

COMMERCIAL RENT ARREARS RECOVERY (CRAR) FACT SHEET FOR LANDLORDS

An enforcement officer (bailiff) acting on behalf of you can enter your tenant's business premises to try to 'take control of goods'. The process is known as Commercial Rent Arrears Recovery. The rules for CRAR may change temporarily due to Coronavirus. For the most up to date information please visit the [government guidelines](#).

-  A landlord can only use CRAR if the tenant falls behind with rent payments. You cannot use it if they break other terms and conditions of your lease.
-  The amount of rent that you are owed must usually be equivalent to at least seven days' worth of rent for you to be able to do this.
-  'Rent' means the rent you are paid, plus interest and VAT. It does not include service charges, business rates, insurances, or any other extra charges.
-  There must be a written lease in place before CRAR can be used. It cannot be used if the lease has been ended by forfeiture or in certain other cases.
-  CRAR cannot be used if any part of the premises is used for residential purposes. For example, it cannot be used for shops with flats above that are part of the same lease.
-  If you use CRAR, the bailiff should attempt to gain entry to your premises peacefully. Your tenant does not have to let them in. They should only enter using a normal method of entry such as a door or loading bay, not windows.
-  Bailiffs can call between the hours of 6am and 9pm. However, they can call outside of this period if the business is open outside these hours.
-  The bailiff acting on behalf of you has to give seven clear days' notice that they intend to take control of your tenant's goods. They can visit their premises in the meantime but cannot take control of their goods until seven clear days has passed. 'Clear days' do not include Sundays and bank holidays. Also, bailiffs do not have to give them time to pay before removing goods from the premises. However, you may give your tenant a chance to pay if you think you may get your money back more quickly.