



**Process serving
provided by the
public sector**

Who?

Who are we?

oneSource Process Serving provides a public sector solution by a team of experienced council managers and officers. This means that we understand your needs and the pressures of working in a local authority environment.

We are part of oneSource, Bexley, Havering and Newham council's shared support service, a support service that is delivering savings to the public sector.



Why use oneSource process serving?

oneSource Process Serving provide a fresh approach to serving papers.

We seek to ensure that our clients are protected. It is our aim to provide the best possible solution to your process serving needs while maintaining a balance of low cost and efficiency without sacrificing quality.

We understand that time is of the essence. Deadlines have to be met and a knowledgeable team is a must in order to provide the best possible service in what might be a most delicate situation.

When choosing a process server, it is important to make sure that the job will be done properly and effectively. All our process servers are held to a strict Code of Practice and you can be assured that when you use oneSource Process Serving you will receive a prompt and personal service.

Our process servers place customer service at the heart of our practices, engaging your customers and protecting your brand. We will *maximise the prospects of serving* and offer an experienced and effective bespoke personal service.

With a dedicated point of contact we encourage personal interaction as much as possible, so appraisals both by telephone or in person are welcomed and take place when required.

Furthermore, all of your management information and reporting requirements will be met by the team, with the format and frequency tailored to your individual requirements.





Our services

With a team of highly experienced and carefully screened qualified process servers, operating in and across the M25 area, you can have complete confidence in our commitment to compliance, transparency and to providing a quality service at all times.

Our qualified process servers will ensure your legal documents are served professionally and compliantly under strict guidelines and usually within seven days of your instruction. An express service is available, whereby documents can be collected and served within 24 hours if required.

Types of documents we are engaged to serve:

Statutory Demands

This is the first stage of bankruptcy. It is not a document issued by the court; anyone can compile one to be served. They can be served on individuals or companies and are in relation to a debt. We will personally serve Statutory Demands, or go through a process called Substituted Service if the debtor is proving difficult to contact, whereby we will confirm that the debtor still lives at the address provided, then we will send a letter of appointment in the post confirming that we will be returning at a particular time and date. On the return date if the debtor is still not there and we can again confirm that they are resident at the address we will post the demand through the letterbox. With regards to companies, we will leave the demand with the most senior person in attendance, i.e. a Director, however if the premises are closed the demand can be attached to the front door in a clear plastic wallet.

Bankruptcy Petition

This is the second stage of bankruptcy and this Petition does get issued by the court and will have a hearing date on it. These can only be personally served, however a letter of appointment can be sent. On the return visit, if the debtor is not there, we cannot post it through the letterbox. If we are unable to serve we will prepare an affidavit in support of an application for substituted service which is taken to court and authority will be given for it to be left at the address if we have enough evidence that the debtor still resides at the property but it clearly avoiding service.

Claim Forms

This type of legal document can be served in a manner of ways. They are issued by the Court and we can serve by leaving them at the address, handing to another named individual at the address, by personal service to the defendant and also at the defendant's work address. They can even be left at a last known address.

N39 Orders

This legal document has to be personally served. N39 orders are a document in relation to debt whereby the court is requesting the debtor to attend court for questioning. There is also a second part to the N39 order which is a committal order, informing the debtor that they are requested to be imprisoned for a specified amount of time as they did not attend the previous hearing.



Our services

Winding up Petitions

These legal documents are orders to wind up companies. They are served at the registered office of the company and can be left with a person in authority. On frequent occasions the registered offices tend to be at the companies accountants or solicitors, so the document can be left with a named person there who authorise they are able to accept the petition on their clients' behalf.

Traveler Proceedings

These proceedings relate to travelers who are invading a piece of land owned by a large company or individual which our solicitor client is representing. Most clients request us to attend the local court to have the documents issued with a hearing date, then attend the land and serve the papers, by handing them to individuals, putting them on caravans/vehicles and also affixing them to stakes around the land.

Service injunctions

These injunctions relate to the servicing of gas boilers at housing association properties, or any rented property. They require serving if the tenant has not allowed the service engineer access into their property to service the equipment, much of which by law has to be done at least once a year. The documents are issued by the court and require serving upon the tenant. On some occasions, we find that the tenant has actually moved out of the property without informing the Housing Associations, so this is also a good way of checking residence of the tenants.

Licensing Notes

These documents should be displayed outside premises prior to application of a license to open a public house, nightclub or similar premises. Their purpose is to advise nearby residents of the procedure, should they have an objection to such an establishment. These notices should be checked on a daily basis for a period of 14 days and replaced if any are removed.



