



CLIENT TESTIMONIALS

Moving forward together

Welcome to Palmers Solicitors, one of the leading law firms in Essex

As the Managing Partners, it is our goal to help the whole team at Palmers Solicitors provide an excellent, high-value and efficiently-delivered service to all of our clients. From our offices in Basildon, South Woodham Ferrers, Rayleigh and Chafford Hundred in Thurrock, Palmers Solicitors provides a cost-effective, high quality service to clients in Essex and beyond.

Our Legal 500 Leading Firm has specialists in Construction, Company Commercial, Commercial Property and Commercial Litigation, as well as a comprehensive Private Client department. Across a whole spectrum of legal advice, we pride ourselves on offering quick, accurate and reliable advice with straightforward answers.

The quality of our advice is highlighted by the fact that we have retained our Lexcel accreditation following each annual assessment since the original award in 2008. This recognises the quality of our management and the service we offer to our clients, showing that we are among the best legal practices in the country. Furthermore, we have won the Customer Service category at the 2017 Thames Gateway Business Awards.

However, we do not rest on these laurels and we are always happy to listen to what our clients have to say about their experiences of working with our firm. It is the best way to find out what they want to achieve and how we can help them in the most effective way. That is why we would like to share some of their feedback with you in this brochure.



Carey Jacobs and BJ Chong
Managing Partners

The Stanford and Corringham Schools Trust testimonial

A lesson in client care

“OVER THE YEARS, WE HAVE TURNED TO PALMERS FOR A RANGE OF ADVICE ON CONTRACTS, PROPERTY AND EMPLOYMENT MATTERS.”

Des Shillingford

The Stanford and Corringham Schools Trust



The Stanford and Corringham Schools Trust is a multi-academy trust (MAT) based in Essex, which provides primary, secondary and sixth form education to around 2,500 pupils.

Palmers' involvement with the Trust is well established. As Finance Director, Des Shillingford, explained: "Our long-standing business relationship with the firm has been built up over many years. One of our former pupils became a Partner at Palmers and we didn't think we could find a stronger relationship than this."

Des continued: "Over the years, we have turned to Palmers for a range of advice on contracts, property and employment matters. Most recently they helped us carry out the transfer of another school into the Trust.

"I would say that the transfer has been the most challenging and complex issue they have handled for us to date. We involved the firm very early on in the 'go/no go' discussions and the legal team were able to provide significant challenge and perspective at board level which we very much appreciated."

Des added: "There is a close bond of trust between us and the Palmers team which we feel lucky to have established. They have added a much broader range of experience and knowledge than we could have hoped for without them. Carey Jacobs and her colleagues do not hold back from robust challenge if they consider it necessary and we value this highly and I would be more than happy to recommend the firm to others."

Writtle testimonial

Integrity is at the heart of long-standing business relationship

“ DEALING WITH PALMERS IS A STRAIGHT FORWARD PROCESS AND THEY HAVE INTEGRITY. THEY’RE ALSO FLEXIBLE AND CLIENT FOCUSED. ”

Graeme Harris
Writtle

Renowned investment and management services company, Writtle, was established ten years ago. With a majority shareholding in a portfolio of media and marketing services companies, the organisation provides excellent investment opportunities for its shareholders, whilst using its expertise in the media sector to enable specialist businesses to achieve their full potential.



CEO, Graeme Harris, who has a long-standing working relationship with Palmers, explained: “My first dealings with Palmers go back more than 15 years, when I was the Chief Finance Officer of Coutts Holdings, an AIM-listed marketing group.

“The reason our working relationship has stood the test of time is entirely down to the way they do business – dealing with Palmers is a straight forward process and they have integrity. They’re also flexible and client focussed, providing commercially-minded common sense.

“We regularly use the firm for HR advice and support with leasehold and property matters.

Additionally, from time to time we seek their support with other corporate matters.”

Graeme continued: “Having worked together for so long, our relationship is now intuitive. Carey Jacobs has a good understanding of our requirements overall and is now accustomed to my quick introductory emails, referring her to a colleague within the Writtle Group. She then quickly establishes a good relationship with them – which I can attest to as I’ve only ever received good feedback internally. What’s more, I know I can trust Carey to charge fair and reasonable fees to our group companies.

