



Order For Sale - Northern Ireland

An order for sale is considered in cases where a charging order has been granted against a paying parent's asset/s and the Division wishes to force the sale of the asset/s. An order for sale of property is dependent upon a charging order having been granted and registered with the Land Registry. An order for sale may also be granted against any other asset that is subject to a charging order, e.g. stocks and shares, or an interest in a trust.

Before considering order for sale action the paying parent should have arrears or at least £3,000.00, secured under a liability order and charging order.

This action will be completed by enforcement case managers in Northern Ireland, in conjunction with the Enforcement of Judgments Office (EJO) and the Crown Solicitors Office (CSO).

The Order for Sale process differs from most of the other enforcement processes in that there is no court presenting officer (CPO) involvement, and senior managers are closely involved with all aspects of the application. If any advice is needed, the policy team should be consulted.


An application for an order for sale will take place following a discussion with, and consent from the receiving parent and in consultation with an enforcement senior manager, who will make the final decision upon pursuing this action.

An order for sale should be made in the same county court that granted the initial charging order, unless the court does not have jurisdiction due to the debt to be collected from asset/s owned solely by the paying parent exceeding £30,000. In these cases an order for sale application would be made to the Chancery division of the high court.

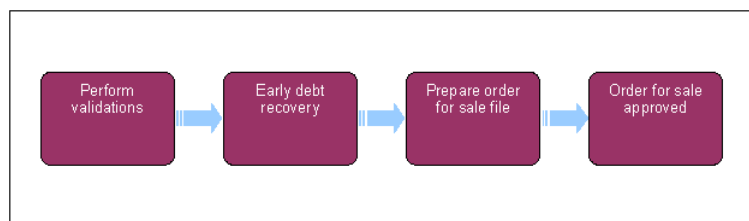
Once an order for sale has been granted the selling process will be handled by an external body. The order for sale will also set out a hierarchy of what payments must be paid before the principal debt is recovered. These will include conveyancing costs, legal expenses of the proceedings and also payment of charges and securities with higher priority

 Enforcement Service Requests (SR) and Activity Plans (AP) are supported by an underlying data form, in which the enforcement case manager can record specific details as the action progresses. The complete data form for this process may be found here: [Order for Sale](#)


Due to the sensitive nature of these cases the communications team will need to be fully briefed on the background and case history so that they can liaise with the Press Office in the event of any adverse publicity.

 When speaking to the paying parent during the process of considering/applying for an order for sale, take the opportunity to tell them why we are taking this action. Explain that the forced sale of an asset is not the Division's preferred course of action and that the paying parent can avoid the process by becoming compliant (i.e. making a lump sum payment and adhering to an arrears agreement).

For more information refer to the Policy, Law and Decision Making Guidance 



 When speaking to clients always use the new terminology - for more information refer to [Terminology Changes](#).

 This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

Perform validations

 Some actions may require an up front payment to the service provider (eg Courts). This payment will be made using the government procurement card (GPC), for more information refer to [Admin Account - Add To](#).

1. Prior to launching the service request (SR) for an order for sale (OFS) have an off line discussion with your line manager to confirm that this is the correct action to be considering, and that all other options to recover the debt have been exhausted. Consider each case on its individual merits, and the likelihood of the action being successful.



Referrals for order for sale (OFS) action are made based on the urgency of the case, and the discussion with your manager should also take into account the following indicators:

- High profile complaint case: Complaints made to an MP or the independent case examiner (ICE) or a case that needs to be actioned urgently to avoid the complaint escalating
- Properties in joint ownership: Where there is a risk that the property may be sold by the co-owner before we can secure an OFS.

For more information on OFS refer to the Policy, Law and Decision Making Guidance or contact your local Advice and Guidance team 

2. Navigate to the **Contact** screen to check that the paying parent falls into the correct jurisdiction for this action and is resident in England, Wales or Northern Ireland.

