

These notes explain the basis on which we will carry out all the work necessary in the conduct of your matter.

People Responsible for your work

Most of the work in this matter will be undertaken by Robert Littlestone who is a partner of this firm specialising in property law and conveyancing. If you need to telephone him, please ask to speak to him or to his secretary. As a firm we try to avoid changing the people who are handling your work but if this cannot be avoided, you will be notified promptly as to who will be handling your work.

Bills

We will send you a bill for our charges and expenses, normally after exchange of contracts. Payment of the bill is due on receipt. If sufficient funds are available on completion and we have sent you a bill, the charges will usually be deducted from those funds.

If our bill is not paid within 28 days interest will be charged on the bill at 8 per cent per annum on a daily basis from its date. If you have any query about your bill you should contact Mr. Littlestone immediately.

Storage of papers and documents

After completion this firm is entitled to keep all your papers and documents while there is money owing to us. Your file of papers (except for any of your own papers which you ask to be returned to you) will be kept for no more than six years. The file is kept on the understanding that the firm has the authority to destroy it six years after the date of the final bill sent to you. We will not destroy documents you ask us to keep in safe custody. There is not normally a charge for retrieving stored papers or deeds in response to continuing or new instructions to act for you. However, the firm reserves the right to make a charge based on the time spent on reading papers, writing letters or other work necessary to comply with your instructions.

Termination

You may terminate your instructions to us in writing at any time. For example, you may decide that you cannot give us clear or proper instructions on how to proceed, or you may lose confidence in our handling of your matter.

If you are obtaining mortgage finance, we would expect to receive instructions from your lenders to act on their behalf. If so, we will have to pass them information you give us that might be relevant to their decision whether to finance the purchase. If you tell us things that you do not want lenders to know and they are relevant to the lenders, we may have to stop acting for the lenders and possibly for you as well.

We may decide to stop acting for you only with good reason, for example, if you do not pay an interim bill or comply with a request for a payment on account. We must give you reasonable notice that we will stop acting for you.

If you, or we, decide that we will no longer act for you, you will pay our charges on an hourly basis together with any expenses incurred as set out on the form giving you an estimate of our costs.

Raising queries or concerns with us

We are confident of providing a high quality service in all respects. If, however, you have any queries or concerns about our work please raise them in the first instance with Mr. Littlestone. If that does not resolve the problem to your satisfaction then please take it up with the firm's client care partner, Mr. T.N. MacLeish. All solicitors are

obliged to attempt to resolve problems that clients may have with the service provided. It is, therefore, important that you immediately raise any concerns you may have. We value your instructions and would not wish to think you have reason to be unhappy with us.

Money Laundering and Security

To enable us to comply with the money laundering legislation and for general security reasons, we have to limit the amount of cash we are prepared to accept during the course of your transaction. The maximum amount of cash we are able to accept is £300. Beyond this, any payments to us must be by way of building society cheque or bankers draft. We can also accept payment by chaps transfer. If appropriate, please contact us for our bank details.

Environmental Issues

The Contaminated Land Regime was brought into effect in England on 1st April 2000. It applies to all land, whether residential, commercial, industrial or agricultural. It affects occupiers, developers and lenders. It covers existing and future contamination. Local authorities must inspect and identify seriously contaminated sites. They can issue remediation notices requiring action to remediate contamination, in the absence of a voluntary agreement to do so. Compliance can be costly and may result in expenditure which could exceed the value of the property. Liability falls primarily on those who "cause or knowingly permit" contamination. However, liability can fall upon the current owner or occupier of the land.

Accordingly, we consider that it is in your interests for us to undertake an Environment Search in respect of the property, at a cost to you at the present time of approximately £44 (£120 in respect of a commercial property). If this reveals any potential environmental issues, then we will undertake a further search at a cost to you. This search will be undertaken unless you instruct us otherwise.

The Proceeds of Crime Act 2002

Under the terms of the above Act, solicitors are under a very strict duty to disclose to the appropriate authority any knowledge or reasonable suspicion that a client may be involved in a criminal activity. For example, this could range from drug trafficking and money laundering to tax evasion and benefit fraud. If we do not make such a disclosure in these circumstances, we may be held guilty of an offence under the Act. We may not be in a position to inform you the client that a report has been made if it could assist in the furtherance of the criminal activity, or disrupt any investigation into the crime.

This duty to disclose would override the usual professional privilege and duty of confidentiality that exists between a client and his or her solicitor. It is very important that you appreciate and understand this obligation.

Insurance Mediation

We are not authorised by the Financial Services Authority. However, we are included on the Register maintained by the Financial Services Authority so that we can carry on insurance mediation activity which is broadly the advising on, selling and administration of insurance contracts. This part of our business, including arrangements for complaints or redress if something goes wrong, is regulated by the Law Society. The Register can be accessed via the Financial Services website at www.fsa.gov.uk/register

If it is necessary during the course of your conveyancing transaction for any defective title insurance to be put in place, we must inform you that we only arrange such insurance through Countrywide Legal Indemnities, Guaranteed Conveyancing Solutions and Legal & Contingency Limited but we are not contractually obliged to conduct business in this way and we receive no commission for doing so.

This is an important document. Please keep it in a safe place for future reference.