

Commercial Rent Arrears Recovery (CRAR)		Our Ref:	
I/We hereby authorise you to take control of goods under the Tribunal & Enforcement Act 2007 in the tenure and occupation of:			
Name of tenant:			
Address of tenant:	Being situated at:		
	<input type="checkbox"/> Shop	<input type="checkbox"/> Warehouse	<input type="checkbox"/> Office
	<input type="checkbox"/> Other (<i>please specify</i>)		<input type="text"/>
For the sum of:	£ <input type="text"/>	(<i>total amount due</i>)	Opening hours: From: <input type="text"/> to: <input type="text"/>
➤ Being in arrears due to the Landlord: Please provide a copy of the lease			
Name of landlord:			
Due on the:	<input type="text"/>	(<i>day/month/year</i>)	For the period ending: <input type="text"/> (<i>day/month/year</i>)
➤ Details of landlord, solicitor or agent:			
Name:			
Address:			
Special instructions:			
<p>And to proceed therein for the recovery of the said Rents and Costs as the law directs: and for so doing, this shall be your sufficient warrant, authority and indemnification against all actions at law, as well as against all costs, charges or expenses which you may incur or be liable to pay by reason of your executing this Warrant, and do thereby undertake not to hold you accountable for any goods forcibly or clandestinely removed.</p>			
➤ Signature		<i>By submitting this form you agree to the terms and conditions as laid out on pages 2 & 3.</i>	
Signed:	<input type="text"/>	Dated:	<input type="text"/> (<i>day/month/year</i>)

Complete this form and email it to office@prestigebailiffservices.co.uk

Prestige Bailiff Services

Terms & Conditions

1. Provision of these Terms and Conditions

These Terms and Conditions are also available upon request in writing to the address detailed in the introduction below.

2. Previous Terms and Conditions

The Terms will only supersede previous Terms where the enforcement power changes from the appropriate regulations at the time of instruction to The Taking Control of Goods Regulations 2013.

3. Introduction

Prestige Bailiff Services, for the purposes of these Terms and Conditions, will be referred to as "PBS". PBS provides a variety of services to their clients or potential clients ("the Client") including but not limited to; enforcement, debt recovery, tracing, investigation, repossession, eviction, security and legal activities. We are registered at Companies House under No.8677528 and our registered office is at Mile House, Bridge End, Chester le Street, Co Durham, DH3 3RA.

4. Instructing us

a) By completing an Instruction Form and/or instructing PBS by any other means, you, the private individual, firm, authorised company representative or legal professional instructing us become the Client and authorise PBS to provide the services to you as set out in the Instruction Form.

b) By becoming the Client you agree to be bound by these Terms and Conditions.

c) PBS reserves the right to decline any instructions without stating a reason. In such circumstances any monies paid to PBS in respect of those instructions may be refunded upon written request and approval by a Director. Please note this does not include any fees which were made payable to Her Majesty's Court and Tribunal Service (HMCTS).

5. Definition of the terms

These Terms and Conditions apply to the provision of services by PBS and no variation, alteration, substitution or modification of these Terms shall be binding on PBS unless expressly agreed by a Director of PBS. The Client agrees to be bound by these conditions upon providing PBS with an instruction.

6. Governing law

These Terms and Conditions shall be governed by and construed in accordance with the law of England & Wales, and each of the parties submits to the exclusive jurisdiction of the courts of England & Wales.

7. The work

a) *Transfer to the High Court for enforcement.*

PBS, or a solicitor acting on their behalf, shall obtain the appropriate certificate from the appropriate Court for transfer of a judgment to the High Court for the purposes of enforcement. Upon receipt of the certificate PBS or a solicitor acting on their behalf will thereafter obtain the appropriate Writ of control or Writ of execution in the name of an Authorised High Court Enforcement Officer (pursuant to paragraph 2 (1) of Schedule 7 of the Courts Act) as directed by PBS.

