BlockDebt
Outsourced Credit Control

Outsourced Credit Control Services for leaseholder and property sector

www.block-debt.com

Still managing credit control in-house? There's a smarter, faster way.

Suppliers keep the property industry moving and they deserve to be paid on time. And those who pay on time deserve credit for doing the right thing.

We back both sides.

We take a proactive, transparent approach to credit control to help you protect cash flow and build stronger supplier relationships. Our streamlined invoice management ensures payments stay on track, freeing up your time and unlocking the cash you need to grow.

It's about clarity, confidence, and creating the conditions for lasting success.

Are you a debt collection company?

No. We're not debt collectors. We're credit control specialists. That means we step in before things reach breaking point, helping you avoid the need for formal recovery. Our focus is on maintaining relationships, keeping payments on track, and protecting your reputation.

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Why BlockDebt?

Unlike broader credit control providers who serve multiple industries, we focus exclusively on the leasehold property sector. This dedicated approach means we don't just understand credit control.

We understand your world.

By specialising in one sector, we've been able to build tailored processes that reflect the nuances of property management, supplier relationships, and service charge cycles. We know the common pinch points, the language used, and the best ways to communicate with managing agents.

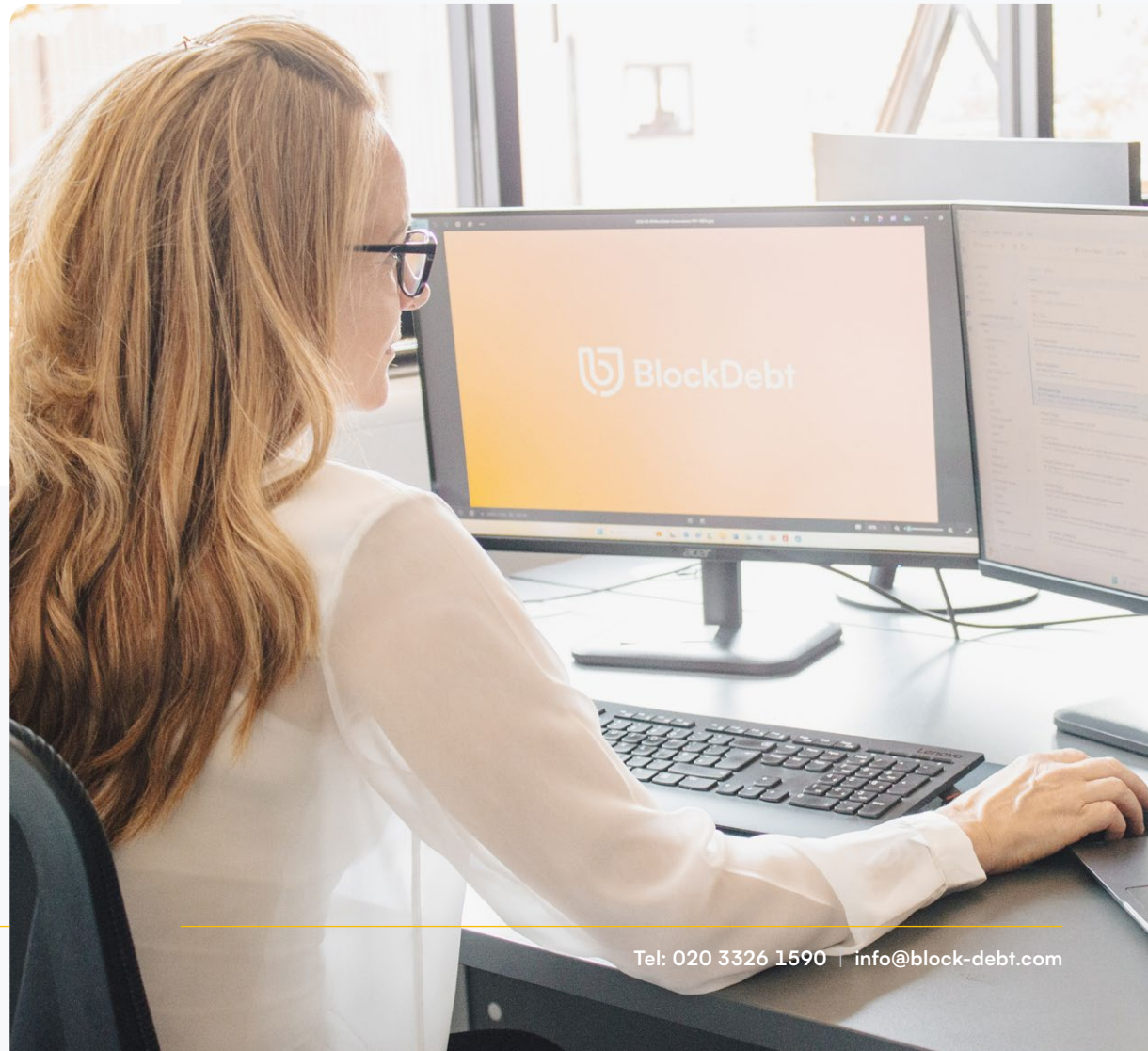
We have built strong, trusted relationships across the industry — relationships that help us resolve issues faster, more collaboratively, and with less friction.

