

What you can expect

As a member of the CQS we meet the high standards the Law Society sets to ensure that we give clients a professional and quality conveyancing service. We are committed to observing the Law Society Conveyancing Quality Scheme Client Charter.

As a CQS conveyancer we will:

- Explain clearly the steps in the sale or purchase process
- Tell you what you can expect from us
- Tell you what the costs will be
- Keep you informed about progress
- Treat you fairly
- Be polite and professional
- Respond promptly to your enquiries
- Tell you about any problems as soon as we are aware of them
- Ask for your feedback on our service

Only Law firms that meet the Law Society's high standards and have been through a comprehensive vetting procedure will be able to display the quality mark.



Why use Timms?

With four offices across the East Midlands, Derby, Swadlincote, Burton Upon Trent and Ashby de la Zouch, our breadth of experience and knowledge allows us to provide a diverse range of services from residential and commercial conveyancing, employment law, childcare and family law, wills and probate to personal injury and clinical negligence.

We pride ourselves in our friendly, approachable manner whilst maintaining a professional practical relationship.

Ashby
01530 564 498
80 Market Street
Ashby de la Zouch
LE65 1AP

Derby
01332 364 436
5 Queen Street
Derby
DE1 3DL

Burton
01283 561 531
3 Anson Court
Horniglow Street
Burton Upon Trent
DE14 1NG

Swadlincote
01283 214 231
23 West Street
Swadlincote
DE11 9DG

For further information visit
www.timms-law.com

Timms
SOLICITORS

**Conveyancing
Quality
Scheme**

A guide to
the Conveyancing
Quality Scheme

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The Law Society introduced the Conveyancing Quality Scheme (CQS) in 2011.

CQS is a quality standard for firms carrying out residential conveyancing work.

The aim of the scheme is to help people easily identify firms who offer quality conveyancing services. It provides assurance that if they appoint a CQS accredited firm to carry out their conveyancing work for them that firm will be committed to providing them with the best quality conveyancing service.

Some mortgage lenders will not allow firms to be included on their conveyancing panel without the CQS accreditation.

CQS accredited firms also agree to adopt a common way of working designed to streamline and speed up the conveyancing process. If both seller and buyer use CQS accredited firms to carry out their conveyancing there is the added advantage that the transaction will proceed more quickly and with less risk of falling through.

Timms Solicitors are delighted to have been awarded the Law Society Conveyancing Quality Scheme (CQS) accreditation mark.

It is a testament to the hard work, dedication and attention to detail of the conveyancing team and is an assurance to our clients as to the levels of service that they can expect to receive when they instruct us to deal with their house sale or purchase.

Our conveyancing team regularly deal with clients from all over the Midlands and are well placed to assist clients from other parts of the country using the latest technology and methods of communication.

This show of support from the Law Society adds to the already excellent feedback that we get from our clients and provides yet another reason why people choose Timms to carry out their conveyancing work for them.

What our clients think...

"I thought the process was extremely well handled and I was kept informed along the way"

"We would like to thank you for making the whole process of selling our house in Derby from the other side of the world a smooth and hassle free process. You and your team were exceptional and professional throughout the whole procedure"

"It was appreciated that on phoning up we were able to speak to the person we wanted immediately. A welcome and refreshing change in the age of automated call centres! Thank you all!"

"Good value for money. Many thanks"

"My transaction was managed very professionally by all staff I dealt with. Very helpful with everything, I would definitely use your services again. Thanks very much for all your help"

"We found the staff very polite, approachable, considerate and extremely helpful. We would recommend and use your company again without hesitation"

"A very prompt and professional service"

"I have been pleased with the speed and efficiency shown by Timms in helping me through my first experience in selling property. I was kept up to date throughout the process and Timms made what could have been a stressful time, a lot less so. Very many thanks"

"Email updates were very useful to me personally as I had access throughout the day. I will definitely be recommending to family who are looking to move in the next 6 months"

"I am so delighted in the service from Timms that I have two further properties being dealt with"

www.timms-law.com