



GARDEN STIRLING BURNET

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Information for Clients of Garden Stirling Burnet Solicitors Limited and GSB Properties

In light of advice the most recent advice from the UK and Scottish Governments, Registers of Scotland, the Scottish Courts and Tribunal Service and the Law Society of Scotland together with other advisers on whose support we rely, we are continuing to take immediate and decisive action to ensure that we do all that we can to support the fight against COVID-19 (Coronavirus).

As at today's date, we can advise that all of our offices are closed and that we have no employees working from these offices or being asked to place themselves at risk by being required to attend at these offices. This position will remain in force until such time as we obtain advice provided by the Government's Health advisers that it is safe to return.

We have in place our most experienced solicitors and support staff members working from home able to service your continuing needs over the coming weeks and months. They all have access by e-mail and our complete telephone network as well as online information contained in our case management system to access all of your files. We will be able to respond to any query which you have although we would ask that you accept that response times may be slightly longer than you might have been used to. We are also working with public sector organisations, lenders and other solicitors to develop online solutions to ensure that your transactions and cases can be progressed with the minimum of delay. If further restrictions or relaxations in how your transaction or case can be handled are put in place, we shall keep you advised, as and when these occur.

We are sure that you will appreciate that these will be difficult times for us all but we are putting in place a structure that will allow us to communicate with you albeit remotely and in support of this we would ask that you consider the following:-

- If at all possible, use e-mail as your first point of contact with us. We have auto-forwarding built into our e-mail system which will ensure that even if a solicitor or staff member is absent from their work, your message will be forwarded to other team members who can assist you.
- Make sure that you are aware of the Direct Dial Number for your primary point(s) of contact within GSB and use these wherever possible.
- Please try to be patient if you do not receive an immediate response. We will do everything that we can to answer any queries which you may have as quickly and in as much detail as possible.

Please stay safe and look after your families. We will do all that we possibly can to support your needs during these difficult times.

The Directors

Garden Stirling Burnet is the trading name of Garden Stirling Burnet Solicitors Limited (SC 507024) and is regulated by the Law Society of Scotland. A list of directors is available at any of our offices.

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