

A hand holding a small model house over a document being signed by another hand. The background is a blurred office setting. The text is overlaid on the left side of the image.

LSRA

**Views on solicitors services
during conveyancing process**

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INTRODUCTION

1



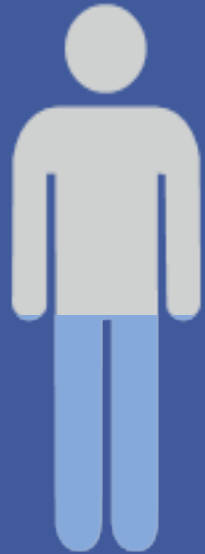
METHODOLOGY & OBJECTIVES

- This research was conducted via telephone by Ipsos interviewers based across Ireland.
- A national stratification was used to ensure all regions were represented in the survey.
- To qualify to take part, respondents must **have bought or sold a residential property in Ireland in the past 4 years** (not before July 2018) **and used the services of a solicitor based in Ireland for this purpose.**
- Fieldwork was conducted from 14th July to 19th August 2022.
- The objectives of the research include:
 - Measure **how satisfied or not home buyers/sellers in Ireland are with the services** provided by the solicitors during the conveyancing process **and why.**
 - Determine what are the **key factors** taken into consideration **when looking for a solicitor.**
 - Evaluate the **level of satisfaction** with the conveyancing process in relation to **the time taken for completion and the amount of information** provided beforehand.
 - Understand the **perception of value for money** that buyers/sellers in Ireland have of the conveyancing services provided by solicitors.
 - And determine **opportunities for improvement and innovation** on how the process is conducted.

SAMPLE PROFILE – DEMOGRAPHICS

Gender

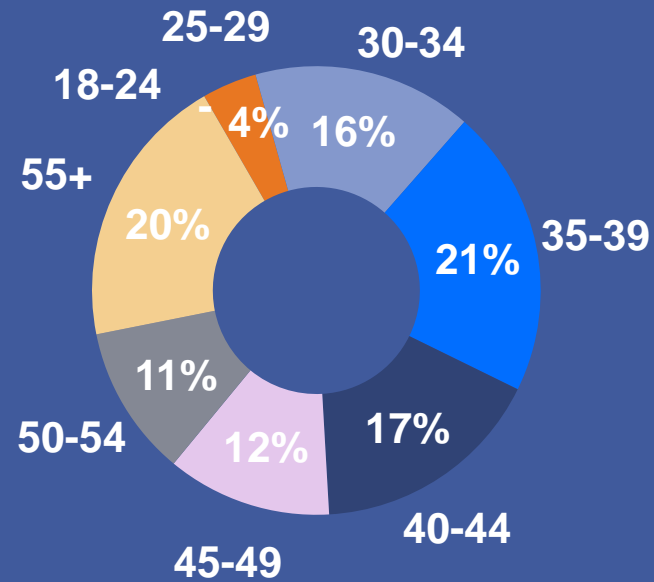
45%



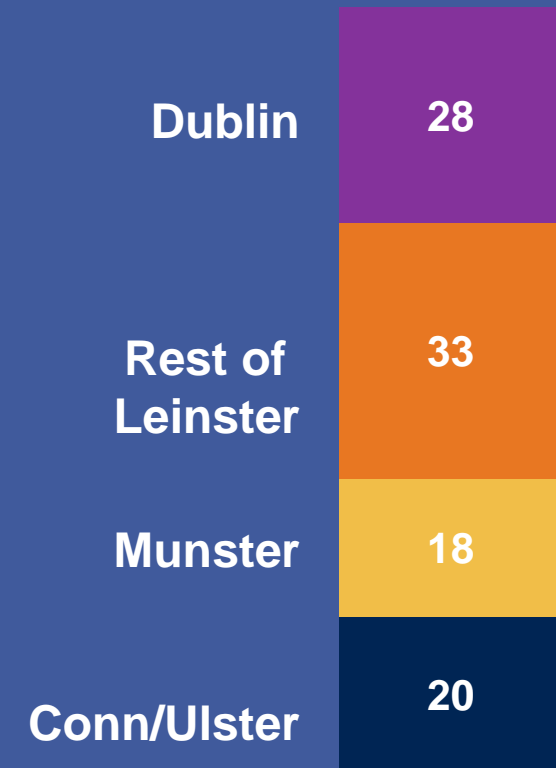
55%



Age



Interview Location



Base: All Respondents: 300



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EXECUTIVE SUMMARY

2



EXECUTIVE SUMMARY

- More than eight in ten home buyers and sellers chose solicitors for conveyancing work who they had used before or who were recommended by someone they know. Only 5% looked online for a solicitor.
- Word of mouth and reputation are key when sourcing a solicitor; having a good reputation is the most important factor for choosing a solicitor, followed by a fair price and experience.
- Overall, satisfaction with the services provided and the value for money are both high among clients, at 93%. Satisfaction is highest with the information provided at the start of the process (96%) and lowest for the time taken to complete the conveyancing (83%).
- Competence and efficiency, a quick and smooth process and good communication during the conveyancing process are the main reasons given for satisfaction with the solicitor.
- Quotations are nearly always given upfront (65% written/28% verbal) and mostly (84% of the time) the fee ends up being as expected. 21% recalled being provided with information on how to register complaints about their solicitor.
- Almost six in ten home buyers and sellers paid between €1,001 and €3,000 to their solicitors for conveyancing services (excluding Stamp Duty).
- On average, it took 4.7 months for a conveyancing process to be completed. The process took longer for new builds (5.8 months) than second-hand properties (4.2 months).
- Roughly six in ten home buyers and sellers did not face any issues during the conveyancing process. More than half (54%) who did face issues required significant additional advice from their solicitors.
- Although the majority are happy with how the conveyance process works, over 50% believe that conducting more of the process online could save some time.

