

**THE HIGH COURT ENFORCEMENT  
TEAM THAT RECOVERS MORE**



**HIGH COURT  
ENFORCEMENT  
GROUP**

# The leading enforcement company in England and Wales

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## Local knowledge, national coverage

With a combined experience of over 250 years in High Court enforcement, HCE Group delivers professional integrity, an ethical approach and effective, proactive enforcement and eviction solutions for solicitors, businesses, organisations and individuals throughout England and Wales.

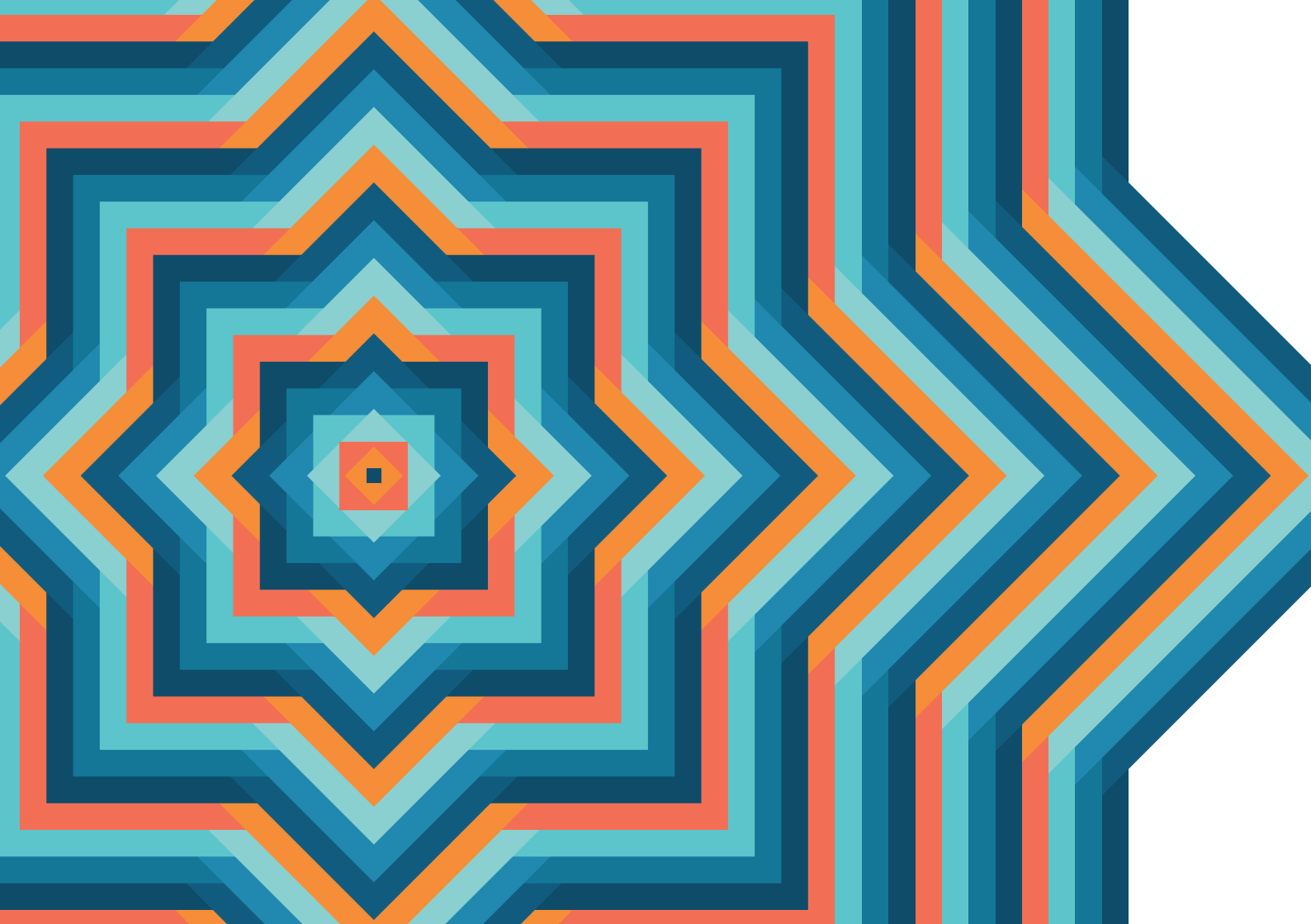
Our services include High Court writs of control, possession and delivery, environmental evictions, commercial rent arrears recovery (CRAR), commercial forfeiture, common law evictions, site security, process serving and investigations.

