

## Our Public Sector Services

- Land Law
- Property Law
- **Conveyancing**

We are an award-winning
Law firm renowned for our
customer service

## Why Choose Us

Our Trustpilot reviews speak for themselves. We deliver a customer focussed service.

www.rglaw.co.uk 020 8269 9901

## Why Instruct Us

Here at RG Law, we are a team of experienced and diverse conveyancers from varying backgrounds, working together to deliver simple, effective conveyancing advice to public sector organizations hand in hand with exceptional customer service. We provide an approach to our customers that is friendly, relatable, and accessible at all times.

We believe in providing a paperless service as far as possible and engaging online with our customers. Whenever possible, we seek to reduce our carbon footprint.

That said, there is real value to a telephone conversation. Having an actual conversation goes a long way and helps us build a great relationship with all our customers and better understand their organization. This is vital in delivering bespoke customer service and meeting expectations.

We are also open to face-to-face meetings, which is made even easier by using Zoom or Microsoft teams. We, therefore, offer a blend of these different communication options, but it all comes down to what our customers prefer. Our service is bespoke to each customer.

All our ongoing cases are also linked to an online portal. This confirms key information about the main stages of each transaction and allows our customers to track in real-time, the stage their transaction has reached.

Our new and modern case management system, LEAP, allows our customers to track each matter's progress through a dedicated and live app. Having an app to help track the progression of each matter is also crucial in helping us regularly update our customers.

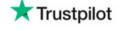
## **What Our Clients Say**

"Stellar service and communication – Abbi was my case manager and was fantastic from start to finish, even through some challenging moments! Excellent communication and value for money! Definitely recommend"



by J Williams

Rated 4.8 / 5 | 1,603 reviews





Tina Khanna - Conveyancing Director

Tina Khanna, Conveyancing Director, and Uba Ngenebo, Solicitor, have a wealth of knowledge and experience in property and land acquisitions. The legal advice they give is second to none, and the teams they lead have the commitment and drive to ensure all legal options are considered and explored to ensure our customers get the best commercial outcome.

Now that RG Law is part of the KCS framework, public sector organizations can take advantage of their quality legal advice.

As a modern and developing law firm, our commitment and undeniable desire is to deliver a 5-star customer experience. Service is as vital to our firm as is the quality of the legal work we complete. We will not compromise on this standard of expectation we set for ourselves.

Our mission is to deliver a service how our customers want it. We are confident in our service promise. We proactively ask our customers to rate our service during the conveyancing process to ensure we are always in touch with their expectations

"Thinking of moving? Use R G Law. –
Efficient, transparent, helpful. These words
come to mind of my experience of Tina Khanna
and her colleagues at R G Law. I would have
no hesitation in recommending them."



by Michael Smith

Rated 4.7 / 5 | 814 reviews