FINDINGS

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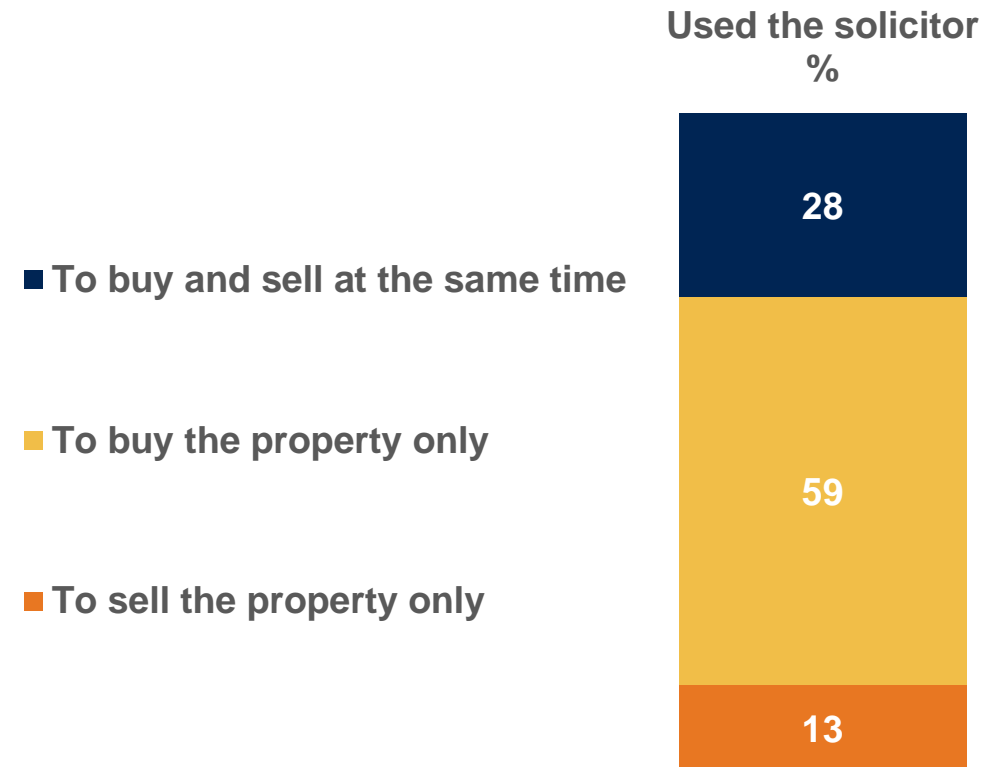
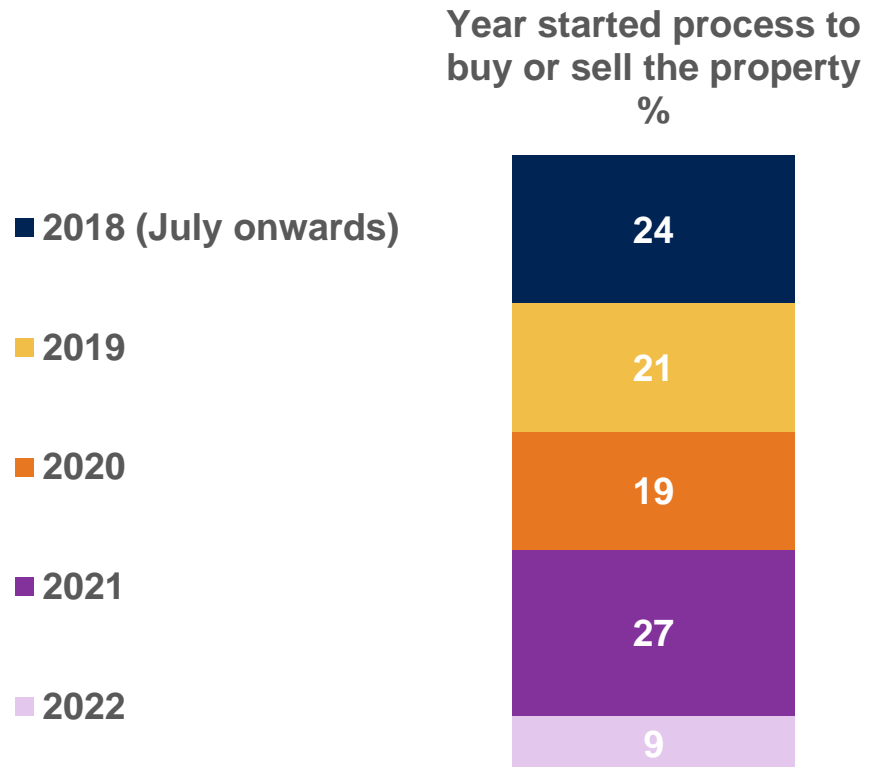


THE CONSUMER AND THE CONVEYANCING EXPERIENCE



REGENCY AND NATURE OF ENGAGEMENT WITH SOLICITOR

Almost 60% of the respondents used the services of a solicitor to buy a property only.



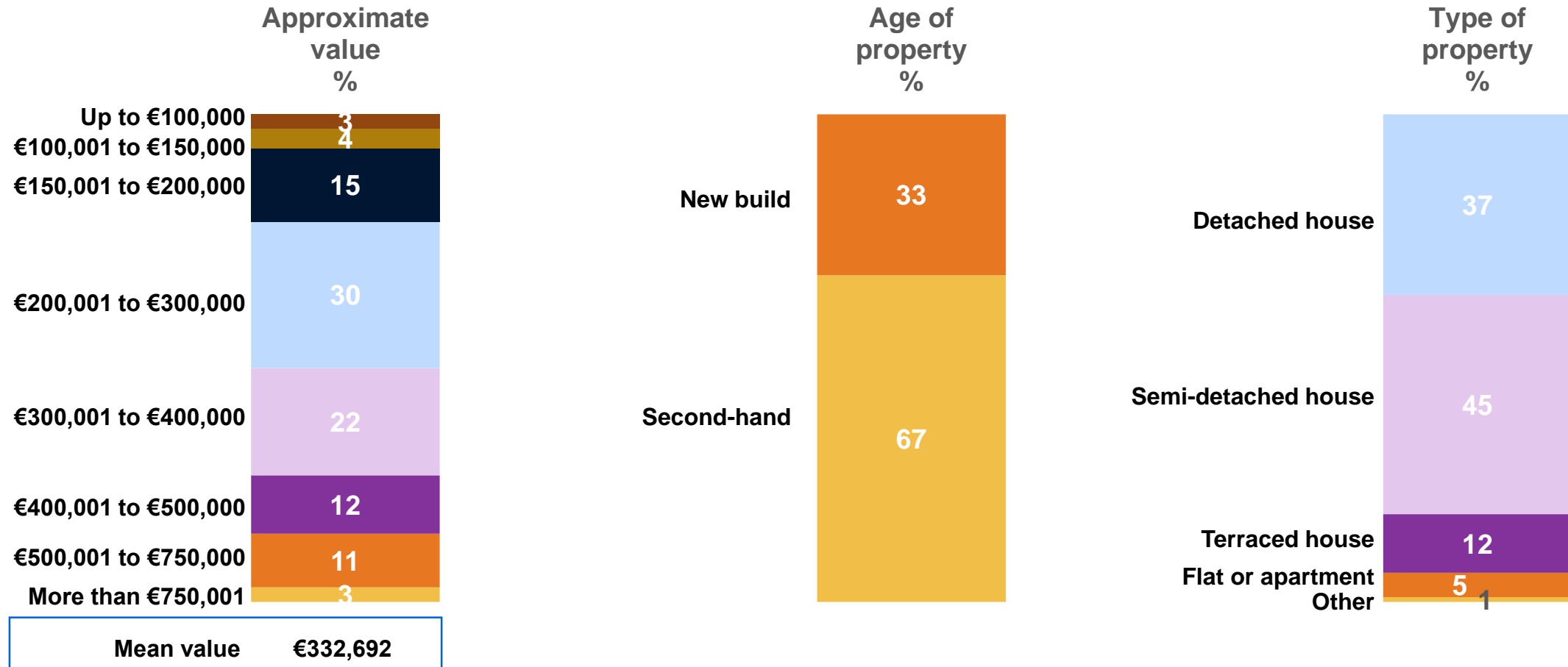
Q.2 Now thinking about the most recent experience you had with a solicitor, what year did you start the process to buy or sell the property?

Q.3 Most recently, did you use the solicitor to buy, sell, or buy and sell at the same time?

Base: 300

DETAILS OF PROPERTY BOUGHT

82% of the properties bought were detached or semi-detached houses and 67% were second-hand properties.



Q.5a What was the approximate value of the property you bought?
 Q.6 And was the property you bought a new build or a second-hand property?
 Q.7a Was the property you bought detached, semi-detached, terraced, or a flat/apartment?
 Base: 261

