

DP CONVEYANCING **SUPPORTING**
MORTGAGE BROKERS
& ESTATE AGENTS

COMMUNICATION

IS AT THE **HEART** OF
HOW WE WORK



SPEEDY.

STRESS FREE.

STRAIGHTFORWARD.

OUR VISION

We aim to see a **SMILE** on the face of every Client, Staff member & Introducer when **DP CONVEYANCING** is mentioned.

OUR MISSION

To be the **CONVEYANCER OF CHOICE** for Clients, Estate Agents & Mortgage Brokers.

To be the **EMPLOYER OF CHOICE** for conveyancing professionals.

HOW WE DO IT



We constantly improve via **CONTINUOUS FEEDBACK** throughout the process.

COMMUNICATION

IS AT THE **HEART** OF HOW WE WORK

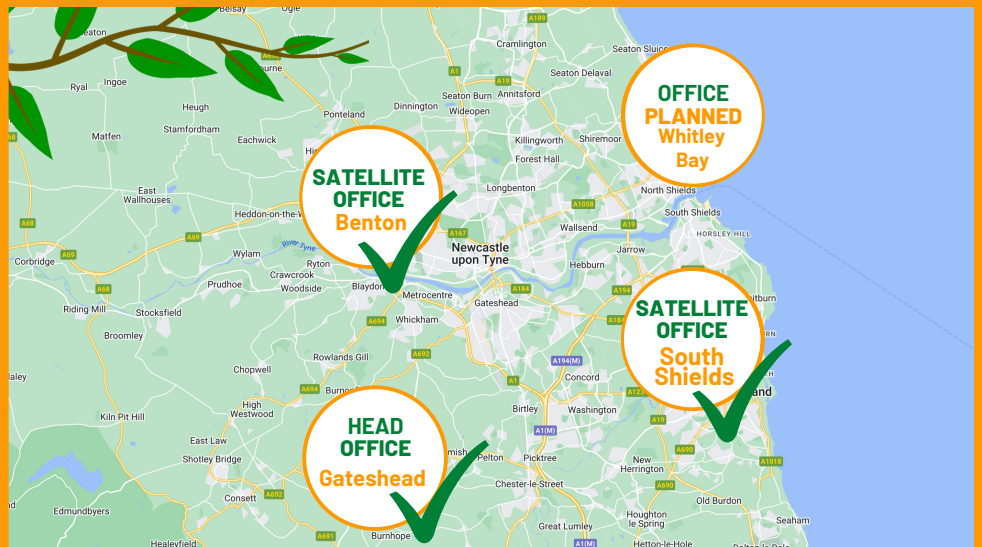


KEY POINTS

We are a team of **14 people** across multiple locations.

SPEEDY.
STRESS FREE.
STRAIGHTFORWARD.

Our head office is at
Team Valley, Gateshead.



Satellite offices are at Benton and South Shields, with a planned office for Whitley Bay.



Our excellent customer service
Protects your reputation
and brand for long term success.

We make it easy to provide
Instant quotes
to win conveyancing work.

We ensure consistent quality with
Balanced caseloads
for our conveyancers and solicitors.

We provide you & our mutual clients with a
24/7 case tracking
system to help see progress.

We can act on
Both sides
of the transaction helping to
speed up completions.



We provide you & clients with
**Automatic email &
optional SMS updates**
at core milestones.

REFERRER TESTIMONIALS

“ Easy to communicate with. ”

Automatic daily progression updates.

Sylvester Properties
Collette Povey

“ Always available when needed. ”

Complete in a timely manner that keeps our clients extremely happy.

SevenKeys
Ross Parker

“ Fantastic at keeping us up to date. ”

Staff are eager to respond to our emails.

Dawn & Pete couldn't be any more helpful.

first mortgage
Jennifer Pattison

“ Fantastic communication. ”

Friendly service.

Professional & competent.

firstrate mortgages
Ian Atkinson

“ They really care about our clients. ”

They make it as easy as possible for the customer.

livinglocal
welcoming you home
Emma Mansell

“ Never worried about recommending. ”

Jargon free, clear communication.

Just Mortgages
Reece Guthrie

“ Communication is fantastic. ”

We love that they don't take on too many cases.

BRICKS & MORTAR

“ Always so quick to contact us with updates. ”

Daily sales progression review sheet is so helpful.

Sylvester Properties
Anna Hall

“ Speedy responses. ”

Clarity of information.

Regular updates.

TARGET PROPERTY SERVICES NE
Joe Tuck

“ Excellent communication and service levels. ”

first mortgage
Alan Small

“ Top class efficient service. ”

Always easy to speak to somebody helpful over the telephone.

Belle Vue Estates SALES & LETTINGS
Sorja Mowatt

CLIENT TESTIMONIALS


SPEEDY
STRESS FREE
STRAIGHTFORWARD

Speedy

Amber Louise	"Everything was so quick!"
Jennie Barker	"Sped things up for us when we needed it."
Penny Bell	"Works within timescales and is competitively priced."
Martyn Kelly	"The service professionalism and speed is incredible."
Matt Tracks	"I could count on prompt emails... making the whole process easy."
Wilson Cheng	"The sale of the house was much faster than we anticipated."
Ian Cahill	"The speed of the conveyancing process was highly impressive."
Julie Larner	"Amazingly quick to deal with any concerns."
Sarah Jones	"Quick responses, huge support."
Steven Lynn	"Excellent service, timely manner."

