

The logo for Osbornes, featuring the word "osbornes" in a lowercase, sans-serif font. A small white circle is positioned at the top right of the letter "s". The logo is centered within a light blue circular area that is part of a larger, layered blue background.

osbornes<sup>o</sup>





Our commitment to you  
is that we will:

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- Listen to your requirements, set out options and explain the cost implications.
- Agree a course of action with you and endeavour to implement it diligently and efficiently.
- Communicate regularly with you to keep you informed.
- Be approachable whilst acting professionally and with integrity.



### Wendy Wright

Wendy is our Senior Partner. She joined Osbornes in 1981 and has remained part of the furniture ever since, progressing to Senior Partner in 2000. Renowned for a cool head and sound judgment she has steered the firm through a period of rapid expansion, not least in the Personal Injury Department that she heads. She concentrates on personal injury litigation and has many years of experience in claims from the minor to the catastrophic. She is on the Law Society's panel of personal injury specialists. The last word in multi-tasking, Wendy combines all this with a busy family life.

### Jan Atkinson TEP

Jan, a property and probate specialist came to Osbornes from a large City firm in the early nineties and heads the

Private Client department. She specialises in wills, probate and trusts work both contentious and non-contentious. She sits on the Executive Committee of the Law Society's Probate Section and is a member of both STEP and ACTAPS is both a registered Trust and Estate Practitioner and a Registered Trust and Contentious Probate Specialist. An occasional writer and presenter on these subjects Jan also finds time for horse riding, tennis and travel.

### Shilpa Mathuradas

Shilpa joined Osbornes in May 2002 and became a Partner in September 2008. She specialises in residential and commercial property litigation and undertakes work for housing associations and co-operatives. Shilpa heads up a successful housing department and

is known by her team for running a tight ship. She is a member of the Property Litigation Association and the London Solicitors Litigation Association. She is a tenacious litigator who relishes hard work but also enjoys life to the utmost. Outside work Shilpa enjoys keeping fit, DIY and spending time with her family.

### Stuart Kightley

Stuart was poached from the Crown Prosecution Service in 1995 and went on to become a Partner three years later. He co-manages the Personal Injury Department with Wendy. He specialises in work accidents and head injury cases and is on the Law Society's Personal Injury Panel. He is actively involved in the campaigning organisation The Association of Personal Injury Lawyers and is an elected member

of APIL's national Executive Committee. He was recently appointed a fellow of APIL. Stuart claims extreme sports (hillwalking and badminton) and his two young children as particular interests.

### Julian Beard

Julian was recruited in 1997 from a large national practice where he was head of the Family Department. He now heads Osbornes' 20+ strong Family Team and both he and the team get a mention in the prestigious independent guides to the legal profession ("first rate") being Chambers and the Legal 500. Julian specialises in all aspects of family financial work and is a recognised specialist mediator. No profile of JB would be complete without reference to his beloved Ipswich Town.



**Mark Freedman**

Mark trained at Osbornes in 1995 and became a Partner here four years later. A rising star in the world of family law, Mark is an accredited specialist with Resolution and is also on the Law Society's Children Panel. He is also trained mediator. Mark is recognised by Chambers and Partners and the legal 500 as a leader in his field. He has been involved in a number of high profile Court of Appeal cases. Outside work, Mark is married with 3 sons who share his love of tennis and Leeds United.

**Bridget Thompson**

Bridget adds international flavour to the Partnership. A New Zealander, she transferred her practice to the UK in 1992 and became a Partner at Osbornes in 2000. A family lawyer with

a particular interest in all aspects of children work, she is on both the Law Society Children and Family Law panels and is an accredited specialist with Resolution. True to her origins when time permits she still likes to travel.

**Guy Osborn**

Guy is the Head of the Property Litigation Department. Having qualified in 1998 he joined the firm in August 2001 and became a partner in June 2006. Guy deals with all types of property disputes both commercial and residential but has a particular interest in Collective Enfranchisement and Lease Extension work. Outside work Guy enjoys eating, drinking and keeping fit, but not so that you would notice.

**Lisa Pepper**

Lisa qualified in October 2003, trained and worked

in the City and joined Osbornes in May 2006. She became a partner in January 2010.

Lisa specialises in all aspects of family law, in particular financial cases on divorce, disputes concerning children and the unmarried family.

She is a qualified collaborative lawyer. Lisa is an active member of Resolution and is an elected member of the London Region Committee for Resolution and also a member of the National Skills Committee. Lisa is a regular speaker at the London College of Law and mentors a student there each year.

