



**HEY BENDALLS  
PROPERTY LAWYERS**

---

*COMPLIANCE  
&  
TRANSPARENCY*

## [Disclaimer](#)

Our website and the information contained on the website about HEY Bendalls Property Lawyers at Ely and Downham Market is general information only and professional advice should always be taken for all legal enquiries.

## [Regulatory Information](#)

HEY Bendalls Property Lawyers is regulated by the CLC  
Practice Licence Number: 11124

Please see the CLC Website for more information: <https://www.clc-uk.org/>

## [Services at HEY Bendalls](#)

At HEY Bendalls we offer the following services:

### *Conveyancing for Residential Property Sales & Purchases*

For the Key Stages of *buying a property*, please visit:  
<https://www.clc-uk.org/consumers/home-buying-process/>

For the Key Stages of *selling a property*, please visit:  
<https://www.clc-uk.org/consumers/home-selling-process/>

For information on how long the conveyancing process is for buying and selling a property and for information on what can hold up transactions, please visit: <https://hoa.org.uk/advice/guides-for-homeowners/i-am-buying/how-long-does-it-take-to-buy-or-sell-home/>

### *Conveyancing for Commercial Property Sales & Purchases*

For the Key Stages of the sale of commercial property, please visit:  
<https://www.rightmove.co.uk/advice/seller/other-things-to-consider/selling-a-commercial-property/>

## *Transfer of Equity & Remortgaging*

For information on how long mortgage applications and remortgages can take and how things can be sped up, please visit:

<https://hoa.org.uk/advice/guides-for-homeowners/i-am-buying/long-take-get-mortgage/>

### Prices

We are required by our Regulator to display an average cost for our services. It is important to remember that the information below is a typical scenario and does not reflect every circumstance. To find out more about our services and our prices, please call the office.

Please note that at HEY Bendalls, we do not have any referral arrangements with third parties and we are not paid to refer Clients to third parties.

Where we can, we offer **a fixed-fee only**. Anything that may have to be paid out, such as payment for Indemnity Policies or Management Packs (as a requirement as part of the process) has nothing to do with our fee and will need to be added to our fee for an overall cost.

In unusual cases, it may be necessary for us to charge at an hourly rate (rather than a fixed-fee) but this would always be made clear to you from the outset.

### *What Is Included in the Legal Fee?*

Our estimate of legal fees for the conduct of your transaction will be based on carrying out the usual steps in connection with the standard conveyance of a freehold property that is registered at the Land Registry. Should your transaction not be a typical freehold registered property then the work we do may increase depending on what is required to be done and our fees will increase.

We will supply you with a menu of additional services at the outset showing our fees for the various items of additional work that may arise.

We cap our charges for this work at the fee shown in the menu in order that you have clarity and certainty.

### *Property Sale & Purchase*

We will provide you with a fixed fee quotation which is based on your individual circumstances. The conveyancing fee for buying or selling a property ranges from £900 to £3,000 including VAT. There are a number of factors which can affect the complexity of a conveyancing transaction and the quotation you will be given, such as the value and nature of the property, the number of proposed buyers/sellers and how they intend to hold the property between them, whether the property is leasehold or freehold, and geographical location.

Every transaction is different and in order to provide you with a fixed fee quotation we will take detailed information from you about the proposed transaction. To give you an understanding of our pricing the following are examples of quotations for transactions of varying size and complexity. These examples are for illustrative purposes only and are not a guarantee of the fixed fee quotation which you will receive as this will be tailored to your specific situation:

Example 1 – The purchase or sale of an unregistered Freehold property as an investment. Value £500,000.00. Property is subject to 2 leasehold titles. Located in Ely. Our fee would be £3,000.00 (excluding VAT and disbursements).

Example 2 – The purchase or sale of a piece of land to use as garden land. Value £2,000.00. No complicating factors. Located in Ely. Our fee would be £900.00 (excluding VAT and disbursements).

Example 3 – The purchase or sale of a registered Freehold property. Value £250,000. Two purchasers to hold the property as Tenants in Common in equal shares. Located in Cambridge. Our fee would be £1,200 (excluding VAT and disbursements).

Disbursements also form a necessary part of the process and include the following for a Sale of Residential Property:

£100.00 for Searches (to include a required Identification Checks)

**NOTE:** This also does not include prices for things such as Indemnity Policies or the third party cost of Management Packs etc.

The disbursements for a property Purchase differ slightly:

£300.00 for Searches (to include a required Identification, Environmental, Water & Drainage and Local Authority Searches)

£270.00 for an application to the Land Registry (based on the above average property asking price). For more information, please visit:

<https://www.gov.uk/guidance/hm-land-registry-registration-services-fees>

A payment for Stamp Duty is also required but is dependent on many factors, to find out how much Stamp Duty you may have to pay please visit:

<https://www.tax.service.gov.uk/calculate-stamp-duty-land-tax/#/intro>

**NOTE:** It is important to know that the cost for the Land Registry application varies depending on the property itself. This also does not include prices for things such as Indemnity Policies or the third party cost of Management Packs etc.