Why outsource credit control?

Because chasing payments takes time, and when done in-house, it often ends up at the bottom of the list. Outsourcing gives you a dedicated team with the tools, time, and expertise to do it properly. You'll reduce overheads, improve cash flow, and lower the risk of bad debts, all without straining internal resources.

Why use BlockDebt?

We live and breathe leasehold. Our structured, sector-specific approach leaves no rock unturned — from knowing the right terminology to understanding service charge cycles. We don't just chase invoices — we get the bigger picture, and we act with care.



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Five reasons to choose BlockDebt

1. We're credit control specialists

This is what we do — all day, every day. You'll get expert support from people who understand the ins and outs of leasehold property and the challenges suppliers face.

2. We free up your time

No more chasing invoices or sending endless reminders. We handle the admin so you can focus on what really matters — running your business.

3. We're more cost-effective than hiring in-house

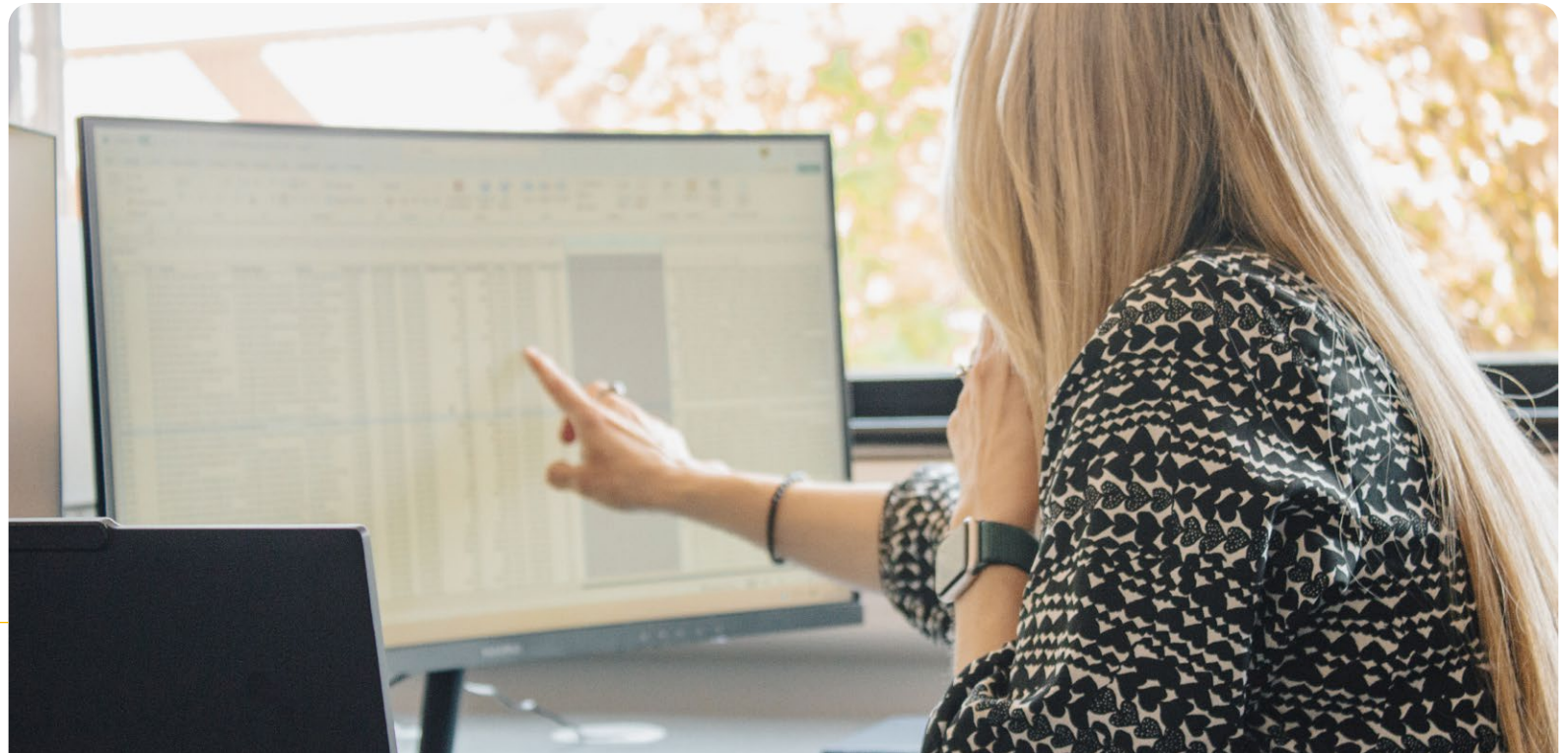
You get the benefit of a full credit control team, without the overheads of a full-time hire.

