



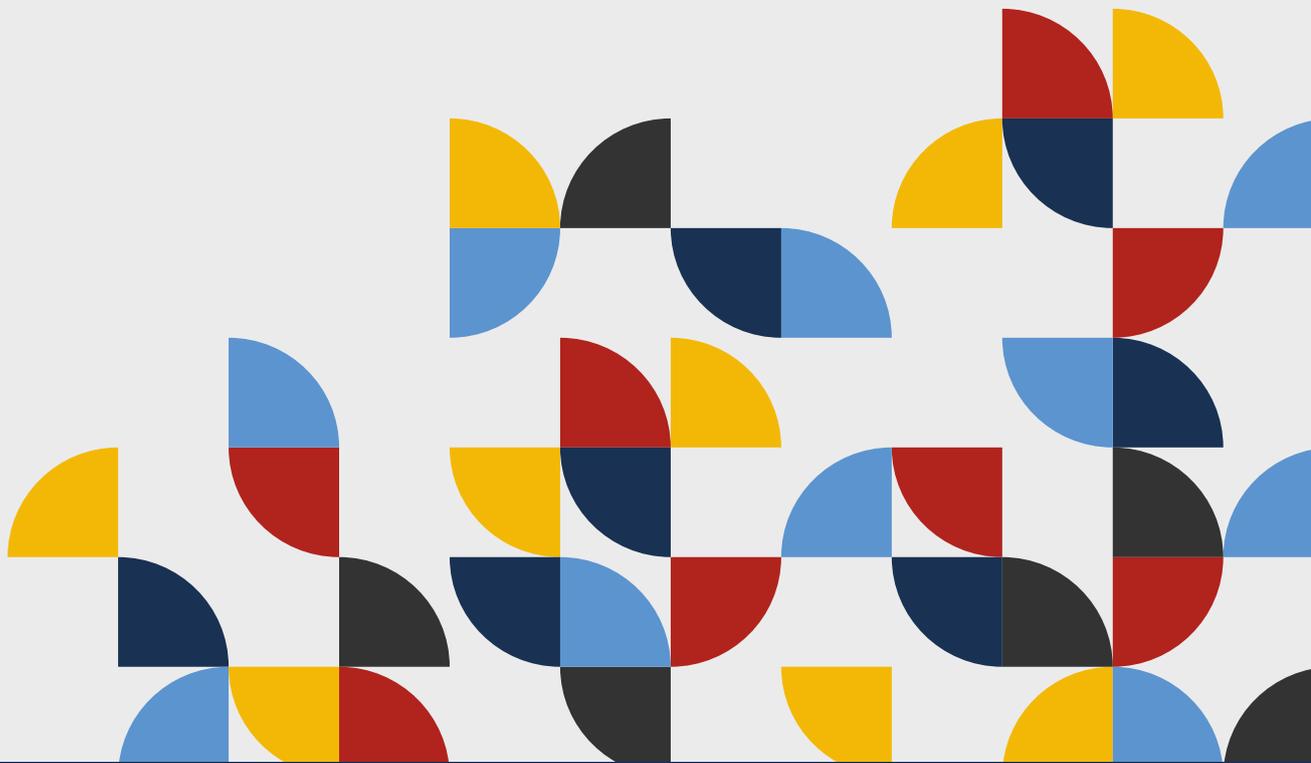
High Court Enforcement  
Officers Association

# Supporting Court Users – A Right to Freedom of Choice

APPENDICES

Giving individuals and businesses  
a greater chance at recovering their debts

August 2021

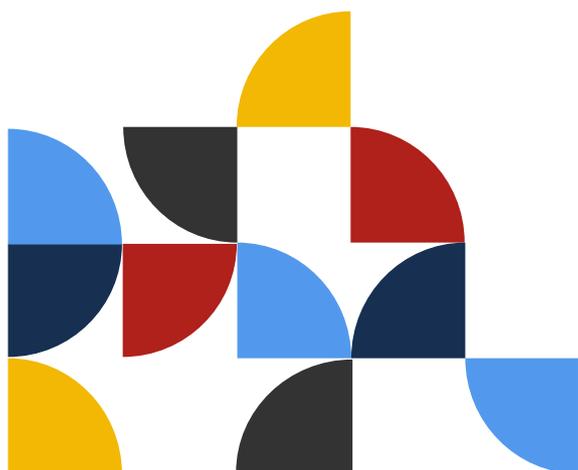


These appendices accompany the report *Supporting Court Users – A Right to Freedom of Choice* produced by the High Court Officers Association.

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# Overview

## Supporting Court Users – A survey by the High Court Enforcement Officers Association

Our report *Supporting Court Users – A Right to Freedom of Choice* sets out a compelling case for a simple reform to a small part of the court system in England and Wales.

This would give thousands of individuals and businesses who are owed money a greater chance of enforcing their judgments, by allowing them the freedom to choose how their debts are recovered.

To gather the views of court users the High Court Enforcement Officers Association conducted a survey of court users on the issue of '*Expanding the use of High Court Enforcement*'.

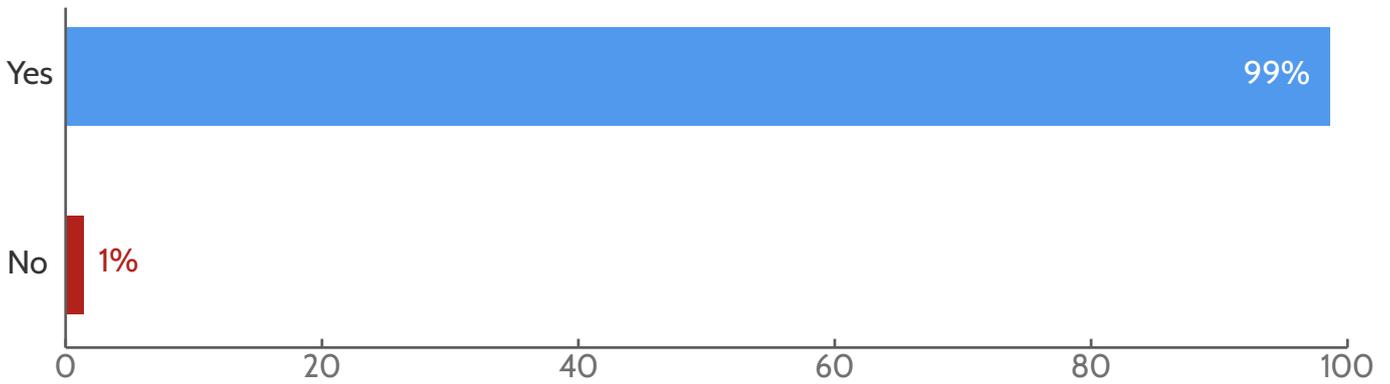
The survey was open between 12 April and 21 May 2021. We received 430 responses from solicitors, debt collection agencies, in house legal teams, and other court users who wanted to give their opinions on the delays in the County Court system.

This appendices document provides a detailed breakdown of all responses to every question asked in the survey. It has been produced to ensure openness and transparency about the views of court users that we have collected and included in our *Supporting Court Users – A Right to Freedom of Choice* report.

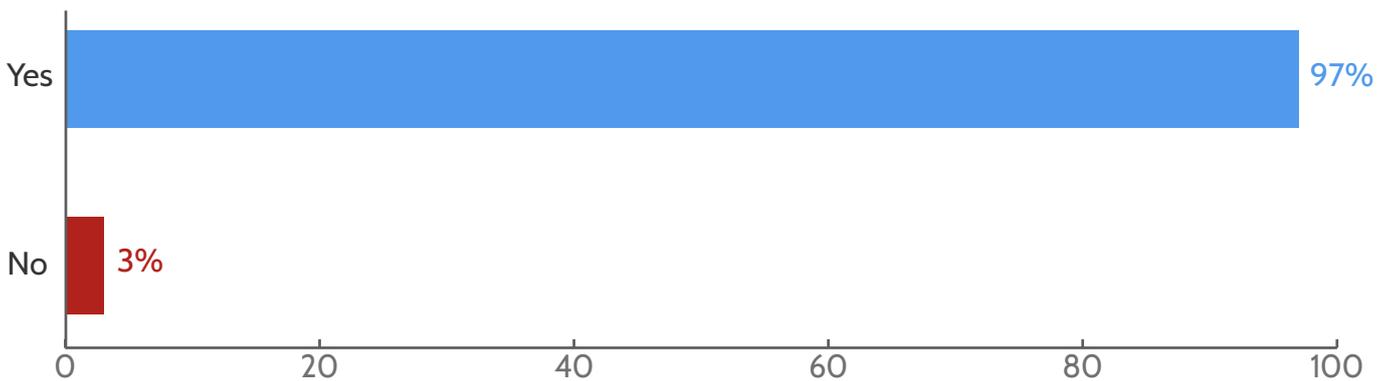


# Quantitative Responses

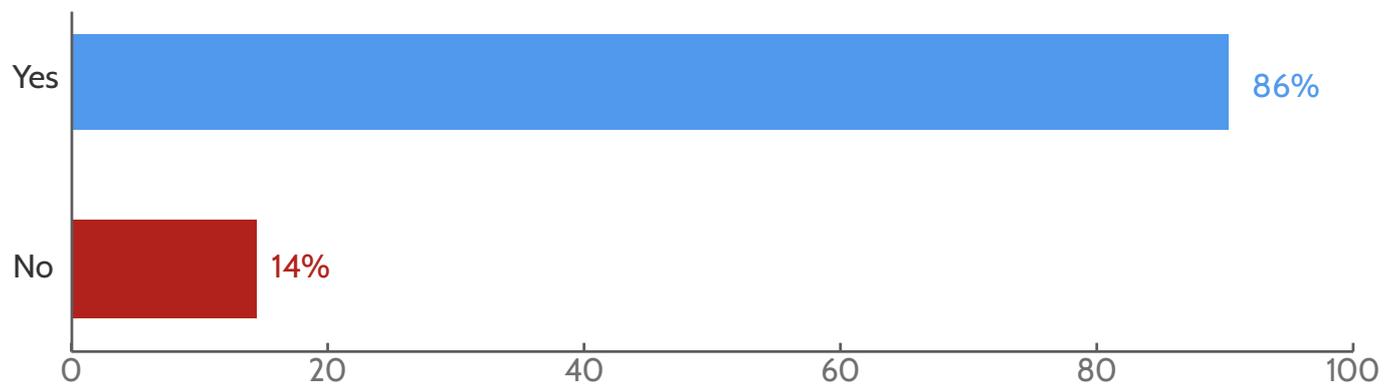
**Q1. Do you support the freedom of choice for court users – like you – to choose whether you wish to use a County Court Bailiff or a High Court Enforcement Officer?**



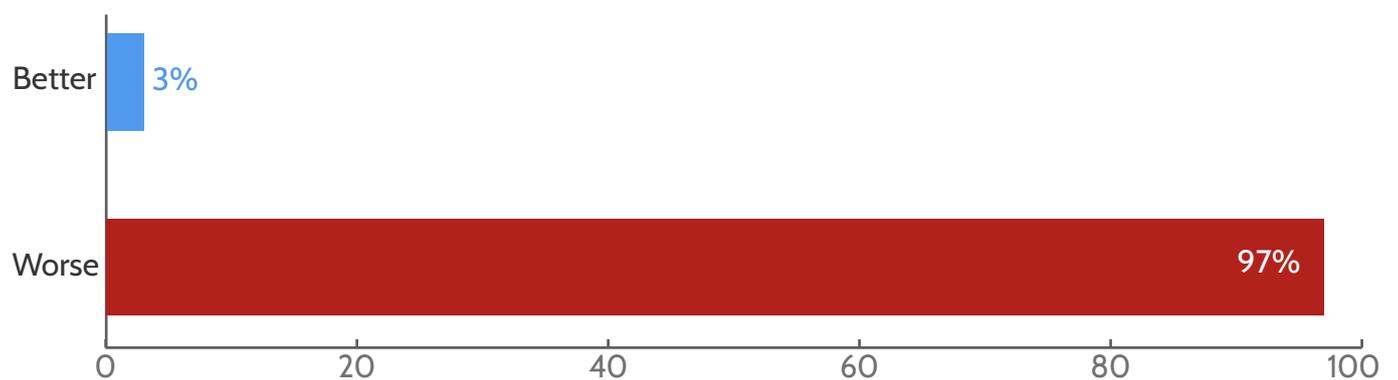
**Q2. There is a significant backlog of cases in the County Court. As a court user does this concern you when it comes to recovering debts moving forward?**



