



Debt  
Recovery  
and Tenant  
Eviction Solutions

# TENANT EVICTION PROBLEMS?

ARC Collections offer a comprehensive range of debt recovery and tenant eviction solutions.

Call us on  
**01335 216167**  
for more information

|                                       |    |
|---------------------------------------|----|
| About Us                              | 3  |
| Our Services                          | 4  |
| Try us free                           | 5  |
| Eviction Services                     | 6  |
| Commercial Eviction and Rent Recovery | 10 |
| Removal of Squatters and Trespassers  | 12 |
| Rent and Debt Collection              | 14 |
| Enforcement Solutions                 | 16 |
| Defended Cases                        | 18 |
| ARC Collections Membership            | 19 |
| Customer Reviews                      | 21 |
| Get in Touch                          | 22 |



**ARC Collections are a leading Nationwide company, specialising in Landlord Debt Recovery and Tenant Eviction Services for Landlords, Letting Agents and Housing Associations, both on a Residential and Commercial basis.**

We offer both one-off Collection and Eviction Services, or can take on multiple cases from cradle to grave, allowing you time to concentrate on running your business. Collecting since 1998, we have established ourselves as one of the UK's leading Debt Collection and Eviction Agencies.

Our business and solid reputation is built around our core values of professionalism, integrity, performance and excellence in service delivery.

## WHO WE ARE

With more than 17 years experience, we at ARC Collections are leading experts, specialising in Eviction, Rent Arrears and Debt Collection Cases. We are specialists in property law, working only for Residential and Commercial Landlords, Letting Agents and Housing Associations.

## WHAT WE DO

Working only with Landlords, Letting Agents and Housing Associations, who own either single or multiple properties, we ensure we offer the same unrivalled level of service to all our clients in respect of their current and previous tenant problems.

## HOW WE DO IT

During our years of trading, we have established long term relationships, helping to manage the portfolios of our regular clients. This means that the majority of our business now comes from recommendations and referrals.

# Our Services

---

**ARC Collections are specialists in Residential Evictions, Commercial Evictions and Residential and Commercial Debt Recovery. We offer fast, reliable and efficient services across the UK.**

## **RESIDENTIAL & COMMERCIAL EVICTION SERVICES**

ARC Collections will help you to legally evict your tenants and regain control of your property as quickly and as efficiently as possible.

## **DEBT COLLECTION SERVICES**

ARC Collections have extensive experience in forfeiting leases and returning control of commercial properties back to the owners in a speedy and professional manner.

## **RENT COLLECTION SERVICES**

ARC Collections will help you to legally evict your tenants and regain control of your property as quickly and as efficiently as possible.

## **ENFORCEMENT SERVICES**

ARC Collections can tailor your package to suit your budget and requirements including court representation only packages.

Call us on  
**01335 216167**  
to find out how  
we can help you

# Try us for free

**ARC Collections offers a full Eviction, Rent and Debt Collection Service on a nationwide basis, to both independent property owners and commercial companies.**

If you have cases where you wish us to check that your Section 8 or Section 21 notices are valid, we will check these notices for free.

We will also be happy to discuss with you your chances of success on Rent and Debt Collection cases free of charge.

**Click here**  
to find out  
more

# Free Advice

If you are a Landlord or a property company managing tenanted properties, and are experiencing any problems with Tenants leaving at the end of an agreement or non payment of rent, then ARC Collections are here to help. Please do not hesitate to get in touch for a free over the phone consultation.

# Eviction Services

---

Our Eviction Team reviews the situation relating to your case and give you advice on the fastest and most cost effective route to Tenant Eviction. We will, as a matter of course, take the problem from you and deal with the Tenant directly. We will serve the relevant notices and speak , where applicable, with the local Housing Office to attempt to have your Tenants rehoused as soon as possible.