“I have recommended the firm to others on several occasions and have also used them personally for property purchases.”

Summing up Writtle’s business relationship with Palmers, Graeme said: “Over the years our dealings with the firm have been successful because we have in place a good trusting relationship. We know when we pick up the phone or email them we will always have easy access to straight-forward, sensible legal advice. Carey is very down to earth – she tells it like it is and she never forgets her sense of humour!”

Met SYSTEMS testimonial

A professional relationship that's always on the right track

“WHAT REALLY STRUCK ME ABOUT BJ WAS THE FACT THAT HE PROVIDED AN HONEST AND OPEN APPROACH WHICH WAS VERY REASSURING.”

James Childs
Met SYSTEMS



Met SYSTEMS offer engineering solutions, technical consultancy and project management services to the railway industry.

Based in Rochford, Essex, the company has a turnover of around £3 million and has a number of major clients within the rail sector including London Underground, Eurostar, Thameslink and Network Rail.

James Childs, Technical Director at Met SYSTEMS, was first introduced to Palmers in 2009 following a recommendation from his accountant. He explains: "My initial contact was with BJ Chong at Palmers.

"What really struck me about BJ was the fact that he provided an honest and open approach which was very reassuring, as I was not just being told what I wanted to hear.

"Since then, the team at Palmers have dealt with contract matters in a prompt and professional manner. I have a very good working relationship with Luke Morgan who is very personable and has always demonstrated good knowledge of the subject matter. I have also been impressed by the way that he has dealt with matters in a very conscientious and time efficient manner."

Having utilised Palmers services for eight years, James has already recommended the firm to others. As trusted legal advisors to Met SYSTEMS, James will also be turning to the Palmers team in the future, for support with the drafting of contracts.

Services for your business

- Business Law
- Civil and Commercial Mediation
- Commercial Debt
- Commercial Property
- Company Law
- Construction and Engineering Law
- Corporate Finance
- Corporate Insolvency
- Courts and Dispute Resolution
- Criminal Defence Services
- Education
- Employment Law and HR Services
- Family Businesses
- Health and Safety Services
- Intellectual Property

“THE TEAM AT PALMERS HAS A VERY PROFESSIONAL APPROACH AND THEY MAKE ME FEEL LIKE THEIR ONLY CLIENT. THEIR OTHER WORK DOESN'T GET IN THE WAY AND THAT IS A NICE FEELING.”

Matt Bache
HBC Group



Rates Ford R.T. Rates Ltd testimonial

Palmers steers dealership in the right direction

“I HAVE RECOMMENDED THEM TO OTHERS AND THE FEEDBACK I HAVE RECEIVED FROM THEM HAS BEEN EXTREMELY POSITIVE.”

Colin Rate

Rates Ford R.T. Rates Ltd

For more than 60 years, Rates Ford R.T. Rates Ltd, has been supplying motorists in Grays, Essex with quality vehicles. The single site, Ford Main Dealer has a turnover in excess of £60 million and employs 65 people.

Director Chairman, Colin Rate, was introduced to Palmers by his son Sebastiaan around five years ago.



Colin said: “I was immediately impressed by their approach and the way they treated me as a client, along with the calm and precise manner in which they dealt with the legal issues at hand.

“For the past five years I have turned to them for all manner of legal advice relating to various business matters.

“There was one particularly challenging issue relating to a property matter, which was not only complex but very urgent. The situation, which involved negotiations with the local authority, was dealt with in a timely fashion and the property deal was, in fact, completed ahead of the deadline.”

Looking to the future, Colin foresees that he will also be calling upon Palmers for employment law advice. He continued: “Going forward, we will be transferring all legal issues – whatever they are – to Palmers, as they have a broad and good knowledge of all aspects of legal affairs.

“The team have always completed the work I have given them with confidence and speed. I feel I have a very good working relationship with all of the partners I have dealt with – they understand me and I understand them.

“I have recommended them to others and the feedback I have received from them has been extremely positive.

“My dealings with Palmers have always resulted in a happy and satisfactory ending. Although I have dealt with a number of partners, each with their own field of specialism, one thing remains constant and that is their dedicated approach and sound, easy to understand advice.”

