

# SPOTLIGHT

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## Meet Natalie Wride

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Natalie is based in our newly re-located Barry office and tells us what life working in Barry is like.

## Let's start with the basics ... all about you!

Both of my parents are from Barry but they emigrated to Cape Town in South Africa which is where I was born.

They came back to the UK when I was seven years old - and I've been in Barry ever since!

I have two sisters and we were all born in different places. The eldest in Barry, me in South Africa and my younger sister was born in Botswana.

## Where did you study?

I studied my secretarial course in Barry and then I came to work here at Robertsons.

I've been with the firm for over 20 years and counting!

During that time I've worked in both offices in a variety of departments including Wills, matrimonial and conveyancing.

## Are you studying currently?

I am. Throughout the pandemic I've been studying for my CILEX qualification.

It's more practical than the traditional approach to legal qualifications and I'm enjoying it.



## And how are your studies going?

Very well, although I'd be lying if I said it hasn't been challenging throughout the pandemic.

I'm very much a family person and love spending time with my daughters and granddaughter who are all very proud of me.

Couple that with a busy few months thanks to the change in Land Transaction Tax - I've had my moments.



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## What do you like best about working at Robertsons?

Others have said it before me, but the firm is really like a big family. And I'm all for that.

The Barry office is quite close knit, and we are well supported by the Cardiff office too. If I ever need help or support - it's always there.

## What do you enjoy most about your job?

Without question it's when I see my clients brimming with pride and happiness when they have their new home!

There's nothing like being a part of that process, and making it happen for them.

Buying and selling a house can be very stressful because there are so many things outside of our clients' control that they put their complete trust in me.

I work to repay that trust five-fold.



## You are frequently commended for your high service standards. What does that mean to you?

It's been amazing. I have received such a number of gifts from clients after their transactions have completed.

Recently after the Land Transaction Tax was reduced on the 30th June, one client drove down from the other side of Cardiff to deliver a card, chocolates and an M&S voucher to me.

They were so grateful that we managed to get the completion through and save them thousands of pounds.

But what a lovely thing to do! I was very touched.



## And how has the relocated office been received in Barry?

Very well indeed.

We're in a much better location on the main road to Barry Island, so the local community know exactly where we are. We've also got our parking facilities for clients which helps hugely!

We offer all of the services that our clients expect including residential conveyancing, matrimonial, probate, Wills and trusts plus litigation and commercial services.

Our team has really bedded into our new premises well and our clients seem to like it too!

