

Leasehold Disputes

Our services

What our clients can expect from us

Our no win no fee arrears collection service

- **Team Leader & Manager – Led Specialist Service** – our Manager, Yvonne Ramsay, and Team Leader, Jen Smurthwaite, each have over 30 years' experience. They understand client's requirements and are always available to speak to clients, dealing with complicated issues and ensuring a top level service.
- **Specialist Systems** – all our systems have been written and refined to maximise results and efficiency. We have the added benefit of Womble Bond Dickinson's wider expertise in insolvency and administration of estates to create systems to speed-up collections in non-standard situations caused by insolvency, death or lack of capacity of a leaseholder, divorce of joint leaseholders etc.
- **Specialist Dedicated Team** – we have a team of over 25 legal professionals that concentrate solely on residential service charge/ground rent collection, handling over 5,000 cases per annum.
- **Outstanding Results** – we collect 99.9% of debts in non-insolvency cases, and have an excellent track record in insolvency cases too.
- **Free Bespoke Training and Advice** – we offer free training, support and advice for our clients. We can also offer legal advice in respect of your systems and how they can best support speedy collection and close down scope for arguments and excuses. You may even need a second opinion on a related legal issue like data protection, occupiers liability and insurance. Our team is supported by our full-service firm. We will find the right answer for you.
- **The Leaseholder Pays** – we fund disbursements for your cases and collect our costs and disbursements direct from the leaseholder almost every time – which means no charge to you. In the extremely rare situation that this isn't possible we will always advise you first so there are no surprises.

Our other services

We offer specialist services for all other contentious leasehold issues. We are happy to provide estimates for all of our work. Our rates are competitive and our expertise is second to none.



“Senior Management gets involved at the right level. Understand the business and what we want. Hassle free and really easy to deal with.”

“They've been extremely successful in supporting us with late paying customers. I'm able to instruct and keep in touch by email which saves time and expense. It's great to have professional, experienced people in our corner, making recovery prompt and avoiding cash flow difficulties whilst reminding customers that paying their service charge is a priority.”

“We are very pleased with the arrears recovery service provided on both Ground Rent and Service Charge claims. Their professional advice and guidance are of enormous benefit and help us to remain compliant with all the latest statutory guidelines”

“They are knowledgeable and are able to act as a one stop shop for all legal matters”

Meet the team

Our senior legal team

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Our supervisors

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Property Disputes Specialists

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We are proud to be one of the largest leasehold disputes teams. In an industry where there is increasing red tape and complexity you need specialists who can spot a genuine problem and know how to work around it to get the best possible results for your business. With clients spanning owners of property portfolios, management companies, managing agents, housing associations, local authorities and house builders, we operate across England and Wales.

We understand you require quick, no-fuss collection of residential ground rent and service charge arrears and full recovery of legal costs from your leaseholders. You need experienced lawyers who have specialist management systems and excellent staffing levels to ensure maximum efficiency, no backlogs or delays and who won't get side-tracked by leaseholder excuses. We focus on providing excellent client service and can offer high level added value in situations where leaseholders are bankrupt, have lost capacity or are deceased.

We also deal with rentcharge and freehold arrears cases. We provide advice on s20 consultations and act on breaches of lease, insurance disputes, forfeiture and eviction. We undertake contested trials in the County Court, First Tier Tribunal applications and Court of Appeal.

We combine the assurance and support of a large firm and the expertise and efficiency of a specialist team with competitive charging arrangements which match the most advantageous in the market.

As part of our wider national Property Disputes Team we can also deal with complex disputes, RTM claims, negligence claims, insurance claims and any other disputes or issues relating to ownership or management of long leaseholds. In the wider firm we can offer support on GDPR, regulatory matters, competition law, commercial contracts, employment law or any other legal services you may need.

Meet our Team Leader and Manager:

Jen Smurthwaite

Senior Counsel
National Property
Disputes team leader



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Yvonne Ramsay

Managing Associate



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Exceptional relationships underpin our effective delivery of personalised, value-driven strategic solutions

Professionalism and Quality

Your reputation is as important to you as ours is to us. As a national highly acclaimed

Top 20

law firm, we understand the importance of ensuring full compliance with statutory and professional obligations.

Our speed and efficiency is never achieved by cutting corners and putting our clients at risk. Our clients are welcome to contact us for updates at any time and we can of course provide regular reports to suit individual client requirements.

“The firm is thoughtful and understands the requirements of the client,” adding: “It is not dogmatic but pragmatic, recognising the commercial imperative and tempering its views and advice accordingly without ever letting the client compromise itself”

*Chambers and Partners UK
Guide 2020*

“Good knowledgeable practice, right price point with strength in depth and they really understand their clients’ business”

Legal 500 2020



Leaders in our field

Ranked as **National Leaders** outside London in Chambers and Partners UK Guide 2020

Winners of Legal 500 UK 2020 award for **Real Estate Firm of the year** (outside London)