

Founded in 2016 by Dawn Pickett & Peter Effard, DP Conveyancing & Property Law Ltd are a forward thinking, client focused North East team of around a dozen people who specialise in residential conveyancing.

OUR VISION

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

OUR MISSION

To be the **CONVEYANCER OF CHOICE**

for Clients,
Estate Agents &
Mortgage Brokers
in the North East.

To be the
EMPLOYER OF CHOICE
for Conveyancing Staff
in the North East.

HOW WE DO IT

Constantly improve through
CONTINUOUS FEEDBACK
throughout the process.



We constantly identify & permanently fix
BARRIERS & ISSUES
that impact on exceptional customer service.

Key points



We are a team of **around 12 people** across 2 offices

Gateshead
(Team Valley)

Benton
(next to ASDA)

127 out of 128

Five star reviews gained through clear

Communication,
Speed &
Reliability

28 out of 28 **five star** reviews on



48 out of 48 **five star** reviews on



41 out of 42 **five star** reviews on



10 out of 10 **five star** reviews on



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

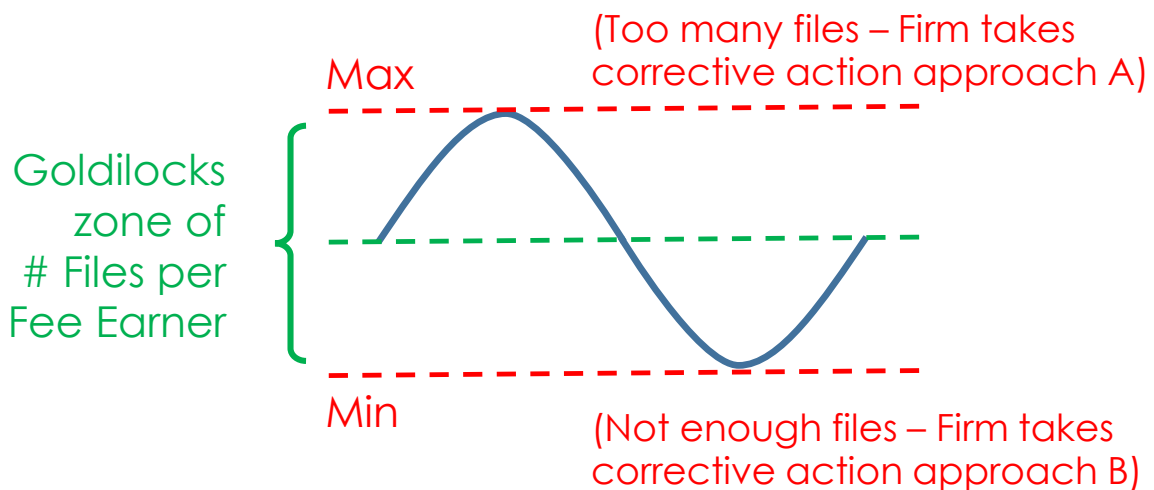
We can act on **Both sides of the transaction** helping to speed up completions

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

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



A range of corrective actions are taken within the firm when we get close to maximum or minimum levels for each Fee Earner and support person, in order to ensure a consistent service level for clients and a healthy work-life balance for team members 😊





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



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

Please click to
generate an
instant quote

STEP 1 Residential <input checked="" type="radio"/> Sale <input type="radio"/> Purchase <input type="radio"/> Sale & Purchase <input type="radio"/> Remortgage <input type="radio"/> Transfer of equity	STEP 2 Sale Property Type <input checked="" type="radio"/> Freehold <input type="radio"/> Leasehold Conditions <input type="checkbox"/> Shared Ownership	STEP 3 Sale Price <input type="text"/> (Required) <input checked="" type="checkbox"/> Mortgage Fee Scale <input type="text"/> £ £ £ IMPORTANT £ £ £	CLIENT DETAILS <input type="text"/> Select Title First Name <input type="text"/> (Optional) Last Name <input type="text"/> (Required) Email Address <input type="text"/> (Optional) Phone Number <input type="text"/> (Optional)
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We provide you & our mutual clients with a **24/7 case tracking** system to help see progress

PRE ACTIVATION		
✓	**** FILE PROGRESS SUMMARY UPDATE **** <i>[Solicitor Notes]</i> Buyer's Mortgage Offer – This has not been received from their mortgage lender yet. Buyer's Searches – 1 out of 4 of their searches have been received. Enquiries raised by buyer's solicitor – The buyer's solicitor have not raised their enquiries yet, but they have stated this will be carried out by 3rd July.	Completed on 27/09/2018
✓	AGENTS PARTICULARS RECEIVED <i>[No Notes Available]</i>	Completed on 15/05/2017
✓	CLIENTS SIGNED PURCHASE INSTRUCTIONS RECEIVED <i>[No Notes Available]</i>	Completed on 15/05/2017
✓	PAYMENT ON ACCOUNT RECEIVED <i>[No Notes Available]</i>	Completed on 15/05/2017
COMPLIANCE - AML, Source of funds and Lawyer Check		
✓	ALL COMPLIANCE CHECKS COMPLETE <i>[No Notes Available]</i>	Completed on 16/05/2017

