

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 Council Tax.

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 home, 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 Council Tax is not paid.

If you pay the outstanding balance to the Council but do not pay the enforcement agent's charges, the enforcement agent 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 home	£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%