We currently have over 250 employees, strategically located in five operational offices


covering the length and breadth of England and Wales and we have 16 Authorised High Court Enforcement Officers (HCEO) within the Group.

Our employed, qualified and experienced enforcement agents have extensive knowledge and understanding of their local area and its geographic intricacies.

This local expertise – teamed with the benefits, resources and support of our nationwide company infrastructure – is what gives HCE Group's service an invaluable edge and allows us to deliver innovative recovery solutions across England and Wales.



# Enforcing judgments fast and efficiently



Our free transfer up service enables all unregulated County Court judgments over £600 to be transferred to the High Court as quickly and efficiently as possible – giving you access to the most effective form of enforcement available in England and Wales.

At HCE Group, determination leads to results, and that is why we issue a notice of enforcement on the same day we receive the writ. We will make a minimum of three visits, including out of hours, in pursuit of payment.

All our clients have access to the online client case management system, allowing you to review the progress and financial position of your cases and provide further instructions.

As part of our international debt collection and enforcement service, we have a strong network of enforcement partners throughout Europe, to help our clients trace debtors and recover debts across international borders.

# Recovering unpaid employment awards

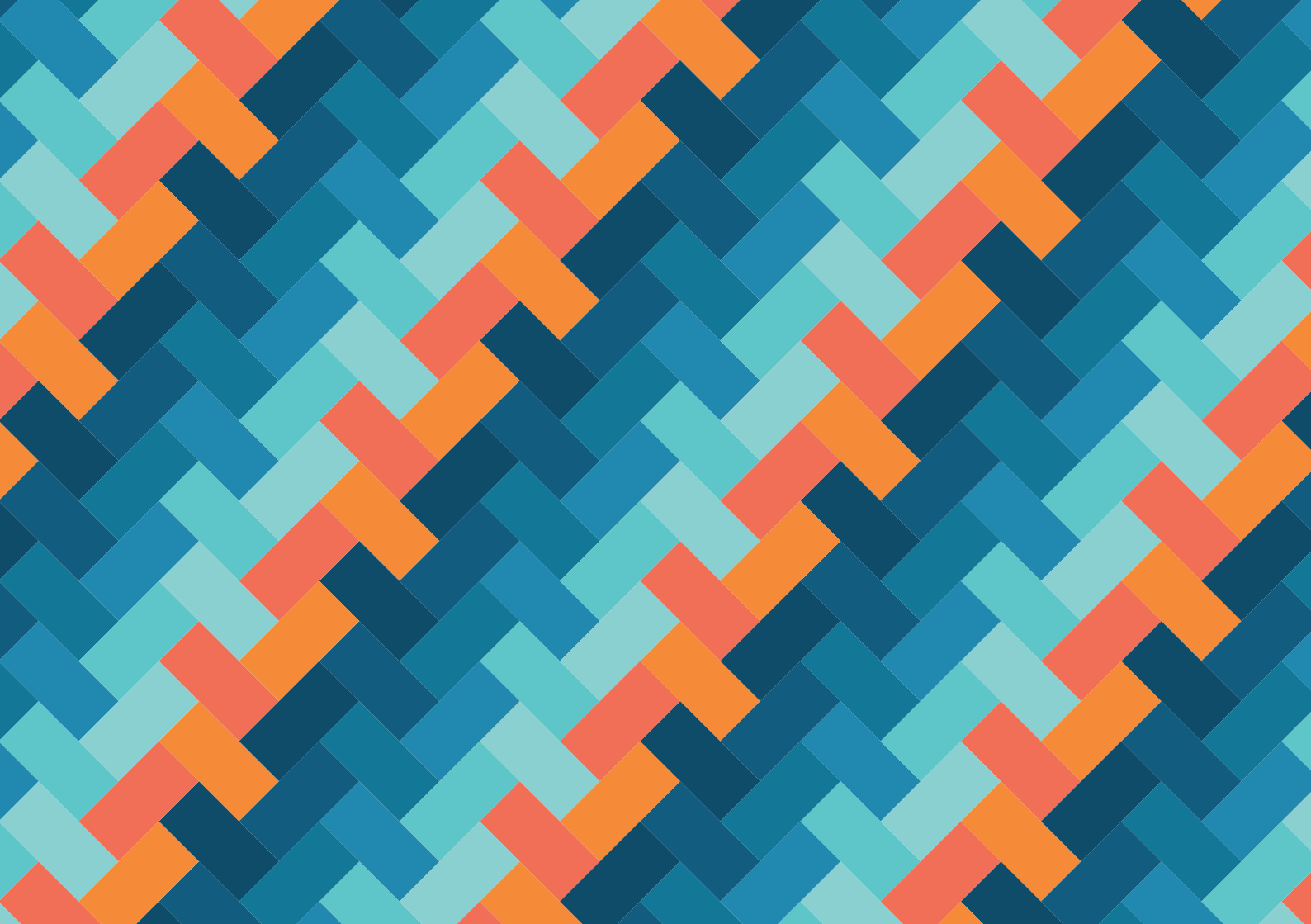
Where claimants have received an employment tribunal award or an ACAS settlement, but have not been paid, they can use HCE Group to enforce it to recover the sums owed. We can enforce any employment tribunal or ACAS award, regardless of the value.