20:20 testimonial

Palmers' property team – a blueprint for success

**“THE TEAM PROVIDES A FIRST CLASS,
RESPONSIVE SERVICE AND WE HAVE NO
HESITATION IN HIGHLY RECOMMENDING
THE FIRM TO OTHERS.”**

Jim Thompson

20:20



When innovative London design firm 20:20 needed help with complex lease negotiations they turned to Palmers' property team for expert legal assistance.

Managing Director, Jim Thompson, explains: "We are part of the Writtle Group, so we consulted their in-house law team who recommended Palmers to us. Initially we engaged them to assist with the renewal of our lease agreement but soon after we needed to call on their negotiating expertise to help us amend the terms of our lease.

"We had reached an impasse with our landlord but, thanks to the team at Palmers, we were able to successfully renegotiate our lease terms to enable us to move forward with our office refurbishment. Any negotiations with a commercial landlord tend to be rather slow and painful but Palmers were incredibly helpful in easing us through the process."

20:20 employs a team of 30 talented designers and support staff who, between them are responsible for 'experience design' concepts for the retail, hospitality and leisure sectors.

Jim added: "I would definitely use Palmers again to assist the firm with any property negotiations. As our property lease has to be renegotiated every four or five years – as tends to be the way in London – we certainly expect to call upon their expertise in the future. The team provides a first class, responsive service and we have no hesitation in highly recommending the firm to others."

Façade Systems (UK)

Rendering a first class legal defence

“ADAM WAS AMAZING THROUGHOUT. HE HAS THAT RARE COMBINATION OF BEING TOTALLY PROFESSIONAL BUT APPROACHABLE AND EASY TO GET ALONG WITH.”

Caroline Williams
Façade Systems (UK)

Façade Systems (UK) provides property rendering to commercial and private clients. Established in 2000, the business is run by husband and wife team Mark and Caroline Williams who employ five staff and around 20 sub-contractors.



Explaining their business relationship with Palmers, Caroline Williams said: “We had used Adam Davis at Palmers for help with contracts previously and we were always pleased with the service.

“However in 2015, we became embroiled in a particularly nasty dispute which required litigation advice and so we turned to Adam for help.”

Faced with court action and the very real prospect of bankruptcy if the decision did not go their way, Caroline and Mark put their trust in Adam who assembled an expert witness and first class barrister to fight their corner.

Caroline explained: “The three-day hearing at Northampton County Court was incredibly stressful but we were fortunate, not only to have a crack legal team on our side, but also a judge who understood construction law.

“At the end of the hearing, the judge found our firm not guilty of all six allegations and also awarded us 100 per cent costs, which is apparently very rare and was testament to the fact that our company was completely blameless.”

Unfortunately, the matter was not quite at an end, as the claimant’s insurance company delayed payment of the settlement and it

took several months and the threat of legal adjudication for them to pay Caroline and Mark what they were owed.

Caroline continued: “Adam was amazing throughout. He has that rare combination of being totally professional but approachable and easy to get along with. He fought so hard for us and we are very grateful for everything he did. We hope we will never face such a situation again, but Adam would be the first person we would turn to and I would wholeheartedly recommend him to others.”

Services for you

- Courts and Dispute Resolution
- Criminal Defence Services
- Debt and Insolvency
- Employment Law
- Estate Planning For Life's Journey
- Family Law, Divorce and Children
- Older Client
- Property/Conveyancing
- Residential Landlords
- Road Traffic Offences
- White Collar Crime
- Wills, Trusts and Probate

“ I HAVE FELT FULLY SUPPORTED AND CONFIDENT THROUGHOUT AND I DO NOT SAY THIS BECAUSE WE HAD A POSITIVE OUTCOME, IT IS AND HAS BEEN MY OPINION FROM THE BEGINNING.”

