



helping build communities

providing high-quality, value-for-money legal advice for registered providers across the UK

muckle-llp.com

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We invest in people Platinum



hello

I'd like to take this opportunity to introduce you to the team at Muckle and give you an overview of the kind of work we do here at the firm.

We're a leading independent law firm. Based in the North East, our legal advice is underpinned by a rich understanding of the region's social, political and economic dynamics. Our cross-firm team is made up of individuals with in-depth knowledge of the social housing sector who understand the challenges and opportunities it faces.

We believe the key to a successful legal services relationship is the alignment of values, culture and approaches. We can confidently deliver your legal requirements and support your strategic objectives, but how we'll deliver our service will set us apart.

We offer such a depth and breadth of service that it will be difficult to cover everything in such a short space, but I hope over the following pages you'll get an idea of the way we work and what we can add to your organisation.

If you've any questions or feedback or would like to learn more about us, please do get in touch.

Charlotte McMurchie, partner and head of real estate dispute resolution



quality in depth

Our dedicated team, experienced in social housing, is committed to providing the best service.

Legal 500 UK ranks us in Tier 1 in property disputes, real estate, employment, corporate and commercial and debt recovery. Between our team, we're experts in the social housing sector and are ideally placed to help you meet your objectives.

We have an outstanding reputation for providing the best service; our clients tell us that our honesty, transparency and responsiveness really sets us apart from other law firms.



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working with you

We don't work on a "stack them high, sell them cheap" model, focusing on process and procedure. Instead, we'll always discuss every instruction and what a good outcome looks like to you.

All our clients benefit from a highly experienced Client Relationship Partner and a dedicated team for the entirety of the relationship. It's a tried and tested approach; clients tell us it ensures they always have the same level of excellent service, no matter who they speak to.

“Muckle's knowledge, tenacity and innovative thinking make them a formidable team to go up against, whilst their outgoing and approachable personalities really shine through in the client relationships they have with us.”

Ann Johnson, Sales Operation Manager at Retirement Bridge Management Limited



housing management

We recognise that ensuring your tenants can enjoy living in one of your properties means often dealing with complicated issues. When things don't go quite as planned, it's important to have a legal team that knows its stuff. And we are experts in resolving property disputes – no matter how complex.

Our real estate dispute resolution team advises across a wide range of legal matters - from managing anti-social behaviour, possessions/demotions, gas access actions, rent arrears collection and housing disrepair management; to more strategic advice and assistance in respect of long leasehold and shared ownership properties as well as those which are mixed use or solely commercial.

“

Muckle has been our trusted advisor and hand-holder for the last two years, through some of the most complex and high-stakes possession proceedings I have seen in my career. They are always available to advise and help us find the balance between the most robust approach and the most practical. We have already recommended the team to any other clients thinking of starting proceedings.”

Georgia Kirby-Watt, Head of Grainger Trust



Charlotte McMurchie
Partner
Real Estate Disputes

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hr

Employment law constantly changes, but it doesn't have to be hard work. We're here to give your team the confidence to make decisions, knowing they have support and guidance from lawyers with the knowledge and experience to ensure everything goes smoothly.

We'll support your in-house HR team with all aspects of employment law – from TUPE, employment terms and equal pay risk management to navigating immigration law.

“

The service we've received from Amy and the team has always been excellent and I cannot recommend Muckle more highly. Amy is always clear and concise in her advice, which is absolutely what we need as well as being fantastically responsive and always available when I need her.”

Simon Walker, Company Secretary and Legal Council at Gentoo



Amy Sergison

Partner

Employment

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property and development

Our real estate team is proud to be involved in delivering many of the significant development projects that are helping the transformation of local communities across the North East and UK.

We're experienced in all types of property matters – whether that's advice on development agreements or land acquisitions, our team can help. We'll work closely with you at all stages of the property and development process.

“

Muckle have been appointed to act on our behalf for multiple development opportunities which have included Conditional Land Contracts, Golden Brick Contracts and Turnkey Contracts; they have also acted on our behalf in the drafting and negotiation of Section 106 Agreements. Muckle consistently provide an excellent service, are proactive, approachable and work very efficiently. They continue to be one of our solicitors of choice for our development schemes and I would highly recommend them.”

Tom Winter, Assistant Director of Development at Believe Housing



Richard Nixon
Partner
Real Estate

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governance and regulation

When it comes to governance issues and regulation, we understand the need for flexibility. We always balance technical advice with a pragmatic and practical approach.

We advise a broad range of third-sector organisations on compliance and governance issues, mergers and acquisitions, joint ventures and re-organisations.