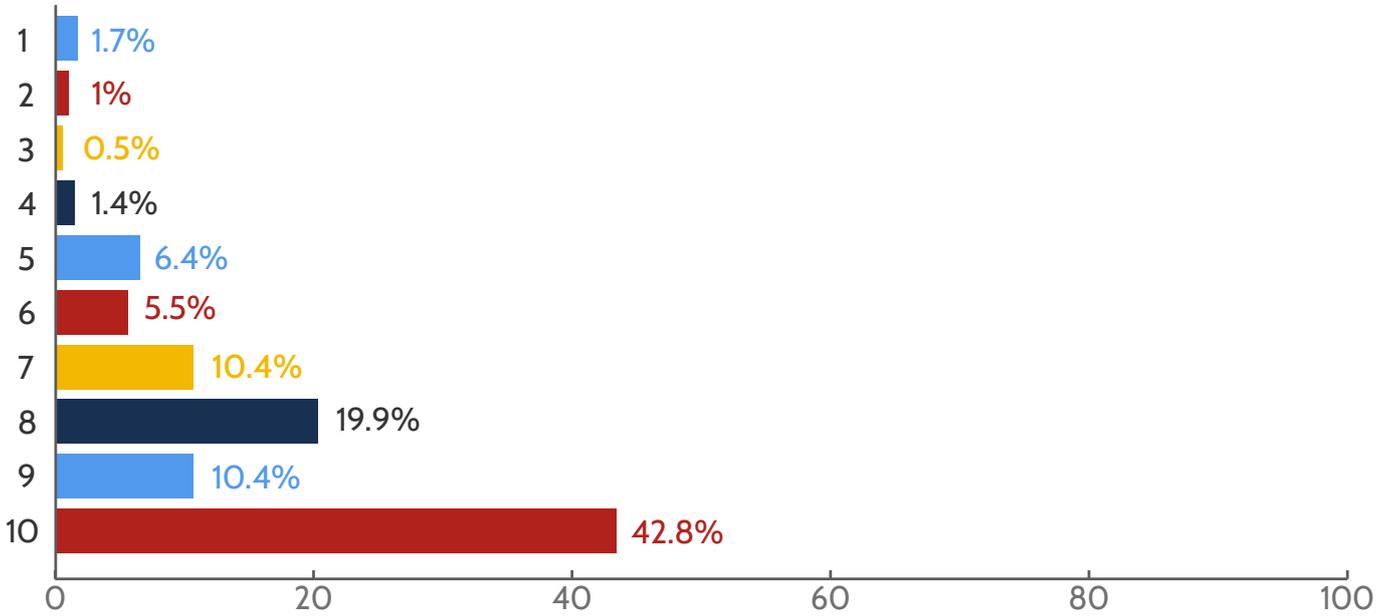
**Q3. Have you experienced delays in recovering debts through the County Courts?**



**Q4. Have these delays got better or worse during the past 12 months?**

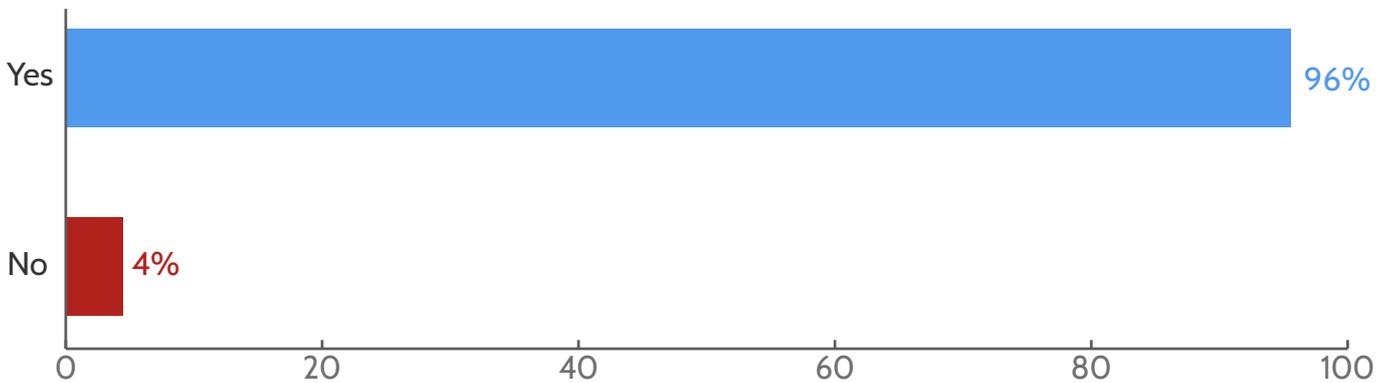


**Q5. On a scale of 1-10 how concerning are these delays for your business?  
1 = not at all concerned, 10 = extremely concerned**

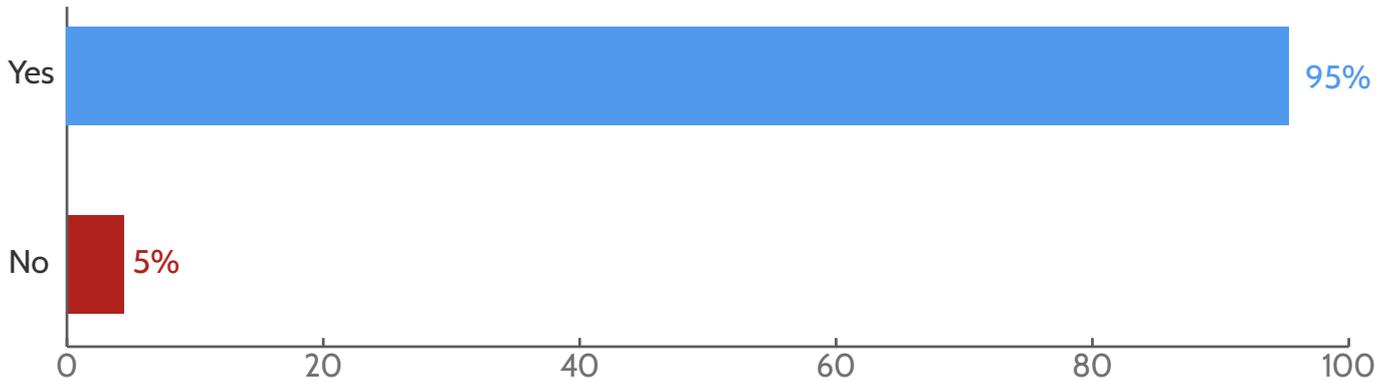


**Q6. Please refer to page 11, Qualitative Responses to Q.6**

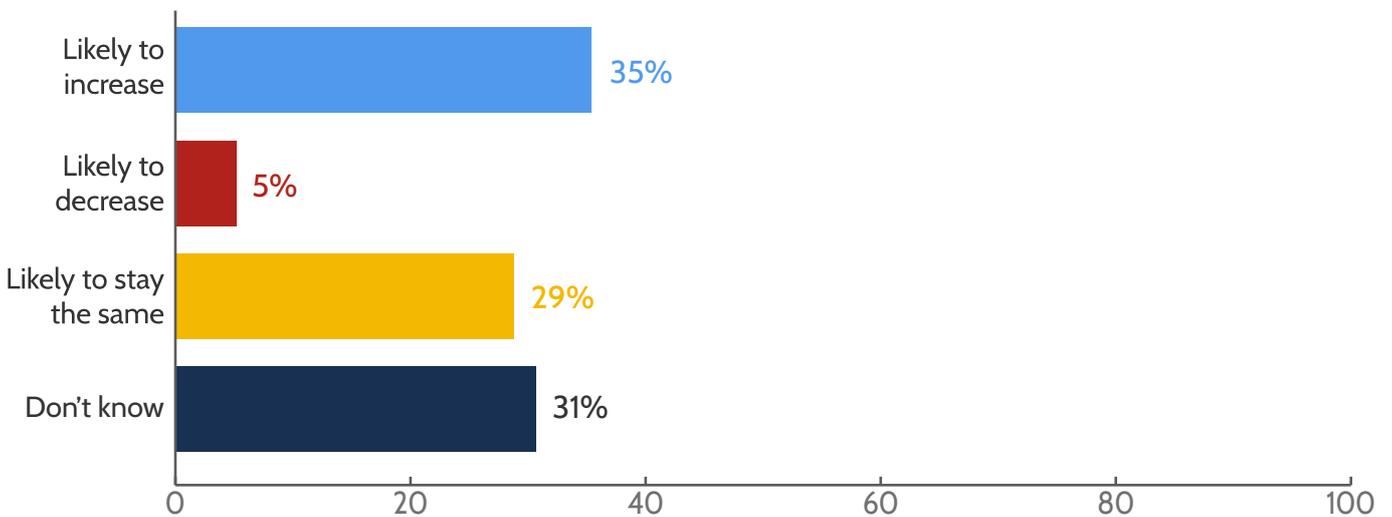
**Q7. Would you support a change in the regulations to allow court users to choose for themselves whether they could instruct High Court Enforcement Officers or County Court Bailiffs to collect unregulated debts under £600 under Writs of Control?**



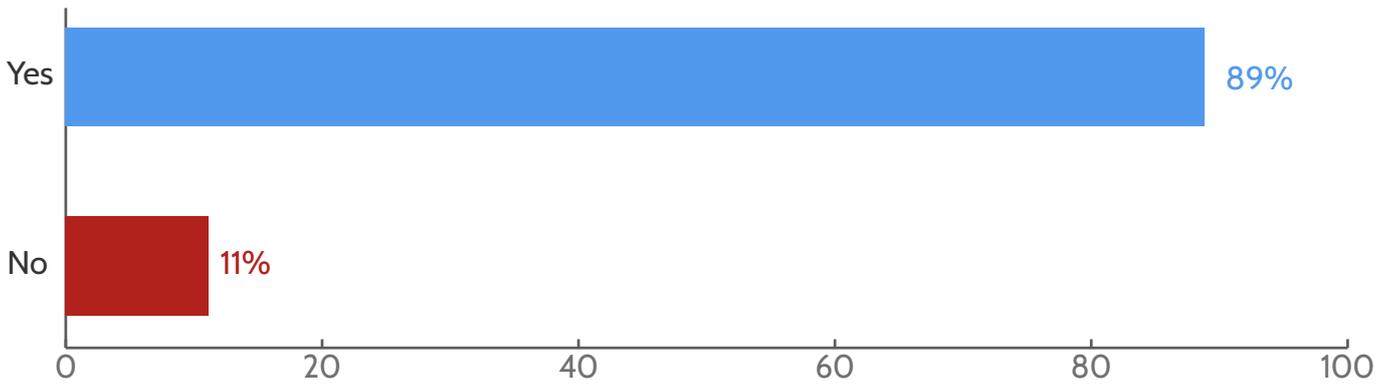
**Q8. Would you support a change in the law/regulations to allow court users to choose for themselves whether they could instruct HCEOs or CCBs to collect regulated debts under £600 under Writs of Control?**



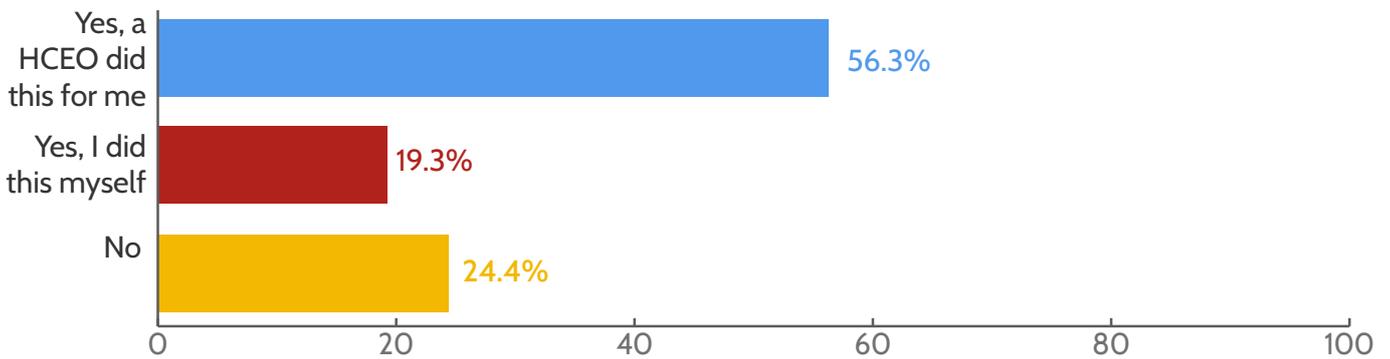
**Q9. If you were able to use High Court Enforcement Officers to enforce judgments arising from Consumer Credit Act regulated agreements, how might this affect the number of claims issued by you/your usage of the court service?**



