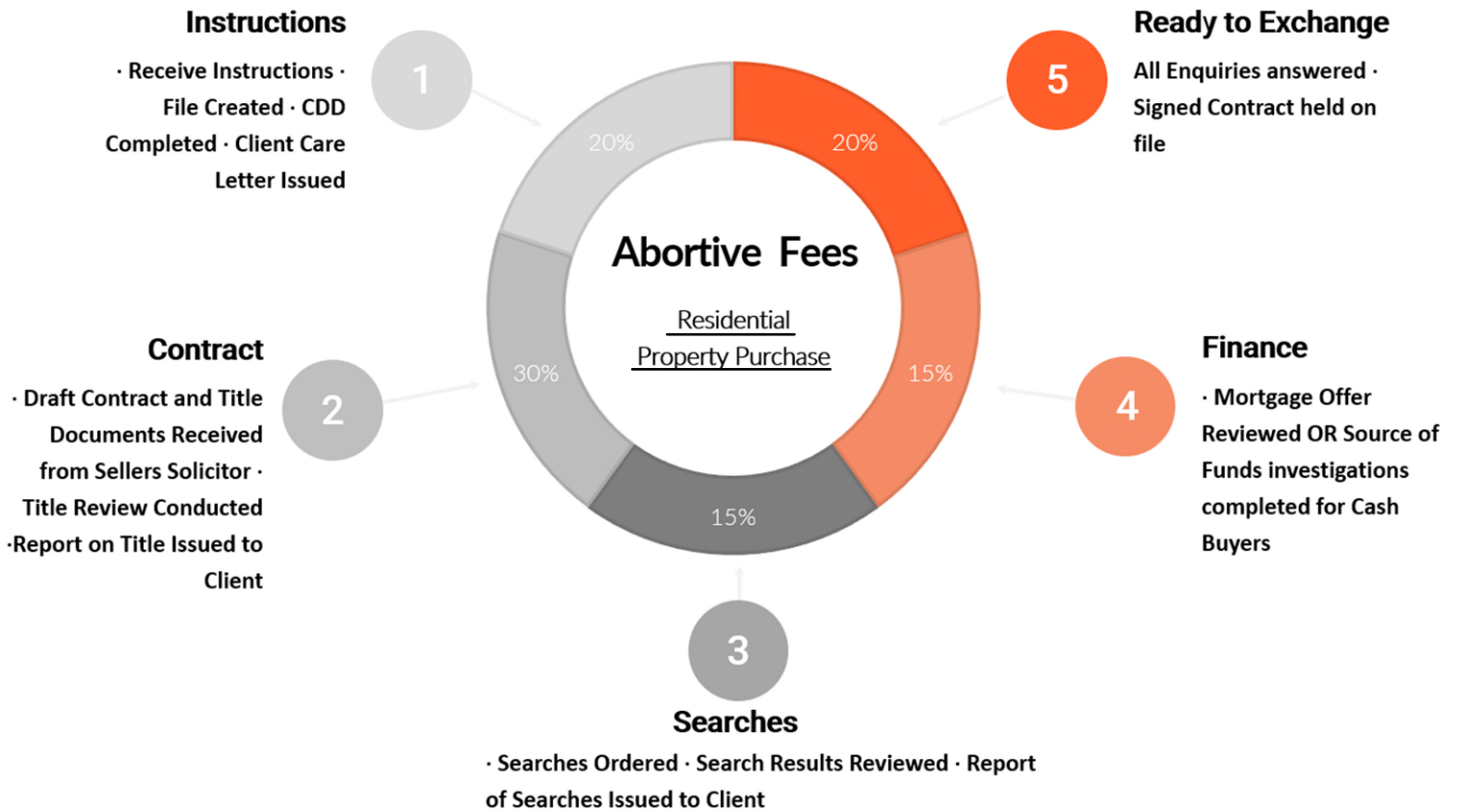
If, for any reason, you wish us to stop the legal work, please contact us straightaway.

## Abortive Transaction Fees

Where you have informed us, or we have informed you, that the transaction is unable to proceed, the fees that we charge will depend on the type of transaction and the work that has been carried out by our Residential Conveyancing team to that point. The fees are calculated as a percentage of the original estimate plus any additional fees that have been agreed during the course of the transaction. The percentage of the fee estimate that we will charge for any abortive transaction is triggered at key stages of your transaction. Fees incurred are cumulative and therefore where multiple key stages have been completed, the percentages applied will be the total of those detailed below.