The usual steps in connection with a standard purchase conveyance of freehold property are as follows:

#### 4

- Checking and approving the contract for purchase
- Carrying out a reporting to you upon the usual searches (Local Authority, Drainage and Environmental Searches)
- Checking and reporting to you on the title to the property
- Preparing and obtaining your signature to the Transfer Deed
- Collecting your purchase funds / deposit and arranging the exchange of contracts.
- Carrying out pre-completion official searches.
- Completing the purchase
- Registering the purchase the Land Registry

The usual steps in connection with a standard sale conveyance of freehold property are as follows:

- Obtaining your Title documents from the Land Registry and checking it
- Preparing the Contract for sale

- Dealing with the Buyer's enquiries
- Obtaining your signature to the Contract and Transfer Deed
- Arranging the Exchange of Contracts
- Completing the Sale and accounting to you with any balances due to you

Some legal fees do not include the additional work involved in dealing with leases, mortgages, management companies, unregistered land, title restrictions, delayed completion or defective titles. We will supply you with full details of the charges for these aspects of the matter at the outset when we provide your fee estimate.

### Timescales

Once a sale or purchase of a property has been agreed, an average freehold conveyancing transaction is likely to take between 12 and 16 weeks to reach exchange of contracts from when you provide us with your instructions to act for you.

An average leasehold transaction is likely to take between 2 and 4 weeks longer than this, due to the need to obtain information from landlords and

management companies.

5

However, it is important to remember that your matter may take a shorter or longer time than this due to specific factors affecting it that may be outside our control.

We try to ensure that you are kept informed throughout your matter of the stage it has reached and what remains to be done, so that you can understand the likely time scale that applies to your particular matter.

#### *Transfer of Equity*

The fixed legal fee for the Transfer of Equity begins at £480.00 including VAT and differs from case to case.

Disbursements also form a necessary part of the process and include the following for a Transfer of Equity:

£100.00 for Searches to include a required Identification Checks  
£270.00 for an application to the Land Registry (based on the above average property asking price)

For more information, please visit:

<https://www.gov.uk/guidance/hm-land-registry-registration-services-fees>

**NOTE:** It is important to know that the cost for the Land Registry application varies depending on the property itself.

### Complaints Procedure

It is important to us that we deal with any Client complaints as quickly as possible and it is important that our Clients understand the Complaints procedure here at HEY Bendalls.

In the event that you have a complaint about the way in which your case has been handled, the procedure is as follows:

## HOW DO I MAKE A COMPLAINT?



### Contact the Solicitor Dealing With Your Case\*

You can do this by either telephone, email or letter. Your Solicitor will aim to resolve any complaint you may have about our service within 48 hours.



### What if I am still not satisfied?

If your solicitor is unable to resolve your complaint within 48 hours, raise a formal complaint.



#### All Complaints should be addressed to Karl Irons at:

53 Market Street, Ely, Cambridgeshire, CB7 4LR

[Lawyer@hevbendalls.co.uk](mailto:Lawyer@hevbendalls.co.uk)

01353 663 581

#### If the complaint concerns Karl Irons, contact Briony Levell at:

53 Market Street, Ely, Cambridgeshire, CB7 4LR

[Lawyer@hevbendalls.co.uk](mailto:Lawyer@hevbendalls.co.uk)

01353 663 581



### Acknowledgment of Complaint

We will write to you within 7 days to acknowledge your complaint and confirming how the complaint will be investigated.



### Investigation and Conclusion

We have 8 weeks from having received your complaint to investigate and provide you with a final written response.



### What if I am still not satisfied?



### Contact the Legal Ombudsman

If, after 8 weeks, you remain dissatisfied with the conclusion or handling of your complaint you may contact the Legal Ombudsman.

\*Please note that will the appropriate authority of you (the complainant) someone else can make a complaint on your behalf.

A complaint is defined as an oral or written expression of dissatisfaction which alleges that the Complainant (Client) has suffered (or may suffer) financial loss, distress or detriment in relation to *our services*. It is important to note that a complaint can only relate to the service you have received, and cannot relate to things such as annoyances caused by the English Conveyancing system.

The Legal Ombudsman can be contacted at the following address:

PO Box 6806  
Wolverhampton  
WV1 9WJ

Telephone No: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: <http://www.legalombudsman.org.uk/>

Unless it agrees there are good reasons not to do so, the *Legal Ombudsman* will expect the client to allow us to consider and respond to their complaint in accordance with the procedure set out above in the first instance. The client can refer their complaint up to 6 months after they have received our final written response to their complaint.

They can also use the Ombudsman service if we have not resolved their complaint within 8 weeks of us receiving it. A complaint can be referred to the *Legal Ombudsman* up to six years from the date of the act or omission or up to 3 years after discovering a problem. The ombudsman deals with service related complaints; any conduct related complaints will be referred to the Council for Licensed Conveyancers.

For information regarding making an application for a Grant out of the CLC Compensation Fund, please visit:

<https://www.clc-uk.org/consumers/compensation/>



Please contact us so we may advise you on your situation. All information is correct at time of printing.