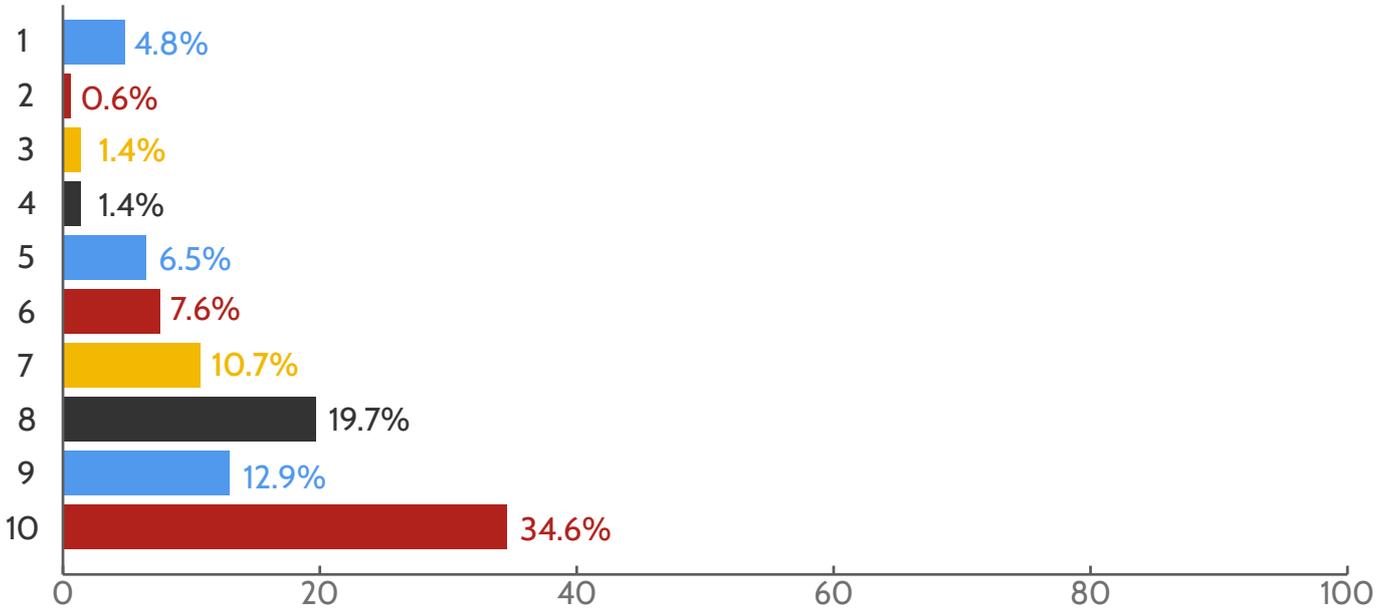
**Q10. Are you aware that for recovering debts between the values of £600 and £5,000 you can already transfer your County Court Judgment to a High Court Officer for enforcement?**



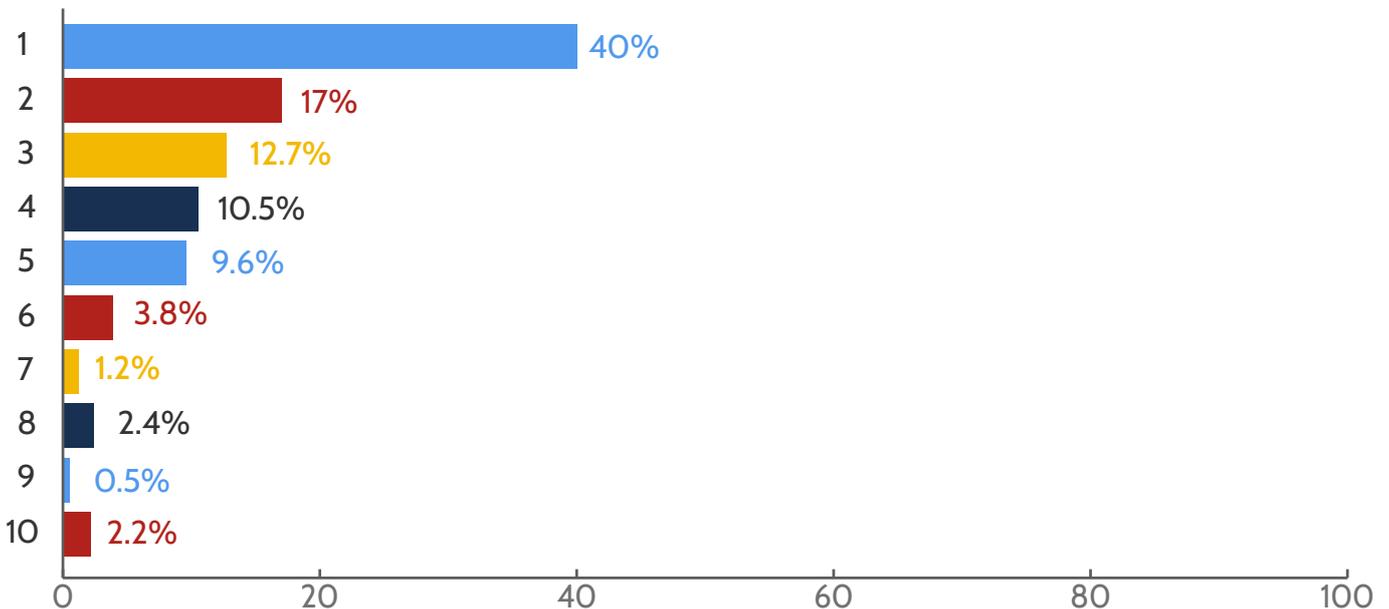
**Q11. Have you ever transferred a County Court Judgment to a High Court Enforcement Officer?**



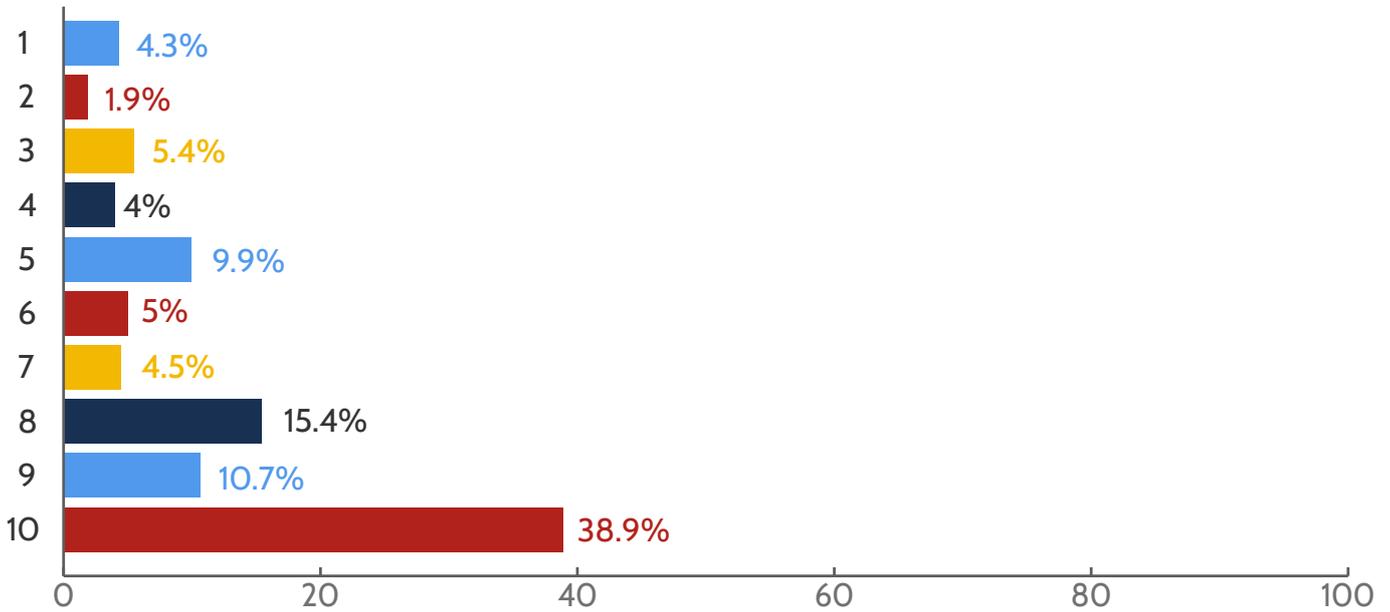
**Q12. If you have, please rate the success of this process on a scale of 1-10.  
1 = very poor, 10 = extremely well**



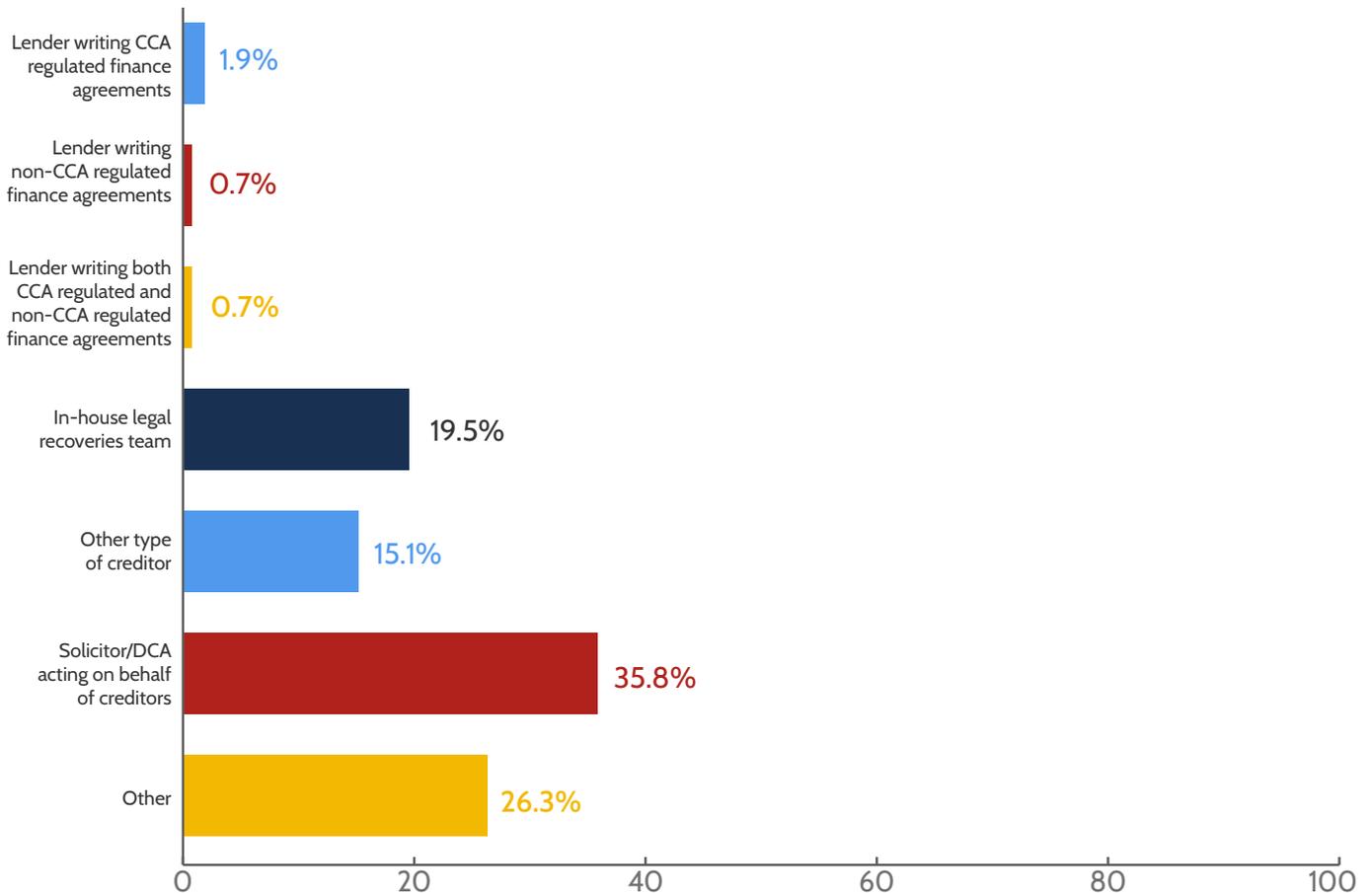
**Q13. In your view, on a scale of 1-10, how effectively does the current system, where debts of under £600 have to be collected through the County Court, meet the needs of court users? 1 = very poorly, 10 = extremely well**



**Q14. On a scale of 1-10 how concerned are you about the ability of this current system? 1 = not at all concerned, 10 = extremely concerned**