3. Manually create a service request (SR) using the following options:

- **Process = Enforcement**
- **Area = Take Enforcement Action**
- **Sub Area = Order For Sale**

4. Update the SR **Status** to **In Progress**. The CMS system will present a list of standard validations which may be completed in any order. Add an explanatory note in the **Update Child Welfare – Reason** field and select **Exit** if you cannot complete all of the validations.

- **Verify Arrears Outstanding:** Check arrears



Before considering order for sale action the paying parent should have arrears or at least £3,000.00, secured under a liability order and charging order

- **Consider Welfare of Child/ren**

This decision is a discretionary decision, this includes making a Welfare of the Child Decision, for more information on discretionary decisions including a verbatim statement to record in **Notes** refer to Policy, Law and Decision Making Guidance 



- **Letter - Outbound:** send letter CMEL9067 to advise the receiving parent that the Division is considering applying for an OFS.

- **Add/Validate LO:** Navigate to the enforcement orders tab and associate the relevant liability order (LO) with this activity plan.
- **Add/Validate Asset:** Select the required paying parent assets from the **Asset/s** tab and associate them with this activity plan.
- **Decide Next Steps:** Select **Continue**, or **Exit** If you are unable to confirm any of these validations



Use the **Asset** view to record assets on the system. Use the **Contact Asset** view to associate an asset to your enforcement SR. When recording assets, only use the data fields under the applet name. Don't use the menu next to **Asset Type**.

Set a **Wait** state for seven days to allow a response to be received from the receiving parent. Go to **step 46** to manually close the SR if you decide to exit from this activity plan. If you select **Continue** the system will automatically present the next activity plan for **Early Debt Recovery**.

5. If the receiving parent fails to respond, or states that they do not wish for OFS action to take place, go to **step 46** to manually close the SR. Alternatively, if you wish to proceed with the action select **Continue** the system will automatically present the next activity plan to prepare the OFS file.

6. Prior to taking Order for Sale action you may also wish to determine how much of the paying parent's total debt is secured under one or more liability orders. To do so, navigate to the **Financial accounts** view and:

- Select **Enforce Enquiries**
- Check **Order Number** for the LO reference number -filter this if necessary to show due types
- Select **Query** to show the payable amounts and balance - there will be two line references for costs and arrears - note the arrears
- Select **Group Reference**
- Input the LO reference and select **GO** to show the line items for the LO reference populated
- Select **Total LO Amount** to show the total amount on the lo debt
- Select **Amount Paid** to show amount made against the LO
- Select **Total Debt Amount Outstanding** to show the current arrears balance against the LO.



If there has been more than one LO granted against the paying parent you will need to repeat this process for each LO reference, making a note manually of each balance.

7. Select the **Update form/document** tab to access the **Enforce form**, and add the total LO balance/s in the **Arrears balance against LO** field
8. Forward the SR to your team leader for approval at this point. Update the **Status** from **Wait** to **In Progress**. This will allow you to further update the SR as follows:





- **Status – Pending Approval**
- **Sub Status – Pending Approval – TL**

Team Leader action

9. Open inbox work item and self allocate the SR. Open the SR and consider the OFS request. Approval at this stage takes place at SEO level. Consult with an enforcement SEO regarding the OFS application and update the **TL Approved** and the **Comments** box with the reasons for the decision. Update inbox work item to **Approved** or **Rejected** and allocate back to the caseworker.

