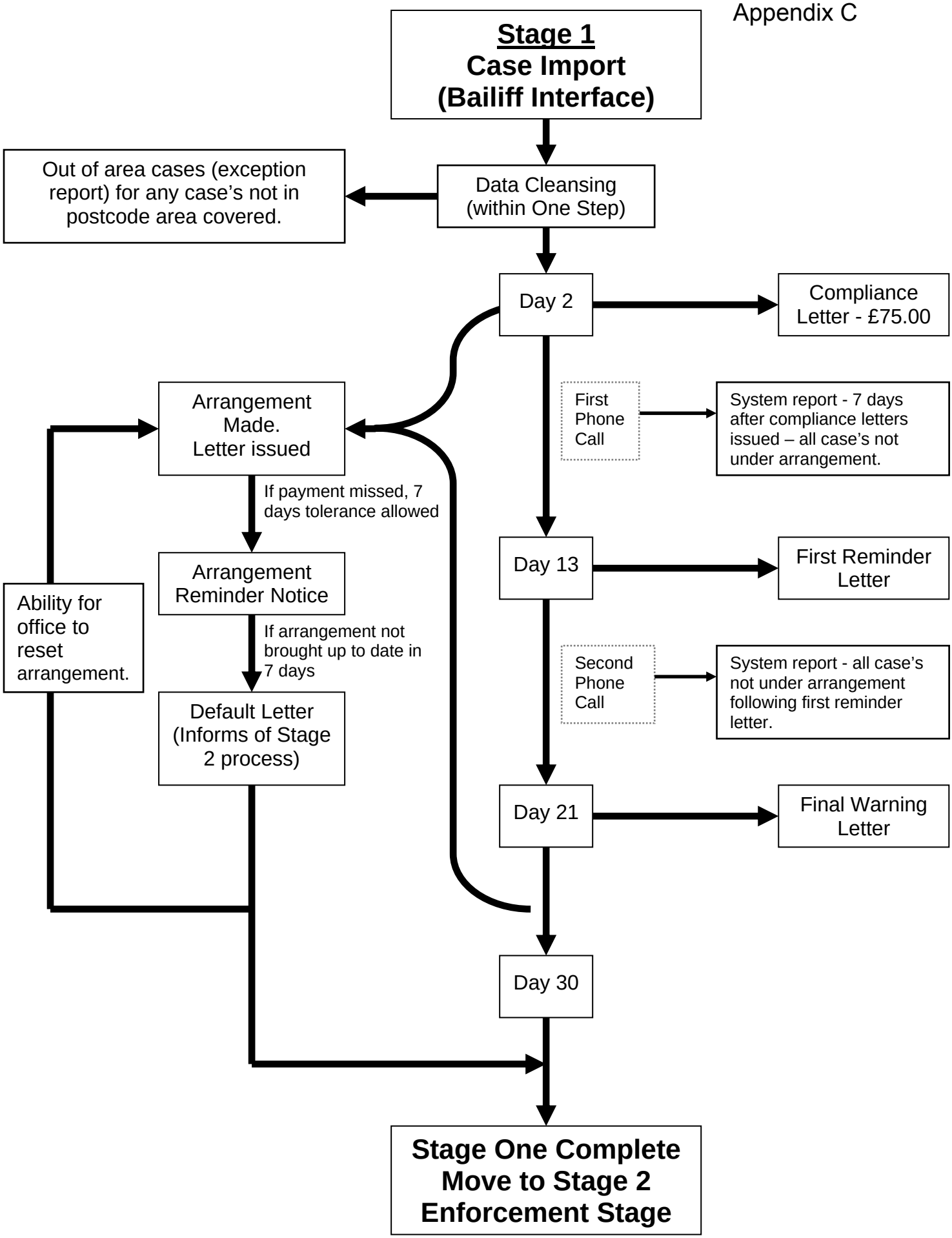
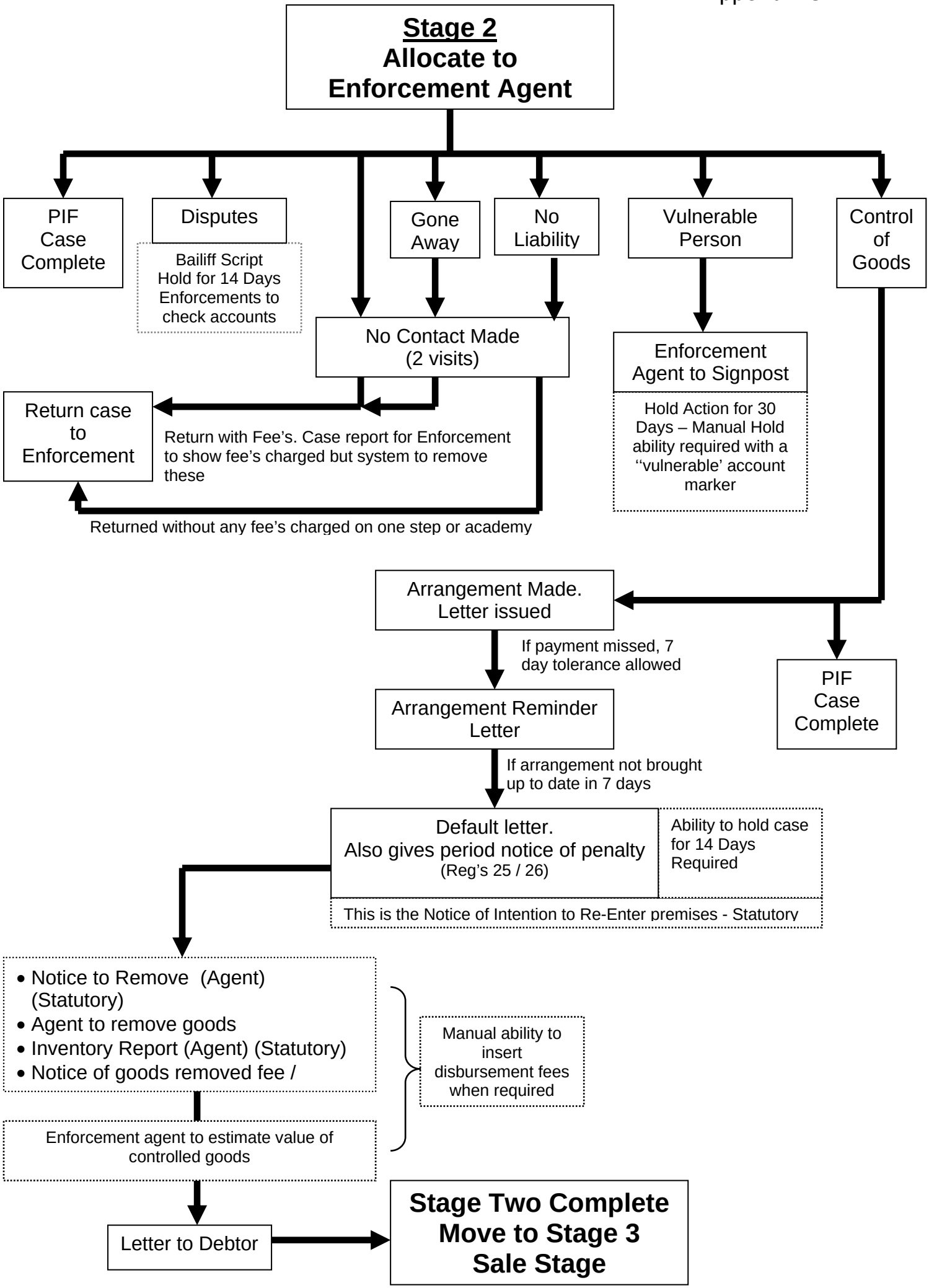