**Q15. How would you best describe yourself/your organisation?**



# Qualitative Responses to Q6

## Q6. What kind of delays have you experienced and what impact have these delays had on your business?

#	RESPONSES	DATE
1	Court case has been delay - which affect our rental business.	5/31/2021 10:31 PM
2	long delays have an impact on my business with parking turnover down by 80% due to pandemic	5/31/2021 10:35 AM
3	delivery issues	5/30/2021 11:42 PM
4	Delays in the ability to collect monies owed seriously effects cash flow and delay in being able to evict tenants from properties when refusing to pay rent.	5/28/2021 7:36 AM
5	None	5/28/2021 3:16 AM
6	Creditors are writing off debts due to the scale of the backlog, as cash flow is a key concern when litigating.	5/27/2021 2:01 PM
7	We have a Attachment of Earnings currently waiting to be served by County Court Bailiffs which has been with them for service for 10 months. If the debt was able to be enforced through the High Court we would have requested this type of enforcement	5/27/2021 1:20 PM
8	A backlog of cases awaiting action means a reduced income stream.	5/27/2021 1:00 PM
9	Hearing dates for defended cases pushed back	5/27/2021 12:39 PM
10	No activity for Warrants and a large backlog of cases created as a result leading to a lack of cash flow and revenue	5/27/2021 11:33 AM
11	Unpaid debt outstanding had lead to lower turnover. This has had an impact on the business as unpaid debt contribute towards our overheads.	5/27/2021 11:25 AM
12	Delay of transferring to the correct court and also lengthy delays in bailiff's attending on debtors (if they actually do) and providing regular reports.	5/27/2021 10:34 AM
13	There is a delay from applying for Warrants of Control and the County Court Bailiffs actually attending a Defendant's address. This gives the Defendant time to move address and lessens the opportunity for money to be recovered.	5/26/2021 4:36 PM
14	No response from County Court to emails and impossible to reach them by telephone.	5/26/2021 2:46 PM
15	Delays of sometimes weeks effect our client service level agreements and impact on performance and the extra resource required to manage and monitor delayed cases.	5/26/2021 10:53 AM
16	takes too long to get a CCJ. 2 weeks should be the maximum	5/26/2021 10:14 AM
17	Delays receiving Orders issued after a Court Hearing	5/26/2021 8:50 AM

18	Severe loss of money to the business causing a lot of stress to the company directors.	5/25/2021 7:05 PM
19	lack of service	5/25/2021 6:31 PM
20	None.	5/25/2021 6:04 PM
21	SIGNIFICANT DELAYS REGARDING CERTIFICATES OF UNDUE HARDSHIP, EFFECTIVLY NOT BEING PROCESSED. CAUSES LOSS TO CLIENT LANDLORD. 3 MONTHS AND STILL NOT PROCESSED	5/25/2021 4:54 PM
22	Lack of response to correspondence and lack of any action. Virtually impossible to conduct business in such circumstances	5/25/2021 4:45 PM
23	Slow action of Court Bailiff	5/25/2021 4:40 PM
24	Delays in processing claims, responding to queries/correspondence. Unable to turn work around as quickly as before.	5/25/2021 4:36 PM
25	cashflow	5/25/2021 4:35 PM
26	No more than usual	5/25/2021 4:33 PM
27	processing delays although pandemic has had an undeniable major impact	5/25/2021 3:04 PM
28	Listings beyond 6 months for small claims, relistings at short or little notice due to CC capacity resulting in wasted costs. CC procedural errors.	5/25/2021 1:56 PM
29	There are delays in the Court process particularly at issue & Judgment stages but most significantly at listing of applications & dealing with Consent Orders.	5/25/2021 1:34 PM
30	We have clients who enforce high volumes of low value debts. We have stopped using the County Court bailiffs as their recovery rates are hopeless and they are extremely tardy. The lack of efficient enforcement options has a significant negative impact on their businesses as they make their debts unrecoverable.	5/25/2021 1:01 PM
31	We rarely issue warrants for judgments under £600.00 due to the delays from the County Court Bailiffs and their effectiveness in collecting the warrants. We do have a need for judgements under £600.00 to be enforced but have no confidence in the County Court Bailiffs.	5/25/2021 9:12 AM
32	Not Applicable	5/24/2021 12:28 PM
33	we have only used the county court bailiff once we normally use high court bailiffs however we had no problem with the county court bailiffs	5/24/2021 11:54 AM
34	Obtaining judgments and then enforcement is a whole new set of procedure. This should be streamlined and included in the proceedings, that it automatically shifts to enforcement, once judgment is obtained.	5/24/2021 11:47 AM
35	obtaining judgement	5/24/2021 10:41 AM
36	Extreme delays in instructing County Court Bailiffs	5/24/2021 10:39 AM
37	The difficulty in receiving a bailiff appointment and the ongoing delay to our client not being able to obtain vacant possession of its property.	5/24/2021 10:38 AM
38	no action taken, debt recovery is mounting	5/24/2021 10:31 AM
39	Long delays and lack of responses from Courts to communications.	5/24/2021 10:27 AM

40	Long delays, missing papers, late orders resulting in missing deadlines which then incurs client further costs.	5/24/2021 10:24 AM
41	Longer delays, creditors becoming insolvent	5/24/2021 10:20 AM
42	Delays in responding to correspondence, contacting the debtor and/or making visits (where possible during Covid)	5/24/2021 10:20 AM
43	slow turn around with disgruntled clients	5/24/2021 10:12 AM
44	Clients are not recovering money owed in a speedy manner and are being placed in undue financial pressure.	5/24/2021 10:08 AM
45	As a solicitors the delays cost time and money for my clients.	5/24/2021 10:08 AM
46	Mine is personnel, and this person is so sure she won't have to pay	5/22/2021 12:18 AM
47	Warrant lead times far too long	5/21/2021 2:12 PM
48	None	5/21/2021 12:36 PM
49	Delay in enforcement meaning debtor has had time to reorganise affairs (Phoenix) to avoid recovery	5/21/2021 10:17 AM
50	Receipt of court documents in general	5/21/2021 10:12 AM
51	Delays in court actions leading to time wasting and monetary loss	5/21/2021 9:46 AM
52	Don't want to say	5/21/2021 9:40 AM
53	Delays in dealing with correspondence and getting through on the telephone.	5/21/2021 9:22 AM
54	Delay in responding with updates. Delay in attendance at properties. Not enough done by county court bailiffs to assist with enforcement.	5/20/2021 5:08 PM
55	Tenants who are trading well are taking advantage and just not paying rent	5/19/2021 2:28 PM
56	Long periods of inaction, leading to increased levels of debt going bad in the interim. Some delay inexcusable on debts that ought to be simple to collect.	5/19/2021 2:19 PM
57	we have been faced with a number of challenges from being able to distribute the work in a timely manner and the delay for money getting back to the claimants, teh reason why the clients have used the court services is because they havent been successful any other way and need the money thats owed further dellays puts the clients in a worse financial situation	5/18/2021 3:14 PM
58	As a solicitor, these delays significantly impact our client and they only seek to increase legal costs in having to chase the court for updates etc.	5/14/2021 12:47 PM
59	Processing of paperwork	5/14/2021 11:18 AM
60	Hearing dates being months and months in advance	5/14/2021 10:35 AM
61	Bailiff visits which have delayed collection, and not enough diligence being paid to proving what a debtor has alleged (such as they are not the individual in question or they are a new owner/tenant'.	5/13/2021 3:44 PM
62	Section 21 served but deadline reached so having to go to court which means a further delay	5/13/2021 3:34 PM
63	We have had reports from County Court bailiffs indicating that there next visit to a debtor's premises will be in 3-4 months time!	5/13/2021 10:44 AM
64	Waiting for judgements	5/13/2021 9:54 AM

65	me - no others - yes	5/13/2021 12:56 AM
66	Hard to collect debt especially with psndemic	5/13/2021 12:42 AM
67	1yr. The properties are my pension, therefore it has a tremendous impact on my life.	5/12/2021 5:03 PM
68	Delays in processing claims	5/12/2021 3:58 PM
69	Lack of recovering money quickly	5/12/2021 3:57 PM
70	n/a	5/12/2021 3:43 PM
71	The administrative process is longer when using a bailiff rather than a NCEO, let alone the time taken to attend a premises	5/12/2021 3:36 PM
72	Not yet had delays as never gone to court action as a letter usually suffice however it is concerning that there is such a huge delay which will have an impact on businesses	5/12/2021 3:30 PM
73	cashflow	5/12/2021 3:08 PM
74	Length of time getting cases sortrd	5/12/2021 2:58 PM
75	Delays in processing of claims	5/12/2021 1:34 PM
76	Timescales, additional pressure on clients and staff sure to this	5/12/2021 8:09 AM
77	Our limited use of warrants of control showed in many cases nothing occurred for months and after chasing often the answers were totally inadequate. We now rarely use the service as it appeared to be a waste of an expensive court fee. These debts are now just left as we have no effective method of pursuing recovery.	5/10/2021 3:46 PM
78	Cash flow when unable to recover monies, disincentive for people to pay what they owe as can't get legal redress.	5/10/2021 3:33 PM
79	would impede on recovery of debt	5/10/2021 12:48 PM
80	Correspondence taking too long. Applications not being served in good time for hearings. Waiting weeks for orders following hearings.	5/7/2021 4:13 PM
81	delays in enforcing judgments which has resulted in our business not being able to recover debts and close matters	5/7/2021 11:57 AM
82	Inability to speak to courts; orders being sent where the deadlines have expired	5/6/2021 4:08 PM
83	Lack of updates on cases	5/6/2021 12:25 PM
84	none	5/6/2021 12:02 PM
85	Has stopped us leasing out a property to another company, who would pay.	5/6/2021 11:55 AM
86	Cannot answer, but could not scroll on. Covid has caused the delays, however long term the courts will have a backlog!	5/5/2021 4:36 PM
87	N/A at the moment due to COVID-19	5/5/2021 3:45 PM
88	Bailiffs not attending the debtor's property unless chased to do so and severe reporting delays	5/5/2021 2:09 PM
89	Interest	5/5/2021 1:11 PM

90	taking action against tenant's whom do not wish to engage with there landlords over rent arrears, and given current moratorium in place, offer landlords little alternative in order that they can attempt to recover monies owing.	5/5/2021 10:58 AM
91	There are alot of backlog cases	5/5/2021 9:37 AM
92	For Defended Claims, the delays have improved because hearings our being conducted by telephone and therefore scheduled much sooner.	5/5/2021 9:27 AM
93	Delays in acquiring a date in court	5/5/2021 9:23 AM
94	N/A	5/4/2021 4:38 PM
95	Delays of weeks on end, depriving our business of revenue.	5/4/2021 3:25 PM
96	County Court bailiffs don't seem as concerned to collect debt, often don't provide updates, updates I did receive was just a knock on the door and then not re visit for weeks on end	5/4/2021 2:41 PM
97	WOCs taking in excess of 8 months to even get out to visit property	5/4/2021 1:37 PM
98	Huge lag in time scales affecting timely collections.	5/4/2021 12:52 PM
99	outcomes, Progress reports, updates from bailiffs	5/4/2021 12:37 PM
100	The backlog of work will severely impact on collections	5/4/2021 12:17 PM
101	County Court Judgements and dates	5/4/2021 11:09 AM
102	Courts are taking excessive time to respond to correspondence/applications and not answering phone calls. Not being able to recover debts owed to us could ultimately lead to our closure.	5/4/2021 11:07 AM
103	Courts not processing forms quickly and losing correspondence resulting in duplicates having to be sent, further delaying matters	5/4/2021 11:03 AM
104	Delays of over a year - unable to obtain any form of report from the Bailiff and the more time that passes, the less chance of recovery and every likelihood the debtor will move to another address.	5/4/2021 10:59 AM
105	None n/a	5/4/2021 5:15 AM
106	Winding up companies has bern delayed due to covid, companies with huge debts	5/3/2021 8:00 PM
107	Enforcement of judgments and possession orders	5/3/2021 12:33 PM
108	County court bailiffs refusing to enforce under £600 money judgements citing lack of manpower	5/2/2021 3:17 PM
109	Tenants not paying rent to landlords and due to the current cilmate with the delays some landlords have been a year without any rental income on thier properties.	5/2/2021 11:03 AM
110	destroyed my business	5/1/2021 3:33 PM
111	Very slow delays at present when using CC Bailiffs, whereas High Court Enforcement seems to have retained its speed.	5/1/2021 1:27 PM
112	No contact for months	4/30/2021 9:01 PM
113	Warrant of control delays. Delays with bailiffs serving court paperwork	4/30/2021 6:10 PM

