

“We have this concept that we call valued legal services, and it is not just a concept, it is how we work the whole day through for our clients. It is all about things like being approachable, always being available to the clients, not just leaving the phone on divert to a voicemail system. It is small things like that if the client cannot get hold of you know matter how good a lawyer you are, you are no good to them, so we always try and remain in touch and approachable. We are always endeavouring to provide clients with not just legal advice on what the law is, but advice on what we might think may be their best route forward taking into account all the legal constraints on what they do, to be practical and be able to tell them commercially you have got these two choices, we think perhaps this choice is better than the other, but at the end

of the day the client has to make the commercial decision. But to try and help them through that process rather than just giving them a legal opinion on something. We are also very, very keen to understand our client's businesses and not just be their lawyers but to understand how their business operates and how different clients of the same sector operate very differently. I know that from my work with house builders, to try and understand how that individual builder works, and what they are particularly concerned about when looking at a new site and what particular boxes they have to tick to satisfy their head office the site is worth buying. To understand those things rather than looking for the legal title to the property is the way in which we try and help the clients and add value to just being their lawyers. ”

## John Peet

### Partner

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