

The Enforcement Agent Code of Conduct

1. The Enforcement Agent will write to you within 2 working days of the Council referring the debt to them.
2. The Enforcement Agent will visit you to enforce liability orders and where necessary, take control of goods. This will occur between 6:00am and 9:00pm or in the case of a trade or business, can also occur during normal opening hours.
3. The Enforcement Agent will collect the debt within 3 months of the Council referring the case to them unless they have agreed a longer repayment period.
4. Any Enforcement Agent who takes control of goods must be approved by the County Court.
5. If the Enforcement Agent takes control of goods then they must introduce themselves, with identification, which will include a photograph and contact number for verification purposes and they must give reasons for their visit.
6. The Enforcement Agent should be dressed smartly and conduct themselves in a professional manner at all times.
7. The Enforcement Agent must carry written authority from the Council and show it to you if you ask.
8. The Enforcement Agent will ensure that any documentation sent or left with you is neither ambiguous nor misleading.
9. The name of the Enforcement Agent who has attended the premises must be made clear on all documentation left at the property.
10. The Enforcement Agent must give you the opportunity to pay in full and explain to you that full payment will stop further proceedings.
11. The Enforcement Agent will not enter your home if there is no person over the age of 18 there.
12. The Enforcement Agent will ensure that they only discuss the matter with the debtor, an authorised person or a person in apparent authority.
13. If the Enforcement Agent needs to get information relating to your whereabouts, they must do so discretely without giving the reason for their visit.
14. The Enforcement Agent should wait to receive instructions from the Council or their line manager if there is evidence of the following or if there are unusual circumstances which may require special treatment:-
 - a. physical or mental disability
 - b. long term sickness, serious illness or frailty
 - c. recent bereavement
 - d. deafness or blindness or limited sight or hearing
 - e. late term pregnancy
15. The Enforcement Agent should advise you of the complaints and appeals procedure if you ask for the information.
16. The Enforcement Agent must only act in accordance with the conditions specified in the Taking Control of Goods Regulations.
17. When taking control of goods the Enforcement Agent must clearly tell you what they cannot legally take.
18. If a "taking control of goods agreement" has been entered into, the Enforcement Agent will give you a list of the goods they can take. This

means that you can keep the listed goods at your home whilst you pay off the debt, but they will be seized and sold if you do not.

19. If the Enforcement Agent removes your goods then they must make sure that they are handled with care and attention and kept safe.
20. The Enforcement Agent must make sure that the goods are insured and safely stored before they are sold.
21. The Enforcement Agent will issue you with the prescribed documentation that confirms the action you need to take in order to obtain repossession of the items.
22. If you make a complaint about the Enforcement Agent, their company must provide the Council with a full written report as soon as practicable.
23. All Enforcement Agents must act according to the Council's Equal Opportunities Policy.

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