

# Driving industry-leading Commercial Financial Recovery for a global property consultant



## Background

A full service global property consultant faced increasing challenges in recovering commercial property arrears. The client required a compliant and proactive solution to address overdue accounts in the UK, and to reduce the time spent on this process, without compromising long-term landlord-tenant relationships, or occupancy rates.

## Solution



We implemented a tailored, compliance-led commercial financial recovery (CFR) strategy, that focused on early engagement, commercial sensitivity, and financial resolution.



The image shows the ClearVIEWbi logo, which consists of the word 'clearVIEW' in white and 'bi' in white inside an orange circle. The background is a dark blue with a glowing line graph and bar chart. The graph has several data points with numerical values: 23456, 14478, 0.773, 1.45644, and 0.111.

**ClearVIEWbi, is a 24/7 real-time monitoring and reporting service** focused on UK businesses. It provides up-to-date information and live credit risk ratings.

## Key initiatives

-  **Developing a proactive CFR process** to tackle commercial property arrears at the earliest stage.
-  **Crafting clear, legally compliant communications** to encourage early settlement and reduce the need for formal enforcement action.
-  **Deploying real-time reporting and debtor profiling tools** to identify high-value accounts and maximise recovery efficiency.
-  Providing a **dedicated liaison team** to ensure landlords had transparent updates, performance forecasts, and a trusted point of contact throughout the process.
-  Applying our **in-house legal expertise** to ensure all recovery actions were robust, fair, and protected client reputations.
-  **Delivering tailored repayment solutions** that balanced swift recovery with long-term tenant retention.

## Outcome

The early-intervention, compliance-led model delivered measurable financial and operational benefits:

Over **80%**  
recovery rate



achieved within 7 days of first contact, exceeding sector benchmarks.

**Reduction**  
in average debtor days



improving cash flow and lowering the rate of long-term write-offs.

**Enhanced**  
landlord-tenant  
relationships



maintained across the portfolio supporting sustained occupancy and asset value.



This case study demonstrates the financial and operational benefits of an early-

intervention, compliance-led CFR model for commercial property portfolios and underscores the value of working with the right company, like Clearway, to deliver proven results.

### About Clearway

Clearway is an international security services provider specialising in the protection of people, property and assets. Growing organically and via acquisition, Clearway is managed by an experienced team with proven industry success and a clear vision for growth.



International  
coverage



Rapid response  
24/7/365



Full service  
partner



NSI Gold Alarm  
Receiving  
Centre (ARC)

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