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Debt Recovery Procedure

- Step 1** Advise client of procedure ensuring compliance with the lease, legislation and codes of practice.
- Step 2** Compliant service charge demand issued and posted on accounting system.
- Step 3** **PAID**
No further action.
- UNPAID**
Issue statement after 7 days of invoice due date. Warning of additional costs if account not settled within 14 days.
- Step 4** Issue 1st letter after 15 days of statement, notifying if payment not made within 7 days further action will be taken. Administration Charge of £25.00 + VAT applied to tenant account with compliant demand.
- Step 5** Issue second reminder after 8 days of 1st letter, notifying if payment not made within 7 days further action will be taken. Administration Charge of £25.00 + VAT applied to tenant account with compliant demand.
- Step 6** Handover to external Debt Collection Agency subject to client approval and instruction. Charge of £80.00 + VAT applied to tenant account with compliant demand for compiling instructions, information and interest charges in accordance with the Lease, sufficient for 3rd party to take recovery action.