



PROPERTY INTEL

CLIENT — GENERAL

Arrears Recovery Only — Client Brochure

Unpaid Rent. Professional Recovery.
No Guesswork.

DOCUMENT ID

PI-STS-019

VERSION

1.0

CLASSIFICATION

Client — General

OWNER

Managing Director

REVIEW CYCLE

Bi-annual

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Executive Summary

Dealing with rent arrears is one of the most stressful aspects of being a landlord — particularly when you manage the property yourself. The legal process is prescriptive, the timelines are strict, and a single procedural error can delay recovery by months.

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Property Intel's Arrears Recovery service provides structured, legally compliant intervention from the first contact through to resolution. We handle the communication, the paperwork, and the process — giving you a clear path to recovering what is owed.

SECTION 03

2.0

Who This Is For

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CLIENT TYPE	TYPICAL NEED
Self-managing landlords	Professional help with non-paying tenants
Landlords avoiding confrontation	Uncomfortable chasing arrears personally
Overseas investors	Cannot manage arrears remotely
Portfolio landlords	Consistent arrears process across properties
Landlords referred by solicitors	Pre-court recovery before legal proceedings

SECTION 04

3.0

What We Handle

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- Tenant contact and structured communication
- Arrears assessment and documentation review
- Payment plan negotiation and monitoring
- Compliance with current Civil Procedure Rules and any applicable pre-action requirements
- Section 8 notice preparation and service (Grounds 8, 10, 11)
- Court application preparation and evidence bundling
- Weekly status reporting throughout the process
- Handover to solicitor or eviction specialist if required

SECTION 05

4.0

The Property Intel Process

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Step 1 — Instruction & Assessment We review your tenancy documentation, confirm the arrears position, and assess the compliance status of the property. A clear engagement is agreed before we begin.

Step 2 — Structured Contact We contact the tenant within 24 hours — professionally and calmly. Our approach is firm but fair, designed to establish communication and identify whether recovery is realistic without legal proceedings.

Step 3 — Negotiation Where possible, we negotiate a payment plan that recovers the arrears while keeping the tenant in situ. Every agreement is documented in writing.

Step 4 — Formal Process If the tenant is unresponsive or fails to honour agreements, we escalate to the Pre-Action Protocol and, where appropriate, serve a Section 8 notice. Every step is conducted in strict compliance with legal requirements.

Step 5 — Resolution or Handover Most cases resolve through our structured approach. Where court proceedings are required, we prepare the full evidence bundle and hand over to a solicitor or continue supporting you through the process.

SECTION 06

5.0

Risk Protection

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RISK	OUR APPROACH
Invalid notice	Compliance-checked before every service
Court rejection	Pre-Action Protocol followed meticulously
Tenant harassment allegation	All contact is professional, documented, within hours
Disrepair counterclaim	Compliance status assessed at intake
Emotional toll on landlord	We handle all tenant communication on your behalf

6.0

Compliance Assurance

Every step of our arrears recovery process is compliant with:

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- Housing Act 1988 (Section 8 notice and grounds)
- Pre-Action Protocol for Possession Claims (current Civil Procedure Rules and applicable pre-action requirements)
- Protection from Eviction Act 1977
- Tenant Fees Act 2019
- UK GDPR and Data Protection Act 2018
- Client Money Protection regulations

SECTION 08

7.0

Why Property Intel

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DIFFERENTIATOR	DETAIL
Structured protocol	Same professional process applied to every case
Legal compliance built in	Every notice and letter compliance-checked
Emotional separation	You do not need to confront your tenant directly
Transparent reporting	Weekly status reports — you always know the position
Recovery-focused	Our goal is to recover the money, not just serve paper
London expertise	Deep understanding of London tenants and tribunals

8.0

Pricing Positioning

Property Intel's arrears recovery service is offered on a fixed-fee or success-fee basis, depending on the complexity of the case and the level of intervention required. The fee is agreed before any work begins.

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For most landlords, the cost of professional recovery is a fraction of the cost of doing nothing — or of making a procedural error that delays possession by months.

Call to Action

If your tenant is behind on rent and you need professional support, contact Property Intel.

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Phone: +44 (0) XXXX XXX XXX

****Email:** contact@property-intel.co.uk **Web:** property-intel.co.uk

We will assess your situation, confirm the approach and fee, and make first contact within 24 hours of instruction.

End of Document — PI-STS-019 v1.0

NEXT ACTION

Discuss this service

For scope, fees, onboarding timelines, or portfolio-fit questions, route the next conversation through Managing Director or the relevant Property Intel service lead.

DOCUMENT OWNER	REVIEW CYCLE	CURRENT ISSUE
Managing Director	Bi-annual	1.0
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