Mrs A Rigg



Paul J King Funeral Directors testimonial

Firms share principles of caring and professional service

**“THEY HAVE ALWAYS LOOKED
AFTER US IN A PROFESSIONAL AND
APPROACHABLE MANNER, GOING
ABOVE AND BEYOND THE CALL OF DUTY.”**

Paul King

Paul J King Funeral Directors



Founded in 1990, Paul J King is an independent funeral firm. The family-run firm prides itself on providing a caring, professional and worry-free service, a central principle which is shared by Palmers who have been Paul J King's law firm of choice since 1995.

Funeral Director and proprietor, Paul King, said: "We first began working with Palmers more than 20 years ago. They are a well-recognised firm locally so they were the first people I called and I'm pleased to say I've never needed to look elsewhere.

"Over the years they have dealt with lease agreements and some really awkward property law issues for us. They have always looked after us in a professional and approachable manner, going above and beyond the call of duty to reach a satisfactory resolution for our firm.

"One of the most positive aspects of dealing with the team at Palmers is their prompt response times. Back when we first started working with them, we still relied on the postal system but even then, their communications were always very speedy. Now, of course, with emails, response times are extremely rapid and we are never kept waiting around for a response."

In addition to supporting the funeral firm's business interests, Palmers has helped Paul King with a number of personal legal matters.

Paul explained: "Palmers have helped me to sort out my Will and given the fact that I deal with literally hundreds of firms of probate solicitors in the course of my work, I think it speaks volumes that I chose Palmers to look after my own personal interests."

Kingston Smith & Partners LLP testimonial

Working with Palmers' Property team is 'plain sailing'

**“WE GET ALONG BECAUSE
PALMERS ACTUALLY DO WHAT
THEY SAY THEY WILL DO – WHICH
IS NOT A GIVEN IN BUSINESS.”**

Ian Robert
Kingston Smith LLP

Kingston Smith & Partners LLP is the corporate recovery and insolvency arm of top 20 chartered accountants and business advisers Kingston Smith LLP. Based in London, Redhill, Heathrow, Romford and St Albans, Kingston Smith & Partners prides itself on giving realistic, pragmatic and commercial advice to businesses and individuals.



The team works with a carefully selected number of professional intermediaries to help provide a full range of business services. For a number of years, Kingston Smith & Partners has built up a solid relationship with Palmers' property conveyancing team.

Kingston Smith & Partners insolvency partner, Ian Robert, recalls when he first met Palmers' Head of Property, Carey Jacobs. "We were on a boat, as part of a networking event our firm organised a few years back – and you could say our working relationship with the team has been plain sailing ever since!"

As Head of Corporate Recovery, Ian meets clients at a difficult stage in their lives. He

believes in straight-talking, but also in being flexible and adaptable and he demands the same from his legal team.

"My department specialises in providing formal insolvency advice to corporates and individuals and Palmers handles property conveyancing on our behalf, as part of that process.

"We get along because Palmers actually do what they say they will do – which is not a given in business," said Ian.

"I like the fact that Carey and her team approach their work in a very methodical but swift manner. Carey is always at the end of the phone to offer advice on complex matters,

which has proven to be invaluable. On one occasion, she stepped in to provide legal advice regarding a matter which might otherwise have put us in a 'professional conflict' situation. It is this expertise and level of detail which I particularly appreciate."

Having built up a successful working relationship with Palmers' property team, Ian and the partners at Kingston Smith & Partners have also turned to the firm for litigation support when the opportunity has arisen.

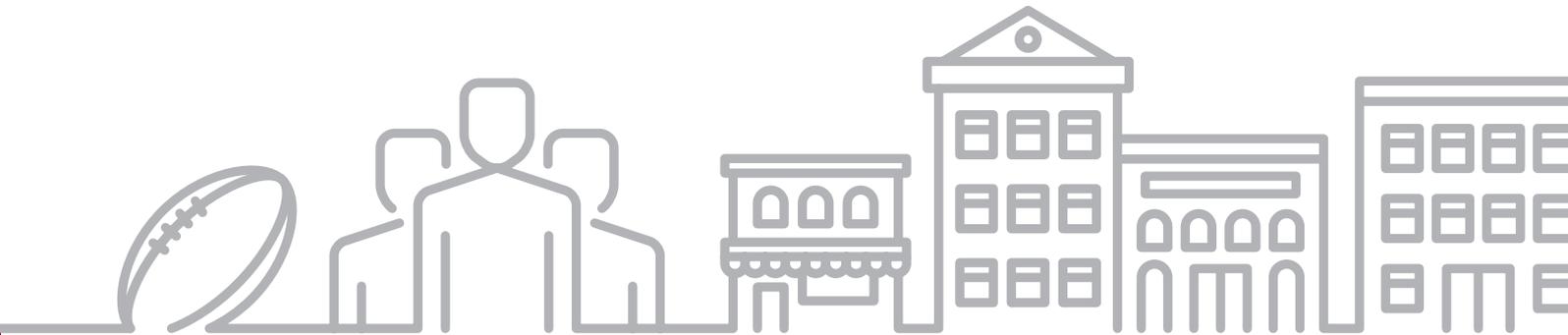
Ian added: "Palmers provide a very good and accurate legal service, they are approachable and I would have no hesitation at all in recommending them to others."

