

Case Study - Tenant Eviction - *Selling the property*

Gail is an accidental landlord, having inherited her parents' property. She recently renewed her insurance policy.

Gail decided that she wanted to sell the property and contacted her letting agent to start the eviction process with the tenants; the agent sent the tenants a section 21 notice of possession. The tenants responded to the agent a couple of days later, saying that they were disappointed and that they would try and find somewhere else to live as soon as possible.

However, rent payments stopped at this point, and the deadline for vacating the property passed. Frustrated, Gail discussed options with the agent. The agent advised Gail not to go to the property or contact the tenants directly, saying that she should instead contact her legal expenses insurer to advise of the next steps. Gail contacted the **ARAG Legal Helpline** to discuss the situation.

A legal adviser all of the options with Gail. They decided the best route was to set up a claim with ARAG so that a solicitor could review the case. The solicitor did not take long to give a good prospects assessment, at which point they were appointed to pursue eviction of the tenants. The solicitors wrote to the tenants and within four weeks the tenants had vacated, with no need for any court action was necessary.

Gail said "having the support made a difficult situation much easier to deal with, and I got my property back quite quickly in the end".



Legal Advice Helpline

If you need advice with any employment matter our experienced telephone advisers can provide practical advice, suggest next steps, **24 hours a day, 365 days a year.**



Online Legal Documents & Guides

ARAG Businesslaw contains a range of how-to business and legal step-by-step **tools, guides, document templates**, interactive checklists, infographics and videos.



Make a Claim

Our policyholder was right to contact their legal expenses insurance to discuss **mediation in the first instance.** However, they needed to make a claim against the company to pursue **corrective action.**