We believe that legal services can only be delivered effectively by specialists.

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# the firm

## Our Clients

We act for a wide variety of clients, in the local community and beyond. Our clients include individuals, small businesses, companies, banks, government institutions and housing associations.

For the business client we offer you a comprehensive commercial property service.

## What we do

For the individual client we can help smooth the path through some of life's major events such as moving house, divorce and bereavement.

If you want to plan ahead we can draft your will or pre-nuptial agreement, extend your lease or remortgage your property, assist with adoption or tax planning.

If you have been injured in an accident we will fight your claim for you.

If you go through a relationship breakdown we will help you to sort out the finances and arrangements for any children.

If you find yourself in any dispute over your home, family or property, we can be there to mediate, negotiate or litigate, whichever is necessary to solve your problem.

## How we work

We believe that legal services can only be delivered effectively by specialists. We work in teams of specialists in the fields of family law, personal injury, landlord and tenant, property services, wills, probate and related matters.

Working in teams enables us to ensure that the most appropriate person is assigned to your case. It also means we can deploy our resources cost effectively, so that we can offer value for money. For example, complex cases will always be assigned to a partner who will be responsible for focusing the direction of the case and for strategic decisions.

An assistant solicitor may be responsible for the day to day administration of the case with specific work being delegated to a paralegal or trainee solicitor. Our aim is to field

the most appropriate and most cost effective team to represent you in the conduct of your case.

If you are involved in litigation then it is possible that you will need an advocate to represent you at Court. Increasingly, advocacy is undertaken in house by the person responsible for your case. Where appropriate, we will instruct a specialist barrister to represent you at Court.

In some cases we will have to instruct other specialists to assist in the preparation of your case. These could include medical experts, accountants, surveyors, valuers or specialist engineers, depending upon the nature of your case. You will be consulted before we instruct a barrister or other specialist on your behalf.

These specialists have been vetted for quality and are selected from an approved list wherever possible.

## Mediation/Collaborative Law 05

We were the first law firm in North London to offer a comprehensive mediation service, both in relation to commercial as well as family disputes. This is a useful mechanism to assist clients in resolving their disputes without recourse to litigation and is particularly utilised in the area of family law. The firm currently has two fully trained family law mediators. The firm also has a collaborative family law practice which is another means by which to try and resolve family disputes as amicably as is possible in the circumstances.



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Osbornes is all about  
our people:  
More than 60  
lawyers and staff  
with a reputation for  
excellence and a  
strong commitment to  
our clients. This is why  
we keep expanding  
and our clients keep  
coming back.

08 **Personal Injury Team**  
Headed by Wendy Wright

Free initial consultations and 'no win, no fee' agreements are available.

- Road traffic accidents
- Accidents at work
- Slipping/tripping accidents
- Criminal Injuries
- Head and spinal injuries
- Accidents abroad
- Product liability

**Property Team**  
Headed by Jan Atkinson

We undertake a comprehensive range of both residential and commercial property work including property management work.

- Residential sales and purchases
- Commercial leases
- Secure lending
- Grant of residential leases
- Auction purchases and sales
- Remortgages
- Transfer of equity
- 'Right to buy' purchases
- Commercial sales and purchases
- Staircasing leases
- Licences to assign
- Licences to underlet
- Lease variations
- Licences for alterations
- HIPs (Home Information Packs)

Most of the work undertaken by this team is carried out under fixed fee agreements agreed with the clients at the beginning of their transaction.

**Property Litigation Team**  
Headed by Guy Osborn

- Residential/commercial landlord and tenant law including:
  - defending and obtaining possession
  - forfeiture
  - eviction
  - service charge disputes
- Leasehold enfranchisement
- Restrictive covenants
- Rights of way and easements
- Property related professional negligence
- Disputes over the meaning of leases

**Housing Team**  
Headed by Shilpa Mathuradas

- Homelessness
- Possession proceedings
- Disrepair
- Unlawful eviction
- Transfer applications
- Unsuitable accommodation
- Free legal help may be available

Family Team  
Headed by Julian Beard

We undertake a full range of Family work as follows:

- Divorce
- Financial disputes
- Freezing of Assets Injunctions
- Separation Agreements
- Pre-nuptial Agreements
- Disputes about Children
- Child Abduction
- Wardship
- Domestic and International Adoption
- Residence Disputes
- Injunctions
- Public Law Children Proceedings
- Cohabitee Disputes
- Civil Partnership Disputes