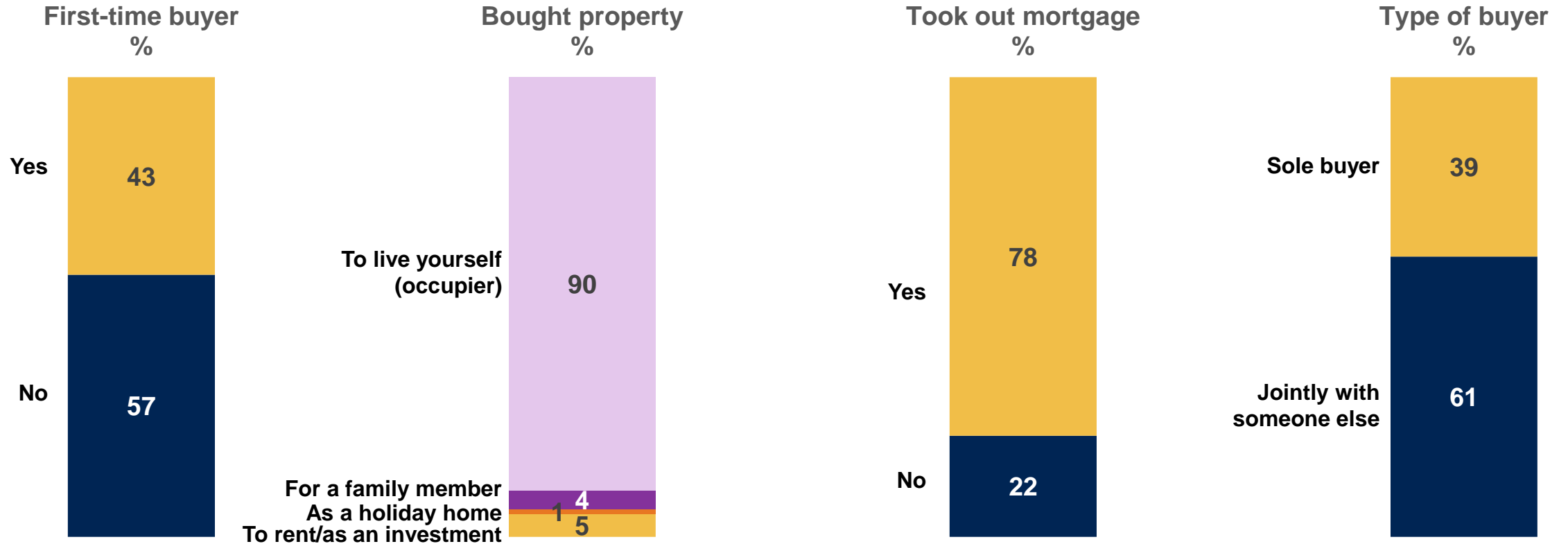


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DETAILS OF PROPERTY BOUGHT

9 in 10 bought the property to live in themselves and almost 80% took out a mortgage to pay for the property.

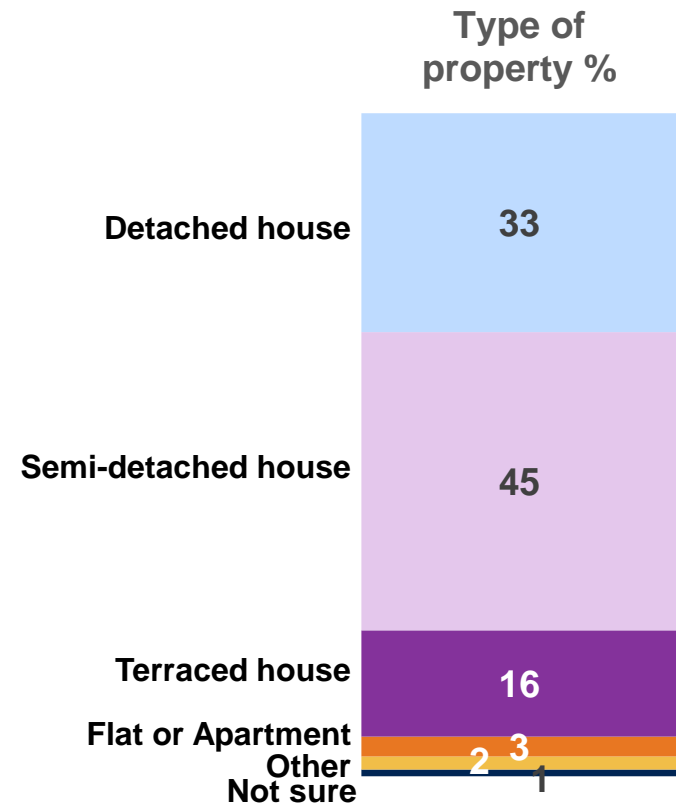
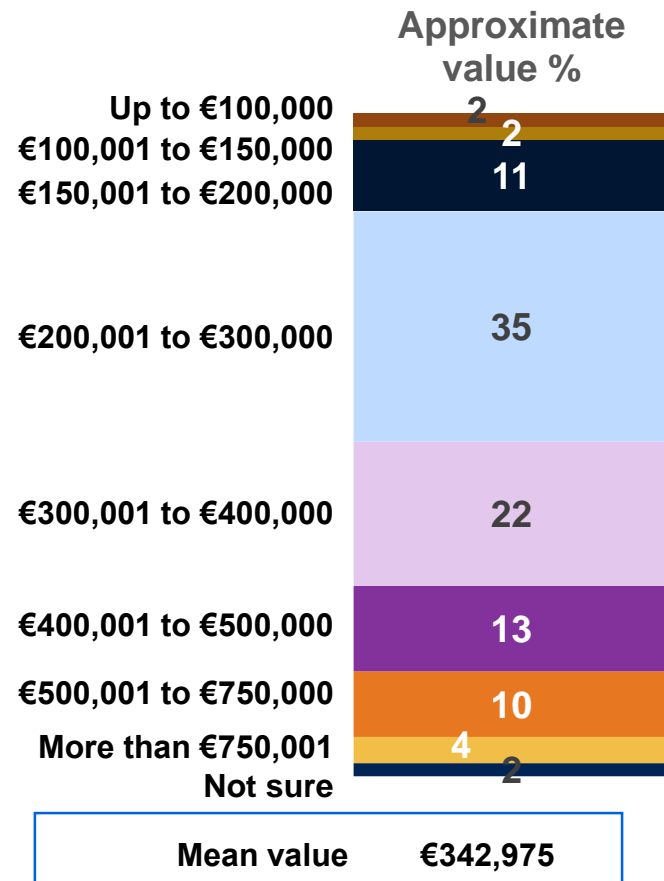


Q.8 And were you a first-time buyer when you bought the property or not?
 Q.9 Did you buy the property to live yourself, for a family member, as a holiday home, or to rent it as an investment?
 Q.10 And did you take a mortgage to buy the property, or not?
 Q.11 And did you buy the property as a sole buyer or jointly with someone else?
 Base: 261



DETAILS OF PROPERTY SOLD

The majority of properties transacted fell into the range of €200K - €400K.



Q.5b What was the approximate value of the property you sold?
 Q.7b Was the property you sold detached, semi-detached, terraced, or a flat/apartment?
 Base: 123

THE CONVEYANCING PROCESS



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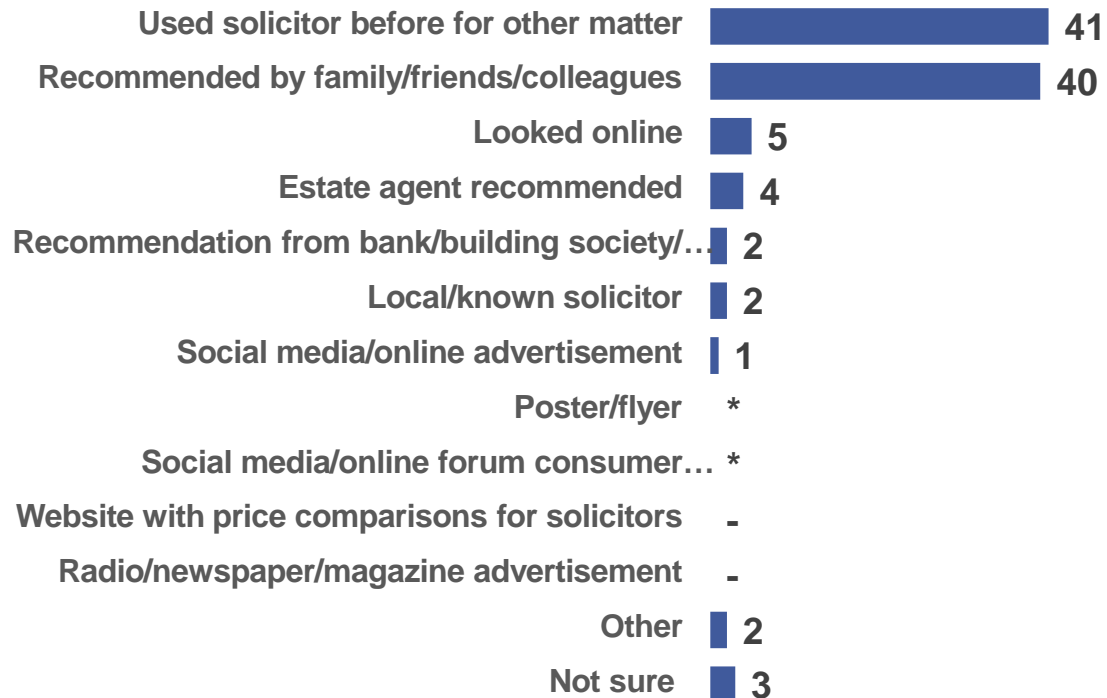