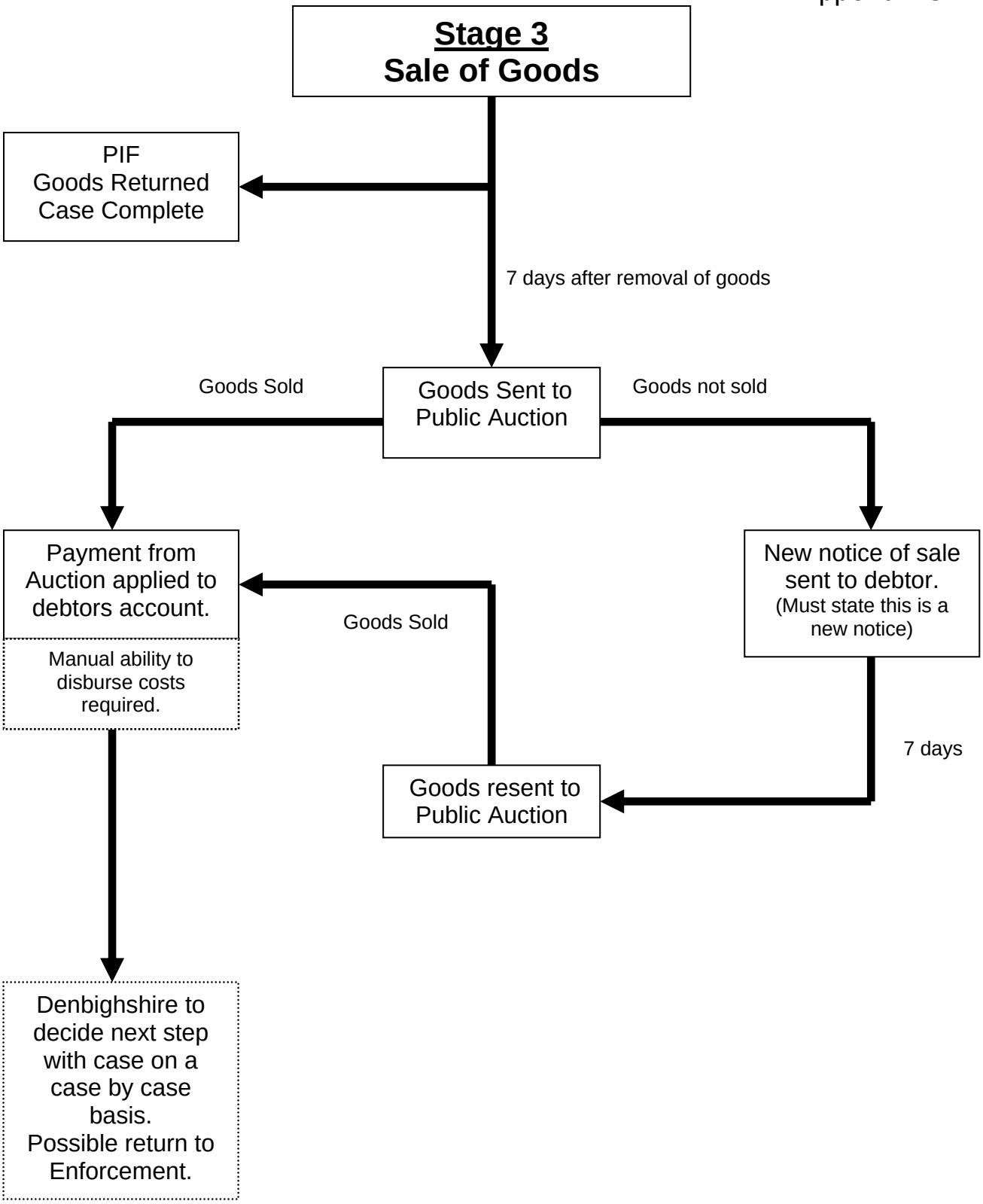
Appendix C


