

## Solihull Metropolitan Borough Council's Guidance Notes on Enforcement Agents

### Why are enforcement agents instructed?

Enforcement agents (previously known as bailiffs) can be instructed to recover outstanding Non-Domestic Rates.

Jacobs are the company used by Solihull Metropolitan Borough Council and once instructed by the Council, they will charge you for the work they carry out.

### What are enforcement agents able to do?

Once instructed to act on behalf of the Council, enforcement agents are permitted to:

- Write to you to inform you of the action they will be taking and advise you of the fees that you have incurred.
- Make payment arrangements with you to clear your debt. Please note; the enforcement agent does not have to accept your offer.
- Accept payment from you; please ensure you request a receipt.
- Visit your property, if no offer of payment is made they may take some of your belongings to sell.
- Advertise and sell your goods to pay the debt and cover their fees.

### What costs can an enforcement agent charge?

Below are the fees that will be charged if the outstanding Non-Domestic Rates is not paid.

If you pay the outstanding balance to the Council but do not pay the enforcement agents' charges, the enforcement agents cannot take your goods; they will however take action against you to recover their costs.

Fee stage	Fixed fee	% fee incurred for debts over £1500
Compliance Stage i.e. contact by phone or in writing	£75.00 per Liability Order	0%
Enforcement Stage i.e. visiting your property	£235.00	7.5%
Sale or Disposal Stage i.e. taking legal control of your goods and the costs associated with their transport, storage, valuing, advertising and their sale	£110.00	7.5%