CHOOSING A SOLICITOR

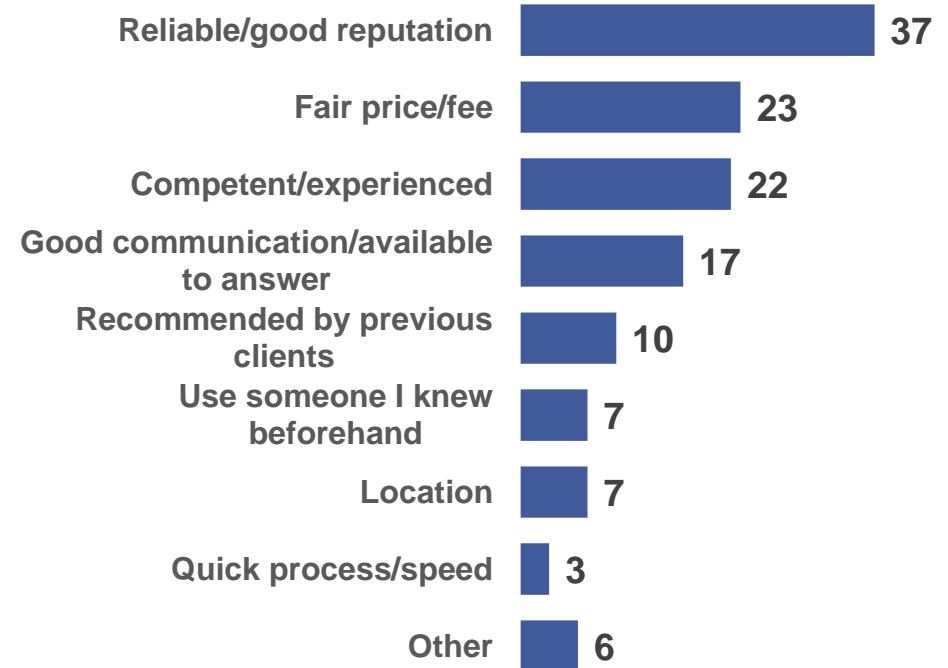
The majority chose their solicitor based on previous experience or by recommendation.

78% knew the solicitor they were going to use

How solicitor was found %



Most important when choosing a solicitor %



Q.16 Did you have to search for a solicitor to use or did you already know who you were going to use?

Q.17 And where or how did you find the solicitor?

Q.18 When choosing a solicitor, what was MOST important to you?

Base: 300

Please note that * represents answers <1% and - represents that there are no answers.



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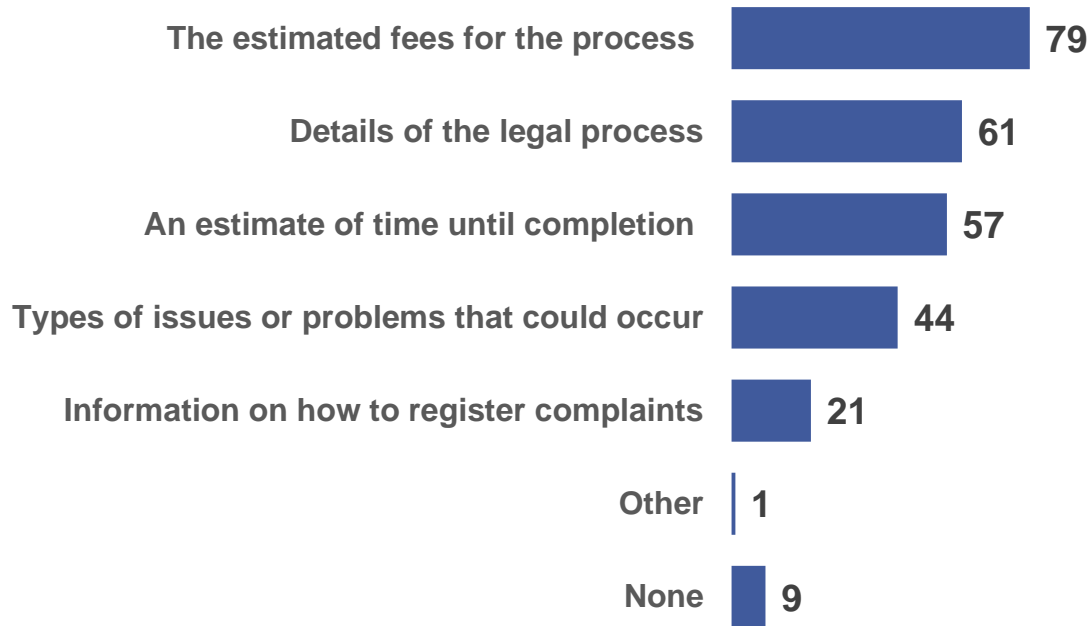


INFORMATION PROVIDED BY THE SOLICITOR

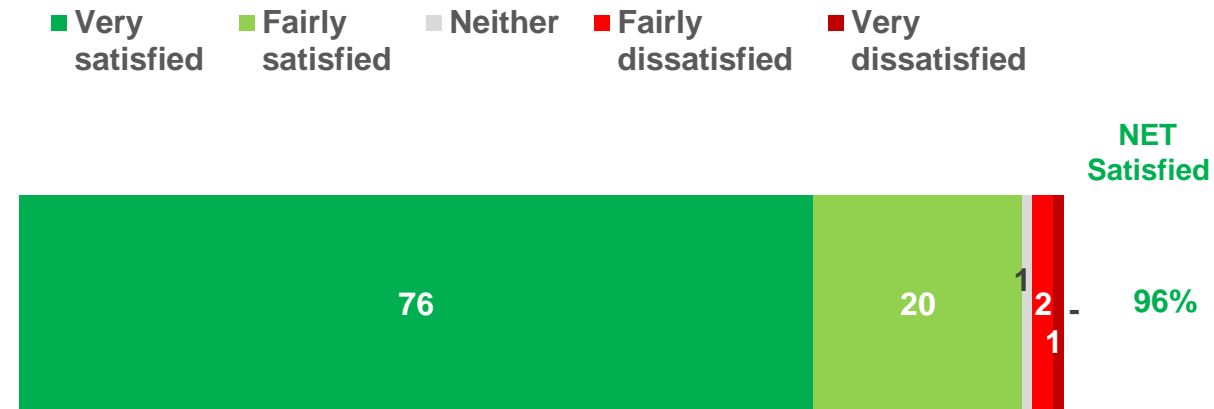
96% say they are satisfied with the information provided by the solicitor from the start of the process.

85% used the solicitor only for the property sale/purchase and no other services

Information provided at the start of the conveyancing process



Satisfaction with information provided by the solicitor %



Q.19 Which of the following information, if any, do you recall being provided by your solicitor at the start of the conveyance process?

Q.20 Overall, were you satisfied or dissatisfied with the information provided to you by the solicitor from the start of the process?

