# Correspondence Pack – Whitcombe Ashby Family Law LLP

5 November 2026 · Nkiruka Onyiri

## Firm details and assumptions

This pack covers the six tasks in the Session 5 assignment for Whitcombe Ashby Family Law LLP, a family law firm in Peckham, London, working under the law of England and Wales.

- **Firm and role:** Whitcombe Ashby Family Law LLP, Peckham, London SE15. Role: Virtual Legal Assistant, working UK hours.
- **Court:** Central Family Court, First Avenue House, 42–49 High Holborn, London WC1V 6NP.
- **"Attorney":** the course says attorney. In England and Wales that is the supervising solicitor, so the templates use that term.
- **Sample matter (all invented):** client Priya Nair, other party Daniel Nair, a private children case, firm ref WA/2026/0142, court case number ZZ26P00123.
- **Working rule for every template:** the Virtual Legal Assistant does not give legal advice, and the supervising solicitor approves anything that explains a delay, a deadline or a court step before it goes out.

## 1. Five client templates

Each template gives the client what is happening, what happens next and what, if anything, they must do. Client subject lines use the firm reference, not names, so a glance at a shared screen reveals nothing.

### Template 1 – Status update

Subject: Update on your case – ref WA/2026/0142

Dear Priya,

I am writing on behalf of Helena Wycombe with a short update on your case (ref WA/2026/0142).

Where things stand: [Document or application] was sent to the Central Family Court on [date]. The court has [accepted it / not yet listed it].

What happens next: [Who does what], by [date]. If we have not heard from the court by [date], I will chase them and let you know.

What we need from you: [One clear action and a date, or "Nothing at the moment."]

I will send your next update by [date], or sooner if anything changes. If you have a question in the meantime, reply to this email or call me on 020 7946 0321 between 9:00 and 17:30, Monday to Friday.

Kind regards,

Nkiruka Onyiri
Virtual Legal Assistant

Whitcombe Ashby Family Law LLP
Suite 2, Ashby House, 18 Peckham High Street, London SE15 5EB
T: 020 7946 0321 | E: nkiruka@whitcombeashby.co.uk
Office hours: Monday to Friday, 9:00 to 17:30 (UK time)
This email is confidential and may be legally privileged. If it is not meant for you, please tell us and delete it. Do not copy or share it.

## Template 2 – Document request

Subject: Documents needed by [date] – ref WA/2026/0142

Dear Priya,

Helena Wycombe has asked me to collect some documents from you so we can [reason, e.g. prepare your financial disclosure]. Please send them by [date].

What we need:
1. [Document 1, e.g. bank statements for all accounts, last 12 months]
2. [Document 2, e.g. your three most recent payslips]
3. [Document 3]

How to send them: reply to this email with PDFs or clear photos. Please include every page, in order, with nothing cropped. Name each file clearly, for example "Barclays statements Nov 2025 to Oct 2026". Please do not send documents by WhatsApp.

If a document does not exist or you cannot get it, tell me which one and why, rather than leaving it out. We can usually find another way.

Next step: when your documents arrive I will confirm receipt the same working day and pass them to Helena Wycombe within one working day. If anything is missing, I will tell you straight away.

Kind regards,

Nkiruka Onyiri
Virtual Legal Assistant
Whitcombe Ashby Family Law LLP
Suite 2, Ashby House, 18 Peckham High Street, London SE15 5EB
T: 020 7946 0321 | E: nkiruka@whitcombeashby.co.uk
Office hours: Monday to Friday, 9:00 to 17:30 (UK time)
This email is confidential and may be legally privileged. If it is not meant for you, please tell us and delete it. Do not copy or share it.

## Template 3 – Appointment confirmation

Subject: Appointment confirmed – [day] [date] at [time], UK time

Dear Priya,

This confirms your appointment with Helena Wycombe:

Date: [day, date]
Time: [time] UK time (about [45] minutes)
Where: [Our office at the address below / by video, link: [link]]
Please bring: photo ID (passport or driving licence), a recent proof of address, and any papers you have

received about your case.