Through the ACAS and employment tribunal fast track process, instructing us to act on your behalf is quick and simple. All you need is a copy of the award and the court fee (in certain circumstances claimants may be exempt from paying this).

We will undertake the transfer of your award to the High Court for enforcement at no charge.

Where enforcement is successful, you will receive the full value of your award, together with your court fee and judgment interest at 8% (calculated daily). If partial payment is made, this is shared proportionally between you and us.

Our fees are recoverable from the debtor, so if enforcement is unsuccessful you pay nothing more than the court fee.





# Removing trespassers and travellers

Whilst squatting is illegal in residential property, it is still very prevalent in commercial property and on open land.

Trespassers in buildings must be removed under a writ of possession. The writ authorises us to enter a building or open land to remove trespassers, using reasonable force if necessary.

We remove trespassers from open land under either a High Court writ of possession or under Common Law (Halsbury's). Travellers are most commonly removed under Halsbury's, but a high-profile case might make a court order the

more appropriate choice. We can suggest which route is most suited to your case.

We can enforce compulsory purchase orders (CPOs) without the need for a further court order.

We also provide post-eviction site security to prevent re-entry.

As the UK leaders in the safe removal of environmental protestors and high profile and problematic evictions, we have the experience, national coverage and resources to deal with evictions proficiently and ethically, regardless of scale or difficulty.

