



**HEY
SOLICITORS**

*COMPLIANCE
&
TRANSPARENCY*

[Disclaimer](#)

Our website and the information contained on the website about HEY Solicitors at Ely and Downham Market is general information only and professional advice should always be taken for all legal enquiries.

HEY Solicitors is authorised and regulated by the Solicitors Regulation Authority. Solicitors Regulation Authority ID Number: **619730**

Please see the SRA Website for more information:

<https://www.sra.org.uk/>

[Services at HEY Solicitors](#)

At HEY Solicitors we offer the following services:

*The Key Stages of Drawing up Wills**

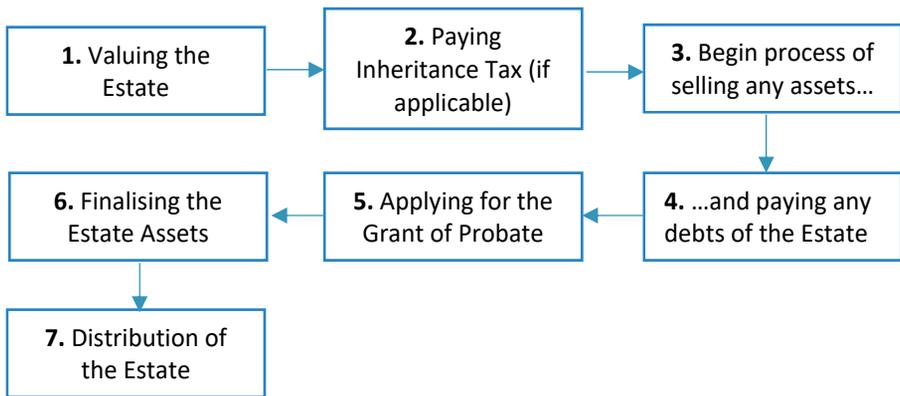


*(this does not reflect all cases)

The fee for the creation of Will varies on a case by case basis and is based on the individual circumstances of each case.

The fee starts at £300.00 + VAT and £750.00 + VAT for a Will which includes a House for Life clause.

*The Key Stages of Obtaining Grant of Probate
& Administrating Estates**



*(this does not reflect all cases)

The fee for the handling of a Probate Case varies and is discussed with you from the outset. Our average fee is 2% + VAT (Currently 20% - <https://www.gov.uk/vat-rates>) of the overall value of the Deceased's Assets.

As part of our fixed fee we will:

- Provide you with a dedicated and experienced probate solicitor to work on your matter
- Identify the legally appointed executors or administrators and beneficiaries
- Accurately identify the type of Probate application you will require (if any)

- Obtain the relevant documents required to make the application
- Complete the Probate Application and the relevant HMRC forms
- Draft a legal oath for you
- Make the application to the Probate Court on your behalf
- Obtain the Probate and securely send two copies to you
- Collect and distribute all assets in the estate

In addition there will be out of pocket expenses (sometimes referred to as disbursements) these may include:

- Probate application fee of £161.00
- Bankruptcy-only Land Charges Department searches (£3 per beneficiary)
- £200 Post in The London Gazette – Protects against unexpected claims from unknown creditors.
- Property Valuation of £200.00
- Share Valuation of £100.00

On average, estates that fall within this range are dealt with within 8-24 months (depending on the housing market). Typically, obtaining the grant of probate takes 8-12 weeks. Collecting assets then follows, which can take between 6-24 months (depending on the housing market). Once this has been done, we can distribute the assets, which normally takes 2-4 weeks.

For example if an estate was worth £300k our fee would be £6,000+vat of £1,200.00 plus disbursements of approximately £670.00 totalling £7,870.00

A complaint is defined as being the written expression of dissatisfaction which alleges that the Complainant (Client) has suffered (or may suffer) financial loss, distress or detriment in relation to our services.

It is important to note that a complaint can only relate to the service you have received, and cannot relate to things such as Office of the Public Guardian or Probate Registry delays.

The Legal Ombudsman can be contacted at the following address:

PO Box 6806

Wolverhampton

WV1 9WJ

Telephone No: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: <http://www.legalombudsman.org.uk/>

Unless it agrees there are good reasons not to do so, the *Legal Ombudsman* will expect the client to allow us to consider and respond to their complaint in accordance with the procedure set out above in the first instance. The client can refer their complaint up to 6 months after they have received our final written response to their complaint. They can also use the Ombudsman service if we have not resolved their complaint within 8 weeks of us receiving it. A complaint can be referred to the *Legal Ombudsman* up to six years from the date of the act or omission or up to 3 years after discovering a problem.

