

# Our expertise, your way



## PowellsLaw

Winter 2016

## So 2016...

Many will be reflecting on 2016 as a very interesting year; full of change, surprises and unexpected results.

With a year of so much change, you can be re-assured that we continue to focus on providing the best service, advice and support for all our clients. We have taken the opportunity this year to further improve and develop the services offered to give you an even better experience and more accessible when you need us.

We have introduced a pay as you go service to help our family clients. We understand that if you are on a budget but still want the assurance of expert legal advice; it can be daunting involving a solicitor. So to help you through this situation we have introduced Powells Pay As You Go giving you the opportunity to pay for advice, but save money by doing an element of the leg work yourself.

Our new Law on Call service has been introduced to make legal services more accessible for SME businesses. We understand that SMEs can be reluctant to use legal services as they are nervous around the costs involved. With this in mind, Law on Call provides a cost-effective service for you to use as and when you need to understand your legal stance for a fixed monthly fee of £30.

Finally, we are also pleased to announce that each team throughout this year has expanded with new team members coming on board. Daniel Langley joined our Private Client team, Ruth Slader joined our



Family team and Bo Yee Fan and Sian Gale have joined our Property and Litigation teams having successfully completed their training with us and now having qualified as solicitors. We also saw Jenny Brading become a Partner within our Private Client team. We hope that this expansion within our teams will enhance our client experience.

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.

We are always happy to chat to clients if they are not sure how to proceed and help them work out the best way forwards.

## Client satisfaction update

Great service is at the centre of our business and we strive to constantly improve the experience you receive from us which is why our client feedback is so vital.

We work with a third party independent feedback provider who collects, monitors and then publishes our reviews to ensure we get a true picture of how our clients feel. We are delighted to see that the feedback we have received since engaging with this provider has been very positive with pretty much 4 or 5 stars awarded out of 5 for our service. Our feedback is entirely transparent and can be viewed on our website, [www.powellslaw.com/what-ourclients-say.html](http://www.powellslaw.com/what-ourclients-say.html).

We always welcome your feedback and it is simple to get in touch. You can head to the website and complete an online feedback form at [www.powellslaw.com/leavefeedback.html](http://www.powellslaw.com/leavefeedback.html) or you can complete a feedback postcard which can be sent back directly to our third party provider.

We are committed to provide high levels of customer service and want to continue to do so to the best of our ability.



# The importance of being prepared.

As touched on during a recent seminar co-hosted between PowellsLaw and Close Brothers Asset Management Ltd, as life changes and the world around us changes, the key is being prepared for those changes and having the right information to make decisions.

Close Brothers gave insight into Investing post Brexit and the role of regulated investment products in Inheritance Tax planning. Our specialist Private Client team revealed the new inheritance tax residence relief which becomes effective next April. They spoke about how to make the most of your personal savings and assets for your beneficiaries, the importance of keeping your Will up to date and the importance of a well drafted Lasting Power of Attorney.

Most of us are able to pick out who we would be happy to have looking after our affairs if we became too ill to do it for ourselves. Fortunately, it's also easy to make certain that those wishes are carried out.

Putting in place a Lasting Power of Attorney is a straightforward process. It allows you to appoint one or more people to be responsible for your financial affairs, your health and welfare, or to sign documents for you if you become unable to do it for yourself. The only time to make these arrangements is while you are able to make clear choices. But many people don't.

Nobody likes to think of themselves being in a situation where managing day-to-day life is beyond them. Many of us would prefer not to have the discussion with family and friends about what would happen afterwards and many assume that they don't need to bother about these things until they are older.

However when no clear arrangements are made, life becomes harder than it needs to be, at a time when relatives and loved ones may already have to cope with a difficult and emotional situation. This isn't just about older people, accidents and illnesses that leave people incapacitated can happen at any age.



The ideal time to consider a Lasting Power of Attorney is when you make your Will. You can then review and update arrangements at key points in your life such as marriage, becoming a parent, retirement and so on.

If you would like to learn more about Wills or Lasting Powers of Attorney please contact our Private Client team on 01934 637902 or email [dlanglely@powellslaw.com](mailto:dlanglely@powellslaw.com) or visit the website [www.powellslaw.com/legal-help-for-you/late-life-planning](http://www.powellslaw.com/legal-help-for-you/late-life-planning).

## Sponsorship update

Throughout 2016 we have continued to get involve with our local community – fundraising and helping raise awareness for a range of great causes 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 this year we raised a total of £280 from hosting our own MacMillan coffee morning and getting involved in Children in Need.



We're now looking forward to planning our next fundraising events in 2017, we'll keep you posted on what we have coming up and how you can get involved.

## Our new look



We have recently updated the experience on our website to help you navigate through the website to find what you need more easily and improve your overall experience.

We'd love to hear what you think – let us know your thoughts by emailing our Practice Administrator [rsage@powellslaw.com](mailto:rsage@powellslaw.com)

## Thank you

A big thank you to everyone who has used our services, recommended us to others and to those who have followed and engaged with us throughout 2016. We hope you have a wonderful and peaceful festive season.

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



### Christmas / New Year opening hours

Our offices will be closing at:

- 4:15pm, Friday 23rd December 2016

And will re-open at:

- 9:00am, Tuesday 3rd January 2017.



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