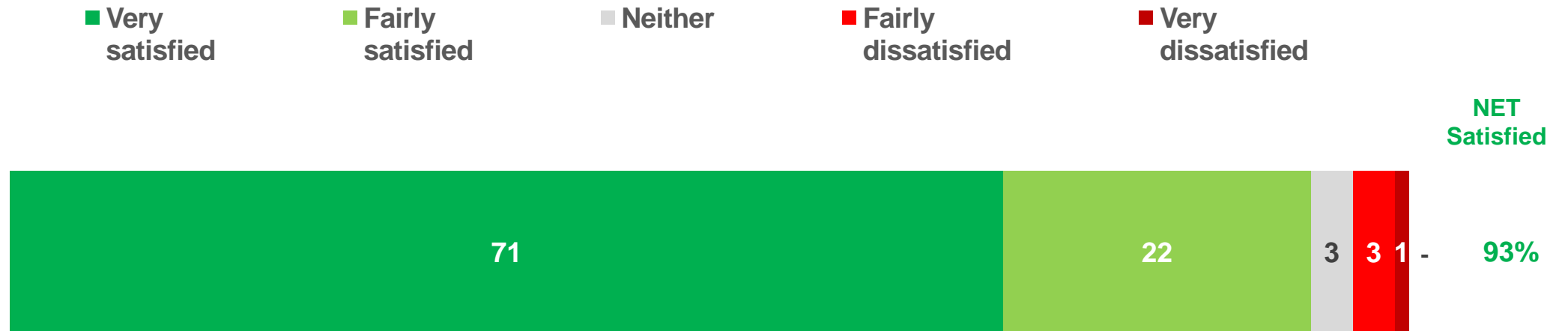
Q.21 When you used the solicitor, was it only for the property sale/purchase or were other legal services availed of at the same time?

Base: 300

SATISFACTION WITH SERVICES

Overall, 93% declare to be satisfied with the services provided by the solicitor.

Satisfaction with services provided by the solicitor used most recently %



Q.12 Overall, were you satisfied or dissatisfied with the services provided by the solicitor you used most recently?
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REASONS TO BE SATISFIED - UNPROMPTED

The experience and competence of the solicitor is the main reason people feel satisfied, followed by having a straightforward experience and clear communication during the process.

Reasons for satisfaction %



“Everything was done. We didn't feel any pressure.”

“Quick updates. I was always informed.”

“The steps required were very clear and I didn't have to chase the solicitor for information.”

“They did everything, not much involved, Great service.”

“Very good for responding to queries, very upfront and excellent at communicating the processes involved.”

“Quite thorough and advocated for us when dealing with the bank.”

“Everything was done hassle free, the solicitor was quick and pleasant to deal with.”

Q.14 And for what reasons were you satisfied with the solicitor?
Base 280



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REASONS TO BE DISSATISFIED - UNPROMPTED

Among the 4% (12 respondents) not satisfied, issues with communication and delays are the reasons for dissatisfaction.

“Very slow process and lack of updates. Thought selling of first home and buying of second home would involve straight move.”

“Lack of response times, lack of correct information regarding sale of the property, incorrect information regarding the sale of the property.”

“Very slow, bad communication, not answering questions, no follow up from their side. I had to contact the seller myself.”

“Communication.”

“Never returned emails or calls. Didn't prepare us for signing contracts and the process was delayed due to these things.”

“Kept having to gather everything myself and being charged by the solicitor for work I did myself, basically not good enough.”

“The process took too long.”

“The solicitor that I was dealing with retired in the middle of the transaction and they passed on my files to another person without consulting me.”

“They didn't keep us informed. It took a long time. Not good at communication. Didn't answer calls.”

“No replies, very slow to respond and overcharging.”

“I was too involved in the sale. I was going to them with ideas about the sale. I had to be almost involved in all the details. My solicitor was too involved with the management.”

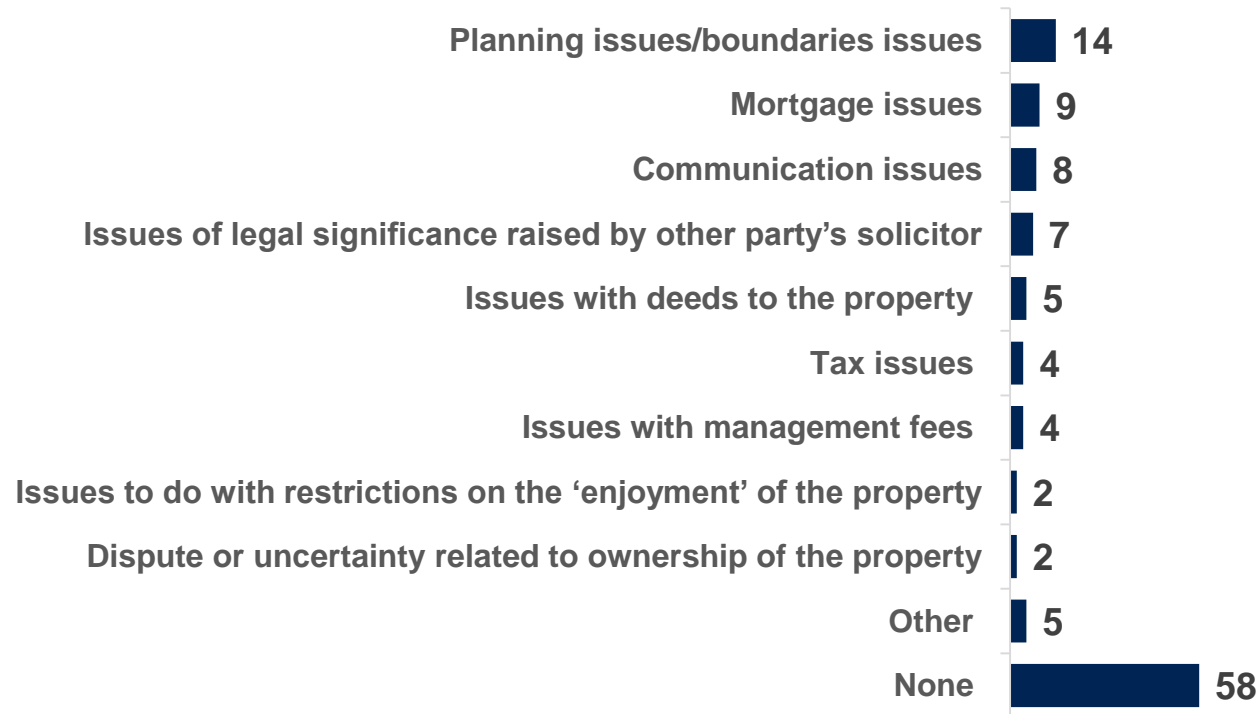
“Wouldn't communicate.”

Q.13 And for what reasons were you dissatisfied with the solicitor?
Base 12*

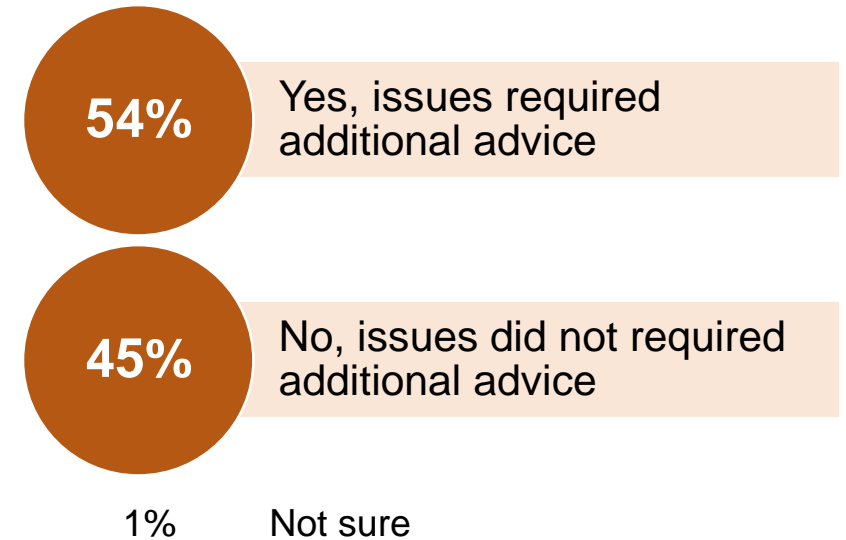
ISSUES REQUIRING ADDITIONAL ADVICE FROM SOLICITOR

58% didn't have issues with the conveyancing process. Among those who had issues, planning/boundaries issues are the most common, followed by mortgage, and communication issues.