# Evicting environmental and other protestors

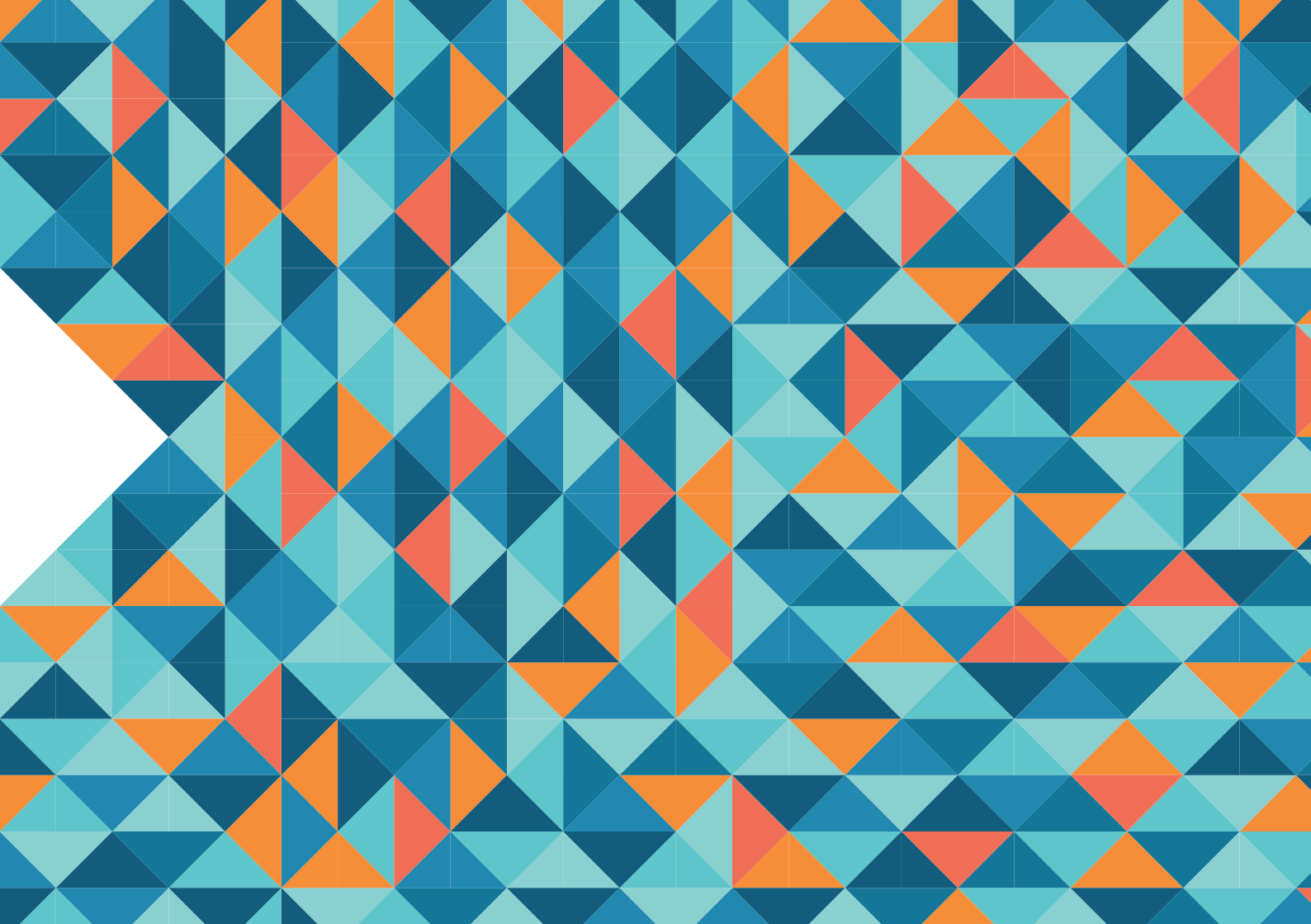
The National Eviction Team, formerly known as UK Evict, is part of High Court Enforcement Group and specialises in the safe removal of protestors and demonstrators throughout England and Wales, including infrastructure projects, fracking sites, airport and road extensions, etc.

We can work to short deadlines where needed, including carrying out an eviction within 48 hours of instruction, due to our high level of resources and specialist teams and equipment – such as method of entry, confined space (tunnel), at height, lock-on and climbing teams.

We will develop a detailed and bespoke plan for the eviction and risk assessment, covering all aspects of the eviction, including health and safety planning for your staff, enforcement agents, the protestors and members of the public and post-eviction site security.

We have the correct level of insurance in place for the eviction of protestors who are actively resisting – rescue cover is not sufficient.

Our services are tailored to your needs, according to the nature of the protest, the site and the likely degree of resistance.





# Helping private landlords with troublesome tenants

HCE Group provides a range of services to help landlords protect their investment when faced with tenants they need to remove from their property.