How we work

Once our office receives the necessary papers, your case will be logged instantly by an experienced administrator and you will receive an email receipt to confirm this.

Comprehensive instructions will be transmitted to one of our process servers. Our process servers will attempt to contact the subject up to three times and at various times of the day; at least one visit will be made out of hours. You will be kept up-to-date on our progress at all times.

A witness statement is provided once the service has been successfully carried out. If our attempts to serve are unsuccessful, proof will be gathered and a witness statement prepared to support an application for substituted service.

Our team are very experienced in all areas of process serving.

Our Serving Process

- Call/email request is made to oneSource Process Serving service
- Process server is assigned to case
- Papers are confirmed by office and dispatched to a process server
- 1st attempt of 3 to serve
- Process server will make the 1st attempt within 24 hours, using our experience and intelligence to call at the best time
- Once the notice has been served the process server contacts the office so that our client is notified within five minutes
- An affidavit is produced and sent to our client within 48 hours
- A call is made to confirm client's experience and the case is then closed

We always act with complete discretion to serve documents in line with your instructions. We are fully familiar with the laws and requirements of all courts in respect of the serving of documents and ensure that service is completed on time and in a professional manner.



About our agents

Our process servers have the ability to serve a wide range of documents. We will ensure that legal notices are correctly served and that you are notified of any papers received upon receipt.

Our processing servicing team is fully up-to-date on the latest legislation. A phone call or email is not initially adequate to comply with the rules of process serving. We ensure that the defendant is notified in person of the proceedings against them.

The range of documents includes, but is not limited to, landlord and tenant documents, statutory notices, family papers, court orders, bankruptcy petitions, statutory demands, winding up petitions and many more.

Our agents are:

- Suitably insured including Professional Indemnity and Public Liability
- Regularly DBS checked
- DPA registered
- Certificated and have received accredited training and fully up to date with the relevant process, procedures and regulations
- Fully trained in customer services
- Have direct access to emails and secure internet access
- Can work six days a week, between 8am and 6pm, with exceptions where required
- Issued with council-approved vehicles with the latest GPS tracking devices for their safety and security when conducting visits to debtors
- Required to follow a lone worker protection system

We promise:

- To serve your papers quickly and in accordance with CPR rules
- To serve your papers in agreement with your special instructions
- To ensure all Data Protection and Human Rights legislation is adhered to
- To keep you updated and advise you when service has been finalised
- To monitor all cases we are dealing with and ensure they are returned to you on time
- That all statements or affidavits will be completed correctly

**We will attempt service within 24 hours of our process server receiving the papers.
(Papers collected from court.)**

We can serve

- Statutory Demands
- Bankruptcy Petitions
- Claims Forms
- Court Orders
- Notice seeking Possession
- Non Molestation Orders
- Section 8 Notice
- Section 21 Notice
- Injunctions
- Orders to Attend Court (N39)
- Witness Summons
- Writs
- Attachment of Earnings Orders
- Break Notices
- High Court Process
- County Court Process
- Magistrates Process
- Winding Up Petition
- Suspended Committal Order (N79A)
- Family Proceedings
- Children's Act
- Prohibited Steps Order
- Licensing Act Notices
- Anti Social Behavior Orders (ASBO)

We record each step of the service of process, to ensure that each and every case is handled in a legal and effective manner. We will ensure that you are kept up to date of any case developments.





Process Serving system

We work efficiently and effectively because of our investment in technology. We realise the importance of technology, and utilise it in the best possible way to ensure our skilled team and staff are ahead of the competition, and the people we serve.

We use industry-leading system software in order to maintain an accurate and real time database of cases, so that they can be uploaded to allow the reminder letter to be issued.

Continued technological investment has resulted in the development of a state-of-the-art platform that allows us to deliver tailored reporting to meet your requirements.

Depending on your preference, we can provide scheduled reports, supply them on an ad hoc basis or use a hybrid of the two.

We will also provide you with access to our web based system so you can track your cases and view live case notes. All yours and your customer's data are secured on our well-developed system.



How to find out more

If you would like to find out more about oneSource Process Serving we would be happy to have an informal discussion about your needs or arrange an initial meeting.

Please contact oneSource Process Serving on **020 3373 9744** or email onesourceprocessserving@onesource.co.uk

Notes

A series of horizontal dotted lines for writing notes, overlaid with a decorative graphic at the bottom. The graphic consists of a large grey semi-circle on the right, a smaller green semi-circle on the left, and a white circle in the center overlapping both.



oneSource
supporting public services

process
serving