Early debt recovery

Caseworker action

10.  Attempt to call the paying parent to advise them that the Division is considering order for sale action. Try to negotiate with the paying parent to obtain a lump sum payment and a suitable arrears agreement. For more information refer to [Arrears Overview](#).
11.  Send letter CMEL9066 to the paying parent, along with form CMEL9061 requesting details of their mortgage. Set a **Wait** period of **14 days** with a **Sub status** of **Warning letter issued** to allow a response to be received.
12. If the paying parent fails to return form CMEL9061, use online credit reference agency (CRA) tools to check their outstanding mortgage balance.
 -  You may get notification of a test check when using the CRA, if this happens, continue progressing the case as normal.
13. Use online search tools like Zoopla to carry out an initial valuation of property in the paying parent's area Update line 1 of the activity plan **Obtain Property Valuation** to **Done**.
 -  Land and Property Services will complete a full property valuation later in the process.
14. If the non-resident parent does not provide information in response to the CMEL9061 and no information is available from CRA tools consider referring the case to an S15 inspector to obtain information directly from the lender/creditor if all the previous investigatory options have been exhausted.
 -  The decision to apply for an OFS is a discretionary decision following consultation with and support from the receiving parent and an enforcement senior manager and must be recorded as a **Note** entry in **Update Child Welfare Details – Decision**.
15. Set the manual allocation flag to stop the OFS payment from allocating automatically. For more information refer to [Manual Allocation Flag - Set Up](#). The managing exceptions team will handle the receipt prior to any payment being allocated to the paying parent's case/s.
16. For more information refer to [Arrears Overview](#).
17. Update the **NRP Payment Received** field to reflect the outcome of the early debt recovery:
 - **Is payment sufficient to satisfy debt? – Yes.** Go to **step 46** to manually close the SR
 - **Is payment sufficient to satisfy debt? – Partial.** A new SR will be triggered to negotiate an arrears schedule with the paying parent for the remainder of the debt. Please refer to **Arrears (Negotiate Payment Schedule) - Calculate** for further guidance on arrears negotiation. If the paying parent fails to make an arrears agreement following this process, go to **step 15** to consider if the case is suitable to be presented to court.
 - **Is payment sufficient to satisfy debt? – No.** Select this option if you feel that further negotiation with the paying parent would be fruitless. Go to **step 18**
 -  The decision to select either Partial or No is discretionary, based on your knowledge of the case and the paying parent.
18.  At this stage the case will be discussed in a monthly telephone conference chaired by the legal enforcement director, and attended by legal enforcement senior case managers (Grade 7) and representative from the Crown Solicitors Office (CSO). During this meeting a decision will be made whether to proceed with the OFS. The final decision to approve the OFS is made by a senior civil servant/Division director.
19. Update the **File prepared OFS?** field of the activity plan to **Yes** and update the SR as follows to submit for approval by your team leader:
 - **Status – Pending Approval**
 - **Sub Status – Pending Approval – TL**

Team Leader action

20. Open inbox work item and self allocate the SR. Open the SR and consider the OFS request. Approval at this stage takes place at grade 7 level, and the case will already have been discussed in the monthly telephone conference (see **step 18**). Update the **TL Approved** and the **Comments** box with the reasons for the decision. Update inbox work item to Approved or Rejected and allocate back to the caseworker.

Prepare possession order file

21.   Call the receiving parent prior to proceeding with the OFS. This call allows you to formalise the submission from the receiving parent. Select form CMEL9264 (receiving parent submission statement) and populate it with the details of your conversation with the receiving parent. Send the form to the receiving parent and set a **Wait** period of 14 days to allow them time to sign and return the submission statement.



The receiving parent submission statement is not a mandatory requirement, but it is necessary that they support the action that we are taking, and fully appreciate the implications and costs associated with an OFS. The receiving parent may also request a face to face interview to complete the submission statement if they wish.


22. Complete forms CMEL9065 (financial summary sheet), CMEL9068 (statement of events). These forms are completed as an appendix to the witness statement and will be used to prepare the narrative for the OFS report.


Enforcement director approval


23. Update the **File prepared OFS?** field of the activity plan to **Yes** and update the SR as follows to submit for approval by your team leader:
- **Status – Pending Approval**
 - **Sub Status – Pending Approval – TL**


Team Leader Action

24. Open inbox work item and self allocate the SR. Open the SR and consider the OFS request. Approval at this stage takes place at directorial level, and the case will already have been discussed in the monthly telephone conference (see **step 18**). Update the **TL Approved** and the **Comments** box with the reasons for the decision. Update inbox work item to **Approved** or **Rejected** and allocate back to the caseworker.