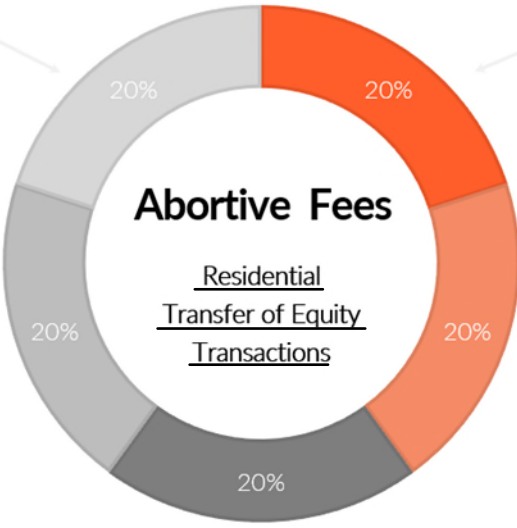


## Residential Property Purchase



**Instructions**

- Receive Instructions · File Created · CDD Completed · Client Care Letter Issued



**Ready to Complete**

- Client Signed Transfer Deed held on file · Redemption Statement obtained for all Mortgages

**Title Investigations**

- Title Documents Obtained · Title Reviewed for Defects



**Finance**

- Requested Redemption Statement from any Mortgage Lender · Received Mortgage Offer from any Mortgage Lender



**Transfer**

- Draft Transfer prepared and issued to Client and any 3<sup>rd</sup> Party

# Additional services

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>	Examples and not limited to: 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	Destination bank account verification, administering and completing the bank transfer.	£35.00 (per transfer)	N/ A
<b>Additional title investigation enquiries</b>	Where we are required 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 information and reporting our findings to you or your lender.	From £195.00	Examples include Any indemnity insurance, correspondence or negotiation with property owners, title defects etc
<b>Additional property searches</b>	Where the property requires additional searches to those contained in a standard search bundle (local authority, drainage and water, environmental and coal mining), such as planning or development assessments, commons searches, or any searches on land outside of the title to which you are buying.	Ordering, review and reporting to you with the content of the additional search results.	£65 per additional search	Cost of the searches
<b>Arranging indemnity insurance (standard policy)</b>	A common way to protect yourself from some sort of legal defect with the property which can't be resolved.	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 per policy	The insurance premium and any additional insurer requirements - e.g. additional searches or statutory declarations.
<b>Arranging Indemnity - bespoke policy</b>	Where the title or property amounts to a legal defect which is unusual or does not meet the standard pre commencement conditions of a standard legal indemnity policy	Preparing statement of facts and applying directly to an underwriter to try and establish insurance cover	£150.00 per policy	The insurance premium and any additional insurer requirements - e.g. additional searches or statutory declarations, statements of truth.
<b>Auction packs for Sale Transactions</b>	If the property is being sold at auction	Preparing and delivering an auction pack on a sale to include bespoke auction conditions in line with Auction rules.	£150.00	Search costs, document fees and necessary title indemnity insurance

<b>Bespoke contracts/Rider provisions</b>	Where your contract requires bespoke drafting to include addition special condition unique to your transaction.	Negotiation and drafting of suitable contract wording, Rider creations.	£150.00	Any Land registry compliant plans
<b>Bridging finance/unregulated and private lending arrangements</b>	Where your transactions involves taking a loan or providing funding which is non-regulated, high risk bridging finance or private funding arrangements in exchange for security of the property Title	Drafting/ review of the loan agreements and charge documentation, processing complex instructions, providing professional undertakings and dealing/ ensuring registration of interests. Advising you of the risks and obligations associated.	From £495.00	Third parts costs and expenses, any company transaction charges, personal guarantees
<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	£300.00	Companies House registration fees, companies Court searches, company searches, Personal Guarantees and Independent legal advice.
<b>Dealing with more than one mortgage lender or restrictions on your sale property</b>	If you have more than one mortgage or legal charge on your sale property or have restrictions or notices to discharge	Obtaining redemption statements and administering the redemption on the mortgages on a sale, and ensuring legal discharge of those interests	£125.00 per lender/ restriction holder	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	Increase in the time spent on your transaction in corresponding with additional parties or having to gain agreement from third parties for each action	From £150.00	N/ A
<b>Dealing with third party solicitors</b>	If we have to deal with third party solicitors in relation to creation/discharge of a legal interest relating to the property	Formal correspondence, exchange of undertakings, communications, time spent.	From 250.00	Any relevant instrument drafting such as deeds, notices.
<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 or reviewing 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	£125.00 per Deed	Any administration fee charged
<b>Deeds of Variation</b>	Where your title may contain errors or defects which require a formal deed of variation for the purposes of sale or to meet lending conditions.	Liaising with third party solicitors, reviewing and approving draft Deed, arranging execution and transfer of any consideration.	From £650.00	Any premium payable, cost of plans, any third party legal cost or expenses.
<b>Declarations of Trust and Restriction to protect the interests.</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	from £250.00 based on complexity and a Restriction fee £50.00	Advice on Tax Implications and HM Land Registry fees

