



# NEWSLETTER

> PRODUCED EXCLUSIVELY FOR THE CLIENTS OF PARKER ARRENBURG > ISSUE 3 > SUMMER 2013

## A Third Newsletter

A third newsletter always seems a bit of a milestone. It seems almost impossible that it is already a year ago since we introduced Issue One

Since then the response from clients and other professionals has been so positive that we really see our newsletter as a permanent part of the way we communicate with our clients.

The Newsletter also indicates our desire to be proactive on behalf of our clients, and to keep them fully informed. For example, the underlying funding for family work is currently changing and this is something that it is extremely important to know about. For this reason we have launched our

new, and entirely free 'Divorce Helpline Service' details of which you will find on page 2.

It is sad when we hear an established client say "I didn't know you could do that for me" and as a direct result of client requests we have this month increased, indeed almost doubled, the number of free information sheets that are available on request, or downloadable from our website. On the subject of the internet, on page 4 there is a directory of our email addresses with the suggestion that you email us with your address.



Faye Louzado

In the autumn of 2012 we introduced the Parker Arrenberg Client Registration Scheme, which has proved a great success and of real benefit to registered clients. On page 3 you will find a review of the scheme; please consider it.

We believe all our clients should be registered clients, and have therefore enclosed another copy

of the questionnaire for you. Elsewhere in this issue you will find information regarding the care required by the elderly, comments regarding the conveyancing market, and an introduction to our notarial services.

It is always nice to report good news, and we are all delighted by the success of Kirstie Lainsbury who has now been admitted to the Roll of Solicitors and will continue to work at Parker Arrenberg in the new role of Assistant Solicitor

We continue to get 'thank you's' and other pleasantries, and could not resist publishing a couple under 'Quotable Quotes'. We all hope you will find this Newsletter of genuine interest and that perhaps you will let us have your thoughts and comments on it. ■

Faye Louzado Partner

## Selling your house with Parker Arrenberg

It is never too early to speak to us, perhaps even before you have decided to sell

When you decide to sell your house, you will want the sale to proceed without delay and with the minimum of stress. An early discussion without cost or obligation can really help in this process.

It's never too soon to speak to us about selling your house, perhaps even before you have made that final decision.

There are many things to be considered, especially if you are also buying a new home at the same time as selling your house.

Parker Arrenberg have a very experienced property department that has been in existence since 1901. Throughout this time we

have been handling sales and purchases of properties all over the country and with this experience we will be able to help you throughout the process.

We are obviously very familiar with local properties but we act for clients throughout the country whether it is selling a castle in Wales, buying a bungalow on the coast or a flat in central London. We are in daily contact with other Solicitors and conveyancers and work closely with all the major Estate Agents in the area.

If you are not sure which Estate Agent to use we would be pleased to recommend an Agent who we feel will best suit your needs. Then, in



conjunction with your chosen Agent we can decide what method of sale is most appropriate for you – a traditional route, sale by private treaty or even an auction.

Perhaps in this area more than any other our client commitment to 'help' rather than hinder the transaction is paramount in our minds.

Many people reach a stage in their life, perhaps after the family have left home, when a move of house is seen as part of the financial rearrangement, perhaps in preparation for retirement. If you find yourself in this position,

please speak to us as early as possible so that we can discuss fully with you all your options.

It is our policy at Parker Arrenberg to provide our clients with a detailed breakdown of all known costs involved before undertaking any work on their behalf. In addition, you are very welcome to arrange an initial meeting to discuss your requirements and our services that is totally free of charge and without obligation. We now have full Conveyancing Quality Scheme accreditation.

Please contact us to arrange a meeting. ■

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# Parker Arrenberg launch a Divorce Helpline Service

An important new initiative is introduced...

**P**arker Arrenberg have introduced a new service called 'Divorce Helpline'. It is free, confidential and anonymous – you pay only for your telephone call.

The number to ring is 0208 695 2331

Consulting a Solicitor about the possibility of a Divorce or Separation can seem a very big step. You need to know your options without committing yourself, and yet you require total confidentiality. On top of that, this seemingly irrevocable step towards divorce can seem extremely expensive, especially for people at the early stage of considering separation who may simply require the basic facts.



