PRE-ACTION PROTOCOL, Quality Procedure

1. Copy all the Pre Action Protocol documents into a new folder associated with the tenant in question.
2. Copy all the tenant’s annual statements and the latest statement into the folder [I prepare an annual statement for all my tenants].
3. Print a copy of the relevant pages of the tenancy agreement [in my case just the front page].
4. Select statements and tenancy agreement and batch print [this speeds up the preparation process].
5. Add all the tenant details to the covering letter, “PRE-ACTION PROTOCOL, Letter.pdf”. Update similar fields manually. Do not bother to alter the colour of the red print as it prints a very dark grey. Print a copy and extract the certificate of posting.
6. Print a copy, double sided, of “PRE-ACTION PROTOCOL, Response form and financial statement.pdf” [this enables the entire paperwork to go into an A5 envelope and not attract Large letter postage].
7. Place all printed documents into a window envelope remembering to extract the certificate of posting.
8. Post everything by first class post at the local Post Office remembering to get the certificate of posting stamped.
9. Wait 35 days (to allow for postal delays) and then take action through Moneyclaim on line.
10. If the tenant accepts the offer in the letter then issue letter “PRE-ACTION PROTOCOL, Acceptance Letter.pdf”