“

The seamless interaction of the various teams at Muckle was a key strength. The corporate team led the project, bringing in various other departments at relevant times. Each person within the corporate team and other departments seemed to be well briefed on the wider context to the project and how their input fit within that, which meant that we didn't need to repeat information to anyone.

Legal 500 client quote



Anthony Evans
Partner
Corporate

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commercial

Between our team, we know just about all there is to know about commercial arrangements and relationships.

Think of us as the people who support your day-to-day business-as-usual work – everything from intellectual property law and contracts to data protection.

“

The team worked for us on a major new contract for an enterprise resource application, a system which will cover most of our IT applications and a very high profile investment for the Group. They immediately understood how we wanted the matter to be dealt with, gave valuable business and legal advice and led us through the negotiations in a very effective way. We found them to be business focussed, skilled and excellent to work with.”

Johanne Pedersen, Senior Commercial Lawyer at Home Group



Alex Craig
Partner
Commercial

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procurement

Procurement isn't easy to navigate, especially against a background of heavy regulation. That's why great procurement advice is so important.

Our team are experts in providing practical procurement support that helps you manage strategy and risks and makes regulated procurement happen. We advise on procurement projects, drafting procurement documents and advising in relation to any procurement challenges.

“

During times when we've been at full capacity, we've handed over procurement projects in their entirety to Muckle. They've managed the procurement journey from beginning to end, everything from designing processes to drafting documents and managing bidders. Muckle take a pragmatic view to procurement law and never lose sight of the commercial objectives - they are not only trusted procurement advisers but also a valued part of our team.”

Shaw Dewar, Head of Procurement at PD Ports



Leah Heatley
Partner
Procurement

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finance

Raising private finance can help social housing providers get the most out of their assets, helping to build more homes in their local communities and get the best value for their customers.

Our banking and finance team have a strong track record in the sector, acting on a variety of arrangements including loan facilities, bond issues and financial considerations on mergers, acquisitions and restructurings.

“

All team members are technically strong, able to react quickly and explain things to non-lawyers in a concise and clear way. Always willing to work extremely hard to make sure that deadlines are met and remain calm and professional throughout very challenging negotiations.”

Legal 500 client quote



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Banking

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debt recovery

Our expert debt recovery team has been recovering debts for 30 years and has ranked top tier in the Legal 500 UK directory for the last ten. And they have have an enviable track record, recovering 92% of B2B debts.

We're respectful of your client relationships; you can count on our personable approach to negotiating successful settlements.

“

The team are great. All very friendly and knowledgeable. I have worked in solicitors in debt recovery departments previously and rate the Muckle team very highly. Beverley Oliver is very helpful and proactive. Very good communication and updates on correspondence with debtor.”

Legal 500 client quote



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Debt Recovery Support Manager
Debt recovery

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social value

Like you, building strong relationships with our partners is fundamental to our culture - we want our team to be part of your team. It helps us to view problems through your eyes, communicate appropriately and ultimately find the right solutions.

A good cultural fit is important to any successful working relationship. We're confident that your values align with our own values of **Trust, Teamwork, Responsibility** and **Care**.

Our commitment to helping our local community is part of our wider Environmental, Social and Governance policy which includes work on environmental and social mobility agendas. We give 1% of our annual profits to local causes through our Muckle Community Fund, and work closely with our clients to identify charities that could benefit.

You can read more in our ESG Review, click below.





training

We offer a number of free and paid for training sessions throughout the year, including regular in-person events as well as webinars and video seminars.

These cover a broad range of topics, which include social housing, property, procurement, commercial, construction, charity, disputes and employment-specific sessions, which your staff can attend.

We can also discuss with you developing bespoke training to suit your team's needs, which could be delivered on-site or online.

In addition to our training programme, we can also provide a free two-hour drop-in "legal clinic" twice a year. This is where one of our lawyers will be made available to your staff to answer questions. This can be done remotely, or on-site.

“

In terms of training, the feedback from all staff was very positive. They complimented Muckle's training style and said it was very clear, concise and jargon free and that you made what can be a very dry subject interesting! I would definitely recommend you and the training package to other CEOs in the region and to outside agency senior partner colleagues.”

Tracy Buck, Director at Age UK Sunderland



clear and simple costs

Everything we do is designed to make life easier and less stressful for our clients, and that goes for our costs too.

Our pricing is bespoke, upfront and totally transparent. We will always cap our costs wherever possible, and we'll never ask you to pay an invoice you haven't already approved.

In other words, there'll be no surprises. Just the right legal advice – no more, no less.

“

Muckle is a values-led firm and this is reflected in its people and their approach to clients. No matter who is working on a matter for us, the same level of customer care, efficiency and responsiveness is always shown. They understand what we want to achieve and work hard to get there on time and on budget.”

Gemma Alderson, Housing Services Manager at Bernicia



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