Stress free

Hazel Mair	"Everything went smoothly."
Declan Wood	"This was actually an easy and stress-free process."
Pauline Small	"They made the whole process painless."
Elzbieta Golebiewska	"Buying a house is a lot of stress and THEY made it so much easier."
Terry Murphy	"Made everything stress-free."


Reviews

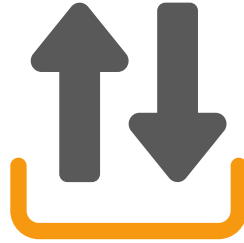


Straightforward

Stuart Gray	"Made the purchase as simple and easy as it could have been."
Charlie Harkness	"Incredibly easy, straight forward."
Gillian Sawyer	"Made the process easy."
Rebecca Townend	"Really straight forward, assured."
Andrew Tait	"Handled very well, sale went smoothly."
Emma Baker	"We were kept updated."

WHY WE ARE DIFFERENT

One reason why we are different is that we always ensure consistent quality via **balanced caseloads** for our conveyancers and solicitors.



Our PRIME focus is to ensure we deliver a consistently high level of customer service.

To achieve this, we ALWAYS take corrective actions when we get close to a maximum or minimum caseload level for each Conveyancer / Solicitor.

Some firms do not take this approach and end up with:



Patchy, inconsistent service.



Poor reflection on you and your recommendation.



Customers who are unnecessarily stressed & frustrated



More work and effort for you.

MAKING IT EASIER FOR EVERYONE



Our overall aim is to
Make it easy
for Clients, Estate Agents,
Brokers & our Staff.

DP Conveyancing ▾ Head Office ▾

STEP 1

Residential

- Sale
- Purchase
- Sale & Purchase
- Remortgage
- Transfer of equity

STEP 2

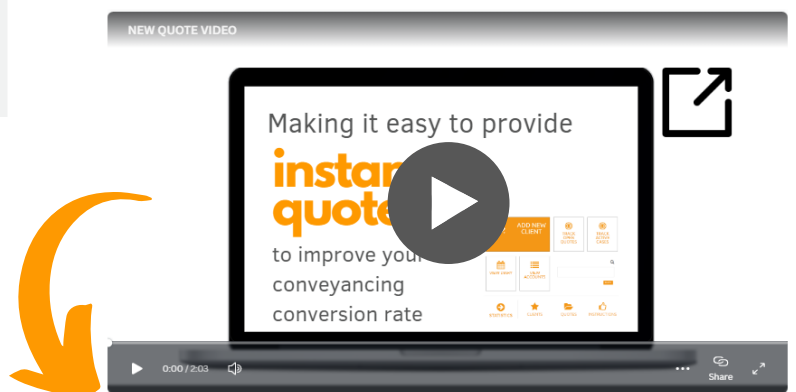
Sale Property Type

- Freehold
- Leasehold

Conditions

- Shared Ownership

We make it easy to provide
Instant quotes
to win conveyancing work



Please see our quick explainer video:
www.dpconveyancing.co.uk/referrer_quote_system

WE COMMUNICATE



We provide everyone with a
24/7 case tracking
system to help
see progress.

Automated updates via

**email &
SMS texts**

as we progress through the
process.



We always
**pick up
the phone**
as per comments from our
numerous client reviews.

SPEEDING UP SALE PROGRESSION

We make

sales progression

super easy with our daily
report to your inbox.

“ A massive help
in speeding up
sales progression ”



Daily sales progression report to your inbox

	# DAYS SINCE LAST UPDATE	FILE REVIEWED IN LAST 24 HOURS?	LATEST UPDATE NOTES
SMITH	1	YES	DP ON BOTH SIDES - Buyer has Mortgage Offer & Searches, plus HTB ISA. Enquiries raised 25th Aug - await replies.
JONES	3		Got SEARCHES and amended Mortgage offer. Enquiries raised 7th August - await replies.
BROWN	0	YES	CONTRACT PACK sent 10th Sept. Await client to ring and pay £240 so we can request management pack.

STRAIGHTFORWARD



We provide clients with
Easy forms
written in plain English!

No need for clients to
visit offices
unless they prefer to.



We provide clients with
**Saturday &
late night
appointments**
if needed.



STRAIGHTFORWARD

We are on all major

Lender panels



www.dpconveyancing.co.uk/mortgage-lender-panels-we-act-for

We can act on

both sides of the transaction

helping to speed up completions.



We aim to help you hit

your targets & goals

by being proactive & driving cases forward.

OUR VISION


To see a


Smile

on the face of every Client and Referrer.

103  Reviews

DP Conveyancing - South Shields
5.0  (16)

DP Conveyancing - Gateshead
5.0  (62)

DP Conveyancing - Benton
5.0  (25)

73

 Trustpilot
 Reviews

Dawn Pickett & The DP Conveyancing Team

20

 Yell
 Reviews

OUR MISSION

To be your

CONVEYANCER OF CHOICE

If you have any questions, please let us know.