Issues during the conveyancing process %



Additional advice%



Q.15a Which, if any, of these issues did you have during the conveyancing process? (IF ASKS, SAY CONVEYANCING PROCESS)

Base: 300

Q.15b Did any of the issues mentioned above require significant additional advice from, and interaction with, your solicitor?

Base: 125 (all who mentioned issues)

COSTS AND VALUE FOR MONEY

approval, being subject only to the
present Credit Agreement.

“Legal Fee”

means the fee owed to the
Credit Facilities in cases where the
Financing Documents.

“Letter of Credit” means a commitment
(Ordering Party) under which the
(Beneficiary) or to accept to pay
bank to make such payment



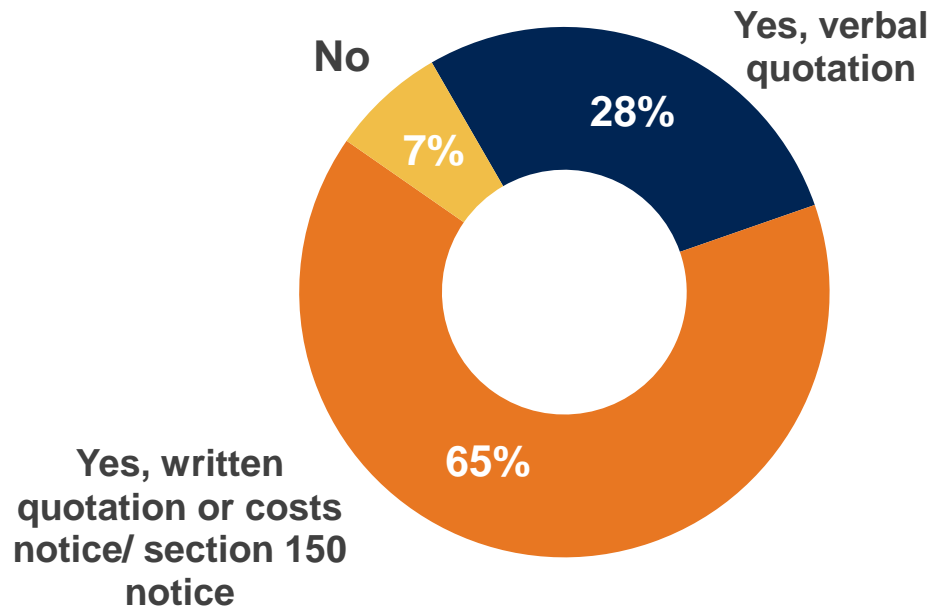
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COSTS AND COSTS NOTICES

The majority received a written quotation upfront and 59% say they paid between €1,001 and €3,000 for the solicitor services.

Type of quotation provided %



Approximated final cost %



Average cost €2,638

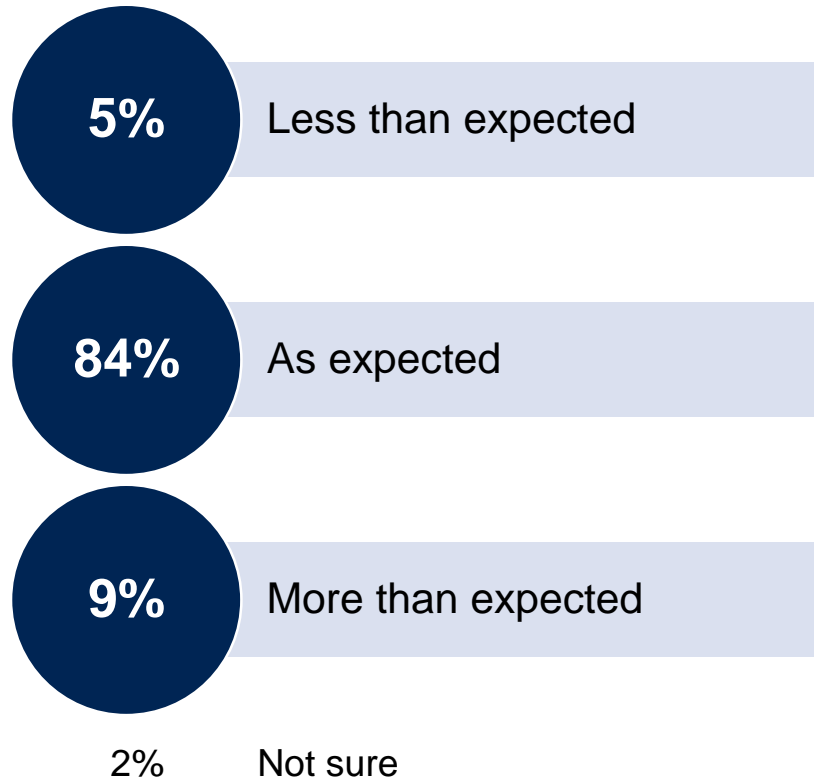
Q.22 Had the solicitor given you a quotation or indication of fees upfront, or not?
 Q.23 What was the approximated final cost, excluding Stamp Duty, charged by the solicitor for the conveyancing?
 Base: 300



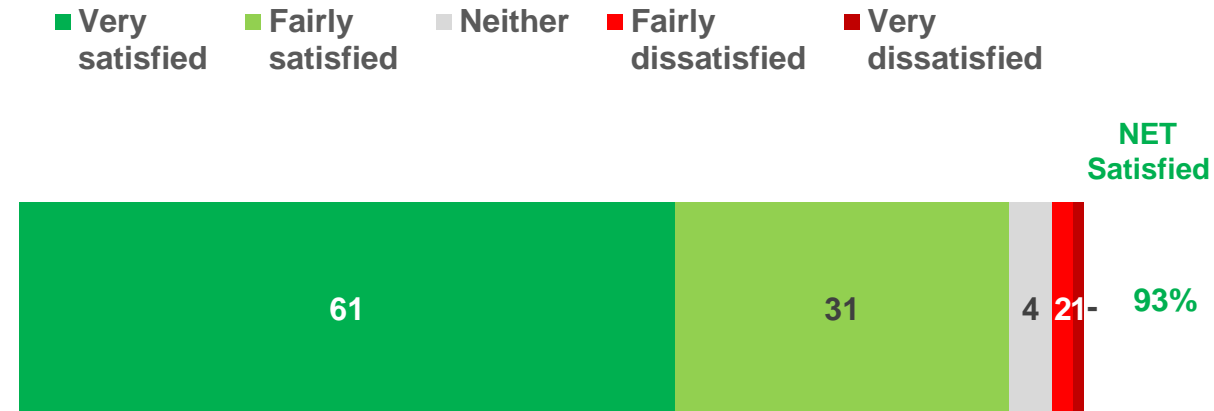
COSTS AND VALUE FOR MONEY

84% paid what they expected as the final cost and over 90% are satisfied with the value for money provided by the solicitor.