If you have Tenants that you need to legally remove, we can work on your behalf in the following circumstances:

- **Rent Arrears**
- **Tenancy Agreement has ended and you require your property back**
- **Anti-Social Behavior**
- **A breach in the Tenancy Agreement**
- **Your Tenant is trading from your Residential property**
- **You have Squatters or Trespassers**

Call Us On  
**01335 216167**  
for more  
information

## STAGE 1

# Eviction Notice

We will prepare and serve the relevant Legal Notices on your Tenant on the same day as instructing us. We will, as a matter of course and if appropriate, serve both a Section 8 and Section 21 Notice and will serve it on the same day as instruction.

This step is very often enough to ensure your Tenant pays the arrears or leaves the property within the valid time frames.

The total cost for us to prepare and serve both Section 8 and Section 21 Notices together is **just £80**

## STAGE 2

# Court Proceedings

This is only required if your Tenant does not adhere to the Notices issued under Stage 1.

## SECTION 8 EVICTION

ARC Collections will, based on your expired Section 8 Notice:

- **Prepare the Claim Forms and issue the Claim at Court**
- **Obtain the earliest possible Hearing date**
- **Prepare and issue a Witness Statement for you and all other necessary Court Documentation**
- **Our Solicitors will represent you in Court at the Hearing and liaise, if necessary, with the Tenant's Solicitors at the Hearing**
- **Obtain the Court Order for Possession and a County Court Judgment for the full arrears at the time your tenant leaves your property**
- **Provide you with a detailed written record of the events at the Court Hearing**

The cost for all the above, including the Court fee and Solicitor Representation at the Hearing, is **£825**

## SECTION 21 EVICTION

ARC Collections will, based on your expired Section 21 Notice:

- **Prepare the Claim Forms and issue the Claim at Court**
- **Follow the Claim through on your behalf with the Court**
- **Obtain a Court Order for Possession including an Order for Costs**

Note: this action is available for Section 21 procedures only and cannot include a claim for rent arrears.

The total cost for all of the above, including the Court fee, is **£655**



## COURT PAPERWORK ONLY

If you are happy to carry out the Court proceedings yourself, but require us to complete the Court paperwork for you, meaning you then need to pay the Court fee of £355 and arrange to go to Court for the Hearing without a Solicitor, then we can prepare the relevant Court paperwork on your behalf and then forward it to you to apply direct to the Court. You are then free to take control of the case and deal with it at your own pace.

**The total cost for this service is £195**

## COURT REPRESENTATION ONLY

This service is for Landlords who have issued their own Court claim for Possession but require a Solicitor to represent you at the Court Hearing. We would:

- **Obtain the relevant documentation from you.**
- **Instruct one of our Solicitors to attend the Hearing on your behalf (nationwide coverage available).**
- **Discuss the Claim in detail with you, prior to the Hearing date.**
- **Represent you in Court at the Hearing and liaise with Solicitors acting on behalf of the Tenant.**
- **Provide you with a detailed written report of the events at the Court Hearing.**

**The total cost for this service is £275**



Call Us On **01335 216167**  
for more information

## STAGE 3

# Tenant Removal

On the rare occasion that a Court Order has been obtained and the Tenant refuses to leave the property, it is then necessary to remove the Tenant via County Court Bailiffs or Enforcement Officers. The length of time it will take the Court Bailiffs to complete this process will depend on where the property is. Currently, some Courts are taking up to 6 months to complete an Eviction, so we have a number of alternatives to speed this process up.

### COUNTY COURT BAILIFF EVICTION

We will apply to the Court, on your behalf, and arrange an Eviction date with the County Court

The Bailiff will then execute the Warrant and obtain vacant Possession of your property.

**The total cost for this service is £210**

### HIGH COURT ENFORCEMENT EVICTION

We will automatically apply to the Court to grant a High Court Writ, at the point of obtaining the Possession Order.

On expiry of the Possession Order, we shall then instruct High Court Enforcement Officers to repossess the property, within 7 days of expiry of the Possession Order.

The Enforcement Officers will call on the Defendant, within 7 days of expiry of the Possession Order, and obtain vacant Possession of your property for you.