The solution to these divorce worries is now at hand, at the end of a telephone. Parker Arrenberg has launched a unique Helpline Service which will connect you directly to a member of our widely respected family team.

You do not need to give out your name, or any other personal details and you will not be charged any legal fees for using the Helpline – you pay

only for the cost of telephone call.

We can provide you with sympathetic guidance and also explain the support that a Solicitor can provide. This will include answers to your questions regarding mediation and legal costs.

The Helpline is open between 10am and 5pm, Mondays to Fridays

Our family team operates within the guidelines of the Resolution, which promotes a conciliatory, sensitive, constructive and cost-effective approach. However, we can be assertive and vigorously fight your corner when the need arises.

If at any stage during your telephone call you wish to take matters further you will be invited for an initial assessment meeting which for our Divorce Helpline clients will, again, be free of

charge and place you under no obligation. You will never be put under any pressure whatsoever to instruct us.



**It's free, confidential, and anonymous – you pay only for your telephone call**

However, once you do decide to use Parker Arrenberg we will give you an accurate quotation before beginning work on your behalf.

These are difficult and stressful matters and our aim is to advise and assist you as sensitively as we can. The watchword is to help you. That is why we have started the Helpline.

Remember you can call us anonymously on 0208 695 2331. ■

## Caring for the Elderly

Perhaps you are an older person yourself. Maybe you are charged with the care of an elderly person. Perhaps you are concerned about an older member of your family.

**A**t Parker Arrenberg we have a wealth of experience in dealing with older clients and their families and the issues specific to them.

We are able to offer advice on matters relating to financial and welfare provisions including the funding of long-term care.

The term 'middle age' is a very loose one, and depends at least in part on how one views oneself and those around you.

Almost irrespective of age, and even if you believe that you have 'taken care of these matters', it is still worth giving consideration to the future and reviewing the decisions you have made.



Our services break down roughly into seven groups:

### Planning and tax

We offer assistance and guidance in relation to taxation affecting inheritance tax planning, administering of Estates, Trusts and personal portfolios, income tax and capital gains tax.

### Powers of Attorney

There are various types of Powers of Attorney which we are happy to discuss and advise upon. This will include explanations relating to the Court of Protection.

### A Living Will and organ bequests

Taking care of your future may include how you wish to be handled in medical situations and how your body should be treated after your demise.

### Wills

The above is no substitute for a properly drawn up will that ensures that all your wishes are carried out and that those left behind do not face a lack of clarity or the problems of intestacies.

### Trusts

There are a variety of reasons for creating a Trust, which essentially ensures that you have control over your money.

### Probate

Probate can be a complicated time consuming

process, which if handled poorly can result in delays, considerable expense and unnecessary loss of assets. We can assist you in all these matters.

### Executorship

If you are made an executor we can advise on your tasks and responsibilities and at Parker



**The term 'middle age' is a very loose one**

Arrenberg we are often made executors by our clients.

The care of the elderly is very important and under threat by demographic change, political variances, changes in family and employment patterns and economic recession.

Now is the time to give these matters thought and a discussion can be held with one of our experts free of charge and without obligation. ■

## QUOTABLE QUOTES >

I want to thank you your help in this matter and for being very approachable – ML, Horley

Although we do not live locally to your firm, we will still come to you with any other legal matters we have – DT, Avon

# The Parker Arrenberg Client Registration Scheme reviewed

We were pleased to launch our Client Registration Scheme. It is a service that is totally free of charge and provides a range of benefits to Registered Clients. Truly the success of this scheme has taken us by surprise.

**T**he scheme, which is simple to join, has a wide range of Client benefits and is totally free of charge, is available to all clients of Parker Arrenberg, their families and friends.

The scheme is questionnaire driven and additional copies of that questionnaire are available on request. We make clear on the questionnaire, but emphasise again here, that the whole scheme is totally client driven, and you provide us only with information that you wish us to keep.

Each Registered Client receives a 'Welcome Pack' outlining in full detail the various benefits available provides background information on

**Truthfully, the success of this scheme has taken us by surprise**

how to obtain these benefits, includes a Registration Card with a personal Client number and an invitation to a free 'affairs assessment' where legal and financial matters concerning you are discussed freely and confidentially.

