

Triangle Law Group

Making The Practice Of Law An Art By Bob Friedman



When Laurie Gengo and her husband Bob – a general contractor – designed, built and decorated the new offices for Raleigh’s Triangle Law Group, they did it with Laurie’s clients in mind. “We wanted to have an artsy feel, an open and relaxed feel because when people come here they’re usually not in a good mood,” says founder Gengo. “We want our clients to be as calm and stress-free as possible.” The office is decorated in warm colors with paintings of landscapes, unique art work, comfortable furniture and soft lighting. Gengo encourages the attorneys at the firm to have a similar relaxed demeanor when meeting with clients. “We want to make our clients feel like we care, regardless of the size of the case,” she says.

Gengo brought an artist’s vision to the office build-out because away from the office, she paints in oils, acrylics, pastels, does glass mosaics and even sells metal embossed electrical switch plates online. She describes her painting as Impressionistic in the styles of Renoir, Tarkey and Degas. A number of years ago, her painting caught the eye of A.P. Carlton, the then-managing partner at The Sanford Holshouser Law Firm. Their joint love of art led to Gengo joining the firm.

Gengo works on her art late at night. “When I’m working on my art, I’m not thinking on a conscious level about anything I’m doing here at the office, but I really think I’m thinking about it on an unconscious level because, the next day, even though I’ve gone to sleep late, I feel really, really relaxed and I’m more productive in my job,” says Gengo.

A native of Jamestown in western New York, Gengo is a graduate of the State University of New York at Buffalo law school. She worked at Poyner Spruill and The Sanford Holshouser Law Firm before starting Triangle Law Group. Gengo wanted to create a low-key, relaxed firm that had a culture different from the large, buttoned up firms where she worked. “Nobody teaches you about client relations in law school but it’s as important as book knowledge,” says Gengo.

The three-member, all-woman law firm is heavily focused on real estate law. Gengo is a licensed real estate broker and a real estate investor. The firm handles tenants and landlords, commercial and residential builders and their customers. “When you learn all the ins and outs you can do a better job when you see all of the perspectives,” says Gengo. In cases such as landlord-tenant disputes or distressed real estate where time is of the essence the firm endeavors to seek timely resolutions for clients. “There is nothing worse than a client having their own legal issues looming in the back of their mind,” says Gengo. “Because of my creative side I don’t go down normal paths, I can use both sides of my brain to come up with non-traditional ways to try to solve a problem and save clients time and expense,” says Gengo. She says the firm’s slogan, “Lawyers who think outside the box,” sums up its approach to cases and clients.

Thinking outside the box also means it’s not unusual to be met at Triangle Law Group’s door by a dog. Gengo encourages clients to bring their pets to meetings at the office, another strategy for making clients feel at home. Several times a week, dogs from CareFirst Veterinary Clinic visit the firm. While playing with the dogs in the lobby, the firm’s members get a chance to get caught up with each other’s caseload. “It also really helps everyone to forget about their work for about five or 10 minutes,” Gengo says. It’s not unusual to walk into Gengo’s office and find a dog there. She volunteers at Second Chance Pet Adoption. Her cat, Sterling and dog, Labby were rescue animals. Kim Wierzel, another attorney with the firm fell in love with a puppy at Second Chance and took it home as well.

“When clients leave the office, I want them to feel like going to a lawyer was a nice experience,” says Gengo. If creating a relaxed, professional, pet friendly law firm is an art form, Gengo is painting a masterpiece at Triangle Law Group



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