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



Speeding up Sales Progression



Providing Estate Agents & Mortgage Brokers with **automated daily File Progress updates direct to your Inbox**

“ A massive help to me & progression
Riverside Residential

Client Name	Property Address	File reviewed in last 24 hrs	Update
Smith, Chantelle	13 Durham Drive NE38 7BT	YES	DP ON BOTH SIDES (Seller Johannsen) - Have Mortgage Offer and Searches. Clients have HTB ISA. Enqs raised 25th Aug - await replies. Await Lender valuation from client. ON HOLD until Seller gets survey done on EXTENSION
Johnson, Paddy	12 Ashbrook DH4 7SL		Got Searches and amended Mortgage offer. Enqs raised 7th August - await replies. Deed of Trust typed. 19th Sept have email from Seller's Sols we should have replies soon, they are just waiting for the Building Control Completion Cert from council
Purdy, Samuel	61 Station Road DH4 7PS		WE ACT BOTH SIDES (Buyer Michaels). Await Transfer Deed from Buyer's Sols for client to sign. Finally heard from Mainstay re Deed of Rectification fees
Jones, Nicola	4 Tynemouth Drive DH4 5NY	YES	Contract pack sent 10th Sept. Await client to ring and pay £240 so we can request management pack.
Gray, Mary	6 William Way NE38 8FF		Got Searches and Mortgage Offer. Seller has 2nd HTB Equity Mortgage. Hold signed documents. Await Service charge statement from Seller's Sols and need to work out apportionment. Need to sort out completion date - us acting further down again in chain
Daniels, Fred	24 Queens Way DH2 2FE		Got Searches and amended Offer. 27th Sept agreed for completion
Daniels, Paula	30 Maxwell Drive NE37 3LR		Completion Friday 27th September 2019

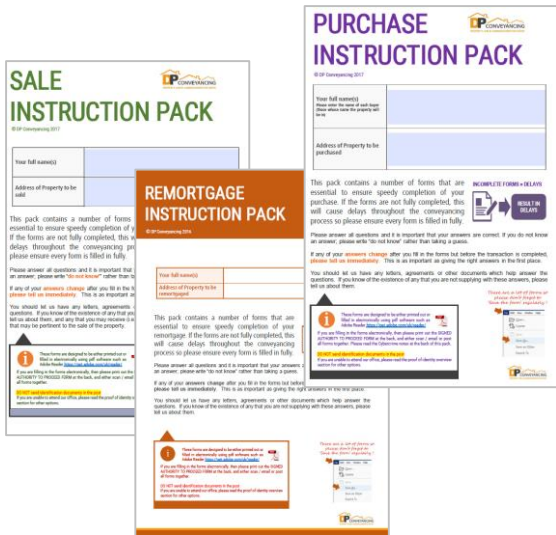
Easy to see progress on all files (at the same time) in one simple spreadsheet

Easy to understand, narrative description on key areas

Saves time - less time spent on Sales Progression

No need to log into our 'track your case' system

You can choose how often you would like your updates



We provide clients with **Easy forms** written in plain English!

No need for client to **visit offices**



Plus we provide clients with **Saturday morning & late night** appointments if preferred

We are on all major
Lender panels

<https://www.dpconveyancing.co.uk/mortgage-lender-panels-we-act-for.html>



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

We **pay your fees** on
the day of completion

We regularly provide

Training on conveyancing

for younger Estate Agent & Broker staff who are new to the legal process



We constantly aim to improve through
Continuous feedback
from our clients and
introducers throughout the process



These 'smiley' icons are on all emails to clients & provide a simple measure of 'happiness' as well as asking for written feedback when clicked. This all helps to drive internal improvements in the firm based on feedback at all stages of the process.

We carry out a very simple, quick survey on a regular basis with all of our Introducers to gauge how satisfied they are (on a scale of 1 – 10) as well as gather any 'areas for improvement'.

A screenshot of a web-based survey form titled 'DP Conveyancing - feedback from Introducers'. The form has a header with 'QUESTIONS' and 'RESPONSES 1'. Below the title, there are fields for 'Form description' and 'Image title'. The 'Image title' field contains the DP Conveyancing logo. The main question is 'How happy are you with DP Conveyancing? *', followed by a scale from 1 to 10. Below the scale, there are radio buttons for 'Not happy at all' and 'Very happy'. The next question is 'What could we do better? Even if there was just one more thing we could do.. what would it be?'. Below this is a 'Long answer text' field. At the bottom, there is a 'Your name (optional)' field with a 'Short answer text' label.