<b>Delayed completion/ Breach of Contract</b>	Where your transaction does not complete on the agreed completion date in accordance with the set terms of your exchanged contract.	Rescheduling completion (where instructed), service of any notices, returning and re-requesting mortgage funding, production of revised financial statements	£295.00	Any variation or assignment of original contract, any losses, interest, notice fees payable to third parties.
<b>Equity Charge/HTB/FTB loan repayment – cash transaction – General Advice case</b>	When you have a second charge on your property that requires repayment and discharging at HM Land Registry using own funds	Obtaining redemption information from the charge holder and a copy of the RICS valuation, submitting the relevant letter of undertaking to the charge holder and obtaining authority to complete to enable repayment to be made. Securing the discharge documents to remove the charge at HM Land Registry	£600.00	Dealing with a remortgage of the property
<b>Equity Charge/HTB/FTB loan repayment (re-mortgage)</b>	When you have a second charge on your property that requires repayment and discharging at HM Land Registry using funds from a re-mortgage	Obtaining redemption information from the charge holder and a copy of the RICS valuation, submitting the relevant letter of undertaking to the charge holder and obtaining authority to complete to enable repayment to be made. Securing the discharge documents to remove the charge at HM Land Registry	£375.00	N/A
<b>Furnished Holiday Lets</b>	If you are buying a property as furnished holiday let	Review planning status (Sui Generis/C5), review covenants, bespoke contract	£250.00	Remedy for any breaches of planning /covenants
<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 reporting to mortgage lenders for satisfaction of mortgage lender conditions	£75.00 per donor	The gifted deposit
<b>Help to Buy ISAs Or Lifetime ISAs</b>	If you are purchasing with the aid of a government Help to Buy ISA or Lifetime ISA	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	£60.00 per ISA (inc vat)	Any charges by your bank or building society regarding the release of the Help to Buy ISA monies
<b>HMO Fee</b>	If the property you are purchasing is an HMO	Reviewing planning status (c4), considering Licensing, tenancies, conversion, restrictive covenants etc	£250.00	Reviewing tenancies, license fees, breach of covenant advice.
<b>Indemnity insurance policy review</b>	If the property your purchasing already has an existing indemnity policy in place.	Review and assess its suitability, limit of indemnity, advice to you and your lender	£125.00	Any arrangement fees for endorsements/ limit increases. Any insurance premium payable.
<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. This includes obtaining indemnity insurance to protect you or your lender where a previous	Advice from our expert Insolvency team to ensure that you will get a good title to the property on completion; or obtaining suitable indemnity insurance.	From £400.00 for advice based on complexity  Or £75.00	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	£150.00	N/ A