This service should be considered if it is apparent that there is a long delay in appointing County Court Bailiffs, as is currently the case with many County Courts in the UK. If there are these delays, which can sometimes be up to 6 months, then there is obviously a large void period in receiving further rental payments.

**The total cost for this service is £1040**

To start an Eviction Process [click here](#) or call **01335 216167**

# Commercial Eviction and Rent Recovery

---

**With regards to Commercial Rent and Eviction proceedings, the law is different to Residential action, in as much as, in most cases, Court Proceedings are not required.**

Our Legal team will review the situation relating to your case, and give you advice on the fastest and most cost effective route to resolve the problem.

Call Us On **01335 216167**  
for more information



## COMMERCIAL RENT COLLECTION

**If you wish to leave the Tenant in the property, but require us to collect the rent, we will organise a visit to the Commercial Premises to either remove goods or collect the outstanding rent.**

If you have a Commercial Tenant that is in rent arrears, but you wish them to remain in the property, then we can arrange to attend the address without any notice, to seize, remove and sell goods from the premises, up to the value of the rent arrears.

Alternatively, we will in the first instance look to collect the full outstanding rent in one go, or negotiate a short repayment arrangement with the Tenant to recover the full arrears, whilst leaving the seized goods in the property. Whilst any rent is outstanding, the seized goods would become the property of the High Court and it would therefore become a criminal offence if they were disposed of by the Tenant.

**The total cost for us to attend a Commercial property to either collect the outstanding rent or seize, remove and sell their goods is just £200.**

## LEASE FORFEITURE

**If you wish to Forfeit the Lease and remove the Tenant, we will organise a visit to the Commercial Premises to legally obtain possession of your property, on the basis of non payment of rent.**

If you have a Tenant who is in arrears under a Commercial Lease, and all other attempts to recover the arrears have been unsuccessful, then we are able to attend the property to peacefully re-enter and forfeit the lease under the terms of the Lease or Common Law.

We will, within 24 hours of instruction, attend the property outside business hours and legally force entry into the property. Once entry has been gained, we will complete a full inventory of any goods in the property and provide photographic evidence of this. We will then complete utility meter readings, and record the overall condition of the property. We will then secure the property, display the relevant Possession Notices and arrange for the new keys to be delivered to you or your agents.

**The total cost for us to attend a Commercial property, to either collect the outstanding rent or seize, remove and sell their goods, is just £680.**

# Removal of Squatters and Trespassers

---

**This service relates to both Residential and Commercial properties.**

The first thing that needs to be established is whether your property does in fact have Squatters / Trespassers residing or if they have some other legal right to be in the property.

Changes in the Law now make it a Criminal Offence for individuals to squat / trespass in a property. However, since these new laws have come into effect, most Police Forces still refuse to intervene, leaving no alternative other than to obtain a Court Order.

We will initially carry out a thorough review of your case and then discuss the quickest and most cost effective route to removal.

A close-up photograph of a person's hands in a dark suit and white shirt, writing in a notebook with a silver pen. The notebook is open, and the person's other hand is resting on the pages. The background is slightly blurred, showing what appears to be a desk or office environment.

Call Us On **01335 216167**  
for more information

## STAGE ONE

# Court Proceedings

**If you have Squatters / Trespassers at your property, we will act immediately on instruction.**

Initially, we will prepare all the Court documents, complete the Witness Statements, issue and serve, by hand, all sealed Court papers on the Squatters / Trespassers and represent your interests at the Court Hearing.

**The total cost for us to complete the above and obtain the Court Order, including the Court Fee, is just £1150.**

## STAGE 2

# Squatter/Trespasser Removal

**We will apply to the Court, on your behalf, and arrange the earliest possible Eviction date.**

The Bailiff will then execute the Warrant and obtain vacant Possession of your property.