Basildon Rugby Club testimonial

Tackling legal problems head on – Palmers and Basildon RFC are a winning team

**“ WE HAVE CONSULTED THEM FOR LEGAL
ADVICE ON A VARIETY OF MATTERS
INCLUDING PROPERTY AND HR ISSUES,
WHICH HAVE BEEN DELIVERED IN AN
EFFICIENT AND EFFECTIVE MANNER.”**

Andy White
Basildon Rugby Club



Basildon Rugby Club has a proud local sporting history, having been established more than 60 years ago. The club has upwards of 300 members ranging in age from six to senior adults; running three senior teams, along with age group teams from 6 to 17 year olds. There are also three girls' teams and a senior ladies squad.

Basildon RFC Chair, Andy White, said: "The Club has worked with Palmers for many years. As a local firm, they understand our needs. They are thorough, knowledgeable and very good at communicating with us.

"We have consulted them for legal advice on a variety of matters including property and HR issues, which have been delivered in an efficient and effective manner."

Andy continued: "Recently a company approached us with an interest in purchasing our lease and then relocating us to another area of Basildon. Maisie Yau and the team at Palmers were excellent in giving us the correct legal advice to ensure that both financially and legally the club was in a positive position.

"We really appreciated the support we received from Maisie. She is an expert in her field, brings clarity to situations and has a very hard working approach.

"As a rugby club, we're used to tackling tough opponents. With Maisie as our legal aide, we know she will always look after our interests. She certainly isn't afraid to get stuck in and fight our corner to get the very best deal for us."

Andy added "Palmers is in the premier league when it comes to legal knowledge and clarity of advice and over the years we have been happy to recommend the firm others."

William Palmer College Educational Trust testimonial

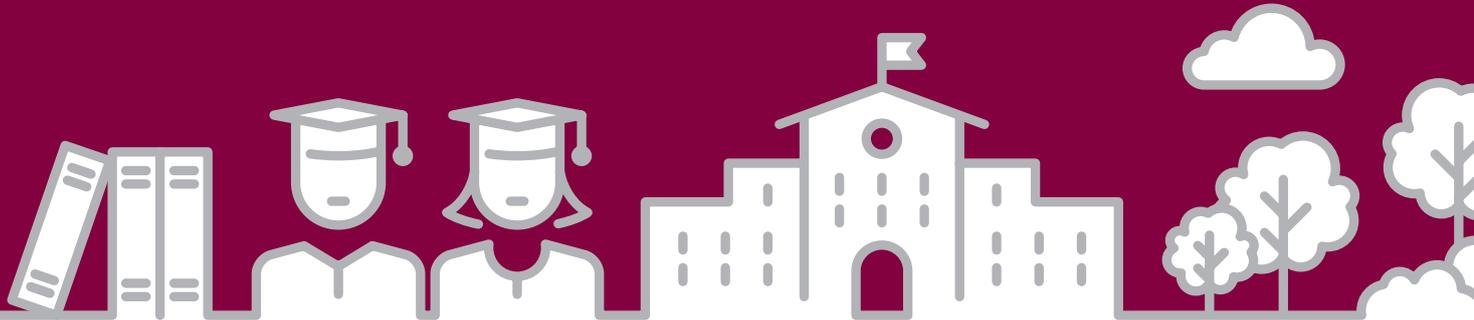
An education in excellent client service

“ I WOULD HAPPILY RECOMMEND CAREY AND THE PALMERS TEAM, PARTICULARLY IN COMPLEX MATTERS.”

