



25<sup>th</sup> April 2007

## **Reduce the home move stress with My Home Move**

Recent research\* has revealed that 43% of home movers find their solicitors the most frustrating link in the chain, with estate agents taking second place with 28% of the vote.

A leading provider of conveyancing services, My Home Move, is working with estate agents to buck this trend, change perceptions and ease the process for everyone involved.

The company is transforming the face of conveyancing, placing emphasis on speed and customer service. By using the latest technology available and by embracing many of the elements required for e-conveyancing, My Home Move has managed to reduce the average conveyancing time down from a traditional industry average of around 90 days to an astonishing 49 days\*\*.

Customer service is second to none. 78% of house movers that used the My Home Move service in February were 'delighted' with the service they received.

Stephen Hayter, sales and marketing director at My Home Move, comments; "The industry needs to work together in order to ease the home move process. At My Home Move we process out the traditional frustrations of dealing with a solicitor.

"It's relatively simple: there are longer opening hours and the office does not close up shop over lunch. Clients are proactively contacted to update them on their case on a regular basis, rather than waiting for them to ask. Alongside this, online tracking offers both home movers and estate agents the ability to track their cases 24 hours a

day. Communication is a key element of the process and part of the recipe for success.”

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### **Notes to editor**

\*Research conducted by iammoving.com

\*\*49 days was the average time taken by My Home Move in November 06, December 06 and January 07.

### **About My Home Move**

My Home Move is one of the largest independent providers of conveyancing services in England and Wales. Specialising in the residential sector, the company offers straightforward solutions to conveyancing and re-mortgaging. Its use of advanced technology ensures that the process of moving is managed accurately and at an affordable cost. Above all, the company is dedicated to providing a superior level of service, which is based upon speed and professionalism. For more information visit [www.myhomemove.com](http://www.myhomemove.com)

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