25.  Issue letter CMEL9075 to the receiving parent, and CMEL9079 to the paying parent if your team leader has rejected OFS action in the previous step. Go to **step 46** to manually close the SR.

26.  Send letter CMEL9070 to the paying parent and CMEL9071 to the receiving parent and go to **step 26** if the decision is made to proceed with the OFS.


27.  Send letter CMEL9069 to the CSO along with forms CMEL9065 (financial summary sheet), CMEL9068 (statement of events) (decision to apply for OFS). Set a **Wait** period of 28 days with a **Sub status** of **Awaiting outcome**. Proceed to **Step 29** once a response is received



28.  Issue letter CMEL9075 to the receiving parent if it is decided not to proceed with the OFS. Go to **step 46** to manually close the SR.


Outcome of court hearing

29. Once you receive a response from the EJO, update the SR to reflect the outcome of the OFS hearing:

- **OFS granted: Granted.** Go to **step 30**
- **OFS granted: Suspended** Go to **step 32**
- **OFS granted: Not granted** Go to **step 33**

30.  Send letter CMEL9083 to advise the paying parent that the order for sale has been granted. Set a **Wait** period of 28 days with a **Sub status** of **Outcome rec'v Holding Period** to allow the paying parent a final chance to make payment prior to proceeding with sale of the asset. The CSO will deal with any appeal made by the paying parent at this stage.

31.   Call the receiving parent to advise them of the outcome of the court hearing. If you are unable to contact them by telephone issue letter CMEL7180 to advise that the OFS has been granted.

 When speaking to the receiving parent at this stage, manage their expectations with regards to timescales, and explain that the asset will need to be sold before any debt is recovered.

32. The OFS may be suspended by consent order in the following circumstances:

- If the paying parent has made an acceptable agreement
- If the judge sets a figure for payment in instalments

If the paying parent fails to honour the agreement the case will return to court for the OFS to proceed.

33.  Send letter CMEL9077 to the receiving parent and CMEL9081 to the paying parent if the OFS is not granted. Proceed to **step 46** to manually close the SR.


34. If the paying parent makes a payment at this point, thus avoiding the sale of their asset, go to **step 41**. If no payment is made, or agreement reached, continue to **step 36** to consider a possession order.


35. Send letter CMEL9076 to the receiving parent if the paying parent makes payment prior to the sale of their asset. Also send letter CMEL9080 to the paying parent confirming that the OFS action has been withdrawn.


Enforce possession order

36. If the paying parent has failed to make an arrangement to pay their debt the next step is to apply for a possession order to allow us to take possession of their asset/s with a view to sale. This action will only be carried out following a meeting between a grade 7 enforcement manager and the contracted solicitor. The decision will be based on numerous factors, including, but not limited to:

- Equity remaining in the asset allowing for prior charges etc.
- The current housing market, and the time it is liable to take to sell.
- The condition of the asset
- The cost of maintaining the asset once we have taken possession

 Applying for possession of a commercial asset requires approval at directorial level.

37.  Send Form 2, and a copy of the original liability order (LO) to the Enforcement of Judgements Office (EJO), who will review the referral and contact the senior case manager if they have any doubts about it, or if they need any further information. These letters are both off line. Please refer to the procedure for **Letters outbound - off system** for further guidance

 Any transfer of client information to the EJO or CSO should be by encrypted email using pretty good privacy (PGP), or by a secure courier. For more information refer to **Pretty Good Privacy (PGP)**.

38. Update the status of the SR to **Pending** and set a **Wait** period at your discretion with a **Sub status** of **Awaiting Outcome**. The EJO will present the OFS to county/high court.


39. If you have not received a response after the **Wait** period call the EJO for an update and set a further **Wait** period if needed.

40.

If the paying parent makes full payment at this stage, navigate to the **enforce forms** tab and update the **NRP Payment Received** field. Proceed to **step 45** to apply any costs and to close the SR.