Stage 1
Case Import
(Bailiff Interface)
Data Cleansing
(within One Step)
Out of area cases (exception report) for any case's not in postcode area covered.
Day 2
Compliance Letter - £75.00
First Phone Call
System report - 7 days after compliance letters issued – all case's not under arrangement.
Arrangement Made.
Letter issued
If payment missed, 7 days tolerance allowed
Arrangement Reminder Notice
If arrangement not brought up to date in 7 days
Default Letter (Informs of Stage 2 process)
Ability for office to reset arrangement.
Day 13
First Reminder Letter
Second Phone Call
System report - all case's not under arrangement following first reminder letter.
Day 21
Final Warning Letter
Day 30
Stage One Complete
Move to Stage 2
Enforcement Stage

Appendix C


Stage 2
Allocate to Enforcement Agent
PIF Case Complete
Disputes
Bailiff Script Hold for 14 Days Enforcements to check accounts
Gone Away
No Liability
Vulnerable Person
Control of Goods
No Contact Made (2 visits)
Enforcement Agent to Signpost
Hold Action for 30 Days – Manual Hold ability required with a ''vulnerable' account marker
Return case to Enforcement
Return with Fee's. Case report for Enforcement to show fee's charged but system to remove these
Returned without any fee's charged on one step or academy
Arrangement Made. Letter issued
If payment missed, 7 day tolerance allowed
PIF Case Complete
Arrangement Reminder Letter
If arrangement not brought up to date in 7 days
Default letter. Also gives period notice of penalty (Reg's 25 / 26)
Ability to hold case for 14 Days Required
This is the Notice of Intention to Re-Enter premises - Statutory
• Notice to Remove (Agent) (Statutory)
• Agent to remove goods
• Inventory Report (Agent) (Statutory)
• Notice of goods removed fee /
Manual ability to insert disbursement fees when required
Enforcement agent to estimate value of controlled goods
Letter to Debtor
Stage Two Complete Move to Stage 3 Sale Stage

Appendix C


Stage 3
Sale of Goods
PIF
Goods Returned
Case Complete
7 days after removal of goods
Goods Sold
Goods Sent to Public Auction
Goods not sold
Payment from Auction applied to debtors account.
Manual ability to disburse costs required.
Goods Sold
New notice of sale sent to debtor.
(Must state this is a new notice)
7 days
Goods resent to Public Auction
Denbighshire to decide next step with case on a case by case basis.
Possible return to Enforcement.