If you cannot make it, please tell me by [day/time] and I will find you another slot.

Please reply "confirmed" so I know you have seen this. I will send you a reminder on the working day before.

Kind regards,

Nkiruka Onyiri
Virtual Legal Assistant
Whitcombe Ashby Family Law LLP
Suite 2, Ashby House, 18 Peckham High Street, London SE15 5EB
T: 020 7946 0321 | E: nkiruka@whitcombeashby.co.uk
Office hours: Monday to Friday, 9:00 to 17:30 (UK time)
This email is confidential and may be legally privileged. If it is not meant for you, please tell us and delete it. Do not copy or share it.

### Template 4 – Missed-call follow-up

Subject: Sorry we missed your call – we will ring you back

Dear Priya,

Thank you for calling Whitcombe Ashby Family Law at [time] on [date]. We could not take your call, and I am sorry about that.

I will call you back on [number they called from] by [time / day]. If another time or number suits you better, reply with it and I will use that instead. To protect your privacy, I have not put any case details in this email.

If you or your children are in immediate danger, call 999 now. If it is urgent but not an emergency, call us on 020 7946 0321 and say it is urgent.

Kind regards,

Nkiruka Onyiri
Virtual Legal Assistant
Whitcombe Ashby Family Law LLP
Suite 2, Ashby House, 18 Peckham High Street, London SE15 5EB
T: 020 7946 0321 | E: nkiruka@whitcombeashby.co.uk
Office hours: Monday to Friday, 9:00 to 17:30 (UK time)
This email is confidential and may be legally privileged. If it is not meant for you, please tell us and delete it. Do not copy or share it.

### Template 5 – A delay you have to explain

Get Helena Wycombe's approval before sending this one.

Subject: Update on timing – [what is delayed] – ref WA/2026/0142

Dear Priya,

I am sorry to tell you that [what] will now be [done / ready] by [new date], not [original date] as we told you.

Why: [One plain, honest sentence, e.g. "We are still waiting for the other side's solicitors to send their financial

documents." No blame, no jargon.]

What this means for you: [e.g. "Your hearing date has not changed." If we do not yet know the effect: "We will confirm the effect as soon as we have their documents."]

What we are doing: we chased on [date] and will chase again on [date].

What we need from you: [Nothing at the moment / one clear action and a date].

Next step: I will update you by [date], whatever has happened by then. Helena Wycombe is happy to talk this through. Reply to this email or call me on 020 7946 0321 between 9:00 and 17:30, Monday to Friday.

Kind regards,

Nkiruka Onyiri
Virtual Legal Assistant
Whitcombe Ashby Family Law LLP
Suite 2, Ashby House, 18 Peckham High Street, London SE15 5EB
T: 020 7946 0321 | E: nkiruka@whitcombeashby.co.uk
Office hours: Monday to Friday, 9:00 to 17:30 (UK time)
This email is confidential and may be legally privileged. If it is not meant for you, please tell us and delete it. Do not copy or share it.

## 2. Two external templates

The Central Family Court's subject line follows HMCTS guidance: case number first, then the parties' names (abbreviated if needed), then the judge's name if you know it, then the date and time of any hearing. Practice Direction 5B says to include these "to the extent that space allows". The same rules mean each email must be plain text (not HTML), name the sender with a contact address, attach each document separately, stay under 25MB, and be the only email for that step, with no hard copy sent after it. Court email addresses are taken from the Central Family Court page; always copy the hearing centre's business email given at the start of proceedings.

### Template 6 – Covering letter to the court

Sent as a PDF attached to the email below. The supervising solicitor signs it.

WHITCOMBE ASHBY FAMILY LAW LLP
Suite 2, Ashby House, 18 Peckham High Street, London SE15 5EB

[Date]

By email only: cfc.hearings@justice.gov.uk

The Court Office
Central Family Court
First Avenue House
42-49 High Holborn
London WC1V 6NP

Our ref: WA/2026/0142
Your ref: ZZ26P00123

Dear Sir or Madam

ZZ26P00123 - Nair v Nair - [Judge's name, if known] - Hearing [date] at [time]

We act for the Applicant, Ms Priya Nair. We enclose the following for filing in this case. Each is a separate attachment to the email that this letter came with:

1. [Document 1, e.g. Form C2 application] ([x] pages)
2. [Document 2, e.g. witness statement of Ms Nair] ([x] pages)

[No fee is payable. / Please charge the fee to our Fee Account number [number].]