Sale of the asset

41. Once the possession order has been granted management of the asset is transferred from the EJO to Land and Property Services (LPS) who will handle the sale. Set a further **Wait** period at your discretion to allow time for the asset to be sold.

 The receiving parent will be advised once the sale of the asset has been completed.

42. Set the manual allocation flag to stop the OFS payment from allocating automatically. For more information refer to **Manual Allocation Flag - Set Up**. The managing exceptions team will handle the receipt prior to any payment being allocated to the paying parent's case/s.

CMEL7180 Your child maintenance update – order for sale – granted

To the receiving parent - notification of outcome of order for sale – order or sale granted.

All fields in this letter are system generated, no manual intervention is required.

CMEL9061 Legal requirement – you must send us some information

Tells the paying parent to provide information of credit agreements related to charging orders.

All fields in this letter are system generated, no manual intervention is required.

[CMEL9062 To be confirmed](#)

To the paying parent, requesting property valuation, mortgage balance, list of charges.

To be confirmed.

[CMEL9065 Order for Sale financial calculation sheet](#)

This form is completed by the enforcement case manager.

At the head of the form, insert the names and national insurance numbers (NINO) of the paying parent and the receiving parent/s.

Within the form, populate the cells copied below with the necessary financial information:

A	Secured debt	£[secured debt]
B	Value of property (from VOA) Obtained from: (free text)	£[value of property]
C	Outstanding mortgage (from CWOL)	£[outstanding mortgage]
D	Mortgage arrears	£[mortgage arrears]
E	Value of any additional charges with priority	£[value of additional charges with priority]
F	Devaluation to point of sale (B x 10%)	£[devaluation to point of sale]
G	Total equity (B - (C + D + E + F))	£[total equity]
H	Deduction for shared equity (free text)	^£[deduction for shared equity]^
J	Net equity (line G - line H)	£[net equity]
K	Likely balance after sale/auction (line J - line A)	£[likely balance after sale/auction]

At the foot of the form, add your name and contact telephone number.

[CMEL9066 We are now considering applying to the courts to have your property sold](#)

This letter tells the paying parent that we have a charging order on their property/properties/asset/assets and they have one chance to tell us why we shouldn't make an order for sale.

All fields in this letter are system generated, no manual intervention is required.

[CMEL9067 Your child maintenance update – we are considering an order for sale application](#)

Tells the receiving parent we are thinking of applying for an order for sale and we'd like to know what they think.

All fields in this letter are system generated, no manual intervention is required.

[CMEL9068 Statement of events for OFS](#)

Statement of events for OFS action – to be completed by the case manager

Complete the following fields:

NRP name: Paying parent name

NINO/reference number: Paying parent NINO

PWC name: Receiving parent name

NINO/reference number: Receiving parent NINO

Qualifying children (name and date of birth): QC name/s and date/s of birth

[CMEL9069 Decision to apply for OFS](#)

This letter is sent to the CSO.

All fields in this letter are completed by the enforcement case manager. The letter itself contains guidance regarding completion of all sections.

[CMEL9070 We are applying to the courts to have your property sold](#)

Tell the paying parent we are applying for an order for sale.

Under the paragraph heading Your child maintenance update select the appropriate paragraph from the following options: (The system will populate these paragraphs with client details).

- If both have commented
You and [receiving parent] have been in touch, and we have carefully considered both sets of comments.
- If the receiving parent commented, and the paying parent didn't
You chose not to get in touch, but [receiving parent] did get in touch. We have carefully considered his/her comments.

- If the paying parent commented, but the receiving parent didn't

You chose to get in touch, but [receiving parent] didn't. We have carefully considered your comments.

- If neither commented

Neither you nor [receiving parent] chose to get in touch, so we have carefully considered all of the other evidence we've been able to gather.

- If multiple receiving parent's

Freetext field to explain multiple receiving parent cases with complex mixtures of the above options.