114	No resolutions on several applications to enforce a judgment despite around five months having elapsed. Currently weighted all in favour of judgment debtors.	4/30/2021 4:59 PM
115	Bailiff enforcement	4/30/2021 2:21 PM
116	unpaid rent	4/30/2021 1:04 PM
117	Unable to pursue debts for clients	4/30/2021 12:55 PM
118	Delays with all Court proceedings and debtors taking advantage of the prolonged Court delays.	4/30/2021 12:35 PM
119	A lots of losses	4/30/2021 12:28 PM
120	Delay in actually processing the application, delays in updates. This stops us from moving cases along.	4/30/2021 12:17 PM
121	Delays in the debt being enforceable, and long wait until the enforcer can go out	4/30/2021 11:21 AM
122	In some cases it has taken over 2 months to receive a progress report from the bailiff which prompted clients to question the courts efficiency and costs effectiveness.	4/30/2021 11:20 AM
123	Delayed responses from Courts Delayed hearings from court Hearings being adjourned due to IT issues or Judges not having documents	4/30/2021 11:07 AM
124	Client Claimants are becoming frustrated at how long the court process is taking and the errors that occur from time to time which only makes timelines even longer.	4/30/2021 11:07 AM
125	Impacted on cashflow	4/30/2021 11:06 AM
126	Hearing delays when judgment being set aside, hearing delays generally. Time delay on everything at the moment.	4/30/2021 11:02 AM
127	Once issued a warrant of control is rarely successful in the county court. Endless reminders are ignored. The warrant then expires with no recovery	4/30/2021 10:55 AM
128	We do not receive any form of reports from the County Court Bailiffs and when we do they do not contain any details whatsoever.	4/30/2021 10:55 AM
129	Time scale is important for us to get monies owed collected. A lot of businesses are going into administration and sole traders bankrupt so it is important to use the Enforcement before this goes ahead.	4/30/2021 10:50 AM
130	Mix up of paperwork, incorrect hearings being listed,. Not being able to contact the relevant teams.	4/30/2021 10:45 AM
131	As a DCA the speed in which we recover a debt without delay are imperative to our survival and our clients case flow. So often we are left we no update from the Courts and never able to speak to anyone concerning any cases which leads to further delay. the whole system needs investigating and improved in my opinion.	4/30/2021 10:43 AM
132	Delays with paperwork and hearings, curtailments on bailiff action, delay in potential debt recovery.	4/30/2021 10:39 AM
133	Yes, we have experienced delays on obtaining copy judgments when requesting them form the Court. As a result, enforcement gets delayed and this has consequences on cashflow	4/30/2021 10:33 AM

134	County Courts are unable to deal with back log	4/30/2021 10:30 AM
135	Delays with court orders being processed, receiving documents from courts, delay response to emails. clients want their money or an update and if we don't have one then it makes our business look incompetent.	4/30/2021 10:27 AM
136	Months of delays in progress or response to enquiries. Clients very dissatisfied and blame their solicitors.	4/30/2021 10:22 AM
137	Although this is by no means limited to only the last 12 months, I have waited months for a report from the Bailiff only to find myself actually questioning the veracity of the Bailiffs return and asking myself whether an attendance has actually been made. My Clients no longer wish to incur the Bailiffs costs of the issue of a Warrant of Control, on Judgment debts below £600.00, this in turn is making them question whether it is even worth issuing proceedings for those sums.	4/30/2021 10:20 AM
138	bailiffs not responding - attendances not recorded properly.	4/30/2021 10:17 AM
139	Too long a process before the Bailiff is calling. Not enough calls. Delays in reporting back. POOR results generally.	4/30/2021 10:16 AM
140	delays in defended actions and receiving Judgments	4/30/2021 10:08 AM
141	Delays to the point of the whole exercise being pointless	4/30/2021 10:08 AM
142	several delays with debt recovery causing financial loss to the company	4/30/2021 10:07 AM
143	Due to the time it has taken for the bailiff to call upon a debtor has reduced the time the warrant is valid for and in some cases the debtor has recently moved therefore further fees have had to be paid to instruct the bailiff to call at the debtors new address	4/30/2021 10:05 AM
144	Lost or misplaced court papers delay in issues/processing papers Long delays on telephone	4/30/2021 10:05 AM
145	Response time to RFI on cases, delay in hearing dates and adjournments late in the day.	4/30/2021 10:03 AM
146	Causing a backlog of work which has to be managed	4/30/2021 10:02 AM
147	i have now given up using County Court Bailiffs	4/30/2021 9:38 AM
148	Inconsistency ranging from severe delays to incomplete service	4/30/2021 9:24 AM
149	Delays in receiving court orders etc and delays with bailiff appts mainly due to covid restrictions	4/30/2021 9:15 AM
150	Cash flow problems	4/30/2021 9:03 AM
151	Tenant eviction, debt recovery delays resulting in losses of over £12k+ still ongoing	4/29/2021 11:05 PM
152	Failure to recover funds after county court judgements. Have changed business model to exclude all those possible customers with the best credit records.	4/29/2021 9:26 PM
153	Slow	4/29/2021 9:16 PM
154	Frustrating waiting too long	4/29/2021 7:54 PM
155	Months without any update; not understanding the true backlog and how those are being addressed. The court issue fee/enforcement fee are not insignificant sums and certain clients are being turned off by the support of the court service and the positive returns received.	4/29/2021 7:25 PM

156	The long delays in obtaining judgement for arrears of rent cause distress and frustration to Landlords-and Agents.	4/29/2021 7:20 PM
157	Lack of response until some direct action is taken	4/29/2021 6:30 PM
158	Luckily I haven't yet through the courts system. But may do in future.	4/29/2021 6:05 PM
159	Everything from time delays to very poor collection rates to no collection at all. It difficult to support the Court Fees based on these outcomes. Unless things change i'll become the defendant.	4/29/2021 5:34 PM
160	Enforcement action being delayed or not actioned for months. Insufficient resource allocated to warrants of control, particularly in certain parts of England/Wales. This has affected the recovery performance for our clients and ultimately affected their cashflow. It is difficult to manage client expectations when the delays are so severe.	4/29/2021 5:23 PM
161	Court date cancelled, hard to get back on track and get a date in the calendar	4/29/2021 4:35 PM
162	Lack of response from the Court and therefore frustration from clients	4/29/2021 4:19 PM
163	.	4/29/2021 3:10 PM
164	Significant loss of money	4/29/2021 3:08 PM
165	2-3 weeks to issue claims. enter judgment or enforce	4/29/2021 2:30 PM
166	Bailiffs not making visits for months. Poor performance of warrant of control support centres. Significant impact on recoveries.	4/29/2021 2:30 PM
167	Courts not answering the phone or responding to emails ,deadlines have been missed and money wasted	4/29/2021 11:54 AM
168	Delays in issue of proceedings and obtaining Judgment.	4/29/2021 11:13 AM
169	Loss of revenue for my clients, and consequently for my firm	4/29/2021 11:13 AM
170	County Court Bailiffs have been unable to attend debtors' homes during the pandemic. Thus, income collected has reduced.	4/29/2021 11:03 AM
171	The CC bailiffs are so ineffective and so expensive that if a debt is under £600.00 then we do not even recommend to our Clients that we use a warrant of execution. This is clearly not acceptable but it is uneconomically viable to pursue and is not effective anyway.	4/29/2021 11:03 AM
172	Obtaining sealed CCJ's, Warrants and Possession Orders etc	4/29/2021 10:38 AM
173	I personally have not experienced this. But I am certain that the in the future if I have a problem the choice I would choose to speed up the matter will involve my wishing to choose for may bring such a case -	4/29/2021 10:27 AM
174	Luckily not had to claim in the last 12 months.	4/29/2021 10:26 AM
175	Debtors challenge you to take them to Court, knowing it costs money and takes an enormous amount of time by which they may well have gone bust	4/29/2021 10:24 AM
176	no acknowledgement of applications, no response or update 7 months later. Just an automatic reply asking that nobody calls to chase up	after 7 months I did call
177	General delays, Landlords wanting progress but not being able to give them	4/29/2021 10:20 AM

178	More than 6 months delays on many ongoing cases plus the cost of constantly obtaining progress reports showing hardly any developments on many many cases	4/29/2021 10:09 AM
179	Hearings cancelled at the last minute, rescheduled in 6 months time.	4/29/2021 9:58 AM
180	no county court bailiffs available for weeks and weeks sometimes	4/29/2021 9:47 AM
181	Failure to receive monies owed, many clients refuse to engage and or lie about their whereabouts	4/29/2021 9:41 AM
182	Mainly delays in issuing warrants and highly variable service and approaches between different county courts so a result is unpredictable.	4/29/2021 9:33 AM
183	Delays in issuing judgements	4/29/2021 9:28 AM
184	Bailiffs take too long to attend premises and are not pro-active.	4/29/2021 9:24 AM
185	Slow response	4/29/2021 9:15 AM
186	Lack of information on progress, a major and severe lack of success whilst issuing WoCs. Some WoCs are taking several months just to be returned to the Court which issued it.	4/29/2021 9:07 AM
187	Delays of up to a year by HMCTS in dealing with correspondence, listings, etc. Complete failure by HMCTS to communicate effectively with users with correspondence and telephone calls unanswered for lengthy periods if at all.	4/29/2021 8:52 AM
188	No urgency in Bailiffs making visits, no reports, very quick in believing what the Defendant tells them, do not request proof, no follow ups.	4/29/2021 8:46 AM
189	By good chance I have not had to make use of the Court etc system very recently.	4/29/2021 8:41 AM
190	Delays with bailiff attendance on WOC and AEO attendance	4/29/2021 8:29 AM
191	A PERIOD OF 3 MONTHS FROM SUBMISSION OF CLAIM FORM TO BEING ABLE TO REQUEST JUDGEMENT	4/29/2021 8:22 AM
192	Lack of updates, lack of concern. Impacts on our clients and work we receive as a debt recovery solicitor. Unable to advise clients on timescales etc.	4/29/2021 7:18 AM
193	Little or no updates from the courts and lack of visits	4/29/2021 7:03 AM
194	Months of delays, need the cash	4/29/2021 7:01 AM
195	Non payment of rent	4/29/2021 6:27 AM
196	Courts inaccessible because of Covid-19	4/29/2021 5:25 AM
197	Several months delay in getting reports and it is very rare to see a successful recovery when we have gone down the Bailiff route. Several of our clients have expressed their frustration at the current situation and there is a worry that we will lose their business as a consequence.	4/29/2021 5:02 AM
198	The issuing of the CCJ in the first instance means that the process of recovery is extended. The requirement to secure a CCJ before HCE action also adds additional work and cost	4/29/2021 4:06 AM
199	Tenants delaying payment and courts offering tenants further time. Landlords incurring further unrecoverable costs	4/28/2021 10:27 PM

200	Court hearings	4/28/2021 9:05 PM
201	None	4/28/2021 8:49 PM
202	DELAY IN GETTING COURT HEARINGS	4/28/2021 8:03 PM
203	Repossession and claiming rent arrears	4/28/2021 7:55 PM
204	Cash flow problem.	4/28/2021 7:53 PM
205	None	4/28/2021 7:39 PM
206	In the past I have had to wait many months to evict a non-paying tenant	4/28/2021 7:18 PM
207	0	4/28/2021 6:53 PM
208	A slow and poor service	4/28/2021 6:53 PM
209	simple cash flow ramifications	4/28/2021 6:49 PM
210	None	4/28/2021 6:49 PM
211	Severe	4/28/2021 6:40 PM
212	All debts just put on hold	4/28/2021 6:36 PM
213	Cesation of letting property due to being unable to access court and enforcement services.	4/28/2021 6:07 PM
214	Unable to cover monies owed which has an impact on my income & family life causing stress	4/28/2021 5:43 PM
215	None	4/28/2021 5:38 PM
216	Staff time and costs in ringing and chasing courts for information regarding our clients debts. Length of time of action and clients moving in the meantime so papers not served.	4/28/2021 5:29 PM
217	Not actually getting many CCJs back in the first place, having made and paid for applications for the same.	4/28/2021 5:06 PM
218	Court Hearings delayed and postponed	4/28/2021 4:48 PM
219	Many judges just Plain outright refuse to allow enforcement by HCEO and leave the only option of Under-funded, under resourced County court bailiffs with no performance motivation	4/28/2021 4:42 PM
220	Delays in getting cases heard. Respondents being given the benefit of the doubt time and time again.	4/28/2021 4:37 PM
221	no impact on our business as we're a free debt advice company which includes discussing advice for clients faced with legal action and enforcement action	4/28/2021 4:37 PM
222	Poor admin delays	4/28/2021 4:35 PM
223	excessive delays in judgements to then find out debtor has moved and cannot be found. bailiffs are spending enough time on recovery as they probably have too much workload to enforce. we have noticed that a larger % of our judgements are failing in recovery and closed quicker by the bailiffs	4/28/2021 4:33 PM
224	Courts never respond to any correspondence. Judges always grant the debtor more time to pay.	4/28/2021 4:32 PM
225	N A	4/28/2021 4:32 PM