4. Our process works

We've built a clear, structured system that helps reduce overdue payments and keeps your cash flow healthy.

5. Your brand stays front and centre

With us taking care of credit control, you can concentrate on growing your business and keeping your clients happy while we quietly keep things running in the background.



Our services

We are on a mission to improve your cash flow, bolster your relationships and to highlight worthy brands as ethical payers.

By optimising invoice management to ensure timely payments to invaluable suppliers, BlockDebt enables you to reclaim precious time and secure the necessary cash flow, allowing you to prioritise company growth.

How do you charge?

Our pricing is straightforward and transparent. We offer flexible packages based on the volume and complexity of your accounts, so you only pay for what you need, with no hidden extras. Get in touch and we'll talk you through it.

What happens if an invoice still isn't paid?

If all credit control avenues are exhausted, we can guide you through the legal route. We work closely with legal partners who specialise in property debt recovery and we'll make sure you're fully informed, supported, and confident at every step.

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A clear picture of your debt book

We started by reviewing your current supplier debt position. Think of it as a health check for your invoicing — pinpointing what's working, what's not and where we can step in to make things better.

Tailored action plans

No cut-and-paste reports here. We give you straightforward, practical recommendations all based on your data, your debtors, and your challenges. It's all about clarity and action.

Talking to debtors — so you don't have to

We handle the chasing, the follow-ups, and all those awkward conversations you'd rather avoid. Always professional, always respectful, and always working in your best interest. Our aim is simple: to get you paid — without damaging your valuable client relationships.

Strengthening relationships

We know how important trust is — between agents, contractors, and everyone in the mix. That's why we work hard to build and maintain good relationships on your behalf. We're not just chasing payments; we're supporting your reputation.

Score ratings that make sense

We help you understand which clients are reliable and where the risks are. Our scoring gives you the insights to prioritise and help you make smarter decisions going forward.

Updates that keep you in the loop

You'll get regular updates, reminders, and quick insights into what's going on. No Jargon. No guesswork. Just the info you need, when you need it.

A simple online portal

Our easy-to-use portal lets you upload invoices, track progress, and check on accounts in real-time. It's quick, intuitive, and built to make your life easier.

Members chat

Got a question? Need a sounding board? Our members-only chat feature connects you with other suppliers and credit control professionals. It's support, minus the call centre wait times.

Our process

1. Sign up:

- Register on the BlockDebt website.
- Provide company details and agree to terms.

2. Upload invoices:

- Log in and upload invoices via your normal portal.

3. BlockDebt manages credit control:

- BlockDebt handles chasing late payments.
- Expert team manages communication with debtors.

4. Monthly reporting:

- Receive monthly reports on invoice status.

5. Celebrate prompt payers:

- Prompt payers recognised monthly on social media, website, and blogs.

Meet the team

Louise Bristow
Credit Control Assistant

Louise brings a wealth of life and work experience to the team. Having run her own successful beauty business for over 16 years while raising two daughters, she has multi-tasking covered! She's built her career on resilience, care, and a calm, people-first approach.

With a background spanning HR, banking, and admin roles, Louise combines attention to detail with a natural ability to build trust. Now fully focused on credit control, she supports clients and suppliers with empathy, patience, and a problem-solving mindset.

She's all about doing things properly, and doing them with heart.

Eszter Safrany
Client Account Manager

Eszter knows both sides of the property world. As a former property manager, she understands the day-to-day pressures agents face. Now, in credit control, she's focused on helping contractors get paid without delay, keeping everything running smoothly behind the scenes.

She sees the full picture: the cash flow challenges, the service charge cycles, the balancing act. That's why she's committed to clear communication, quick resolutions, and creating the space for agents and suppliers to do their best work.

For Eszter, it's all about keeping buildings, and relationships, in good shape.

Matthew Callaghan
Founder and Director

Matthew's career began in property management, where he developed a deep understanding of how buildings operate. He found his stride in credit control, combining that knowledge with a strategic, financial mindset.

He thrives on making systems work better — ensuring cash keeps flowing, relationships stay strong, and operational goals are met. Known for his sharp eye for detail and big-picture thinking, Matthew leads with clarity and purpose.

He's here to build momentum, drive results, and create lasting impact, for clients and for the team.

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Have a question, need support, or want to learn more about how BlockDebt can help you get paid faster?

Our team is here to help. Whether you're a supplier, property manager, or simply exploring credit control solutions, reaching out is the first step to gaining clarity and control.

Drop us a message — BlockDebt is ready to provide the answers, insights, and guidance that make a real difference.

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