Perception of final cost %



Satisfaction with the value for money provided by the solicitor %



Q.24 And was the final cost more or less than you expected, or was it as expected?
Q.25 Overall, were you satisfied or dissatisfied with the value for money provided by the solicitor?
Base: 300
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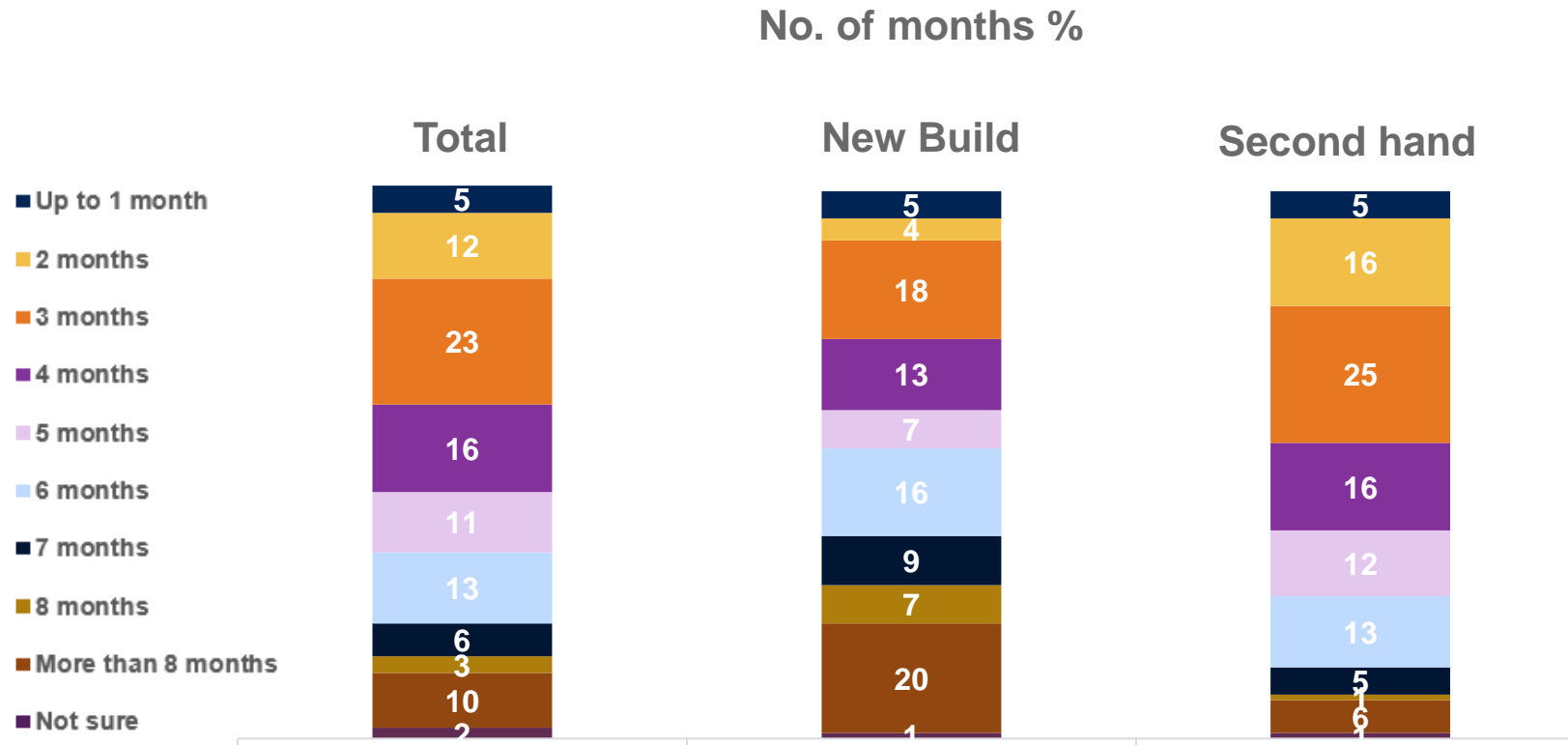


TIME OF CONVEYANCING PROCESS



TIME OF CONVEYANCING PROCESS

Conveyancing process for new builds reported to take longer than for second hand properties.

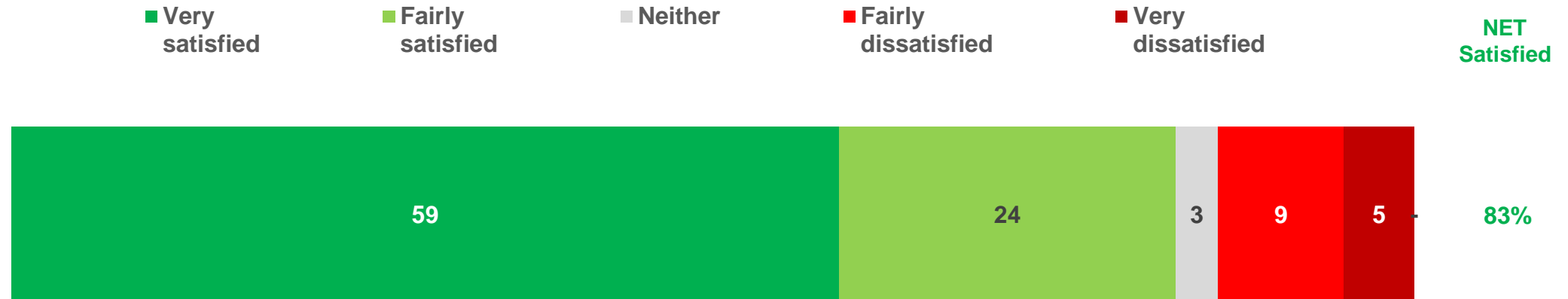


On average, a conveyancing process lasted 4.7 months, but 5.8 for new builds and 4.2 for second-hand properties.

SATISFACTION WITH TIME OF CONVEYANCING PROCESS

The majority (83%) were quite happy with the time the process took.

Satisfaction with the time taken to complete the conveyancing process %



Q.27 Overall, were you satisfied or dissatisfied with the time taken to complete the conveyancing process?
Base: 300

COMMUNICATION WITH THE SOLICITOR AND E-CONVEYANCING

COMMUNICATION WITH THE SOLICITOR

E-mail is the preferred form of written communication. Meetings were more likely to be virtual, but the results may reflect restrictions in place during the pandemic.

Written communication with the solicitor

59%

Mostly electronically by email

31%

A mix of email and post

9%

Mostly in paper by post

1%

Not sure

Meetings had with the solicitor

28%

Mostly in-person

50%

A mix of in-person and online/teleconference

21%

Mostly online/teleconference

1%

Not sure

Shared documents with the solicitor

23%

Mostly paper-based

47%

A mix of paper-based and online/electronically

28%

Mostly online/electronically

2%

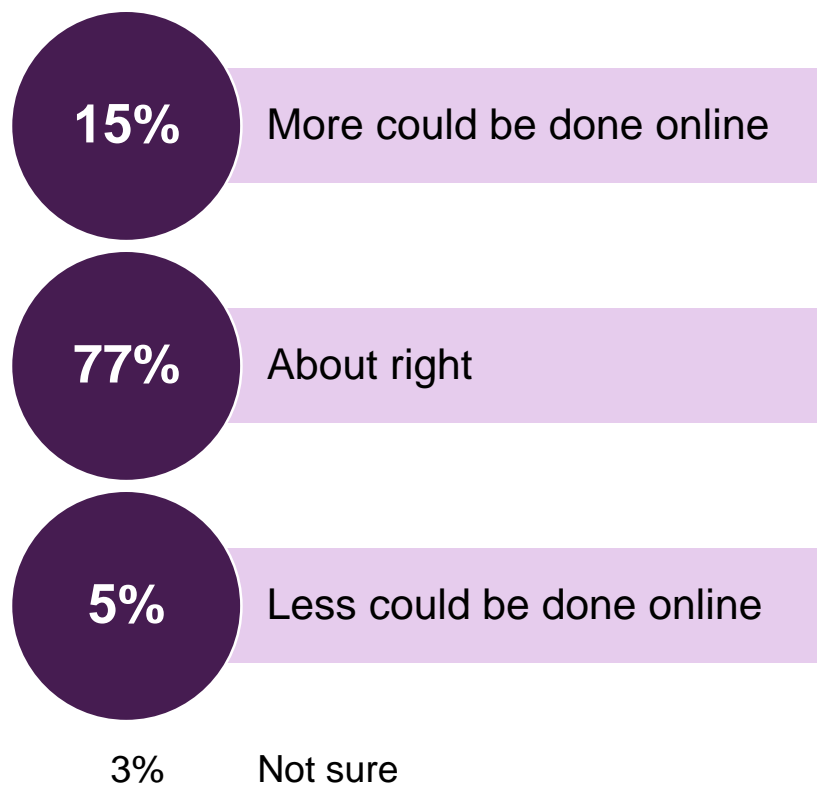
Not sure

Q.28 Thinking about the written communication with the solicitor, was the written communication mostly electronically by email, a mix of email and post, or was mostly in paper by post?
Q.29 Thinking about the meetings you had with the solicitor, were these meetings mostly in-person, a mix of in-person and online/teleconference, or mostly online/teleconference?
Q.30 Thinking about how you shared documents with the solicitor, were most of the documents paper-based, a mix of paper-based and online/electronically, or mostly online/electronically?
Base: 300