Brian Little

William Palmer College Educational Trust

In summer 2017, Palmers acted for the William Palmer College Educational Trust, established more than 300 years ago, in the grant of a lease to the occupying college, completed simultaneously with the merger of the previous college (Palmer's College) with Seevic College.



Brian Little is Chair of the William Palmer College Educational Trust. He said: “Deadlines from the Department for Education, the banks and others made for an exceptionally tight timetable for the completion of this transaction. We were very fortunate to have Palmers Solicitors on board.”

Following the agreement of a merger between Palmer’s College and Seevic College it was critical for the William Palmer College Educational Trust to be able to agree the new lease and to be able to complete the grant of the lease to the merged body simultaneously with the merger on 1 August 2017.

“Carey Jacobs was brilliant throughout the

transaction. The stakes at hand were enormous and she went above and beyond to help ensure a satisfactory lease was agreed and completed according to the deadline. Her advice was vital in bringing about a successful outcome.

“In addition to negotiating on behalf of the Trust, Carey also provided detailed summary reports for me to use so that I could update my fellow Trustees and was available outside normal business hours to discuss developments.

“I was struck by the sheer amount of time Carey and Palmers Solicitors dedicated to the case, including a whole full-time working week immediately before the conclusion of the matter.”

It was also necessary to gain the approval of the Charity Commission for the grant of lease and Chris Mowat advised the Trust in this regard.

Mr Little said: “The support we have received from Carey and Chris throughout has been wonderful and we very much appreciate their efforts to ensure the transfer was completed on time.

“I would happily recommend Carey and the Palmers team, particularly in complex matters.”

AVL Powertrain UK testimonial

A powerful partnership – Palmers and AVL Powertrain UK are geared up for success

**“ PALMERS IS VERY GOOD INDEED,
PROVIDING STRAIGHTFORWARD ADVICE
AND EXPLANATIONS THAT ARE EASY
TO DIGEST.”**

Professor Matthias Wellers

AVL Powertrain UK



Having established a presence in the UK in 2006 with just two employees, AVL Powertrain UK now has a workforce of 270 people, supporting car manufacturers in the development of new powertrains, including gearbox and engine components.

“We initially made contact with Palmers relatively soon after we established the UK business to assist with a number of HR issues, such as the preparation of contracts. Since then, the firm’s support in a range of areas has been invaluable for the development of our business,” said Professor Wellers, the firm’s Managing Director.

AVL Powertrain UK is the largest privately-owned engineering business in the UK, a status that brings with it regular legal and contractual considerations that need to be expertly handled.

Professor Wellers said: “Over the years, Palmers has continued to provide us with assistance in the full range of HR and employment law matters, but it now also assists us with a much wider range of legal issues. This includes assistance from the Company Commercial team with due diligence in acquisitions and assistance from the Commercial Property and Construction and Engineering team with property matters.”

One of the most significant developments for AVL Powertrain UK in recent years was the

establishment of a new technical centre in the Midlands within just 12 months of winning a significant contract.

“This was a critical project with some exceptionally challenging timeframes. The team at Palmers was able to handle all the legal issues arising in relation to the acquisition of the site and contracts, leaving my team free to focus on the successful running of the business during this period,” said Professor Wellers.

He added: “I come from a family of lawyers and so I have a good idea what a business should expect from its legal representatives. Against this benchmark, Palmers is very good indeed, providing straightforward advice and explanations that are easy to digest.”

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Our awards



Leading Firm 2019
The Legal 500
United Kingdom



Finalist
Wellbeing category –
LexisNexis Legal Awards 2019



Winner
Customer Service category – Thames
Gateway Business Awards 2017



Winner
Customer Service (Large Firm) and
Business to Business categories –
Thurrock Business Awards 2017



Winner
Customer Care and Service –
Large Firm category – Essex Business
Excellence Awards 2016



Shortlisted
Excellence in Learning and
Development category – The Law
Society Excellence Awards 2016



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