

Haslemere Town Council
Haslemere Town Hall
15 High Street
Haslemere
GU27 2HG

YOUR REF:
OUR REF: HASLE01-01
DATE: 13 January 2026

Dear Lisa

Re: Community Asset Transfers from Waverley Borough Council

Thank you for instructing us to assist you in relation to the various community asset transfers.

I am required to give you information about how we will provide our services. Some essential points are outlined in this letter, with the terms of business setting out fuller details.

Who is to carry out the work?

I am the solicitor responsible for the conduct of your file. If I am not available, you can contact my colleague Lynsey Cooper on 01306 877592 or lynsey.cooper@surreyhillssolicitors.co.uk

Identifying you

We are now required to obtain identification from clients together with proof of address for anti-money laundering purposes, although local authorities are covered by the simplified procedure – please see ‘Next Steps’ below. I have undertaken the other checks necessary so far as the Council is concerned.

Contacts and authority

It is important that, to ensure the smooth conduct of the matter and to avoid unnecessary costs, I shall only deal with the Clerk, as the proper officer of the Council, unless the matter relates to the Clerk when I shall correspond with the Chairman or other specifically nominated councillor. I shall not accept instructions or variations to instructions from individual councillors without the authority of the Clerk or a specific resolution of the Council.

The Council is responsible for ensuring that there is appropriate authority, specific or general, for instructing the Firm and any transactions which you ask us to handle and I may need to have sight of that authority for my purposes or if a third party requests it.

How much we will charge

This client care letter is to cover all of the community asset transfers, as opposed to producing one for each transfer/file.

We estimate that the amount of work involved to deal with the community assets transfers is as follows:

- Public open space / bare land: we estimate costs in the region of £800 + VAT per transaction for transfers of whole, and around £950 + VAT for transfers of part. This assumes the Council is familiar with, or in occupation of the land, and is taking the transfer on an 'is' basis without any searches or enquiries over and above CPSE7s being raised.
- Properties with buildings/structures: we estimate costs per freehold transfer of whole in the region of £1,200 + VAT, of part in the region of £1,400 + VAT and of any leasehold properties in the region of £1,750 + VAT

If any unexpected issues arose during the course of a transaction we may have to revisit the fees on a case by case basis, but you would be advised in advance.

The above is based on my hourly rate of £300 + VAT, and more junior colleagues at varying rates between £150 - £260 + VAT.

In addition to the above there will be search fees, where necessary for any of the transfers, and HM Land Registry fees.

The estimate is based on a number of assumptions arising from the information and instructions you have provided. It relates only to work undertaken by Surrey Hills Solicitors LLP.

We will regularly review the amount of time we have spent compared to the estimate we have provided. If the amount of time spent exceeds the amount of time we estimated we will let you know. However our intention is not normally to charge more than our estimate, unless your instructions change and additional work is required. If we wish to do so we will let you know first and agree with you a different estimated charge.

Invoices

I shall normally deliver interim invoices to you at appropriate intervals, usually monthly, for the work carried out during the conduct of the file. I am sure you will understand that in the event of payment not being made we must reserve the right to decline to act any further and that the full amount of the work done up to that date will be charged to you. We expect accounts to be settled within 14 days although I realise that local authority procedures may take longer than this.

As a result of changes to banking arrangements we request that payments are made electronically rather than by cheque.

Payments to others

The amount stated in the previous paragraph relates to the work that we do. There will be additional costs for other things that you are likely to have to pay for, these are called 'disbursements'. With regard to your matter there are likely to be disbursements, examples of what they are can be found in our terms of business.

Your right to complain

If you feel unhappy at any time about the service that we provide to you or the amount that we charge, I hope that you will first raise your concerns with me. Whether or not you wish to do this, we operate a formal complaints procedure, which you have the right to use at any time. Once you have followed this

procedure, you also have the right to complain to the Legal Ombudsman. Please see paragraph 22 of the enclosed terms of business for further details about our complaints procedure and complaining to the Legal Ombudsman Service.

You have a separate right to challenge the amount of our bill, details of which are set out in our bill.

Use of information and data

Advice which I give may be confidential or exempt within the meaning of the Public Bodies (Admission to Meetings) Act 1960 or the Openness of Local Government Bodies Regulations 2014 and may attract legal advice privilege or litigation privilege justifying its withholding from disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.

Your right to cancel

You have asked us to start work on the above matter on your behalf immediately. By signing and returning a copy of this letter, or confirming your agreement by email, you are agreeing that we can start work immediately and that Surrey Hills Solicitors LLP do not have to wait for the cancellation period of seven days to expire.

Next steps

Our regulator now requires us to check the identity and current address of the Clerk and ask that you complete the check electronically. We will send you a link to complete the verification. In order to do so we will need your email address and mobile telephone number. Please provide this information so that your identity checks can be completed as soon as possible and we ensure your matter is not delayed. If this causes any difficulty or you would prefer just to provide certified copies of your photo ID and a utility bill less than 3 months old, please do let us know.

If you require any further information, have any queries, please do not hesitate to contact me. Please could you sign a copy of this letter and return it to me, or confirm your agreement by email.

Yours sincerely

Kate Jackson

Kate Jackson

Partner

Surrey Hills Solicitors LLP

kate.jackson@surreyhillssolicitors.co.uk

Enclosures:

Terms of business

I have read the above and the standard terms of business of Surrey Hills Solicitors LLP and I agree to instruct Surrey Hills Solicitors LLP on the terms and conditions set out in them.

Lisa O'Sullivan

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Dated: *14/1/2026*