We served copies of these documents on [the Respondent / his solicitors] by [method] on [date]. No hard copy will follow.

Please confirm receipt by reply to [your email address]. If anything is missing or in the wrong form, please let us know by [date] so we can correct it before the hearing on [date].

Yours faithfully

Signature _____
Helena Wycombe
Whitcombe Ashby Family Law LLP

Prepared by: Nkiruka Onyiri
Virtual Legal Assistant
Whitcombe Ashby Family Law LLP
Suite 2, Ashby House, 18 Peckham High Street, London SE15 5EB
T: 020 7946 0321 | E: nkiruka@whitcombeashby.co.uk
Office hours: Monday to Friday, 9:00 to 17:30 (UK time)

To: cfc.hearings@justice.gov.uk
Cc: [hearing centre business email given at the start of proceedings]
Subject: ZZ26P00123 - Nair v Nair - [Judge's name] - Hearing [dd/mm/yyyy] [hh:mm]
Attachments: 01 Cover letter.pdf; 02 [Document 1].pdf; 03 [Document 2].pdf (under 25MB in total)

Dear Sir or Madam,

Please find attached for filing in the above case our cover letter and the documents it lists. This is the only email for this step and no hard copy will follow.

Please confirm receipt by reply. I will check on [date] if I have not heard from you.

Yours faithfully,

Nkiruka Onyiri
Virtual Legal Assistant
Whitcombe Ashby Family Law LLP
Suite 2, Ashby House, 18 Peckham High Street, London SE15 5EB
T: 020 7946 0321 | E: nkiruka@whitcombeashby.co.uk
Office hours: Monday to Friday, 9:00 to 17:30 (UK time)

This email is confidential and may be legally privileged. If it is not meant for you, please tell us and delete it. Do not copy or share it.

### Template 7 – Enquiry email to the clerk

In the Family Court, case queries go to the court's case progression team rather than a named clerk. The court lists cfc.privatelaw@justice.gov.uk for children cases. Use cfc.hearings@justice.gov.uk only to lodge documents.

To: cfc.privatelaw@justice.gov.uk
Cc: [hearing centre business email given at the start of proceedings]
Subject: ZZ26P00123 - Nair v Nair - Enquiry: listing of first hearing

Dear Court Staff,

We act for the Applicant, Ms Priya Nair, in the above case. The application was issued on [date].

Please could you tell us:
1. whether the first hearing has been listed;
2. if so, the date, time and judge; and
3. if not, whether anything further is needed from us before it can be listed.

We would be grateful for a reply by [date], because [reason, e.g. we need to give the client and the other side's solicitors notice]. If we have not heard by then, I will contact you again on [date].

Thank you for your help.

Yours faithfully,

Nkiruka Onyiri
Virtual Legal Assistant
Whitcombe Ashby Family Law LLP
Suite 2, Ashby House, 18 Peckham High Street, London SE15 5EB
T: 020 7946 0321 | E: nkiruka@whitcombeashby.co.uk
Office hours: Monday to Friday, 9:00 to 17:30 (UK time)
This email is confidential and may be legally privileged. If it is not meant for you, please tell us and delete it. Do not copy or share it.