226	None	4/28/2021 4:17 PM
227	bailiff warrants being cancelled. Rents on residential tenants not being paid for a year. still waiting to gain possession via the court. cannot evict commercial tenants because of Government restrictions.	4/28/2021 4:17 PM
228	I have been prevented from enforcing judgements for over four months which is to my detriment.	4/28/2021 4:13 PM
229	Cash flow problems	4/28/2021 4:06 PM
230	debter fleeing	4/28/2021 4:02 PM
231	We havnt taken Court action during the pandemic	4/28/2021 4:01 PM
232	We are a letting agent and there are exceptionally excessive delays for repossession and collection of associated costs because of the Coronavirus Act 2020 Moratoria and the cessation of court access for 6 months followed by additional court proceedings as a result of the knock on accumulated effects. Additional delays caused by outdated protocols like applying to the High Court following a successful possession claim adds dramatic additional financial injury to an already exacerbated situation. A landlord leaves court thinking that at last they can get their property back and start looking to salvage what is often a financial wreckage, only to find they have additional delays because they are not able to obtain an executable writ.	4/28/2021 4:01 PM
233	The debtor had a separate bankruptcy case going through the same county court as our protracted case. He was declared bankrupt by the court a week before the judgement in our case. He accepted a payment plan where our assets in his possession were converted to a debt shortly being declared bankrupt.	4/28/2021 3:56 PM
234	County Court bailiffs have excessive delays, causing issues for clients when trying to advise on enforcement, making clients lose faith in the system	4/28/2021 3:49 PM
235	Delays of court hearings where claim is disputed is delayed for months. Some cases have never been rescheduled by the courts in error.	4/28/2021 3:40 PM
236	The delays are allowing the debtors to abscond and lack of recovery affects cashflow.	4/28/2021 3:40 PM
237	bailiffs are not paid on results and i feel are a little indifferent to whether they collect or not. there has also been cutbacks over the years meaning bailiffs cover a larger area than before and with more warrants to execute	4/28/2021 3:36 PM
238	In one HMO, one tenant in arrears refused to move out, and blocked our refurb work on rest of property, so the other five rooms remained unoccupied and his rent (when paid) did not cover the utilities. Overloaded court kept giving him more time, so it was over £20k less income than it would have been refurbished and full for that time.	4/28/2021 3:32 PM
239	CC bailiffs are notoriously inefficient and do not deliver results. Backlogs were phenomenal BEFORE lockdown, I dread to think what things are like now	4/28/2021 3:30 PM
240	Bailiff delays	4/28/2021 3:28 PM
241	None	4/28/2021 3:25 PM

242	Several County Court case held up mainly due to the backlog caused by the ongoing pandemic	4/28/2021 3:24 PM
243	i haven't experience currently but historically it has been time consuming and do have a case to pursue shortly so making it as smooth as possible would be good	4/28/2021 3:24 PM
244	It is more the impact on my clients	4/28/2021 3:23 PM
245	Delays in recovery	4/28/2021 3:23 PM
246	Takes longer to reach a conclusion by which time a customer could have gone bankrupt	4/28/2021 3:23 PM
247	Delays with arranging appointments with bailiffs	4/28/2021 3:22 PM
248	Rent arrears claim and claim for possession still not heard. Tenant now living rent free. Bailiffs have visited on just 1 occasion and did not receive an answer from tenant so that was that. Box ticked, go onto next one. Each one costing £80 for claimant and no point whatsoever as they are ineffective	4/28/2021 3:21 PM
249	Delays in serving papers connected to Attachment to Earnings orders have meant that the debtor has changed jobs in the mean time	4/28/2021 3:21 PM
250	debts were small therefore very little impact on business but the system is off-putting and sometimes we give up chasing debt. When it comes to debt recovery through Courts the system is well below standards expected of a country that was once a trend setter in setting up an effective global legal system. (1) County Courts closed to public. (2) difficult to contact staff, telephones not answered (3) its all done online which can be frustrating and time consuming (4) little or no feedback. All these before lockdown started. I can imagine it must be a disaster by now. The Minister ought to be ashamed of himself for dishing out such an appalling public service.	4/28/2021 3:20 PM
251	Long delays in Bailiffs executing Warrants, hearing dates & general paperwork being received	4/28/2021 3:17 PM
252	Even with HCE we have not been able to collect the debt owed to us after 2 years	4/28/2021 3:17 PM
253	The process takes too long and is over complicated. Landlords suffer from an inefficient service which seems to have no pressure to perform efficiently.	4/28/2021 3:16 PM
254	Delays in issuing paperwork, delays in obtaining court dates, delays in receiving confirmation that Orders have been sent	4/28/2021 3:15 PM
255	We are solicitors acting for clients seeking to recover debts under £600. Due to lack of proper enforcement many clients decide not to proceed with a claim (either via us or directly themselves) where the debt is under £600.	4/28/2021 3:14 PM
256	Court dates taking ages to set	4/28/2021 3:12 PM
257	Progression of cases and listing or hearings.	4/28/2021 3:10 PM
258	Delays in orders being received and court allocation. Delays with final hearings being arranged or changed at the last minute	4/28/2021 3:10 PM
259	The service from the Court is very slow. Having to explain to client's why there are delays on their cases.	4/28/2021 3:07 PM

260	Delays in issuing High Court Writs delaying enforcement	4/28/2021 3:06 PM
261	We had a judgement against a debtor for non payment of service charge,Jan 2020, so far been unable to get any monies. We are a Building Management Company and have insufficient funds for further court action or to repair the apartment block roof	4/28/2021 3:04 PM
262	Debtors have moved, sold assets, debts written off	4/28/2021 3:03 PM
263	Can't collect certain debts which is having a detrimental effect on the cash flow.	4/28/2021 3:03 PM
264	Applications not dealt with and "in a pile" to be reviewed by the District Judge	4/28/2021 3:02 PM
265	none specifically as all have been over the threshold so we have used HCE	4/28/2021 3:02 PM
266	As I have quite a number of properties I am somewhat protected. However for landlords with a single or just a few properties it would be very serious	4/28/2021 2:59 PM
267	Risk of making me bankrupt and making future borrowing impossible due to tenant defaults having knock on effects.	4/28/2021 2:59 PM
268	Delay in attending debtor's properties and delay in follow up visits	4/28/2021 2:58 PM
269	Long delays for hearing dates and issue of judgments	4/28/2021 2:58 PM
270	Delays in payment's	4/28/2021 2:58 PM
271	Jest waiting and no progress this situation create serious financial problems	4/28/2021 2:57 PM
272	As an agent we have been lucky enough not to have to proceed through the courts, but it is a concern with the backlog of cases, if we did need to go down that route.	4/28/2021 2:56 PM
273	Delays of several months for the Bailiffs to attend and deal with the warrant	4/28/2021 2:56 PM
274	Waited a year for a hearing to be listed; waiting forever for Bailiffs and clients are very unhappy paying good money for poor service from the court.	4/28/2021 2:54 PM
275	Court dates with escalating debts	4/28/2021 2:54 PM
276	Cashflow is the life blood of the business. Without cash, you go bust. When someone is you, you need prompt and efficient action, not dithering	4/28/2021 2:54 PM
277	Loss of revenue, added stress and emotional impact, extra admin works, added costs, loss of trust in the system. Abuse of the system by people ensuring debt is always under 600 including fees and interest knowing you cannot do much about it.	4/28/2021 2:53 PM
278	Warrants not being executed by county court bailiffs	4/28/2021 2:52 PM
279	Courts take weeks to reply to emails	4/28/2021 2:50 PM
280	Any delay frustrates the client's which makes it difficult for solicitors.	4/28/2021 2:49 PM
281	up to 4 months. I belong to a bench marking group of social landlords in the West Midlands. Other social landlords are stating that despite having a possession order the court Bailiffs are in practice not executing the warrants at all or very slowly. Arrears are increasing to unsustainable amounts which realistically no tenant will ever be able to afford to pay back .	4/28/2021 2:48 PM

282	The time taken in the process to recover the debt. This was against a rogue builder for a shoddy piece of work. The action was undefended and orders granted in my favour. By the time the bailiff actually attended the defendant's last known abode, the builder had moved on without leaving a forwarding address (self evident). As far as the bailiffs were concerned that was an end to the matter and no further attempt was made to track the man down. They said there was nothing more they could do. For me, I had lost the amount of the debt plus the court costs of taking it thus far. Wholly unsatisfactory writ service procedure without accompanying attendance which more or less invited the defendant 'to do a runner'.	4/28/2021 2:46 PM
283	Bad administration in the county courts as it handles far more applications than a high court and the petitioner should be free to choose a quicker venue to the High Court	4/28/2021 2:46 PM
284	lots	4/28/2021 2:46 PM
285	Delays in claims being issued when contested or contested cases not being processed by the court after the deadline date resulting in drawn out cases	4/28/2021 2:46 PM
286	Not been able to pursue a debt of £3580 for well over two years now which as you can appreciate there is not very good for cash flow on a smaller business	4/28/2021 2:45 PM
287	receiving responses to requests for Judgment and issuing proceedings in the first place.	4/28/2021 2:45 PM
288	Months and months of waiting just for a court listing has meant that recovery has slowed significantly, seriously affecting cash flow.	4/28/2021 2:45 PM
289	Stressful enough without the added stress of prolonging everything	4/28/2021 2:43 PM
290	General delays throughout the Court system, not just with enforcement. However, enforcement of judgments can have a hugely damaging impact. Particularly as, with the dawn of the pandemic and the UK's withdrawal from the EU, many companies are moving from England/Wales to other jurisdictions and so enforcement cannot always be achieved. Timely enforcement is a must, particularly against international companies. I also find the existence of County Court Bailiffs almost redundant. There are numerous cases that I can think of where there's is little to no point enforcing a Judgment under £600 because of the length of delays - and that was pre-pandemic. I am in no doubt that the option to instruct High Court Enforcement Officers would help alleviate the undoubtedly overwhelming backlog.	4/28/2021 2:41 PM
291	Delays are very concerning and I am much more cautious about providing services which may result in non payment	4/28/2021 2:41 PM
292	This has had a severe impact on our cash flow, which has made it difficult for us to pay our creditors. This has a huge knock on effect.	4/28/2021 2:40 PM
293	In my case, I had used Sec 21. apparently the county court bailiffs claimed that they lost the paperwork. It took more than 6 months to evict the tenant. Meantime the tenant did not pay the rent.	4/28/2021 2:40 PM
294	Evictions and payment of rent arrears	4/28/2021 2:40 PM

295	No updates whatsoever so no idea if Bailiff has even attended.	4/28/2021 2:40 PM
296	CCJ that have been with bailiffs for over 12 months. No response when chased. My clients are losing the opportunity to recovery money owed to them	4/28/2021 2:40 PM
297	Delays on Hearing dates and the availability of District Judges, also the delay in contacting courts	4/28/2021 2:39 PM
298	Bailiffs slow to respond, accept debtors words that they have set up direct arrangements thereby delaying enforcement. Courts are very slow dealing with Oral Examination applications	4/28/2021 2:37 PM
299	Solvency	4/28/2021 2:36 PM
300	Delays in court dates and therefore delays in being able to obtain payment for debts being pursued via the courts.	4/28/2021 2:36 PM
301	Cancellation of Court hearings therefore we have been unable to receive Judgements and enforce them. We also have debtors of under £600 who we choose not to take to Court and write off the debt as the Court Bailiffs have no power to enforce Judgement.	4/28/2021 2:35 PM
302	Cases not being heard or dates being deferred	4/28/2021 2:34 PM
303	The pandemic started over a year ago, this delayed a lot of court cases in terms of visits to addresses	4/28/2021 2:34 PM
304	Over 12 months and unknown when will be recovered if so	4/28/2021 2:30 PM
305	Time taken for Warrants to be issued and then lack of Bailiffs to chase for payment	4/28/2021 2:30 PM
306	extra time response required due to Covid impact and number of remotely working court staff to progress these	4/28/2021 2:30 PM
307	Lack of contact and visits from County Court Bailiffs	4/28/2021 2:26 PM
308	No interim reports received - chase for updates without responses. When a return is received, one visit made with standard response - no contact.	4/28/2021 2:21 PM
309	Unknown across border departments	4/28/2021 2:21 PM
310	Delays with processing any and all paper documents submitted to the court	4/28/2021 2:21 PM
311	We act for creditors seeking CCJs and so the delays don't have a direct impact on our cashflow. However, there is undoubtedly pressure on the court system which could be relieved if debtors felt concerned that unpaid sums could be easily enforced against them rather than being able, as they are currently, to hide behind the system.	4/28/2021 2:20 PM
312	Delays receiving documentation delays with applications relating to enforcement which affects cash flow due to unrecovered debts	4/28/2021 2:20 PM
313	Bailiffs not in a position to act quickly Defendant disposing of assets. Claimant not being paid Claimant does not get paid then reluctant to use our service again.	4/28/2021 2:20 PM

