

# LISA'S LAW

Professionalism  
Experience  
Results

Lisa's Law is a trading name of Lisa's Law Limited,  
a company registered in England and Wales. Lisa's Law Limited is authorised  
and regulated by the Solicitors Regulation Authority.

SRA ID: 567608



# INDIVIDUAL

Lisa Law Firm aims to provide you with one-stop services, from law to taxation, from visa applications to property purchases and sales. We speak your language and understand your cultural background. We make it easy for you to overcome international barriers and truly bring you peace of mind from start to finish, whether it is your work or life in the UK.

Lisa's Law is a forward thinking and modern law firm. As an innovative law firm, we rely on the latest technology and state-of-the-art equipment to reduce costs and improve efficiency. This has enabled us to pass the full benefit of technology on to our clients by providing them with fast and streamlined service at highly competitive prices.

At Lisa's Law, we provide niche legal service. We understand that no practice can be good at everything. We only provide service we are best at and strive to be the best in our specialist areas of practice. We are large enough to accommodate your ambition and small enough to provide tailor-made service. We know that no two clients are the same. We listen to your legal needs and provide pragmatic solutions.

Lisa's Law places a strong emphasis on client care. Client satisfaction is one of the cornerstone principles on which this practice operates. We listen to your comments seriously, whether they are compliments or criticism. We believe that our success can only be built on your success.

**Lisa's Law, a specialist firm you can trust.**





# EXPERTISE

**RESIDENTIAL CONVEYANCING**

**IMMIGRATION**

**EMPLOYMENT LAW**

**FAMILY LAW**

**WILL AND PROBATE**

**PRIVATE CLIENT LAW**

**LITIGATION**

**POWERS OF ATTORNEY**

# SERVICE STANDARD



*At Lisa's Law, our services have only one objective. That is your satisfaction. We are committed to providing a high quality, responsive and accessible service to you.*

## **We will carry out your instructions promptly.**

We understand that legal issues can be stressful and challenging. We will try to deal with your messages and enquiries promptly whenever possible. If for some unforeseeable reason, we are unable to do so, we will try to revert to you within one working day or provide you with an explanation.

## **We will treat you in a polite and courteous manner.**

We understand that to provide a great service requires more than simply giving clients' correct legal advice. We want our clients to feel warmly welcomed and attended throughout each stage of their cases. Each case will have a designated caseworker, who you can contact directly and who will always be happy to help.

## **We will listen to you patiently to anticipate and identify your legal needs.**

A good adviser needs to be a good listener. We will not be able to provide correct legal advice unless we understand your situation. At Lisa's Law, you can feel completely confident that all you tell us will be kept strictly confidential.

## **We will provide you with pragmatic solutions to your legal needs.**

Legal advice can only be of use when it is pragmatic and applicable to your situation. In some circumstances, compromise could be in your best interest. As your legal adviser, we have experience and knowledge to tell you when to raise a challenge or make a concession.

## **We will keep you informed of the progress of your case.**

We provide access to clients to log into our system to view the status of their case. We also communicate with clients by email, phone or post.

## **We adopt a zero tolerance anti-discrimination policy.**

We will not discriminate against you based on age, disability, gender, race, religion and gender orientation. All our solicitors will evaluate your case in an objective and independent manner. We will not decline instructions for the above reasons.

# PRICE PROMISE

**We will charge our fees reasonably and competitively.**

To best serve you, we strive to keep our fees as competitive as possible. We do not charge telephone calls or postage in our bills.



**At Lisa's Law, we provide fixed-fee service.  
You will know your legal costs with certainty  
before we accept your instructions.**

**We will agree with you our fees at the outset and to confirm them in writing before we carry out your instructions.**

Our experience shows in most cases where dispute arises over fees, it is the solicitors who fail to explain clearly their charge. We want to avoid this. We only charge the fees we have agreed with you.

**We will present our bills in an open and transparent manner.**

We take every step to ensure that our bills do not come as a surprise to you. We make sure that there is no hidden item in our bills.

# Lisa's Law SOLICITORS



*"Practical, professional, all business and no nonsense"*

*"Very friendly, polite and considerate"*

*"Quick and firm grip of clients' business requirement and down-to-earth approach I wish that I had instructed you in the first place."*

*"Excellent Service. I will certainly recommend you."*

Lisa's Law, 13 London Road, London, SE1 6JZ  
T: 020 7928 0276 F: 020 7904 3982  
[www.lisaslaw.co.uk](http://www.lisaslaw.co.uk)