The peace of mind that comes from knowing that the whereabouts of all 'life's documentation' is registered, cannot be overestimated. Having your Solicitor sufficiently au fait with your

circumstances, to be able to be proactive in providing advice and information, provides a further feeling of security as does the card itself which proclaims that in the event of an accident or incapacitation Parker Arrenberg, as your Solicitor are willing, able and in a position to be able to assist those seeking to help you.

We believe that all Clients should be registered and take advantage of this opportunity.

Therefore we have enclosed an additional copy of the registration questionnaire if you require any further information, please contact our Registration Manager, Kelley Thompson at [reception@parkerarrenberg.co.uk](mailto:reception@parkerarrenberg.co.uk)

or 0208 695 2330. ■



## Kirstie Lainsbury qualifies

**I**n this middle of May this year Kirstie Lainsbury gained her final qualifications as a solicitor and was admitted to the Roll. This is a real achievement as qualifying as a solicitor is a lengthy process, gained through dedication and hard work.

Kirstie attended the University of Hertfordshire for 3 years where she gained an impressive 2.1 Law Degree with Honours. During her time there she was regularly involved with the 'Mooting Team', winning the University competition two



Kirstie Lainsbury

years in a row. 'Mooting' includes a series of Legal Debates and Mock Trials, and is where the term a 'moot point' comes from.

This period was followed by one year at the College of Law in London where Kirstie undertook the Legal Practice Course, a course which provides a high level of professional skills training. Following her successful completion of the Legal Practice Course Kirstie joined Parker Arrenberg to complete her two year Training Contract.

Kirstie is now an important part of the Parker Arrenberg Litigation Department, with a particular interest in property matters including

lease extensions, freehold purchase and all landlord and tenant disputes.

A considerable amount of Kirstie's non-professional life is taken up with the running of a Scout troop, numbering 36 boys and girls between the ages of 10 and 14. Apart from regular weekly meetings, there are several away camps during the year, and a winter camp in Switzerland is currently being organised.

Kirstie clearly likes helping people and this is, she says, the main reason for becoming a solicitor.

Congratulations Kirstie! ■

## More information sheets

**P**arker Arrenberg have a full range of informative leaflets that are continually being added to. If you have a particular matter in hand, or an interest, please do not hesitate to contact us and we will be happy to provide you with copies of the relevant information sheets. Alternatively these can be downloaded from our website [www.parkerarrenberg.co.uk](http://www.parkerarrenberg.co.uk) ■



## QUOTABLE QUOTES >



Thank you for making a stressful process as stress-free as possible! – DK, Enfield

I will have no hesitation in recommending you and your team to my friends and family – NM, Surrey



# Our Notarial Services

The reason a person needs to visit a Notary is to prepare or certify a document that can then be used in another country in a form that will be acceptable to the Courts and other authorities in that country.

**A**t Parker Arrenberg we are lucky that two of the firm's Partners, Kim Arrenberg and Dan Mahony (pictured) are both qualified Notary Publics.

applies not only to the person seeking their services but also to anyone who may rely on the document produced including the governments and/or officials of other countries.

A Notary has a very high standard of care which

A Notary is a lawyer and a member of the oldest



Kim Arrenberg

legal profession in England and Wales. A Notary has passed examinations in the relevant areas of their work including international law. His is an



Dan Mahony

internationally recognised Public Office. A Notary is appointed by the Archbishop of Canterbury. ■

## Are you on email?

Increasingly we find that we are in communication with Clients, colleagues and other professionals via the internet.

Of course this does not preclude more traditional forms of communication, but it is undoubtedly a swiftly growing area.

Opposite you will find a directory of our own email addresses that you are welcome to use.



It would be helpful and speed up matters between us if you would provide us with your email address and permission to use it. ■

### Kim Arrenberg

k.arrenberg@parkerarrenberg.co.uk

### Dan Mahony

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### Faye Louzado

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### Mark Pendleton

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### Suzanne O'Sullivan

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### Kirstie Lainsbury

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### Dawn Brett

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### Laura Moore

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### Val Bailey

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### Marcia Myrie

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## Introducing The Parker Arrenberg Divorce Helpline



10.00am - 5.00pm Monday to Friday

It's FREE, confidential and anonymous

No need to give your name

No charge to you

No obligation

Just friendly information you can trust

**0208 695 2331**

You only pay for the phone call

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