



Our expertise,  
your way

PowellsLaw 

Winter 2015

## Reflecting on 2015

Taking the opportunity to look back on 2015 although it is the year of the sheep in the Chinese calendar we have not followed others, and have continued to develop new services and products that reflect the needs of our clients and how they want to access legal advice and support.



Our new Mediation service to complement and provide an alternative option for people looking for a more amicable and potentially faster separation has been well received since its introduction and allows people greater freedom in how they want to move on with their life.

Our home buying service now includes as standard an insurance policy to recover costs and expenses should a purchase fall through. A first for the area and a big hit.

Finding a quicker and less expensive way to solve issues has also been at the forefront of other services and options we have developed during the year to make it easier for clients to access the relevant expert knowledge but closely manage the costs. Our fixed cost claim assessment for £100 enables clients to see where they stand if they have a dispute without the fear of spiralling costs and our fixed fee divorce at £500 provides this same certainty of cost.

As well as more user-friendly services, we have looked at making the office environment more welcoming for clients when they need to visit us, with a larger reception area and complimentary tea and coffee. We are looking at taking this a stage further next year expanding our meeting rooms with the introduction of a more retail style area.

We hope our changes make people feel more comfortable when looking for advice to help them make a decision on what they may need, or want to do.

## What our clients think...

We are dedicated to giving great service to our clients and to enable us to continue to give this level of service we appreciate any feedback that our clients give us.

We are now working with a third party independent feedback provider who collects monitors and then publishes our reviews. We are delighted to see that all of the feedback we have received since engaging with this provider has been very positive with 4 or 5 stars awarded for our service. All of the feedback is visible on our website, [www.powellslaw.com/what-our-clients-say.html](http://www.powellslaw.com/what-our-clients-say.html).



If we have recently worked with you and you'd like to give us your feedback please get in touch, you can either head onto the website and complete an online feedback form [www.powellslaw.com/leave-feedback.html](http://www.powellslaw.com/leave-feedback.html) or you can pop into the office and complete a feedback postcard which can be sent back directly to our third party provider.

# Christmas – a time for planning as well as reflection.

With the year drawing to a close we so often reflect on how quickly the year has passed us by and take a moment to think of all we have achieved and all the changes throughout the year. But at the end of the year, whilst you have some rest at Christmas, it is also a great opportunity to start making plans for the next year which is around the corner.

We find that when considering what the next year may have to hold, is a good opportunity to consider the important things that are often overlooked, such as plans for your Will or Lasting Power of Attorney. Although we all understand that it is important to have these in place, many of us forget to make the time to review and update these important documents. It is recommended that you review any Will and Lasting Power of Attorney that you have in place every 3-4 years to ensure it is still in line with your current life and it reflects your current wishes.

Making a Will and Lasting Power of Attorney document with the help of an expert within PowellsLaw will avoid all the difficulties and complications that can arise if you do not have correct documentation in place.

To find out more please get in touch.



## We're proud to get involved



**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



We're always keen to support our local community and fundraise for the well-known charities who carry out vital work both locally and nationwide. This year we were proud to continue our sponsorship of Weston-super-Mare Swimming Club and continuing to sponsor matches for Weston-super-Mare Football Club.

We're delighted to announce that during 2015 we raised a total of £724.25 from hosting our own MacMillan coffee morning, holding a Wear it Pink bake sale, getting involved in Children in Need and The Royal British Legion Poppy Appeal.

We're now looking forward to planning our next fundraising events in 2016, we'll keep you posted on what we have coming up and how you can get involved.

..... and finally, a big



**A big thank you to all of you who have used our services throughout 2015 and also to those of you who have recommended us to others. We look forward to seeing you again in 2016.**

May we wish you all a very merry Christmas and a Happy New Year from all of us at Powellslaw.

Our Christmas / New Year opening hours are: We are open on Wednesday 23rd December from 9:00am – 4:00pm but are then closed for the festive period from Christmas Eve until 1st January. We re-open on Monday 4th January 2016 at 9:00am.



[www.powellslaw.com](http://www.powellslaw.com)