



OUR PHILOSOPHY ON REAL ESTATE TRANSACTIONS

Moving is a stressful experience involving what is likely the most significant financial transaction that you will undertake in your lifetime.

Our job is to:

- minimize the stress associated with the legal aspects of your transaction;
- make certain that the transaction closes on time;
- on a purchase, ensure you get good title to your home so that you can enjoy it hassle-free while living there and sell it with a minimum of problems;
- on a purchase, make certain that you understand all of the rights and liabilities or limitations that come with the title to your home; and
- on a sale, do all we can to detect and resolve problems early so that you get all of your money on closing.

To do this we:

- **Offer a team approach** We not only function on a team basis in the office but we see ourselves as part of the larger team that is assisting you with your transaction, including your real estate agent, your house inspector, your mortgage broker and/or lender, your insurance agent, and the other people who will play a role in the transaction;
- **Have the expertise** We have four real estate lawyers with over 60 years of real estate experience among them. They are supported by four full-time real estate law clerks. Our full-time staff is supplemented by experienced summer assistants to better assist you during the busiest time of the year. We know how to do real estate;
- **Are systematized** Drawing on our 60 years of real estate experience, we have developed systems and processes which maximize efficiency and client service levels, while minimizing the possibilities of slip-ups. We make extensive use of checklists and protocols to give you the best possible service and result.
- **Have standardized our files** The basics on each real estate file at Dust Evans are handled in the same manner so that, on picking up a file and looking at the file cover



checklist, any lawyer or staff person is going to immediately have a snapshot of your transaction, the status of your file, personal information about you, and other information pertinent to the deal. This means that you are never without knowledgeable help in an urgent or time-sensitive situation even if “your” lawyer and the law clerk with primary responsibility for your file are both unavailable.

- **Are accessible** We have a full-time receptionist which means that you are not stuck with answering machines and voice menus. Our receptionist will field your calls and direct you to the right person to assist you. In urgent situations, you are not left to wonder whether your lawyer or law clerk will get your voice-mail message in time to help you.
- **Provide resources for your education** Our web-site has an extensive collection of articles on real estate. We will not only complete your transaction, we will educate you in the process.
- **Discuss fees and disbursements with you** We do not provide rate cards and we do not offer package deals. No two real estate deals are identical and, without knowing more about you, the property you are buying, and any special features of your deal, we do not know what work we will have to complete in order to do the job that you need. We will take the time to obtain the information we need to provide you with a knowledgeable estimate of fees and disbursements.
- **Perform full searches of title** On purchases, we do not rely on “pulling a PIN” as some offices do. We will perform a full title search that meets all of the professional requirements laid down by the Law Society of Upper Canada, our governing body. On a sale, we will perform a mini title search to minimize the chances of being surprised during the transaction with mortgages you have forgotten about, old liens on your title, etc. Early detection means early resolution.
- **See that lawyers perform the lawyer functions on your file** Lawyers will review your Agreement of Purchase and Sale, obtain or review all the information that we need from you in relation to your transaction, review your search of title and draft the Letter of Questions on a purchase, meet with you to review all financial information, meet with you to review and sign all documentation, and draft, review and sign the report that is provided to you when your transaction closes.
- **Closely supervise the staff assigned to your file** With four lawyers to oversee four full-time real estate legal assistants, we are able to provide staff with the supervision and direction they need on your file, regardless of whether “your” lawyer or the law clerk



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Lawyers / Avocats

assigned to your file is sick, on holidays, or otherwise unable to provide direction.

- **Provide you with personal service** Your file will be assigned to a lawyer and to a law clerk who will take primary responsibility for it. However, where providing you with top-of-the-line service means involving someone else in your file, we will do so.
- **Provide you with documentation promptly** We will provide you with your report, supporting documents, and account on closing. You will not wait for weeks or months to get this material.
- **Keep ourselves up-to-date** We do this through self-study, research, and taking Continuing Legal Education courses offered by the Law Society of Upper Canada and others.