

Hounslow handpick Bristow & Sutor

April 2006: Bristow & Sutor Civil Enforcement Agents has been appointed as one of two partners to support London Borough of Hounslow in the collection of Council Tax, Business Rates and Housing Benefit overpayments. The contract came into effect on 1 April 2006.

Richard Assinder, Revenues Group Leader of Liberata, the outsource specialists who manage the Revenues and Benefits service for the Council said, "*Working as one* is critical to the successful delivery of the contract – the choice of partner was not determined solely by collection rates, but the added value that Bristow & Sutor could bring in support of the partnership. Whilst the bailiffs' primary objective is to recover council tax and business rate arrears; they will also act as a visible extension of the team, by identifying those hardship cases in the field where benefits may apply.

In support of the Council's "Modernisation Agenda", Bristow & Sutor's client web will play an integral part of delivering modern and efficient services using IT; the Client Web is expandable for future development and provides total transparency of case history (including actions and fees) to assist the Council when communicating with defaulters.

Andy Rose, Bristow & Sutor's Managing Director commented, "We have supported London Borough of Hounslow for over 10 years and are delighted that we have demonstrated over that period of time that our collection rates and performance remain unrivalled despite being subjected to regular competition. We look forward to continuing that support in the forthcoming years and strengthening our partnership with Liberata and the Council."