

Logbook

Name: [REDACTED]

Membership no: [REDACTED]

1. Competency: 3

Learning Outcome: 3.2

Take accurate instructions

2. Evidence provided:

Attendance note from conversation with client, letter to client and letter to other party following conversation.

3. Outline how the evidence demonstrates you meet the outcome

Using appropriate techniques, take instructions from client: I sought information from the client and did this via telephone call as this was the most appropriate and quickest method of obtaining the information. The client gave me further information regarding the blue area on the Transfer plan to do with the parking space.

Confirm with client the instruction: In this case the client confirmed their instructions via a telephone call, I sent them copy letter which I proposed to send to the buyers Solicitors and asked them for confirmation that the details I had given were correct. Client had phoned to confirm the letter could go.

Evidence of taking and confirming the instruction: This can be found in the attendance note from the conversation with the client, letter to client and the subsequent letter to the other side which sets out the information they required.

4. Reflection and evaluation (what you learnt from the activity you undertook to meet the outcome). Note: you may want to complete this section at a later date once you have had time to reflect on your practice and experience.

Taking accurate instructions is very important as you need to represent the client. If you take down the instructions incorrectly it could lead to problems in the future for yourself and the client.

5. Completion date:

10.02.14

6. Signed (applicant)

Date:

05.01.15

7. Signed (supervisor)

Date:

05.01.15

ATTENDANCE NOTE

(Telephone Call) ☎

| | |
|---------------------------|--------------------|
| Client: | [REDACTED] |
| Matter: | Sale of [REDACTED] |
| File Number: | [REDACTED] |
| Date: | 10 February 2014 |
| Fee Earner/ Secretary: | [REDACTED] |
| Attending: | [REDACTED] |
| Attended by: | [REDACTED] |


Speaking to [REDACTED] confirming I had sent the replies off as per our previous conversation and that they had come back wanting some more information. Saying her uncle had a right of way and a right to turn on the blue area but not actually a right to park on it. She said she can only tell me what her uncle had told her and that was that it was his parking area.

She confirms that he has had no trouble with blocking neighbours drive as far as she is aware. She said behind his space there is actually a bit of his garden. She said the neighbour had knock down their fence in order to have a bigger area to park. She said there is enough room to walk to the property when there are all three cars there and her uncle's space was the one nearest the property. She said the neighbours do not block him in.


I say I will pass this on. I confirm that [REDACTED] have sent their client the Contract for signature and will get the deposit and so hopefully it shouldn't be too much longer. Saying I have informed them that you are anxious to proceed and ask them for a date but so far they have not come back with anything. Confirming that I have another document for her to sign which just transfers the property from her uncle's name to the buyers and I will send it to her.

12 mins

saying that her uncle parked there with no problems so it is up to the buyers if they want to park there or not.



10 February 2014

Our ref: 


Dear 

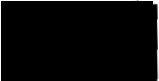
Sale

Further to our conversation, I attach a copy of a letter I propose to send to the buyers Solicitors. Can you please confirm that the information I have given is correct so that I can send this letter as soon as possible.

Kind regards.

Yours sincerely



12 Feb 14 - Client phoned + confirmed
letter to  is correct.

[REDACTED]

10 Feb 2014

Our ref:

Your ref:

[REDACTED]

Dear Sirs

[REDACTED]

We thank you for your letter of 7 February.

We can see from the 1992 Transfer that it does indeed only grant a right of way over the blue land. However, the Executor confirms that the owner had used the blue area closest to his house to park his car and that he never experienced any difficulty with blocking the neighbour's land or neighbours blocking his land.

She believes the owner of number [REDACTED] also parks on the blue area as does another neighbour although she is unsure which one. She confirms there is sufficient room to walk to the property when the cars are parked there.

Although there is no specific right to park on the blue area, the Executor confirms that the owner had not experienced any difficulty in parking there and it will be a matter for your client to decide whether they wish to do so.

We confirm the Transfer is approved as drawn and we are sending to our client for signature. We enclose replies to requisitions.

We do hold a signed Contract in readiness for exchange of Contracts.

Yours faithfully

[REDACTED]