



## ALAN JONES LAW LIMITED

### CLIENT CHARTER JULY 2023

Alan Jones Law Limited is committed to providing outstanding advice and service to our clients. We wish to work with you in such a way that our promise of quality and reasonable cost of legal services is maintained. To this end we take this opportunity to set out some basic elements of this practice namely:

- who we are;
- what you can expect when you deal with us; and
- ways you can help us give you the best service.

The terms of this Charter apply in respect of all work carried out by us for you, except to the extent that we otherwise agree with you in writing. We also include here information that we are required to provide to you under the Lawyers and Conveyancers Act (Lawyers: Conduct and Client Care) Rules 2008.

#### WHO WE ARE

**Alan Jones** opened his practice in Devonport in 1990 following a move from the South Island as an already experienced practitioner having qualified at Otago University and subsequently being admitted to the Bar in 1976. He has had extensive experience as a court lawyer being engaged in numerous trials in commercial, criminal and family orientated matters in his earlier years of practice. Subsequently he was involved in several years of general commercial practice. Since then he has established and developed his general practice in Devonport serving the local community in all manner of legal work. The current practice involves conveyancing and general property transactions, commercial developments and associated property transactions, financial dealings, estate planning involving wills and family trusts and also administration of Estates. Litigation issues are advised on but referred to Barristers of appropriate quality and experience. Having recently appointed Lesley Chapman as a Director of the firm, Alan Jones will be jointly responsible for the services provided to you, together with Lesley Chapman.

**Lesley Chapman** is a Commercial Solicitor and Director at Alan Jones Law Limited. After gaining a law degree at University of Westminster, London, Lesley was admitted in October 2001 and has worked for a number of medium to large sized law firms in Auckland. Prior to coming to Alan Jones Law Lesley was sole legal counsel for a major primary healthcare company in Auckland. Now Lesley is happy to be practicing in her local community.

**Rachel Burrows** is a qualified registered Legal Executive employed by the firm since 1998 and carries out work for Conveyancing, Estates, Wills and Trust Administration. Rachel is also the first point of call for office and accountancy queries and is the person to initially contact when Alan is not available.

**Kate Jones** is a qualified registered Legal Executive working together with Carol and Rachel in conveyancing transactions and managing trusts. Kate qualified as a Legal Executive in 2005 and has been employed by the firm since 2001.

**Carol Allen** is an experienced qualified registered Legal Executive working together with Kate and Rachel in conveyancing transactions as well as in Estates, Wills and Trust Administration.

**Eden Barley** is our Staff Solicitor. He is involved with commercial property transactions, insurance issues, disputes tribunal applications, Maori Land Court applications, estate planning involving wills and family trusts, administration of Estates and resource management advice.

**Maria Perrett** is our receptionist and has recently joined this firm and carries out our day to day administration. Should you call us, Maria will be the first person you talk to.