**The total cost for this service is £210.**

# Rent and Debt Collection

---

ARC Collections are a major Debt Recovery and Tracing company, acting solely for the Property Professional. You could be a Letting Agent, Housing Association, Private Landlord or Buy To Let Investor. We have all the products you require for a comprehensive Debt Collection and Tracing package. As we cover the whole of the UK, it does not matter where you or your Debtor are based; we have every corner of the UK covered.

We can tailor your package to suit your budget and requirements. We specialise in the recovery of Tenant Debt. This is a very specialised and difficult area, so you will need to work with a partner you can trust.

Our services include:

- **Fixed Price Debt Recovery**
- **Trace your absconded Debtor to their new location**
- **We can take your Debtor to Court for the money they owe**
- **An expertise in Enforcing County Court Judgments**
- **We offer Legal Advice from a specialist in the area of Tenant debt.**
- **In fact, we offer a full and comprehensive Debt Recovery Service for any existing or previous debt that is owed to you by a Tenant.**

We offer either a one off service for single debts or take a look at our [Members Page](#) to see the discounts available for multiple cases.

Call Us On **01335 216167**  
for more information

## TRACING SERVICES

Our skip tracing Investigators have the relevant tools to legally access credit reference agencies, and the software to locate an ex Tenant's home and, if required, their employment details.

**The total cost for us to trace your absconded Tenant is just £75 for a home address search and £75 for an employment search. If you require both, the fee is reduced to £100.**

## RENT AND DEBT COLLECTION

On reviewing your case, we will advise on the best course of action to take depending on the Debtors circumstances.

If you have not obtained a County Court Judgment against the Debtor, we can initially chase for the arrears, with a series of letters, emails and telephone calls, with a view to collecting the outstanding amount without the need for Court Action. This service also includes the obligatory Letter before Action. The total cost for this action is just £50.

**If the Defendant ignores our demands for payment, and we believe there is a strong chance of recovering your money, upon your instruction, we will issue County Court Proceedings against the Debtor, to obtain a County Court Judgment, The cost for this action is just £200 + Court Fee.**

If, on receipt of the County Court Judgment, the Defendant still does not pay, see Enforcement Section.

## COMMERCIAL RENT COLLECTION

If you have a Commercial Tenant that is in rent arrears, but you wish them to remain in the property, then we can arrange to attend the address without any notice, to seize, remove and sell goods from the premises, up to the value of the rent arrears.

Alternatively, we will in the first instance look to collect the full outstanding rent in one go, or negotiate a short repayment arrangement with the Tenant to recover the full arrears, whilst leaving the seized goods in the property. Whilst any rent is outstanding, the seized goods would become the property of the High Court and it would therefore become a criminal offence if they were disposed of by the Tenant.

**The total cost for us to attend a Commercial property to either collect the outstanding rent or seize, remove and sell their goods is just £200**

# Enforcement Solutions

---

Once we have obtained a County Court Judgment, and if the Defendant has still not paid the outstanding debt, we will advise you on the best course of action to take to recover your money.

We will carry out a thorough review of the Defendant's circumstances and discuss with you the quickest and most cost effective route to recover the outstanding debt.

Call Us On **01335 216167**  
for more information



## ATTACHMENT OF EARNINGS ORDER

If the Defendant is employed, we can apply to the Court for an Order to be made to deduct a monthly amount directly from the Defendant's salary. The Court fee for this is added to the debt.

**The total cost for us to complete this service, including the Court fee, is just £300**

## CHARGING ORDER SERVICES

If the Debtor owns either a Residential or Commercial property, we can apply to the Court for a Charging Order on the property. This process will then prevent the Debtor from disposing of the property without paying you the amount owed, providing there is enough equity in the property to cover a possible outstanding mortgage. Prior to undertaking this action, we will confirm if the property is free of mortgages and charges and, if not, we shall carry out a search of amounts outstanding and any other charges relating to the property.