Where PBS or a solicitor acting on their behalf is provided with the appropriate sealed certificate only the latter part of this work will apply. The fee payable to HMCTS to obtain a Writ is a fee of HMCTS and not that of PBS.

b) *High Court enforcement - Writs of control and Writs of execution*

PBS Officers or appointed High Court Enforcement Officers shall undertake the enforcement action as directed in the Instruction Form completed by the Client. PBS may also use a telephone collection strategy in conjunction with enforcement agent attendances to enhance monetary recovery rates.

c) *Commercial Rent Arrears Recovery ("CRAR"), Forfeiture of Lease and any other enforcement services under Common Law*

PBS's Enforcement Agents and Agents shall undertake the enforcement action as directed in the Instruction Form as completed by the Client.

d) *Other services*

PBS Officers or appointed High Court Enforcement Officers, Debt Recovery Agents, Field Agents, Repossession Agents, Security Officers and/or any other Contracted Staff or Employees shall undertake the services as directed in the Instruction Form as completed by the Client.

8. Fees and disbursements

a) PBS will apply fees and disbursements as stipulated in The Taking Control of Goods (Fees) Regulations 2014, in the High Court Enforcement Officers Regulations 2004 and/or any other appropriate Regulations and these fees are recoverable from the debtor in the first instance.

b) The Client, with consent of the Creditor, hereby authorises PBS to, if necessary, apply to the appropriate Court that the enforcement agent may recover from the debtor exceptional disbursements which are not otherwise recoverable under the Regulations.

c) PBS and/or the Client/creditor shall satisfy the Court that the disbursements to which it relates are necessary for effective enforcement of the sum to be recovered, having regard to all the circumstances including the amount of that sum; and the nature and value of the goods which have been taken into control, or which it is sought to take into control.

d) In matters relating to the recovery of monies, if the Client receives payment on or after the date of instruction the Client must forward the sums to PBS in full unless expressly agreed otherwise by PBS. If the Client or creditor negotiates payment outside of the enforcement process, either by agreement or consent order, the Client becomes liable to the full fees charged by PBS that otherwise have been recoverable from the debtor under the relevant Regulations.

e) In certain activities and services (eg evictions) PBS will invoice the Client directly for the costs associated with providing the service. In such circumstances the Client will make payment of the sums due within the timescales specified on the invoice. If any element of an invoice is queried that part of the invoice which has not been queried is to be paid in any event.

f) PBS reserves the right to charge late payment interest at four per cent above the base rate applied from time to time by Barclays Bank plc on any balance outstanding. The Client will also make payment of costs associated with debt recovery procedures, where applicable, should the matter remain unpaid beyond the terms stated.

g) The Client agrees that where enforcement is unsuccessful in matters regulated by the Tribunals Courts and Enforcement Act 2007 he will be liable for the Compliance Fee (£75.00 plus VAT as at 6th April 2014), triggered by the Compliance Stage, in accordance with the High Court Enforcement Officers Regulations 2004 No.400, Part 4, Regulation 13(3A) as amended by The Tribunals, Courts and Enforcement Act 2007 (Consequential, Transitional and Saving Provision) Order 2014 No.600 Paragraph 8.

h) VAT will be charged at the current rate on fees, costs and charges where applicable and in accordance with HMRC guidance.

i) Any change in VAT or Court fees will take effect immediately, and we reserve the right to delay the processing of transfer up or enforcement

until such time as all monies due are settled in full. PBS will notify you of such a change as soon as is practicable.

9. Payments under a Writ of control

a) Payments collected under a Writ of control will held "in suspense", ie neither belonging to the creditor or debtor, for 14 days before payment is made to the Client on the 15th day, as stipulated in the Insolvency Act 1986.

b) The Client authorises the Enforcement Agent to enter into a payment arrangement under a signed Controlled Goods Agreement where payment in full cannot be obtained.

c) In matters falling under the TCGA where the debtor makes a part payment towards the debt this payment will be split *pro rata* between the Client and PBS in payment of the sum to be recovered, and any remaining amounts recoverable in respect of fees and disbursements payable to PBS, in accordance with The Taking Control of Goods (Fees) Regulations 2014 Paragraph 13(3) & 13(4).

d) PBS will hold on the Clients behalf any part payment recovered in an enforcement action until the amount payable to the Client reaches a minimum sum of £100.00, unless expressly agreed otherwise by PBS.