314	When initial request for Warrant issued, nothing whatsoever is heard from County Court Bailiffs and had to chase for a response. Warrants expired and company incurred further costs - completely unacceptable. No update is ever provided by the County Court Bailiffs, which is appalling.	4/28/2021 2:19 PM
315	issues with cahsflow	4/28/2021 2:19 PM
316	Delays in receiving judgments or NOI documents, taking some time for CC Bailiffs to be instructed and to visit	4/28/2021 2:18 PM
317	Delays lasting months, being unable to get through to the Court on the telephone/no responses to emails and if you do, the updates are vague and unhelpful. Unable to progress the case forward leading to unhappy clients.	4/28/2021 2:17 PM
318	Delays in obtaining Directions Hearings are taking much longer to be heard, and are being reallocated to courts very far away from where is usual. County Court Bailiffs don't put any effort into debt collection. This has caused my clients to avoid taking action against debtors. Many more debts written off.	4/28/2021 2:16 PM
319	We have ceased use of county court baliffs due to poor collections performance	4/28/2021 2:15 PM
320	Bailiffs not being able to serve court documents in good time meaning that debtors often move on and have to be located again before we are able to proceed with enforcement of a debt. This increases costs for our clients and makes it difficult to explain the delay, especially as we rarely receive timely updates from the county court.	4/28/2021 2:15 PM
321	the county court bailiff system is not effective and we dont use it. Would prefer to use HCE for all enforcement - even debts under £600.00 subject to reasonable costs	4/28/2021 2:15 PM
322	Delays have been months and results in loss of recoveries for creditors.	4/28/2021 2:14 PM
323	Delay caused by county court enforcing against the wrong party (the defendant, when the claimant was the judgment debtor) causing reputational damage.	4/28/2021 2:14 PM
324	Delays with Court orders, orders received after deadline for completing tasks.	4/28/2021 2:14 PM
325	Delays with Courts listing applications to stay writs, general applications, significant delays in hearings, delays in obtaining & enforcing possession orders, delays with County Court bailiffs	4/28/2021 2:12 PM
326	Orders not drawn and Defendants then disappearing so process then begins again	4/28/2021 2:12 PM
327	NA	4/28/2021 2:12 PM
328	3 visits over the course of a year by a court bailiff which enable the debtor company to sell up and move on, meaning the debt is now irrecoverable.	4/28/2021 2:12 PM
329	Lack of County Court Bailiffs to do the work pre-covid has been compounded by the Covid crisis and delays are getting worse not better.	4/28/2021 2:11 PM
330	Businesses go out of business before the case gets to court	4/28/2021 2:09 PM
331	Delays in issue of summons and the court process thereafter. As Debt Collectors, our clients are blaming us for the delays even though we act promptly.	4/28/2021 2:09 PM

332	Bailiffs are unable to attend or actually collect any payments whatsoever.	4/28/2021 2:07 PM
333	Delays across the board from the County Court service. Having to wait weeks or months to issue enforcement proceedings, which means the monies do not get repaid.	4/28/2021 2:06 PM
334	Due to the pandemic, Warrants of execution have been held due to no Bailiff visits, whereby, High Court Enforcement have still engaged by using other communication methods	4/28/2021 1:52 PM
335	communication and reports	4/28/2021 12:18 PM
336	It is rare for a Warrant to be executed	4/28/2021 12:16 PM
337	Zero delays to date	4/28/2021 11:49 AM
338	We have stopped using CC Bailiff - and adopted a different strategy as CC Bailiff service is so poor.	4/28/2021 11:34 AM
339	Only due to lockdown preventing EA visits	4/28/2021 11:22 AM
340	Correspondence and availability of court staff	4/28/2021 11:21 AM
341	Na	4/28/2021 11:16 AM
342	Increase in time County Court is taking to issue claims, to deal with requests for Judgment, failure to promptly notify of 'Defences' filed; failure to use CPR 3.4 to filter out unmeritorious 'Defences' that waste everybody's time not only the Court's time.	4/28/2021 10:51 AM
343	lack of recovery and length of time it takes generally	4/28/2021 10:38 AM
344	lack of processing on files, impossible to speak to anyone, errors in paperwork which need correcting.	4/28/2021 10:37 AM
345	Months of delay which is now stretching to years which have impacted our clients	4/28/2021 10:32 AM
346	It takes months for any Warrant of Control to be action and Clients are now reluctant to enforce for below £600.00 altogether.	4/28/2021 10:30 AM
347	major delays in contact from Court Bailiff and little (if any) progress	4/28/2021 10:28 AM
348	Delays in all areas, particularly in the London Courts	4/28/2021 10:24 AM
349	Months and months of delays for hearings as well as several mistakes such as court getting hearing dates wrong and the Judge not being available for scheduled hearings.	4/28/2021 7:02 AM
350	Applications taking weeks to go in front of the judge. Meaning recovery is delayed	4/27/2021 7:26 PM
351	These long delays affect our business is cash flow. Small to medium size businesses rely heavily on cash flow so it is very important that our debtors pay there debts	4/27/2021 7:19 PM
352	Delays in the return of N293As from county courts and District Registry's taking 2 months to issue a Writ of Possession since the recent rule change.	4/27/2021 6:25 PM

# Qualitative Responses to Q16

## Q16. Please share anything else you wish to add

#	RESPONSES	DATE
1	Landlord are suffering to collect rent, due to the court system.	5/31/2021 10:31 PM
2	No	5/28/2021 3:16 AM
3	It is time for a change to allow HCEO to collect debts under £600. This would free up the court service and improve turnover for those businesses affected.	5/27/2021 11:25 AM
4	HCEO have proven to be more efficient, easy to deal with and more effective, particularly in gaining early engagement which is to everyone's benefit.	5/26/2021 10:53 AM
5	The costs connected with getting a CCJ are far too high. Also there does not seem to be a register of Eviction Orders or at least I cant find it	5/26/2021 10:14 AM
6	Wo/man or litigant in person are not being served by the courts this is corruption by the legal society on inherent rights to press a claim	5/25/2021 6:31 PM
7	Nothing to add.	5/25/2021 6:04 PM
8	I feel it inappropriate that HCEOs be used to collect minor debts. The added costs are punitive on those least able to afford them. This is a further step towards privatization of government facilities.	5/25/2021 4:33 PM
9	I firmly support the ability of High Court Enforcement Officers to enforce under-£600 debts. They are far more results driven, returns are better and the issue fees are less. County Court Bailiffs are wholly inefficient and not cost-effective.	5/25/2021 1:01 PM
10	I also believe that the legislation should be amended to enable a Certificated Enforcement Agent or Approved Enforcement Agency to be selected by the creditor to enforce a CCJ. However, accept this could be some way off so in the meantime support the creditor having the choice to use HCEO.	5/24/2021 12:28 PM
11	As a business this is really having a detrimental effect on us.	5/24/2021 11:47 AM
12	Just want my money back	5/22/2021 12:18 AM
13	None	5/21/2021 12:36 PM
14	None	5/21/2021 10:17 AM
15	Small firms need the ability to recover debts below £600. Please do something to aid Agents to do this	5/21/2021 10:12 AM
16	Once the judgement has been passed the delay in enforcement actions should be improved	5/21/2021 9:46 AM
17	Nothing	5/21/2021 9:40 AM

18	The county court bailiffs are useless and recovery by them is very few and far between. They have 3 standard reply/reports and are not thorough enough with enforcement. It is very frustrating that consumer debts have to be sent to them with nil return. The high court enforcement agents would do a much better job with collections for both consumer debts and judgments under £600.00	5/20/2021 5:08 PM
19	None	5/14/2021 10:35 AM
20	The bailiff system has been broken for a number of years to the extent that our clients will not look to enforce judgments of less than £600.00 which is clearly not acceptable.	5/13/2021 10:44 AM
21	Nothing else	5/13/2021 12:42 AM
22	There has to be some limit on HCEO sending HCEO to recover small debts along with the associated costs for the defendant would need to be unreasonable either through County Court and High Court the fees charged in enforcement should never exceed the amount of judgement debt	
23	signed	5/12/2021 3:08 PM
24	N/a	5/12/2021 8:09 AM
25	Landlord	5/10/2021 3:33 PM
26	The figure of £600 is pretty arbitrary. Often it needs the personal visit from the HCEO to persuade the debtor to pay. It's unfortunate it has come to this, because of the extra costs involved, but the debtors like to bury their heads in the sand and sometimes only the HCEO can dig them out!	5/7/2021 4:13 PM
27	n/a	5/6/2021 12:25 PM
28	The fee structure for HCEO's suggests that the threshold of £600 should in fact be increased rather than removed. It is unethical for a judgment debtor to be faced with the prospect of enforcement fees increasing the total amount payable by over 400%	5/6/2021 12:02 PM
29	We are a creditor in respect of unpaid leases	5/6/2021 11:55 AM
30	I'm using the sheriffs to get back some money that someone borrowed me and never gave it back	5/5/2021 1:11 PM
31	Please make these changes	5/5/2021 9:23 AM
32	There were Court delays even before the advent of this dreadful Covid 19 but the situation is now very much worse. When the Government begin to lift restrictions on enforcement proceedings the delays will be even more terrible.	5/4/2021 3:25 PM
33	Thank you.	5/4/2021 11:09 AM
34	Long overdue	5/4/2021 11:01 AM
35	Excellent idea for HCEO to deal with all Warrants - it is cheaper to instruct the HCEO who keep us informed on a regular basis and who are pro-active.	5/4/2021 10:59 AM

36	I would suggest certificated enforcement agents (bailiffs) be allowed unrestricted to enforce under £600 judgements. No need for this to be restricted to HCEO. this would clear the back of faster and maintain an enforcement. As hceo also have bailiffs this would accommodate everyone	5/2/2021 3:17 PM
37	I would like that the user got a choice.	5/1/2021 3:33 PM
38	Frankly, I cannot see any reason why any debt -regardless of its value- should not be able to be enforced by a High Court Enforcement Agent. The fact we still have a distinction between Bailiffs and HCEA seems odd and outdated - something which has arisen purely because of the distinct ways in which both the County Court and the High Court operate. I would favour a single, uniform system of enforcement across all Courts. Creditors should then be able to elect whether to use the in-court agent (i.e. the Bailiff), or whether they wish to use an out-court agent (i.e. the HCEA) instead - even if it costs a little extra.	5/1/2021 1:27 PM
39	Reform in this area is long overdue. The Court bailiffs service have always been stretched and the pandemic will probably have tipped them over the page. Further, they're salaried employees and there will be little or no incentive to enforce the debts to a successful conclusion. It is only human nature although there will be some who will take exceptional pride in their work. Allowing judgment creditors to choose a HCEO regardless of the type of debt or the quantum will surely alleviate some of the issues.	4/30/2021 4:59 PM
40	/	4/30/2021 2:21 PM
41	No	4/30/2021 11:06 AM
42	None	4/30/2021 10:39 AM
43	We do not take legal action on debts below £600 and the only reason for this is that we are unable to use the HCEO for enforcing debts below £600. We used to use Bailiffs back in 2014: I cannot recall a single recovery being achieved. The service was useless. Reports were meaningless, very poor offering no meaningful feedback about the information the Bailiff found on the ground; Where the debtor had moved and the Bailiff was asked to attend a new address, we would have to pay an extra £100 (whereas the HCEO would do this for free). The overarching feeling was that the Bailiff was just having a nice stroll at our expense and that the recovery of the debt was not a priority.	
44	In general terms debts under £600 are not collectable	4/30/2021 10:30 AM
45	Costs that can be recovered of £2.25 on the Warrant needs to be addressed also with a definite increase.	4/30/2021 10:16 AM
46	.	4/30/2021 10:08 AM
47	a change in the law would be welcomed	4/30/2021 10:07 AM
48	HCEO should be the able to enforce all civil court orders regardless of quantum	4/30/2021 9:03 AM
49	Consumers/Court users should have a freedom of choice to use county court or high court enforcers to recover debt ASAP.	4/29/2021 11:05 PM