**The total cost for this service is just £700.**

## THIRD PARTY DEBT ORDER

A Third Party Debt Order is made to stop the Debtor from taking money from their bank account, building society or any known financial pot of money owned by them. The money you are owed is paid to you from this account. A Third Party Debt Order can also be sent to anyone that you know who owes the Debtor money. The Order will prevent the Debtor having access to the money until the Court decides if the money should be paid to you.

**The total cost for us to complete the above service, including the Court fee, is just £350.**

## HIGH COURT ENFORCEMENT

If you believe the Debtor has funds or assets to clear your debt, we will apply for the County Court Judgment to be transferred from the County Court to the High Court. This is a paperwork exercise and does not involve a Court Hearing. Once completed, which normally takes around 7 days, we will then issue your case to our High Court Enforcement Agents. They will visit the Debtor's address to either collect the full balance, or remove goods from the Debtor and sell them to recover the outstanding amount.

**This service includes multiple visits if required, at no additional fee.  
The total cost for this service is just £360**

# Defended Cases

---

**In some cases, a Defendant will Defend a County Court claim, which often means the Judge will Adjourn the hearing to the next available Court date.**

Under these circumstance, the claim can often become quite complex.

If this is the case, our experienced team of Solicitors will review the Defendant's Defence and recommend the best course of action to ensure you win the case.

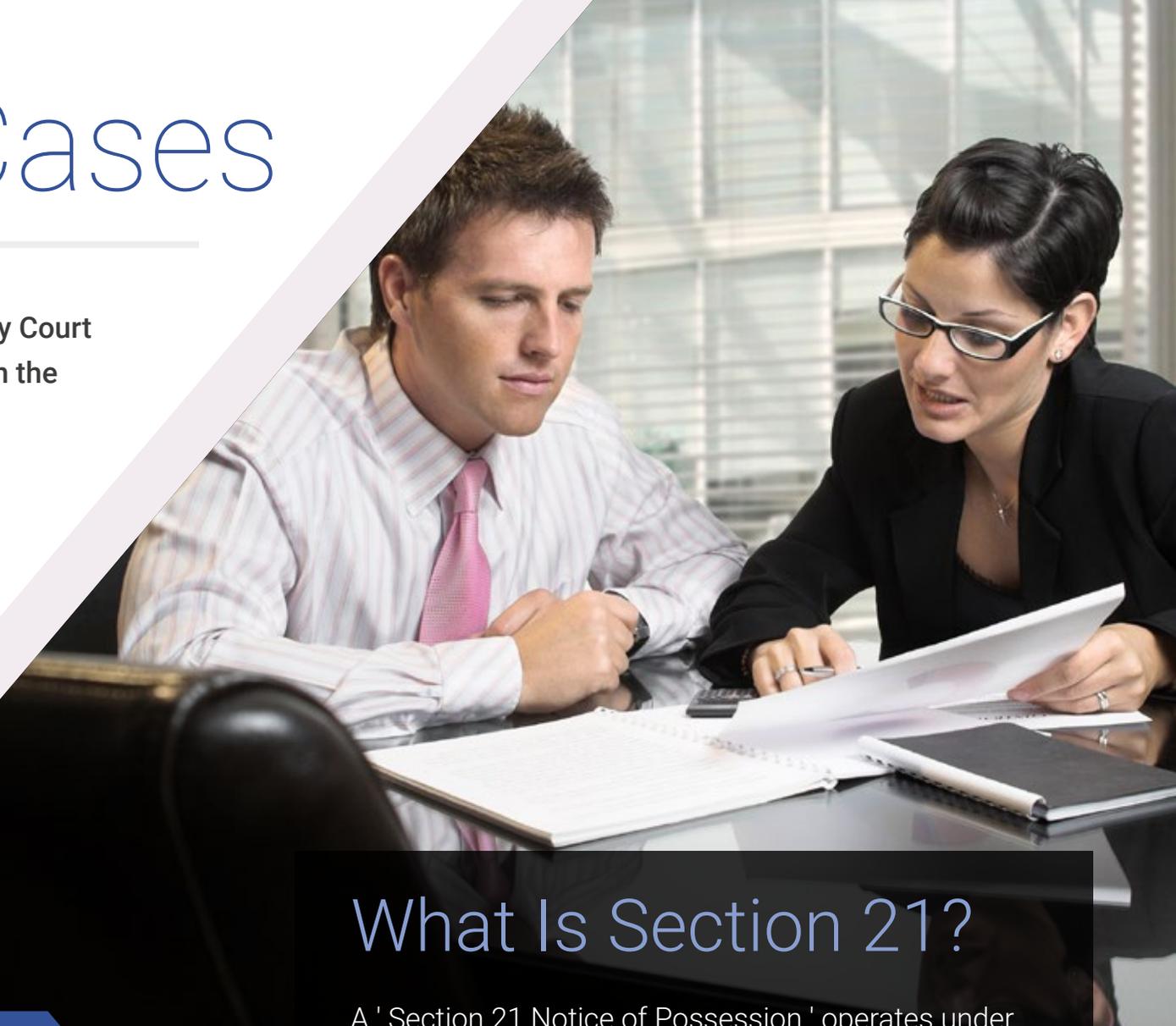
[BACK TO CONTENTS](#)

