

CHOOSING A HIGHLY EFFECTIVE CONVEYANCER

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 Making life easier
for you

“ Choosing a Highly Effective Conveyancer is not always easy, so if you’re on the lookout for one, read on.

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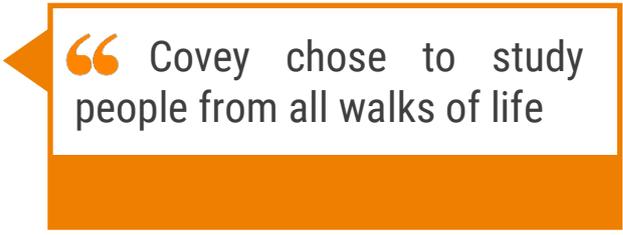
Overview

Choosing a Highly Effective Conveyancer is not always easy.

Before we start, it's worth pointing out that this article is inspired by the work of Stephen Covey and his book titled [The 7 Habits of Highly Effective People](#). Covey was intrigued by the fact that some people just seemed to be really good at what they did, and so he set out to research all of the common characteristics (or habits) that these people had.

He chose to study people from all walks of life, who were generally agreed to be Top Lawyers, Excellent Nurses, Great School Teachers etc – he quickly observed that they had a set of habits that fell into 7 categories. These were distilled into a book that has sold more than 25 million copies worldwide... a good indicator that he was onto something!

In this article, we'll aim to explore each of the 7 habits through the prism of a choosing a Highly Effective Conveyancer, and how you can work out if your Conveyancer is more likely to be Highly Effective (than Ineffective!).



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Habit 1: They are Proactive, not Reactive.

So what does a 'proactive' (not reactive) conveyancer look like?

- They will not sit & wait for things to happen - they will actively drive your case forward with other Solicitors & Property Lawyers to get the fastest result for you, as opposed to simply reacting and not taking the lead.
- They will communicate in a way that suits you, whether your preference is face to face, by email or phone, as opposed to sticking to what they prefer, or worst still... not communicating at all.
- They will be able to provide you with full online access to view your case, so you can always check the progress of your case 24 hours a day & 7 days a week.

So in summary, finding a Conveyancer who has these characteristics and the systems in place to make the whole conveyancing process quick and easy for you is key.

Habit 2: They Begin With The End in Mind

So what does 'beginning with the end in mind' look like?

This is all about the ability of your Conveyancer to lead themselves, as well as others who they need to interact with to make progress with your file, such as other lawyers and Estate Agents. It's also about your Conveyancer working out what you value and what you need, right at the very start of the process.

Look out for a firm that puts you at the heart of what they do, and one who works out what you need at the very start of the process, for example, your desired timescales and your communication preferences, and see what people are writing about them via the testimonials section on their website.

Habit 3: They Put First Things First

So what does 'putting first things first' look like?

This is all about prioritisation and organisation.

The last thing you want to do is to instruct a disorganised Conveyancer so look out for signs such as:

- Piles of files on desks if you visit the office
- Delays in responding to requests for information
- A cumbersome quote process that is not easy to use
- Too low a Conveyancing quotation – low quotes means more work, and more work can lead to too many files taken on by a Conveyancer

Habit 4: They Think Win-Win

So what does 'thinking win win' look like?

This is all about seeking mutually beneficial solutions or agreements, especially in the Conveyancer's ability to develop relationships with the other law firms who may be acting for sellers and buyers up and down the chain.

One option could be to talk to your Mortgage Broker or Estate Agent to get a feel for the Conveyancer you intend to choose. If their response is positive, then it's probably because they will have dealt with them at some point in the past. If their response is negative... well you don't need to read on to know what to do next!

Habit 5: Seek First to Understand, Then to be Understood

So what does 'seek first to understand, then to be understood' look like?

This is all about the ability of your Conveyancer to be empathic and one who really seeks to understand what you need. They will be a good listener, genuinely caring and someone you feel that you trust.

Before choosing a firm, one option is you ring the firm and speak to the owner. If the owner listens, cares and is happy to talk to you, then it's likely that they will have a firm where their Conveyancers are like that as well.

Habit 6: Synergy and Teamwork

So what does 'synergy and teamwork' look like?

This is all about the ability of your Conveyancer to work in a team. When buying or selling a house, your Conveyancer has to work effectively, with many people outside of their own firm (including you!).

Being able to work well in a team emerges from the habits previously discussed, so if you get a good feeling that your Conveyancer has all of the characteristics covered so far, then it's likely they will work well in a team and achieve the outcome you're looking for.

Habit 7: Sharpen the Saw (A Continuous Improvement Mindset)

So what does 'sharpen the saw' look like?

This is all about the habit of continuous improvement, where people just want to keep improving how they work and how they live. Look out for a firm that has modern systems, software and processes in place. These are the hallmarks of a firm with a Continuous Improvement Mindset.

Why 'Sharpen the Saw'? ... Just imagine a firm where they use Saws to cut down trees. Over time, the saw gets blunt and that makes it slower and more difficult to cut down trees. Some firms do not sharpen the saw.. they work with antiquated processes, software and systems so be sure to choose a Conveyancer that has modern systems.

A good indicator is a firm with an online Quote system, and one where you have 24/7 access to view your files. This suggests a modern approach, which has emerged from a Continuous Improvement Mindset.