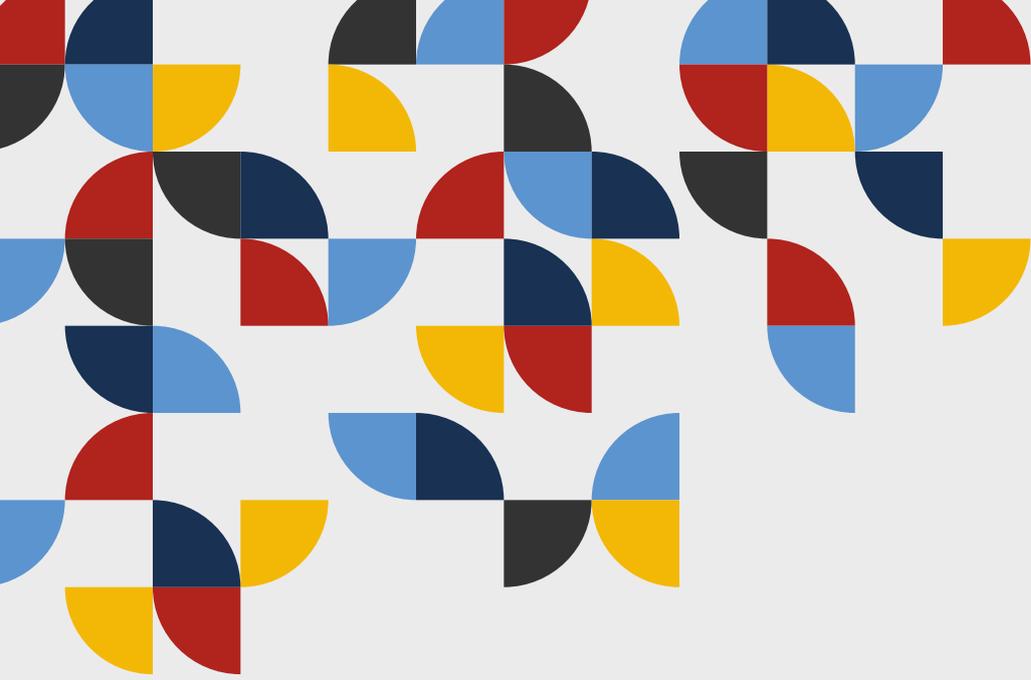
50	I look on a defaulter in the same light as a shop lifter. sometimes I would like to see the return of Judgment summonses and committal orders	4/29/2021 8:01 PM
51	Good idea to be able to use	4/29/2021 7:54 PM
52	High Court Enforcement officers are great in my experience. Let them be able to recover any debts they or their clients wish, with no lower limit.	4/29/2021 6:05 PM
53	Please give this serious consideration, We need a system that works for the creditor, service chain.	4/29/2021 5:34 PM
54	The service provided to Creditors is getting worse and will only decline further, due to lack of resource allocated and the overall effectiveness of the service	4/29/2021 5:23 PM
55	.	4/29/2021 3:10 PM
56	This change should have been done years ago to the obvious benefit of all traders	4/29/2021 11:13 AM
57	I have found that in 30 years experience in debt collection, the recovery rates using County Court Bailiffs have been very poor. Also, due to lack of resources at HMCTS it takes far too long (several months) to get any results/feedback from the Bailiffs.	4/29/2021 11:03 AM
58	I would welcome HCEO taking on the smaller debts and this will only result in more instructions and recovery of funds rightfully due to creditors.	4/29/2021 11:03 AM
59	Being able to go into a speedier and more successful legal debt recovery system would be less of a burden upon the present system, which seem longwinded and cumbersome with no end game in sight, but with higher financial outlays. I would welcome it.	4/29/2021 10:27 AM
60	Being able to choose who enforces for the reclaiming of debts under £600 would be an excellent option when needed for our small company moving forward.	4/29/2021 10:26 AM
61	Huge problem is the suspension of Statutory demands, Contractors dare you to take them to Court knowing it will take at least 9 months to get anywhere.	4/29/2021 10:24 AM
62	Business to consumer debts incurred on a contractual basis only	4/29/2021 9:41 AM
63	Since the notice requirements are exactly the same now between HCEO and CC Bailiffs - there is no reason to allow DJs discretion as to whether or not to transfer evictions up. It should be automatic on application and this will aid all concerned especially when it comes to the post-pandemic backlog.	4/29/2021 9:33 AM
64	Unhappy how some people are able to stall and delay the system.	4/29/2021 9:15 AM
65	The Court Service has been failing in service and effectiveness on a rapidly increasing basis for many years and the past year has exacerbated this to an unacceptable extent. Neither HMCTS nor Judges generally appear willing to acknowledge this and change behaviours accordingly. Many Solicitors feel that use of the Courts is now something to be avoided at all costs.	4/29/2021 8:52 AM
66	Bailiffs have no incentive to collect debt. HCEO do as their fees increase with each stage of compliance.	4/29/2021 8:46 AM

67	We are Landlords and have been for a number of years. HCEO have proven to be invaluable in the past for which we are truly grateful	4/29/2021 8:41 AM
68	A big concern to our business is that we cannot transfer up consumer credit business which means that sometimes larger debts are stuck within the county court system which is ineffective.	4/29/2021 8:29 AM
69	I have been supporting this change for many many years. I am a debt recovery solicitor of 20 plus years and think the way forward is enforcement through HC regardless of the debtor or the amount owed. Good luck and you will always have my support	4/29/2021 7:18 AM
70	N/a	4/29/2021 7:03 AM
71	If minor debts are transferred to HC this would cause backlogs and delays in the HC too	4/29/2021 7:01 AM
72	No further comment.	4/29/2021 5:25 AM
73	The ability to utilise HCE action instead of CCJ action is beneficial if it is clear that the debtor doesn't care about having a CCJ against them; the time taken to process and secure a CCJ could be directed to HCE action meaning the timeframes are significantly reduced	4/29/2021 4:06 AM
74	Too many questions that don't apply to me	4/28/2021 8:49 PM
75	LANDLORD	4/28/2021 8:03 PM
76	Extremely long waiting list under bailiff is ver worrying	4/28/2021 7:55 PM
77	5000.00 cap should be increased to 10000. 00	4/28/2021 7:53 PM
78	Delays in collecting debts is unjust	4/28/2021 6:36 PM
79	Another channel is requires	4/28/2021 5:38 PM
80	N/A	4/28/2021 5:22 PM
81	n/a	4/28/2021 5:06 PM
82	The Debt Respite legislation is going to massively impact businesses where debtors who know the system will 'game' it at creditors expense. This Govt has effectively off-loaded financial burdens and legal responsibilities of debtors onto private Business. - The party of Business - my @r\$e !	4/28/2021 4:42 PM
83	.	4/28/2021 4:37 PM
84	The proposed "Breathing space" legislation causes me significant concern	4/28/2021 4:35 PM
85	Non Payment of fees is our usual up to approx. £1000	4/28/2021 4:02 PM
86	The whole system of debt recovery is a terribly protracted, confusing and often unsatisfactory experience for the creditor and it's frequently better to write off debts to preserve sanity rather than allow the debtor to exploit further opportunities to avoid paying and add to the creditor's costs and frustration.	4/28/2021 3:56 PM
87	N/A	4/28/2021 3:49 PM
88	No further comment	4/28/2021 3:40 PM

89	Process is too easy for tenants in arrears to manipulate and play the system. Overworked judges seem to have little room for their own judgement (just rubber stamp).	4/28/2021 3:32 PM
90	None	4/28/2021 3:25 PM
91	We are a community based lender serving the financially excluded; the current systems make it very difficult to recover debts should someone choose not to repay their debt. If we are unable to lend due to this risk then borrowers will frequently access high cost credit to their detriment, to better serve this sector and improve the choices to those at risk of disadvantage we need fair and effective means of recovering smaller debts.	4/28/2021 3:21 PM
92	service is going downhill, costs of making a claim is escalating, delay is deplorable and the public perception is a very grim one..	4/28/2021 3:20 PM
93	Help people to collect the debt owed as we have not been able to collect the debt	4/28/2021 3:17 PM
94	We are a firm of Accountants	4/28/2021 3:15 PM
95	I do not use the County Court Bailiff to enforce debts under £600 any more due to their ineffectiveness. I cannot comment on recent County Court delays	4/28/2021 3:13 PM
96	.	4/28/2021 3:12 PM
97	-	4/28/2021 3:03 PM
98	The court system is useless. Most people I know do things using big guys nowadays. Lawlessness is now, they need to fix things	4/28/2021 2:59 PM
99	Good luck	4/28/2021 2:57 PM
100	Allowing HCEO for small debts risks disproportionate costs being incurred. If these could be addressed, then maybe it's a sensible idea.	4/28/2021 2:54 PM
101	Landlord. Unpaid rent and damages when proven fully and accepted by courts. Additional waiting times for recovery. Enforcement of possession claims and recovery of property as far too long.	4/28/2021 2:53 PM
102	X	4/28/2021 2:52 PM
103	N/A	4/28/2021 2:50 PM
104	Stock owning local authority. In house officer dealing with court action for repossession due to rent arrears	4/28/2021 2:48 PM
105	I am a Landlord	4/28/2021 2:46 PM
106	I would support HCEO always in what they need as they did a brilliant service for me and Im always here for them.	4/28/2021 2:46 PM
107	No	4/28/2021 2:46 PM
108	Hopefully government will see need to change legislation in respect of these current rulings	4/28/2021 2:45 PM

109	I have found the High Court enforcement system far more efficient than County Court bailiffs but even this process is hampered by the ridiculous notice period given to debtors of impending attendance. You may as well print, 'Move your assets now and don't open the door' in big letters across the envelope	4/28/2021 2:45 PM
110	I am of the firm belief that if HCEO's were to operate in the CCB's sphere, the backlog and the faith in the justice system, in terms of law practitioners and the general public, will improve. It will ensure greater access to justice as companies, knowing that a judgment (currently) under £600 likely won't get enforced, would no longer be able to delay in the hope that a Creditor would not pursue the matter. Consequently, it would likely improve Defendant behavior, who would pay in fear of actual enforcement (from HCEO's), across the board.	4/28/2021 2:41 PM
111	we have to be able to recover money owed, failure to be able to results in other businesses failing and debt problems spiralling and affecting more and more peoples	4/28/2021 2:41 PM
112	I am a landlord.	4/28/2021 2:40 PM
113	thank you	4/28/2021 2:40 PM
114	Having to use County Court Bailiffs when the debt is under £600 usually results in a waste of money as these people are too idle to visit debtor's addresses	4/28/2021 2:34 PM
115	Very slow system and difficult to recover the solicitors fees. Those days the fees are well excessive	4/28/2021 2:30 PM
116	N/A	4/28/2021 2:30 PM
117	A change in the current regulations would be extremely advantageous for the creditor when they already face so many obstacles trying to collect monies owed to them through no fault of their own!	4/28/2021 2:26 PM
118	in relation to debts under 600 we currently have to take a commercial decision on whether we pursue the debt due to the problems with enforcement we would not choose to use the Court bailiffs for enforcement of Judgments due to the delays/lack of communication and the ineffectiveness.	4/28/2021 2:20 PM
119	I feel it would be most advantageous to a lot of companies if the figure was reduced to below £600.00 as it would create a far better control of a company's debts, safe in the knowledge that High Court Enforcement can then be instructed to carry out their successful and productive outcomes.	4/28/2021 2:19 PM
120	I see no reason why creditors should be prevented from instructing a HCEO for any type of debt. They are heavily regulated and do a good job. It would take the pressure off the Court system and County Court Bailiffs. It would also save HMCTS money.	4/28/2021 2:14 PM
121	na	4/28/2021 2:12 PM

122	.	4/28/2021 2:11 PM
123	Debt Collection companies should be able to submit claims to the County Court. Solicitors are only necessary if the case is defended.	4/28/2021 2:09 PM
124	The High Court Bailiffs are much more effective than the County Court bailiffs.	4/28/2021 2:09 PM
125	If it were possible to transfer debts below £600 to HCEO we would be in a position to collect more debts.	4/28/2021 2:07 PM
126	There is only one County Court Bailiff employed by my local Court.	4/28/2021 12:16 PM
127	Na	4/28/2021 11:16 AM
128	Nothing to add.	4/28/2021 10:51 AM
129	i think that debts under £600 should be enforced by HCEO and not CCB's as they take a long period of time and not at all successful	4/28/2021 10:38 AM
130	The County Court system of enforcement is a national disgrace. It comes at a huge cost to the public purse whilst the HCEO system is at no cost to the taxpayer.	4/27/2021 6:25 PM



High Court Enforcement  
Officers Association

[www.hceoa.org.uk](http://www.hceoa.org.uk)

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