10. Your responsibilities

a) By instructing PBS the Client agrees to provide PBS with accurate information and documentation.

b) The Client confirms that no other enforcement action is being carried out that will prevent or hinder PBS from carrying out their enforcement duties under the Writ or Warrant.

c) The Client confirms that the details given are correct, and accepts any responsibility for information given which proves to be incorrect.

11. Our liability

a) These terms do not affect our liability to you in any way for: personal injury or death arising from our negligence, nor our liability for fraudulent misrepresentation or misrepresentation as to a fundamental matter made by one of our employees or agents, nor any other liability which cannot be excluded or limited under applicable law.

b) This paragraph shall apply to any claim: a. by you. b. and, if any duties are held to be owed to them, to a claim by any individual or company, related or associated to you, and any officer, servant or employee of any of these entities; against PBS, any past, or future Directors, and/or any past, present or future employees of PBS.

c) All claims, whether made by one or more of the parties, arising from the same act or omission, or from a series of related acts or omissions, shall be regarded as one claim.

d) Any claim arising as a result of these terms must be notified to us in writing within 6 (six) months of the date that such liability arises. Failure to provide notice within this period will forfeit any claim.

12. Exclusions of liability

a) PBS will not be liable for any loss of income, loss of profits, loss of markets, loss of reputation, loss of customers, loss of use, loss of an opportunity even if we had knowledge that such damages or loss might arise or for any indirect, incidental, special or consequential damages or loss howsoever arising including without limitation breach of contract, negligence, wilful act or default.

b) PBS shall bear no liability for loss and/or damage arising from matters outside of its control.

13. Advice given

a) Non Solicitors should be aware that we are not a law firm and we do not provide legal advice. Any advice provided by PBS relates strictly to the provision of services and should not be relied upon as legal advice.

b) PBS accepts no liability for any actions you may take or loss or damage you incur as a result of advice given in any communication with us or contained in marketing material. We accept no liability for loss or damage you may suffer by instructing any firm of solicitors to whom we may refer.

c) None of the content presented on any of PBS's websites constitutes legal advice in relation to any of PBS's services.

14. Professional indemnity insurance

We carry professional indemnity insurance for our work. Details may be obtained upon request in writing to our registered office.

15. Complaints

PBS aims to provide a high quality of service to our clients. If you have a concern about the way your case is being handled then in the first instance you should raise this with your usual contact.

16. Data protection act 1998

a) PBS use the information you provide primarily for the provision of our services to you the Client and for related purposes including: updating and enhancing client records; analysis to help us manage our company; legal and regulatory compliance.

b) Our use of that information is subject to your instructions, the Data Protection Act 1998 and our duty of confidentiality. You have a right of access under data protection legislation to the personal data that we hold about you.

c) By instructing PBS we may send you information by email that we think might be of interest to you. If you do not wish to receive that information please notify our office.

17. General

a) These Terms and Conditions shall not affect any provision of the general law or professional standards applicable to the relationship between PBS and you the Client.

b) Any notice to be given to us may be sent to us at our principal place of business and, any notice to be given by us, may be given to you at your last postal and/or email address known to us.

18. Repeat matters

Unless expressly varied, the terms of this document will also apply in respect of any future matters where one or more of the services is provided to the Client.

19. Amendments to our Terms and Conditions

a) PBS may revise these Terms and Conditions at any time and the amended Terms will become effective immediately.

b) You, the Client, are expected to check these Terms from time to time to take notice of any binding changes that may have been made. Some of the provisions contained in these Terms may also be superseded by provisions or notices published elsewhere and may include Regulatory changes.

E&OE