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

Our probate team are specialists in this area with over 10 years experience in dealing with probate and estate administration. Your matter will be dealt with by a qualified solicitor:

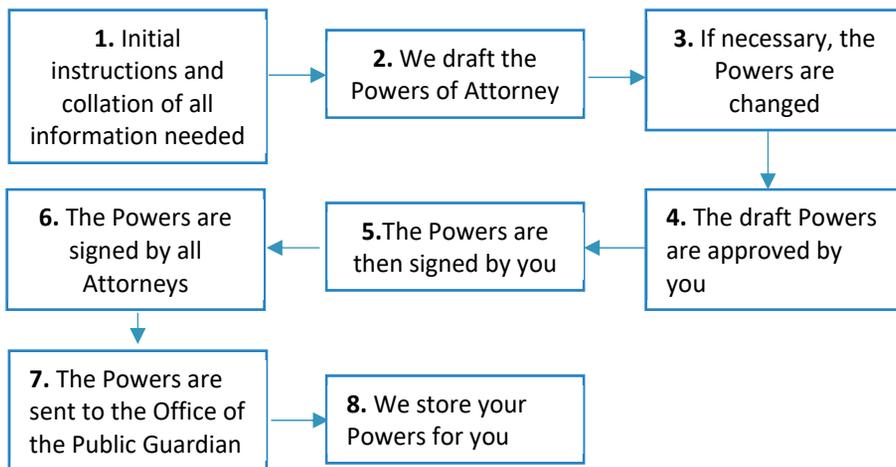
Marcus Philips is the Head of Department. He is a solicitor who qualified in 2006 and has been specialising in probate matters and administering estates ever since. He works with Karl Irons who is a solicitor qualifying in 2002 and specialising in probate and conveyancing.

The Probate Registry is a third party, public service and is not affiliated with HEY Solicitors. For more information see:

<https://www.thegazette.co.uk/wills-and-probate/content/100290>

Lasting Powers of Attorney

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*(this does not reflect all cases)

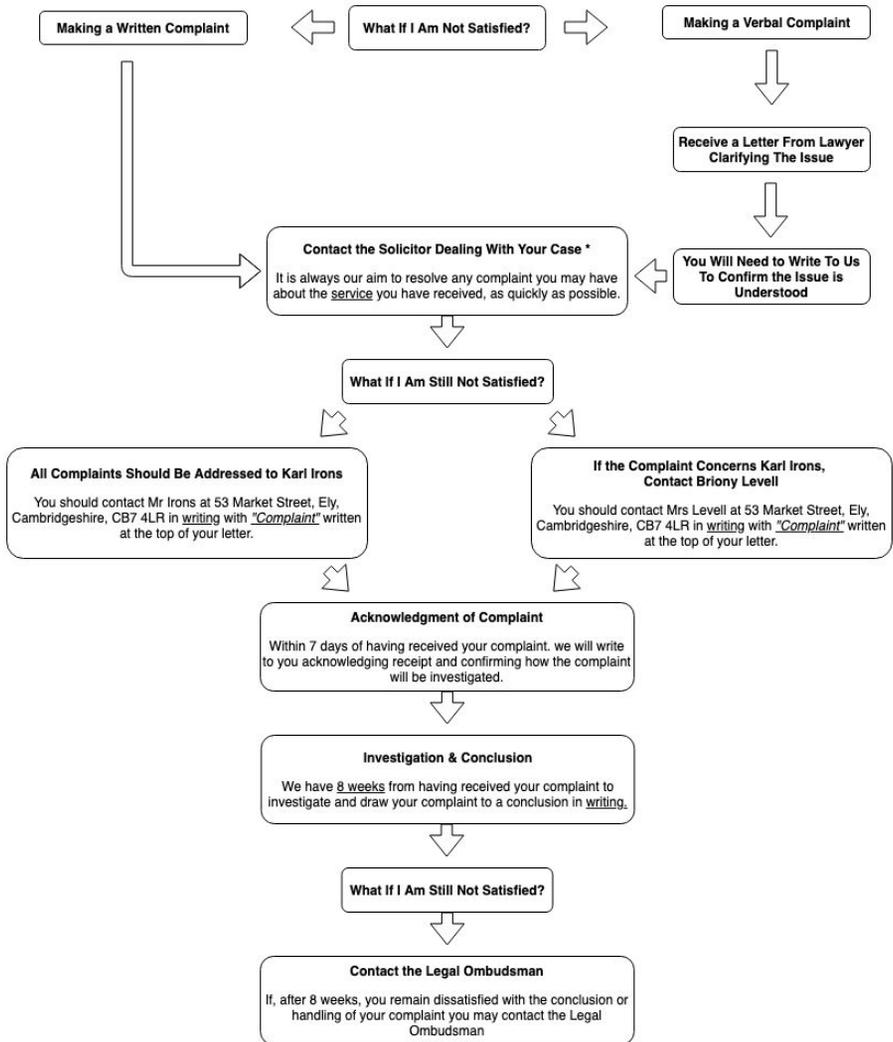
The fee for the creation of Lasting Powers of Attorney ranges from £540.00 to £840.00 including VAT.

Please note that the Office of the Public Guardian is experiencing a backlog of applications and there are currently long delays of around 3 months to issue a completed Powers of Attorney.

[Complaints Procedure](#)

It is important to us that we deal with any Client complaints as quickly as possible and it is important that our Clients understand the Complaints procedure here at HEY Solicitors. In the event that you have a complaint about the way in which your case has been handled, the procedure is as follows:

HOW DO I MAKE A COMPLAINT?



* Please Note, That With the Correct Authority From You (The Complainant) Someone Else Can Make a Complaint on Your Behalf



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Company Registration Number: 09226645

ALSO PRACTICING AT DOWNHAM MARKET (SRA Number: 638547)

. Please contact us so we may advise you on your situation. All information is correct at time of printing.