<b>Lease Extensions/ variations</b>	If you require an extension or variation to your lease.	Dealing with the landlord and their solicitors in agreeing the form or variation, advising on suitability and land registration	From £750	Any premium, SDLT, Land Registration Fees
<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. Handling apportionments of rent and service charge on completion and dealing with post completion assignment formalities. Ensuring the Lease if mortgage lender compliant.	£500.00	Fees charged by the landlord, freeholder or management agents. Work relating to a Management company
<b>Listed Building</b>	If the property is a listed building	Checking planning requirements in place and advising on these	£150.00	n/a
<b>Management companies</b>	If the property is subject to a management company	Reviewing and reporting to you the memorandum and articles of the company, dealing with the assignment of any share or membership. Handling the apportionment of any charges	£250.00	Fees charged by the management companies' agents or legal representatives. Fees for disbursements.
<b>Mortgage Fee</b>	If you are purchasing the property with the benefit of a mortgage	Jointly representing you and your lender, following lender instructions and registering the banks security	From £120.00	Occupier consent forms, personal guarantees, dealing with any unusual lending conditions
<b>Mortgage – revised offers or change of lender</b>	If during your purchase your mortgage offer is revised and the lender issues a revision of their instructions.	Review of second and subsequent mortgage offer, reports and advice accordingly.	£120.00 per revised instruction	Occupier consent forms, personal guarantees, dealing with any unusual lending conditions
<b>New Build property/ New conversions.</b>	Where the property is a newly built or converted property for habitation for the first time	Investigating Title, planning, new home warranty, building control and review of legal presentation of the development documentation	£350.00	Any Leasehold/ management company fees, searches, other legal services.
<b>Occupier Consent forms</b>	Where your mortgage lender requires any occupier of your property to signed an occupiers consent form waiving their rights behind those of the lender.	Reviewing the lenders instructions and writing formally to any occupier in accordance with the lenders instructions.	£75.00 per occupier	Advice to the occupier.
<b>Properties subject to Overage (Clawback), pre-emption (right of first refusal provisions</b>	Where the property contains or is proposed to contain an Overage interest or a right of first refusal.	Review, advise and report on the provisions, ensure interests are protected, ensure appropriate covenants are maintained and certificates of compliance are obtained	From £650.00	Plans, third party solicitor fees, any payments required under the terms of the Deeds
<b>Properties subject to a tenancy or occupier</b>	You are buying a property subject to an existing tenant or other occupier; 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 including arranging compliance addendums, serving notice on the tenant of the change of landlord, and dealing with apportion of rental	£150.00 per tenancy or other legal documents.	N/ A

<b>Rent Charges</b>	If the property you are purchasing or selling is subject to a Rent Charge	Investigating circumstances, reviewing Title, dealing with any necessary enquires on a sale. Ensuring that the Rent Charge is paid up to date and advising on Rent Charge complexities on a purchase. Ensuring the Rent Charge meets lending criteria at completion	£250.00	Rent Charge holders fees, any required indemnity insurances, any required Deed of Variation to your rent charge.
<b>Rent Charge Deed of Variation</b>	Where the property is subject to a Rent Charge which does not expressly exclude the operation of s.121 of the Law of Property Act or its remedies to the rent charge holder	Dealing with a Deed of Variation to exclude the operation of s.121 remedies for the benefit of you and any lender	From: £600.00	Any third party legal fees
<b>Review Homebuyers/Valuation survey report</b>	When you ask us to review your survey/valuation report on your behalf	Reviewing and advising on the points raised for legal advisors	£100.00	Points raised outside of the legal advisors section
<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	£150.00 per 6 months retention.	The retention monies and the other sides legal fees
<b>SDLT returns – non standard</b>	If you instruct us to file a non-standard SDLT return which falls outside the scope of the governments standard SDLT calculator or any claims for relief, claim backs, exemptions.	Liaising with your accountant or tax advisor and filing bespoke SDLT return. Amendments to an existing SDLT submission within the prescribed time set by HMRC, applying for refunds of high rate supplements	£250.00	Any SDLT due, any bank charges. SDLT Advice.
<b>Search validation insurance</b>	If during the course of you transaction your searches become more than 3 months old and they need renewing/validating with indemnity insurance.	Arranging suitable insurance to extend the validity of the searches to meet lending criteria.	£75.00	Search indemnity insurance premium.
<b>Site Visits</b>	Where there is a requirement to see the property in order to understand the nature of the transaction and establish instructions	Visit on site by appointment	Hourly rate applies plus expenses	Legal work agreed.
<b>Solar panels</b>	Where a property is subject to a lease for solar panels.	Ensuring the provisions of the lease are the installation was compliant with mortgage lender requirements.	£350.00	Any fees charged by the Solar Energy provider.
<b>Statutory declarations or Statements of Truth</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	From £150.00 Per declaration / statement	Commissioners' fees for swearing the declaration, plans, any third party solicitor fees.
<b>Transfers or sales of Part</b>	Where your transaction requires the division of land and/or Titles, for example plot sales, sale of garden land from existing title	To review and negotiate the form of Transfer Deed and suitable plans. Dealing with the creation of any necessary rights, easements, and covenants	£450.00	Costs of plans, registration fees, third party costs
<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. Preparing application for First Registration	From £250.00	Land Registry fees