## 3. Call-logging template

Log every call within five minutes of hanging up, one row per call. The six required fields come first; the last three help you chase.

| Time (UK) | Caller (name, and who they are) | Number | Reason for call | Next step (who, by when) | Routed to | Matter ref | Urgent? | Done? |
|---|---|---|---|---|---|---|---|---|
| 09:42, 5 | Priya Nair | 07700 900123 | Wants to | VLA to check | Supervising | WA/2026/0 | No | No |

| Time (UK) | Caller (name, and who they are) | Number | Reason for call | Next step (who, by when) | Routed to | Matter ref | Urgent? | Done? |
|---|---|---|---|---|---|---|---|---|
| Nov | (client) | | know if her hearing date has been fixed | with the court and call back by 16:00 today | solicitor (for approval of the reply) | 142 | | |
| 11:15, 5 Nov | Unknown (declined name) | Withheld | Asked whether the firm acts for D. Nair | None. We neither confirm nor deny who we act for | Supervising solicitor (noted only; no confirmation given) | None | No | Yes |
| [time, date] | [name, and who they are] | [number] | [one-line reason] | [action, who does it, by when] | [person] | [ref] | [Yes / No] | [Yes / No] |

## 4. Phone script

Read it as written until it is natural, then keep the same four beats in your own words.

**Greeting**

> *"Good [morning / afternoon], Whitcombe Ashby Family Law, [your name] speaking. How can I help?"*
>
> *Then: "May I take your name and the best number to reach you on? And what is it about, in a sentence or two?"*

**Confidential-information line**

> *"Because this is a confidential matter, I can only discuss a case with the client named on the file, so I need to check who I am speaking with. I cannot discuss anyone's case*

> *with other people, including family members, unless the client has given us permission in writing. I also cannot confirm whether we act for someone."*

**Upset client line**

> *"I am so sorry, this sounds really hard. I am going to make sure the right person hears this today. Can I check the best number to reach you on, in case we get cut off?"*
>
> *If anyone is in danger: "If you or your children are in immediate danger, please hang up and call 999 now."*
>
> *Do not promise outcomes, give advice, or say "don't worry".*

**Transfer script**

> *To the caller: "Thank you, [name]. I am going to put you through to Helena Wycombe, who can help with this. I will tell them you are calling about [one line], so you will not need to repeat it. If we get cut off, they will call you back on [number]. Please hold for a moment."*
>
> *To the colleague, before connecting: "I have [name] on the line about [matter ref], regarding [reason]. Can you take it now?"*
>
> *If they cannot: "I am sorry, Helena Wycombe is not available right now. I will pass on your message and they will call you back by [time / day]. Is [number] still the best number?" Log the call and send the message straight away.*

**Close**

> *"Is there anything else I can help with? Thank you for calling."*

## 5. Escalation rule

> *Whoever asks and however nicely, I always route to the supervising solicitor, and never answer myself, any request for legal advice or a view on a client's prospects, any concern for someone's safety or a child's welfare, any court deadline or order at risk of being missed, any complaint, and any request to share client information with anyone other than the client.*

## 6. Nine-part check

All eight emails and letters pass on all nine parts, and the call log, phone script and escalation rule meet their own requirements. The nine parts checked are: subject line, greeting, purpose in the first line, key facts, the ask or action, next step with a date, contact block, sign-off and signature with confidentiality notice.

| Template | Subject | Greeting | Purpose | Key facts | Ask | Next step | Contact | Sign-off | Signature |
|---|---|---|---|---|---|---|---|---|---|
| 1 Status update | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass |

| Template | Subject | Greeting | Purpose | Key facts | Ask | Next step | Contact | Sign-off | Signature |
|---|---|---|---|---|---|---|---|---|---|
| 2 Document request | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass |
| 3 Appointment confirmation | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass |
| 4 Missed-call follow-up | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass |
| 5 Delay explanation | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass |
| 6 Court covering letter | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass |
| 6 Email carrying the letter | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass |
| 7 Enquiry to the court | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass |

Checks on the other items: the call log has all six required fields (caller, number, reason, time, next step, routed to). The phone script has its four beats (greeting, confidentiality, upset client, transfer). The escalation rule is one sentence.

## Sources

Checked 5 November 2026.

- HMCTS email guidance for family proceedings: subject-line order, attachment rules, 25MB limit, copy the hearing centre.
- Practice Direction 5B: communication and filing of documents by e-mail: sender details, plain text, one email per step, no hard copy.
- Central Family Court: address and email addresses for lodging documents and children cases.