CMEL9071 Your child maintenance update – we are making an order for sale application

Tells the receiving parent we are applying for an order for sale.

Under the paragraph heading Your child maintenance update select the appropriate paragraph from the following options: (The system will populate these paragraphs with client details).

-

If both have commented

You and [paying parent] have been in touch, and we have carefully considered both sets of comments.

-

If the paying parent commented, and the receiving parent didn't

You chose not to get in touch, but [paying parent name] did get in touch. We have carefully considered his/her comments.

-

If the receiving parent commented, but the paying parent didn't

You chose to get in touch, but [paying parent name] didn't. We have carefully considered your comments.

-

If neither commented

Neither you nor [paying parent name] chose to get in touch, so we have carefully considered all of the other evidence we've been able to gather.

-

If multiple receiving parent's

Freetext field to explain multiple receiving parent cases with complex mixtures of the above options.

CMEL9074 Initial summary sheet (not for issue)

This initial summary form is completed entirely by the enforcement case manager.

CMEL9075 Your child maintenance update – order for sale withdrawn

To the receiving parent - Notification of outcome of order for sale - Withdrawn - Not Appropriate.

All fields in this letter are system generated, no manual intervention is required.

CMEL9076 Your child maintenance update – order withdrawn – payment received

Notification of outcome of order for sale - Withdrawn - satisfactory payment/arrangement agreed.

Under the heading What this means for you select the appropriate paragraph for the outcome of the OFS action:

- If all arrears cleared and no ongoing maintenance select:

We will transfer the child maintenance that we have received to you. Because this covers all of the arrears that you are owed, and you are not owed regular child maintenance payments, [add free text to enter what will happen now].

- If all arrears cleared but ongoing maintenance remains select:

We will transfer the child maintenance that we have received to you. You are still due regular child maintenance payments, and if [paying parent name] doesn't keep to these payments we will take further action against him/her

- If all arrears under this LO are cleared but other arrears remain select:

We will transfer the child maintenance that we have received to you. You are still due payments to cover other arrears, and if [paying parent name] doesn't keep to these payments we will take further action against him/her.

- If the arrears under this LO are cleared but other arrears and ongoing maintenance remain select:

We will transfer the child maintenance that we have received to you. You are still due regular child maintenance payments and payments for other arrears, and if [paying parent name] doesn't keep to these payments we will take further action against him/her.

- If some arrears remain under this liability order and some or all of the payment is allocated to receiving parent select:

We will transfer the child maintenance that we have received to you. Because this doesn't cover the full amount you are owed, we will look at taking further action against [paying parent name]. We will be in touch about this separately.

- If some arrears remain under this liability order but none of the payment is allocated to the receiving parent select:

Unfortunately, the child maintenance that we have received covers a part of [paying parent name]'s debt, but it is not owed to you. We will now look at taking further action against [paying parent name] to collect the arrears that you are owed, and we will be in touch about this separately.

- If a payment arrangement has been made with the paying parent select:

We will start transferring any new payments that we receive to you. If [paying parent name] doesn't keep to the payments we've agreed, we will take every appropriate action that we can under child support law to collect the maintenance you are owed.

CMEL9077 Your child maintenance update – order for sale not granted

Receiving parent notification of outcome of order for sale – not granted.

All fields in this letter are system generated, no manual intervention is required.

CMEL9078 Your child maintenance update – order for sale – asset sold

Receiving parent notification of outcome of order for sale – asset sold, and debt cleared or partially cleared.

Under the heading What this means for you select the appropriate paragraph for the outcome of the OFS action:

- If all arrears cleared and no ongoing maintenance select:

We will transfer the child maintenance that we have received to you. Because this covers all of the arrears that you are owed, and you are not owed regular child maintenance payments, [add free text to enter what will happen now].