For Defended cases, we are able to offer fixed fees, once the case has been fully reviewed. Call us on **01335 216167**

## What Is Section 21?

A 'Section 21 Notice of Possession' operates under section 21 of the Housing Act 1988, and is the legal eviction notice a landlord can give to a tenant to regain possession of a property at the end of an Assured Shorthold Tenancy (AST).

**If you would like to know more please contact us.**



# ARC Collections Members

---

**Click here** to find out more and how to join us.

## **We believe in giving value for money for Landlord Debt, Rent Collection and Eviction Services.**

For that reason, we have developed a brand new Membership scheme for our clients. Just some of the benefits are listed below:

- **Up to 30 current and historical Debt Collection cases for pre-legal work**
- **Membership rates for Skip Traces**
- **Membership rates for Eviction Proceedings**
- **Membership rate for County Court Proceedings**
- **Membership rates for Enforcement Proceedings**
- **The cost to become a member is only £350 and you don't have to submit all the 30 cases in one go. They can be spread out as and when you require them, until you reach the 30 case mark**

# Customer Reviews

“ Having worked with many Legal Companies over the years, I've experienced a lot of frustrations, such as: not taking into consideration my business requirements. I thoroughly recommend ARC Collections, who aren't out to get a quick win but an Agency who care about your business, it's requirements and overall provide a great service. I would recommend them to everyone. ”

**S.K - Finance Director**  
Large West London Estate /  
Lettings Agent

“ We started dealing with ARC Collections some time ago and have found them to be efficient, helpful and pro-active. They are always available at the end of the phone or email, to give solid, professional advice in a simple, straightforward manner. We look forward to continuing our successful relationship and wish ARC Collections success for the future. ”

**P.B - Sussex**

*“ I would like to say that I was extremely happy with the prompt and efficient service that you have provided in evicting my tenant and I would have no hesitation in using you again, or recommending you to anyone I know. ”*

**J.L - Surrey**

*“ I would recommend your services to anyone. My tenant paid the arrears of £5000 in full within 14 days of me contacting UK Eviction Group. I can't tell you how delighted I am with such an excellent result. ”*

**P.G - Leeds**

# Get in touch

---

**If you are experiencing any kind of Tenant or Debt Collection problem, or are struggling to gain possession of a property, then we are here to help.**

We work on a nationwide basis, and can either take your cases from cradle to grave, or if you have hit a brick wall, we can review and take the case over from you until conclusion.



**ARC**COLLECTIONS

PO Box 7864, Ashbourne, Derbyshire, DE6 9BY

**T:** 01335 216167 **E:** [info@arc-colls.co.uk](mailto:info@arc-colls.co.uk)

[www.arc-colls.co.uk](http://www.arc-colls.co.uk)