



RECOVERING MORE FOR UTILITIES COMPANIES



**HIGH COURT
ENFORCEMENT
GROUP®**

The largest independent High Court enforcement company in England and Wales

3-4 Judgment enforcement

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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 utility companies throughout England and Wales.

In addition to our money judgment services, we also offer process serving and investigations. Our property services include evictions, commercial rent arrears recovery (CRAR) and commercial forfeiture.

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.



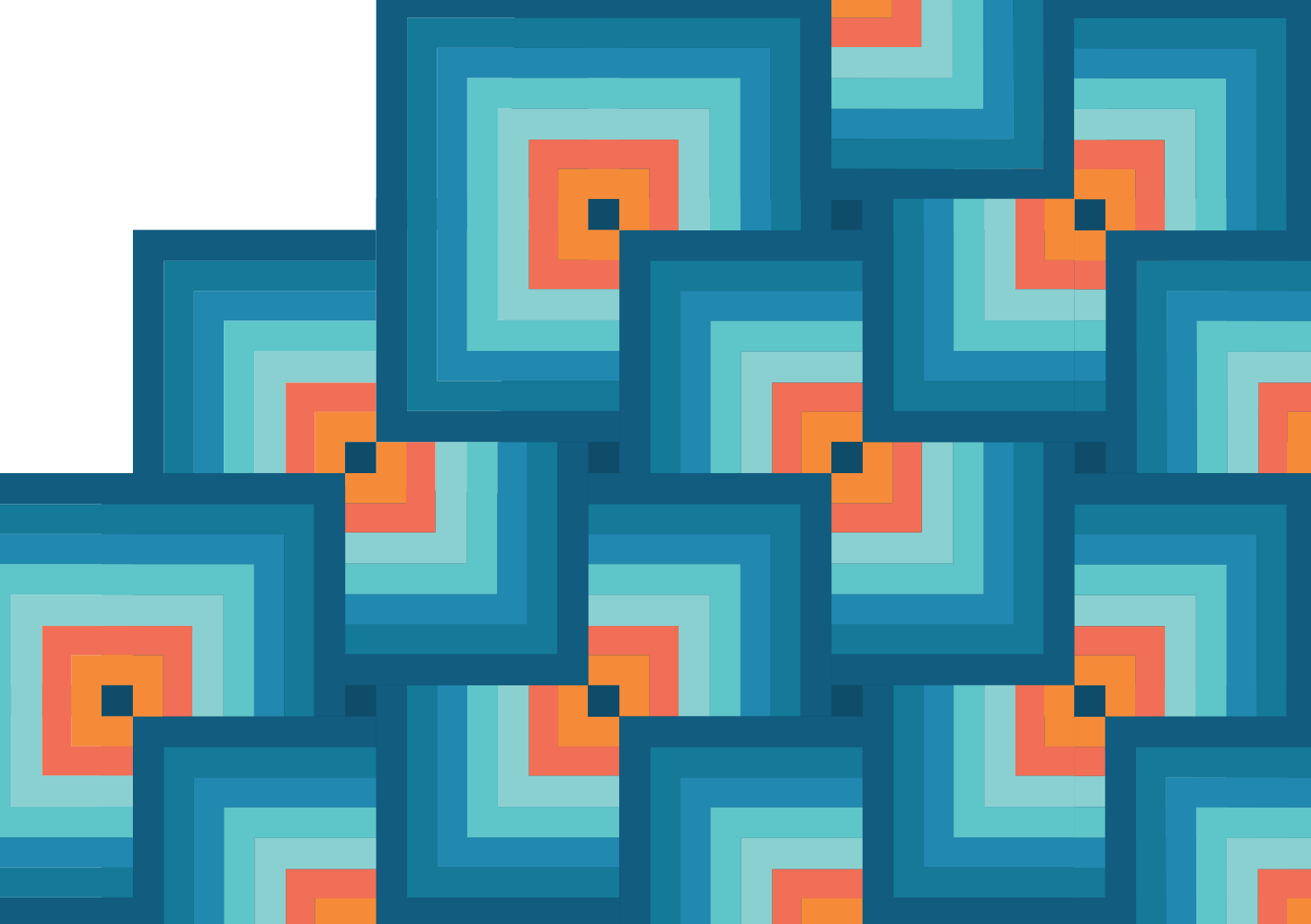
Managing volume judgments

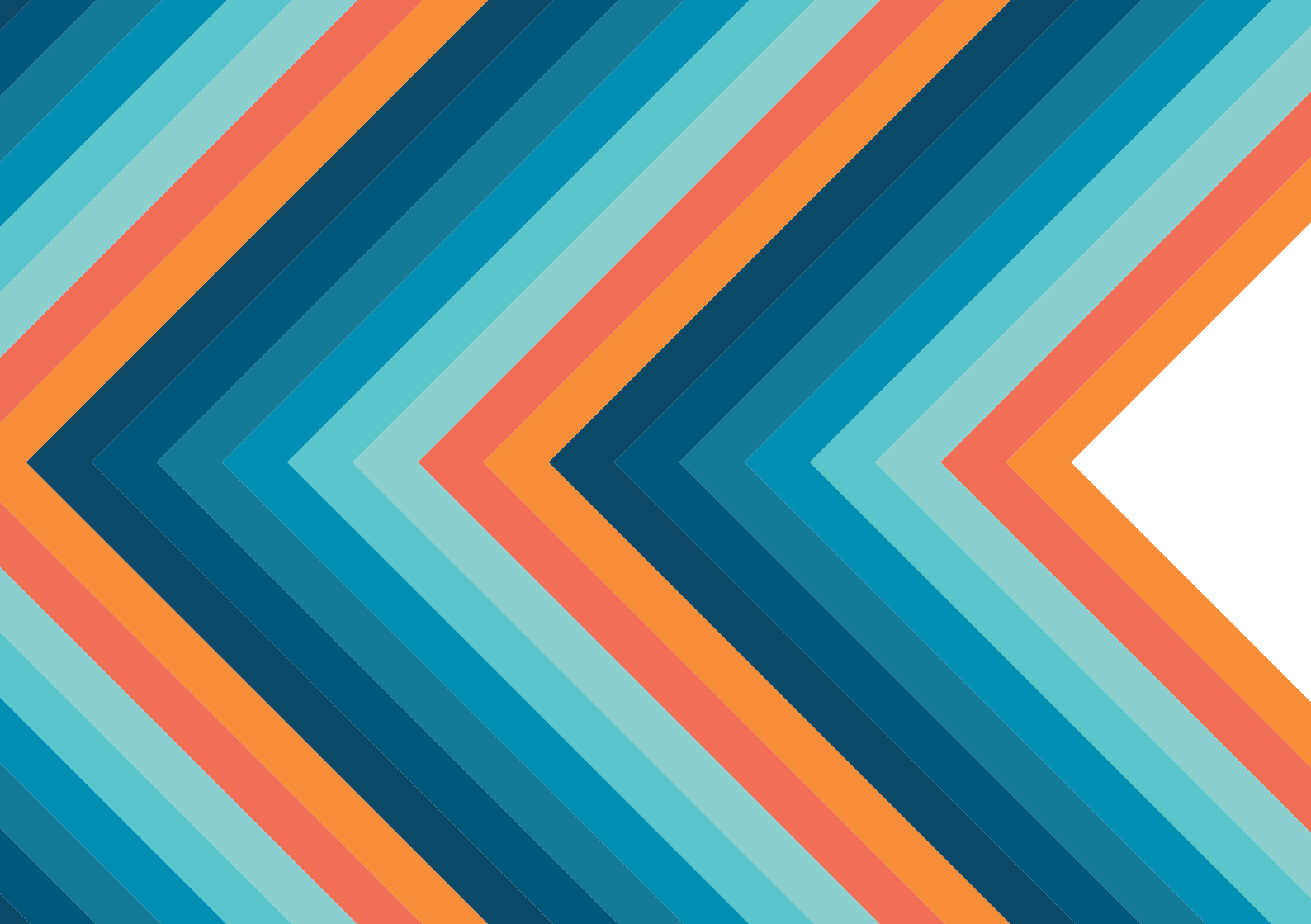
We have dedicated account teams working with our utility sector clients. We will work with you through our onboarding process to incorporate your procedures and processes into the way we work. You will have your own account manager, acting as a single point of contact within HCE Group.

We already work with many utility clients and their solicitors, dovetailing into their procedures with regards to the pre-action protocol for debt claims.

When it comes to reporting, not only will you have access to our online client case management system, we can also develop custom reports for you and integrate our system into yours with overnight data updates.

Invoicing for court fees is normally done on a monthly basis, rather than per case, unless you already have an account with HMCTS.





Taking care of vulnerable customers

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 RQF assessment centre 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 Regulatory Qualification Framework (RQF).

Our courses are approved by Skills for Justice and endorsed by the Chartered Institute of Legal Executives (CILEx) and are available to our clients.

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.

Additional services



Process serving

We offer three options:

- ▶ Standard - within 10 to 15 days
- ▶ Expedited - within 5 days
- ▶ 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

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**, go to the instruct us page and select the service you require from the menu.



@HCEGroup



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High-court-enforcement-group

High Court Enforcement Group maintains the very highest standards and has implemented integrated management systems that are rigorously audited by NQA.



- ▶ Quality Management – ISO 9001: 2015
- ▶ Information Security Management – ISO 27001: 2013
- ▶ Health & Safety Management ISO 45001: 2018 including SSIPs
- ▶ Environmental Management – ISO 14001: 2015
- ▶ Cyber Essentials Plus



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