Wills and Probate Team  
Headed by Jan Atkinson

We undertake a full range of Wills and Probate work as follows:

- Straightforward wills
- Tax-efficient wills
- Lasting powers of attorney
- Registration of powers of attorney
- Appointment of deputies
- Trusts
- Deeds of gift
- Tax planning
- Probate
- Estate administration
- Intestacy
- Deeds of variation
- Inheritance Act claims
- Probate litigation
- Court of Protection work

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Osbornes operates a quality management system which complies with the requirements of BS EN ISO 9001: 2000 which is the British Standard ('the Kite Mark') applicable to the service industry. This means that our files are regularly audited to ensure that our high standards are maintained. As a socially committed firm we also have franchises granted by the Legal Services Commission to enable us to provide a quality service for publicly funded family and housing work.

#### Suggestions

As a firm we are constantly seeking to improve the service that we offer our clients. We would welcome your comments and suggestions to help us to continue to improve our service.

#### Funding

A proportion of our work is publicly funded. We offer various funding agreements to cover the cost of legal services such as fixed fees for property and wills work and conditional fee agreements for personal injury cases. We offer free initial consultations in some areas of work and run a pro bono weekly advice surgery.

You may be eligible for public funding. We will discuss the various funding options with you at the initial interview.

#### Failure to pay charges

If any account is not paid within one calendar month we reserve the right to charge interest on any outstanding balance at eight per cent. We reserve the right to decline to act further for any client who fails either to meet a request for a payment on account or to pay an interim or final account within one calendar month of it being rendered. We are entitled to retain your file and any other property held on your behalf until all outstanding costs have been paid. In property related transactions our account must be paid before completion.

#### Interest

In calculating our hourly charging rates we take into account interest received on our client current account. Consequently clients automatically receive the benefit of such interest through lower hourly charge out rates. Accordingly we do not pay interest to clients unless the interest accrued exceeds £150 or unless a client's money is placed in a separately designated deposit account. We would need your written instructions to open such an account. Where a client requires us to set up a separately designated deposit account we will make an administration charge to cover the cost of the additional work: this will usually be £50.00 plus VAT.



## 12 Aftercare

Aftercare is foreseeable work that may have to be carried out at some future date, after the natural conclusion of your case, to preserve your rights or interests. For example Court orders will sometimes provide for action to be taken at some future date upon the happening of specified events such as a child reaching his/her eighteenth birthday. Osbornes will be pleased to provide aftercare if the nature and the extent of the aftercare has been specifically agreed with you in writing prior to the natural conclusion of your case. If we do not agree to provide aftercare, then in the absence of any agreement to the contrary, our normal terms and conditions applicable at the time that the aftercare is delivered, will apply.

## Deeds Storage

We are very happy to store your property deeds or other important documents for you at no charge.

## Dissatisfaction

Whilst we are committed to providing a quality service we appreciate that there will be occasions when we are unable to meet our client's expectations. If at any time you do have concerns about the way in which your case is being handled you should raise them openly with the person who is responsible for your case. If not satisfied with their response you should consider raising your concerns with the relevant Head of Department. If you remain dissatisfied you should address your complaint, in writing, to the Senior Partner, Wendy Wright. You are entitled to complain about your bill. Ultimately, if you feel that your complaint has not been dealt with to your satisfaction you are entitled to refer the matter to the Legal Complaints Service, Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE.

## Our Environmental Policy

We are committed to minimizing the environmental impact of our business.

We will do our best to:

- Comply with relevant legislative and regulatory requirements
- Follow the principles of 'Reduce, Reuse, Repair, Recycle' in managing our environmental impact
- Maximise energy efficiency in heating, cooling, lighting and water systems
- Recognise that environmentally responsible purchasing will help create and sustain markets for environmentally sensitive products

## Osbornes Solicitors

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9 Pratt Street  
London NW1 0AE

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020 7485 8811

**Facsimile**  
020 7485 5660

**DX Number**  
57053 Camden Town

**Web**  
[www.osbornes.net](http://www.osbornes.net)

## Accreditations

Law Society Children Panel

Law Society Family Panel

Law Society Personal  
Injury Panel

Resolution Accredited Panel

Trust and Estate Practitioner

Association of Leasehold  
Enfranchisement Practitioners

Registered Contentious Trust  
and Probate Specialist

Community  
Legal Service



Authorised by the Law Society to  
conduct investment business

Solicitors Regulation Authority  
No. 58555