

Commercial Lease Disputes Mediation Service

Our aim

Allow landlords and tenants to negotiate and hopefully settle any issues related to their lease. Provide a service for both parties to be able to provide their position and for an experienced and trained professional to help the parties come to an arranged settlement to prevent the matter proceeding to court. Service offered and expert advice from Landlord Action.

Step 1: Instruction (£200 plus VAT)

Landlord contacts Landlord Action and requests use of the service to resolve lease issues mid-tenancy.

They complete form providing information about the issues in dispute. We discuss with the landlord and get a feel for what they are willing to offer.

We then draft letter to the tenant explaining the situation and how we can help.

If no response from the tenant after 14 days then at least we've tried and landlord can use that to show they've attempted to go down a mediation route.

If tenant does respond and is willing to discuss we go to:

Step 2 - Mediation (£350 plus vat to allow for 2 hours of work)

We contact the tenant and discuss the situation with them. We explain the landlord's position and that they would like to negotiate. If we can get some form of agreement from the tenant then we go back to the landlord and see if that is acceptable to them.

This may require a couple of calls. We will charge on a time basis with the expectation being that the matter can be resolved in 1-2 hours of discussion.

If no agreement can be reached they have tried and landlord will have to go to court.

We do reach an agreement:

Step 3A – Draft Agreement (£250 plus vat to draft and send the agreement)

Drafting and signing of legally binding agreement between the parties to pay arrears by instalments.

Step 3B – Issue Claim (£360 plus court fee- issue MCOL)

If no agreement can be reached or tenant is unable to meet any agreed terms, Landlord instructs Landlord Action to issue online debt proceedings

The Court fee is dependent upon value of the debt.

Ongoing legal fees will be discussed if the matter is defended

Step 4 – Deed of Surrender (£600 plus vat)

If the Tenant still cannot meet the payment deadlines and wants to terminate tenancy mid-term, we draw up a Deed of Surrender for all parties to sign (could use rent deposit against arrears)



Emma Phillips Solicitor

Emma Phillips is a solicitor with over 20 years experience in landlord and tenant, debt recovery and property-related litigation acting on behalf of commercial and residential landlords and property agents. She also prides herself in successfully negotiating pragmatic outcomes outside the Court process, leading to an efficient and commercial outcome for her clients.