



REVENTUS

ENFORCEMENT AGENTS

WELCOME TO

REVENTUS ENFORCEMENTS AGENTS

Fair and ethical collections that protect your income, your reputation, and your residents



SPECIALIST DEBT RESOLUTION SERVICES **TO LOCAL AUTHORITIES**

Reventus has a vast amount of proven experience in achieving market-leading results to recover debts for Local Authority clients across England and Wales. Our team understands that resources across local services are already stretched, especially since the Coronavirus Pandemic, and any debts which remain unpaid are putting these important services under increased pressure.

OUR **SERVICES**

We have developed a fair and ethical debt recovery process that has enabled us to recover council tax and non-domestic rate arrears, from current court and recycled accounts. This process also applies to all debt types including parking fines, former tenant arrears, housing benefit overpayments and unpaid sundry debts. Reventus also provide a nationwide process serving offering to deliver legal documents directly to the individual or company they are intended for.



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FAIR AND ETHICAL PUBLIC SECTOR **DEBT COLLECTION & TRACING SERVICES**

Reventus are a highly regarded enforcement agency who have built a solid reputation over the past decade as a leading provider of fair and ethical enforcement and tracing services to Local Authority clients. We have established long-standing relationships with clients nationwide and formed close ties to reputable organisations within the free debt advisory sector.

Our professional certificated Enforcement Agents, Collection Officers, Trace Analysts and Welfare Support Team have a wealth of experience in undertaking challenging cases, customer tracing and collecting current and aged debt. Our success rates are consistently high, as we ensure that we have a full understanding of the local areas and diversity of client authority customers.

We are proud of the high standards that we set ourselves and practise a continuous improvement model that allows us to deliver services in accordance with our ISO 9001:2015 Quality Assurance framework.

A NEW APPROACH TO **ENFORCEMENT**

In these unprecedented times of COVID-19 we have proactively redefined our approach to enforcement.

To support our Local Authority clients, their residents and our staff, we have taken time to really focus on developing safe working processes and procedures. We ensure our Local Authority clients' incomes are maintained, by continuing to achieve a high collection rate. Importantly, all customers are supported, to help them through this period and recover from debt.



WHAT IS OUR NEW APPROACH TO **DEBT COLLECTION & ENFORCEMENT?**

In order to maximise recovery, decisions need to be data driven and that data needs to be current and accurate. Using enriched data through forensic tracing as opposed to industry standard bulk tracing methods, we are provided with a thorough understanding of the customers financial situation prior to contact with them. Our dedicated analyst team using our eTrace® technology for an 80% success rate in tracing customers which leads to fast, efficient and fair collections for our Local Authority clients.

We have been developing our debt segmentation collection pathways and have created an industry-leading digital communication service that enables us to engage with our customers more effectively. We are already experiencing outstanding results and are confident that this increase in digital engagement will dramatically reduce the need for doorstep visits and increase recovery rates. The way we deal with debt collection in the enforcement industry reflects on the Local Authorities, and we work differently to protect their reputation, still ensuring high collection rates, while also focusing on the wellbeing and vulnerability of our customers.

With our new approach to data driven intelligent recovery processes and digital engagement, our aim is to reduce the need for doorstep visits.



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A FAIR AND ETHICAL APPROACH TO DEBT RECOVERY

We are proud to be different and a forerunner in adopting processes that focus on supporting customers by establishing our Welfare Team in 2017. Our specialist Welfare Team are trained to identify vulnerability and offer additional support to those in genuine financial difficulty. By working with our customers in a fair and ethical manner, we achieve higher success rates in recovering outstanding debt for our clients, whilst signposting customers to free debt advice services, helping them build a more stable financial future.



EARLY IDENTIFICATION OF VULNERABLE CUSTOMERS

Our access to exempt data aids us in early identification of possible vulnerability, allowing us to segment customers into three categories: those that can't pay, those that are struggling to pay, but not prioritising the essential debts, and those that won't pay.

With this information we can adapt their treatment pathway, to engage sooner and support our customers better to find their way out of debt.

The Pandemic has left the UK with significant debt and mental health problems that are not easily resolved. Local Authorities need to collect arrears but are mindful of adding to the burden of those who are suffering. So, the Government has legislated a bold and compassionate initiative.

From May 4th 2021, the 'Breathing Space Moratorium' and 'Mental Health Crisis Moratorium' will help debtors get the assistance they need, without pushing them further into debt.

We welcome any legislation that positively impacts our clients and their debtors.

OUR CONTINUOUS IMPROVEMENT ETHOS

We believe that our focus on continuous improvement provides sustainable change that benefits our clients and customers. We understand that we represent our Local Authority clients, which is why every member of the Reventus team ensures that our clients' reputations are protected, and the wellbeing of our customers are at the forefront of our processes.

Our company's ethos has always been 'Innovate. Deliver. Monitor. Evaluate. Improve.' in all areas of our business. The debt collection industry is a constantly shifting landscape and to stay ahead of our competitors, we never stand still. Our approach, coupled with ongoing training and support for our management team and staff, in line with our Investors in People Accreditation, means we consistently exceed expectations in key performance areas of our collection services, productivity, client, customer and employee satisfaction.



CERTIFICATIONS, ACCREDITATIONS AND EXPERIENCE

A number of our management team have previously held senior revenue positions in Local Government and their practical experience provides an important understanding of the excellent service our clients expect us to deliver.

Our knowledge and experience in the collection and recovery of council tax, non-domestic rates, civil parking fines and sundry debt collection across UK Local Authorities and large London Boroughs, means we have the ability to respond quickly to our client's requirements.

CIVEA (Civil Enforcement Agency) member. CIVEA are the primary trade association representing civil enforcement agencies

IRRV Corporate Member

BPA (British Parking Association) member

Our accredited quality management system (ISO9001:2015) acts as the mechanism by which all our operations are delivered

Cyber Essentials certified. A scheme backed by the government in its National Cyber Security Strategy 2016-2021

Investors in People Accreditation

All our enforcement agents are members of CEAA



SOCIAL VALUE OUTCOMES

Our team believe we have a responsibility to involve ourselves with the local communities in which we work in as many ways as possible. By adopting a social value approach, we aim to promote social wellbeing and economic growth, whilst minimising environmental impact.

For more details about the debt recovery services Reventus offer, please contact our team or call 03301 221 221



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