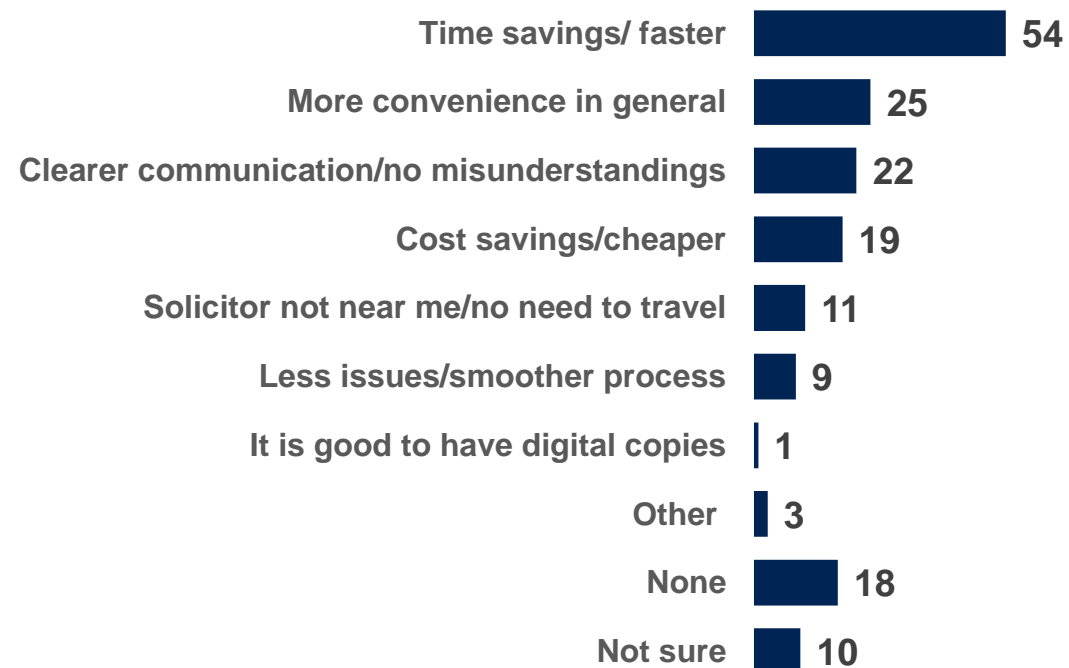
E-CONVEYANCING

77% believe the way the process is done at the moment is about right, but over 50% agree that if more of the process were online this would result in a quicker process.

Online/electronic preference%



Benefits of online/electronically process %



Q.31 And would you prefer that had more or less of the process been done online/electronically, or was it about right?

Q.32 If more of the process was done online/electronically, what do you think would be the benefits, if any?

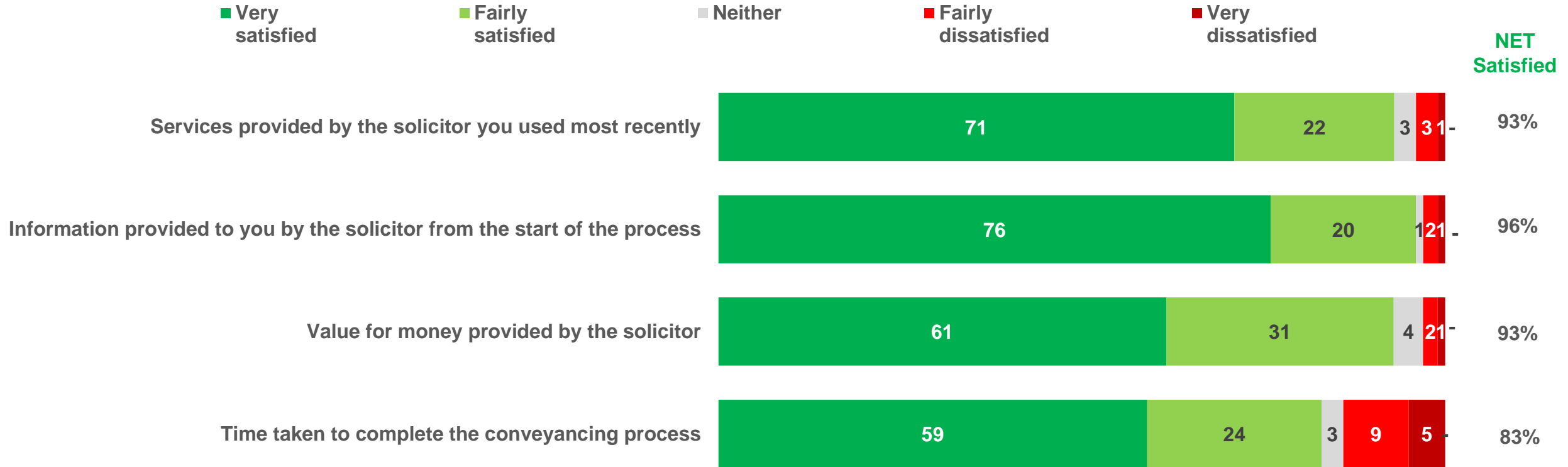
Base: 300

OVERALL SATISFACTION



LEVEL OF SATISFACTION

Overall, buyers and sellers are satisfied with the services provided by the solicitor. The information provided has the highest level of satisfaction at 96% but it drops to 83% when it comes to the time taken to complete the conveyancing process.



Q.12 Overall, were you satisfied or dissatisfied with the services provided by the solicitor you used most recently?
 Q.20 Overall, were you satisfied or dissatisfied with the information provided to you by the solicitor from the start of the process?
 Q.25 Overall, were you satisfied or dissatisfied with the value for money provided by the solicitor?
 Q.27 Overall, were you satisfied or dissatisfied with the time taken to complete the conveyancing process?
 Base: 300



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LEVEL OF SATISFACTION – NET SATISFIED

	Total	New Build	Second-hand	First-time Buyer	Former Owner
	(300)	(85)	(176)	(113)	(148)
	%	%	%	%	%
Services provided by the solicitor you used most recently	93	98	91	96	92
Information provided to you by the solicitor from the start of the process	96	98	95	96	95
Value for money provided by the solicitor	93	95	91	95	91
Time taken to complete the conveyancing process	83	86	81	86	80

- Q.12 Overall, were you satisfied or dissatisfied with the services provided by the solicitor you used most recently?
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 Q.25 Overall, were you satisfied or dissatisfied with the value for money provided by the solicitor?
 Q.27 Overall, were you satisfied or dissatisfied with the time taken to complete the conveyancing process?

Base: 300



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LEVEL OF SATISFACTION – NET SATISFIED

	Total	Dublin	ROL	Munster	Conn/Ulster
	(300)	(84)	(100)	(55)	(61)
	%	%	%	%	%
Services provided by the solicitor you used most recently	93	90	92	96	97
Information provided to you by the solicitor from the start of the process	96	95	95	95	100
Value for money provided by the solicitor	93	89	93	93	97
Time taken to complete the conveyancing process	83	83	83	89	77

- Q.12 Overall, were you satisfied or dissatisfied with the services provided by the solicitor you used most recently?
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 Q.25 Overall, were you satisfied or dissatisfied with the value for money provided by the solicitor?
 Q.27 Overall, were you satisfied or dissatisfied with the time taken to complete the conveyancing process?

Base: 300



CONTACT



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