The traditional eviction route has been via county court bailiffs, but they are slow. Data released by the Ministry of Justice shows that it takes, on average, 45.9 weeks\* from starting a claim to having the possession order enforced.

Speed of action is vital to re-establish your income stream and to reduce any risk of damage to your property by disgruntled tenants.

As HCEOs, we can act much more quickly and effectively than county court bailiffs. We have rigorous health and safety procedures, highly trained and skilled enforcement agents and offer nationwide coverage.

You can include rent arrears on your possession order if using the standard procedure. When we carry out the eviction, we will take control of goods belonging to the tenant, which may be sold at auction to satisfy the debt.

\* Source: Ministry of Justice, May 2018

# Forfeiture and commercial rent arrears

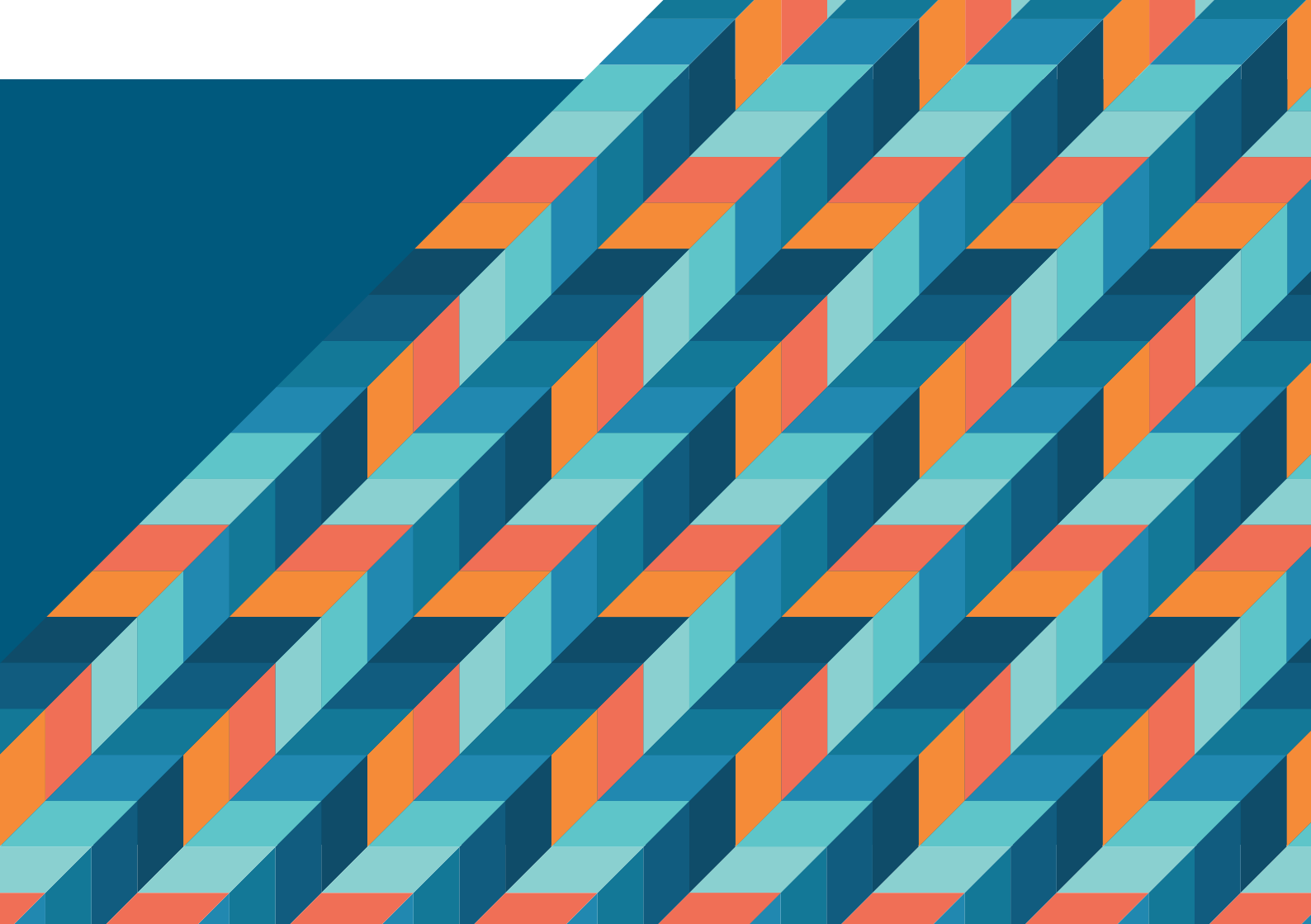
When tenants fail to pay, recovering what you're owed isn't always easy, but CRAR – commercial rent arrears recovery – is designed to support commercial landlords to recover rent arrears without the need for a court order or judgment.