- If all arrears cleared but ongoing maintenance remains select:

We will transfer the child maintenance that we have received to you. You are still due regular child maintenance payments, and if [paying parent name] doesn't keep to these payments we will take further action against him/her

- If all arrears under this LO are cleared but other arrears remain select:

We will transfer the child maintenance that we have received to you. You are still due payments to cover other arrears, and if [paying parent name] doesn't keep to these payments we will take further action against him/her.

- If the arrears under this LO are cleared but other arrears and ongoing maintenance remain select:

We will transfer the child maintenance that we have received to you. You are still due regular child maintenance payments and payments for other arrears, and if [paying parent name] doesn't keep to these payments we will take further action against him/her.

- If some arrears remain under this liability order and some or all of the payment is allocated to the receiving parent select:

We will transfer the child maintenance that we have received to you. Because this doesn't cover the full amount you are owed, we will look at taking further action against [paying parent name]. We will be in touch about this separately.

- If some arrears remain under this liability order but none of the payment is allocated to the receiving parent select:

Unfortunately, the child maintenance that we have received covers a part of [paying parent name]'s debt, but it is not owed to you. We will now look at taking further action against [paying parent name] to collect the arrears that you are owed, and we will be in touch about this separately.

- If a payment arrangement has been made with the paying parent select:

We will start transferring any new payments that we receive to you. If [paying parent name] doesn't keep to the payments we've agreed, we will take every appropriate action that we can under child support law to collect the maintenance you are owed.

CMEL9079 We have stopped our order for sale action

Paying parent notification of outcome of order for sale - Withdrawn - Not Appropriate.

All fields in this letter are system generated, no manual intervention is required.

CMEL9080 We have stopped our order for sale action

To the paying parent notification of outcome of order for sale - Withdrawn - satisfactory payment/arrangement agreed

Under the heading We have stopped order for sale action select from the following paragraphs as required:

- If full payment made select:

You have now paid the full amount of arrears under the liability orders above so we have stopped our order for sale application.

- If part payment made select:

You have now made a payment towards the arrears under the liability orders above so we have stopped our order for sale application.

- If arrangement made select:

You have now made an agreement with us about how you will pay the arrears under the liability orders above so we have stopped our order for sale application.

Under the paragraph heading What this means for you select from the following paragraphs as required:

- If the paying parent no longer has any arrears select:

Your child maintenance arrears have been cleared and you have no other child maintenance payments to make, so we will now [free text to enter what will happen next]

- If the paying parent still has some of these arrears select:

The child maintenance arrears that you owe under the liability orders above have been partly cleared. We will take further action against you to get these arrears if you don't pay the rest of the outstanding arrears or keep to any arrangement that we've made with you.

If you want to avoid further action, you can pay what you owe immediately. The quickest way to pay is to call us on {service telephone} or visit {self service client website} and use your credit or debit card.

- If the paying parent no longer has any arrears but does have regular maintenance select:

Your child maintenance arrears have been cleared, but you still need to make regular child maintenance payments. If you want to stop us from taking action against you in future, you must make your child maintenance payments in full and on time.

- If the paying parent no longer has these arrears but does have other arrears select:

The child maintenance arrears related to the liability orders above have been cleared, but you still need to make payments for other arrears. We will take further action against you to collect these arrears if you don't pay in full and on time.

Remember, if you want to avoid further action, you can pay what you owe immediately. The quickest way to pay is to call us on {service telephone} or visit {self service client website} and use your credit or debit card.

If you want your payment to go towards paying off a liability order, you must give the liability order number as a reference when you make your payment.//

- If the paying parent no longer has these arrears but does have ongoing maintenance and other arrears select:

The child maintenance arrears related to the liability orders above have been cleared, but you still need to make regular child maintenance payments and payments for other arrears. We will take further action against you if you don't pay in full and on time.

Remember, if you want to avoid further action, you should pay what you owe immediately. The quickest way to pay is to call us on {service telephone} or visit {self service client website} and use your credit or debit card.

If you want your payment to go towards paying off a liability order, you must give the liability order number as a reference when you make your payment. Call us on {service telephone} or visit {service website} if you have any questions.

