

THE KENNY SOLICITORS CLIENT CHARTER

Our Promise to You

Buying or selling a home is one of the biggest financial and emotional commitments most people will ever make.

Choosing the right solicitor matters.

When you instruct Kenny Solicitors, you are trusting us with something important. We take that responsibility seriously.

This Charter explains the standards of service you can expect from us and how we can work together to achieve the best possible outcome.

We Will Always...

Put Your Interests First

We will always act in your best interests, whilst complying with our legal and regulatory obligations.

Our advice will always be independent, honest and tailored to your individual circumstances.

Speak Plain English

We believe legal advice should be easy to understand.

Wherever possible we will avoid unnecessary legal jargon and explain things in straightforward language.

If anything is unclear, please ask. We are always happy to explain.

Keep You Informed

One of the biggest frustrations in conveyancing is not knowing what is happening.

We will keep you updated throughout your transaction.

Sometimes there will be significant progress to report.

Sometimes there will be delays outside anyone's control.

Either way, we will do our best to ensure you know where matters stand.

Be Transparent About Costs

We believe there should be no unpleasant surprises.

We will explain our fees clearly at the outset and tell you about any additional costs before they are incurred wherever reasonably possible.

Be Honest

Sometimes we will have good news.

Sometimes we will have difficult advice to give.

Either way, we will always be open and honest with you.

If we believe something presents a legal risk, we will tell you.

If we make a mistake, we will tell you.

Use Technology Responsibly

We invest heavily in technology because it helps us deliver a faster, more accurate and more efficient service.

Technology supports our lawyers.

It never replaces their professional judgement.

Every important decision affecting your matter remains the responsibility of an experienced legal professional.

Respect Your Privacy

Your personal information is important.

We will always handle it responsibly and in accordance with our legal and professional obligations.

Treat You With Courtesy

We understand that moving home can be stressful.

We will always treat you with courtesy, patience and respect.

We ask that you extend the same courtesy to every member of our team.

What We Ask From You

The best transactions happen when solicitor and client work together.

To help us provide the best possible service, we ask that you:

- read the documents we send you carefully;
- respond promptly when we ask for information;
- provide accurate information;
- tell us if anything changes;
- ask questions if you are unsure about anything;
- provide identification and financial information when requested;
- treat our team courteously.

Working together helps us keep your transaction moving.

Our Values

Everything we do is guided by four simple principles.

Be Clear

We explain things in plain English.

Be Honest

We give straightforward advice, even when it is not what you hoped to hear.

Be Efficient

We use modern technology and efficient systems to keep your transaction moving.

Be Human

Property transactions involve people, not just paperwork.

We never lose sight of that.

Thank You

Thank you for choosing Kenny Solicitors.

We know that you have a choice of legal advisers and we genuinely appreciate the confidence you have placed in us.

Our aim is simple:

To provide outstanding legal advice, excellent communication and exceptional client service from instruction through to completion.