Our CRAR service is fast and responsive, ensuring you receive the money you're owed quickly and efficiently. The service is completely free (unless you instruct us to withdraw), as the tenant pays the costs of enforcement. Our enforcement agents are fully trained in the complexities of CRAR and always act in the landlord's

interests, whilst striving to maintain the landlord-tenant relationship.

If you need to remove the tenants and repossess your property, we can act for you to do this by forfeiting the lease. We will enter the premises peaceably, change the locks and return possession to you. If the property is to remain unoccupied, we can provide site security.

We can act to forfeit the lease very quickly, often within 24 hours of instruction and sometimes, depending on the timing of instruction, on the same day.



# A range of additional services



## Process serving

We offer three options: standard (within 10 to 15 days), expedited (within 5 days) and next day. We deal with all types of process serving and are dedicated to providing prompt and proficient solutions for all of our clients, whatever your requirement.



## Tracing

We provide a debtor and tenant tracing service for the enforcement and collection of debts and the execution of court orders, warrants and writs. A trace is often recommended before starting enforcement.



## Site security

We can provide ongoing security to protect the site. This may be the enforcement agent, until all occupiers are removed and prevented from returning, or our SIA licensed (to at least level 2) security team. We also provide screens, doors, fencing, concrete barriers, CCTV and alarm systems.



## Vehicle possession

We undertake vehicle possession across England and Wales. Our experienced and locally-based enforcement agents have extensive local knowledge that complements our national infrastructure and resources.

# Taking care of vulnerable debtors

Under regulation, an enforcement agent is required to give a vulnerable person an adequate opportunity to obtain assistance and advice, before proceeding to remove goods, which have been taken into control.

The enforcement stage fee (or fees) and any disbursements related to that stage (or stages) are not recoverable if no such opportunity has been given.

This is why HCE Group has become an approved recognised educational assessment centre for regulated level 2 and level 3 qualifications and developed training for our welfare teams

and enforcement agents that goes far beyond regulatory requirements.

Our workshops are quality marked by the national awarding body and our level 2 and level 3 courses sit on the Regulated Qualifications Framework (RQF).

Our courses are also endorsed by CILEx, the Chartered Institute of Legal Executives.

HCE Group actively promotes ethical enforcement in the prompt collection of all sums of money due, ensuring that our approach is at all times fair, proportionate and consistent.



## To find out more or instruct us

If you have any questions or wish to instruct High Court Enforcement Group then please contact us on **08450 999 666** or visit our website at **[hcegroup.co.uk](http://hcegroup.co.uk)**, go to the instruct us page and select the service you require from the menu.

-  [@HCEGroup](https://twitter.com/HCEGroup)
-  [HCEGroup](https://www.facebook.com/HCEGroup)
-  [High-court-enforcement-group](https://www.linkedin.com/company/high-court-enforcement-group)

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HCE Group has achieved formal accreditation from the British Standards Institute in the following areas:



- ▶ Quality Management - ISO 9001: 2015
- ▶ Information Security Management - ISO 27001: 2013
- ▶ Health & Safety – OHSAS 18001: 2007
- ▶ Environmental Management - ISO 14001: 2015
- ▶ Integrated Management – PAS 99: 2012