- If the paying parent still has these arrears select:

You must still contact us immediately and pay the child maintenance that you owe. If you don't, we will take further action against you.

The quickest way to pay is to call us on {service telephone} or visit {self service client website} and use your credit or debit card. Remember, if you want your payment to go towards paying off a liability order, you must give the liability order number as a reference when you make your payment.

- If arrangement made select:

You must keep to the arrangement that we have made with you. If you don't, we will take further action against you.

Remember, if you want to pay the arrears that you owe immediately you can use your credit or debit card over the phone. You can call us on {service telephone}.

CMEL9081 We have stopped our order for sale action

To the paying parent - Notification of outcome of order for sale - Withdrawn – not granted.

Under the paragraph heading What you need to do now add freetext to the following paragraph as appropriate:

We are writing to tell you that the court did not grant the order [freetext]. We have now stopped the order for sale action.

CMEL9082 We have now sold your property

To the paying parent - Notification of outcome of order for sale – property sold, and debt cleared or partially cleared

Use freetext to complete the paragraph heading We have now sold your [freetext field]

Under the paragraph heading What happens next select from the following paragraphs as required:

- If the paying parent no longer has any arrears select:

Your child maintenance arrears have been cleared and you have no other child maintenance payments to make, so we will now [free text to enter what will happen next]

- If the paying parent still has some of these arrears select:

The child maintenance arrears that you owe under the liability orders above have been partly cleared. We will take further action against you to get these arrears if you don't pay the rest of the outstanding arrears or keep to any arrangement that we've made with you.

If you want to avoid further action, you can pay what you owe immediately. The quickest way to pay is to call us on {service telephone} or visit {self service client website} and use your credit or debit card.

- If the paying parent no longer has any arrears but does have regular maintenance select:

Your child maintenance arrears have been cleared, but you still need to make regular child maintenance payments. If you want to stop us from taking action against you in future, you must make your child maintenance payments in full and on time.

- If the paying parent no longer has these arrears but does have other arrears select:

The child maintenance arrears related to the liability orders above have been cleared, but you still need to make payments for other arrears. We will take further action against you to collect these arrears if you don't pay in full and on time.

Remember, if you want to avoid further action, you can pay what you owe immediately. The quickest way to pay is to call us on {service telephone} or visit {self service client website} and use your credit or debit card.

If you want your payment to go towards paying off a liability order, you must give the liability order number as a reference when you make your payment.//

- If the paying parent no longer has these arrears but does have ongoing maintenance and other arrears select:

The child maintenance arrears related to the liability orders above have been cleared, but you still need to make regular child maintenance payments and payments for other arrears. We will take further action against you if you don't pay in full and on time.

Remember, if you want to avoid further action, you should pay what you owe immediately. The quickest way to pay is to call us on {service telephone} or visit {self service client website} and use your credit or debit card.

If you want your payment to go towards paying off a liability order, you must give the liability order number as a reference when you make your payment.

Call us on {service telephone} or visit {service website} if you have any questions.

- If the paying parent still has these arrears select:

You must still contact us immediately and pay the child maintenance that you owe. If you don't, we will take further action against you.

The quickest way to pay is to call us on {service telephone} or visit {self service client website} and use your credit or debit card. Remember, if you want your payment to go towards paying off a liability order, you must give the liability order number as a reference when you make your payment.

CMEL9083 Action update - we are selling your property or asset

Notification to paying parent of outcome of order for sale – order for sale granted.

Use freetext to complete the paragraph heading We have now sold your [freetext field]

CMEL9264 Receiving parent witness statement

This is a receiving parent freetext form.

[Apply Costs](#)

[Arrears \(Negotiated Payment Schedule\) - Calculate](#)

[Letters outbound - off system](#)

[Arrears Overview](#)

[Manual Allocation Flag - Set Up](#)

[Pretty Good Privacy \(PGP\)](#)

[Terminology Changes](#)