**UNITY**

FACILITIES MANAGEMENT & SERVICES

DEBT COLLECTION & RECEIVABLES RECOVERY

# Money you are owed, professionally recovered.

Commercial receivables recovery across Qatar. Amicable first, documented throughout, escalated through licensed legal partners only when talking has run out.

| DIVISION OF | CR NUMBER | HOTLINE | LOCATION |
| --- | --- | --- | --- |
| Unity Facilities Management | 178545 | +974 5009 8004 | Doha, Qatar |

WHY RECEIVABLES GET WRITTEN OFF

# An unpaid invoice is still your money

Most businesses in Qatar do not write off receivables because the debtor cannot pay. They write them off because chasing takes time nobody has. Calls go unanswered, the person who signed the contract has left, the invoice ages past the point of embarrassment, and eventually it is quietly forgotten.

By the time a business decides to act, the trail has usually gone cold — no record of who promised what, no written acknowledgement of the debt, nothing that would stand up if the matter reached a court.

We take that work off your desk. Structured follow-up in Arabic and English, with a written record of every contact from the first day.

### Amicable first

Most commercial debts settle through conversation, not litigation.

### Documented throughout

Every call, letter and commitment logged with date, method and outcome.

### Bilingual

Arabic and English, so language is never the obstacle it often becomes.

### Escalation ready

If it goes legal, the file is already built and handed to licensed counsel.

**"Recovery that damages a commercial relationship or exposes you to a counterclaim is not recovery. The aim is the money and the customer, wherever that is still possible."**

OUR SERVICES

# Four services, one accountable team

## 01 Commercial Invoice Recovery

Unpaid supplier invoices, service contracts and trade debts between businesses. The most common case we handle, and the one that most often settles with a properly worded demand and consistent follow-up.

- Supplier invoices
- Service contracts
- Trade debts
- Retainer arrears
- Disputed balances

## 02 Rental & Facility Arrears

Outstanding rent, service charges and maintenance fees for landlords, building owners and property managers. Our facilities background means we understand the paperwork these disputes turn on.

- Commercial rent arrears
- Service charges
- Maintenance fees
- Compound & tower portfolios

## 03 Aged Receivables Review

A structured pass over your ledger to identify what is realistically recoverable, what needs escalating, and what should be written off. Often the most valuable thing we do, because it tells you where to spend effort.

- Ledger review
- Recoverability assessment
- Prioritised action list
- Write-off recommendations

## 04 Credit Control Support

Preventing the problem instead of chasing it. Payment terms that hold up, invoicing that leaves no room for dispute, and a follow-up rhythm that catches a late payer in week two rather than month six.

- Payment terms review
- Invoicing process
- Follow-up schedules
- Customer credit checks
- Staff training

HOW A CASE RUNS

# Four stages, escalating only as needed

Most cases close in the first two. We tell you honestly where yours is likely to land before you commit to anything.

**STAGE 01**
DAYS 1–3

### Case review

We examine the contract, the invoices, the delivery evidence and the correspondence so far. This determines whether the debt is clean, disputed or weak — and we tell you before you commit. Some cases we decline, and we say so plainly.

**STAGE 02**
WEEKS 1–4

### Amicable recovery

Formal demand letter in Arabic and English, then structured telephone and in-person follow-up through authorised channels. The aim is a payment or a written payment plan. Most debts that are going to settle, settle here.

**STAGE 03**
WEEKS 4–8

### Negotiated settlement

Where the debtor genuinely cannot pay in full, a documented instalment agreement is usually worth more than a judgment they cannot satisfy. We negotiate terms and monitor compliance against them.

**STAGE 04**
IF REQUIRED

### Legal escalation

If talking has genuinely run out, the file — complete, documented and court-ready — goes to licensed legal counsel. You decide whether to proceed. We hand over a case built properly from day one, which is where most self-managed claims fall down.

### How we work — and what we will not do

Qatar's legal framework protects the debtor as well as the creditor, and we work strictly within it. Professional communication through authorised channels. No harassment, no intimidation, no contacting third parties about your debtor's affairs. Where a matter requires legal proceedings, those are conducted by licensed legal counsel — not by us.

WHY US

# We already work in your sector

We are not a call centre working from a spreadsheet. We run contracts with supermarkets, restaurants and property portfolios across Qatar — the same businesses that generate these receivables.

### We understand the paperwork

Service contracts, delivery notes, signed job sheets — we know what documentation exists in these industries because we produce it ourselves every day.

SECTOR KNOWLEDGE

### Bilingual, on the ground

Arabic and English, in person where it matters. A conversation at the counter achieves more than twenty unanswered emails.

LOCAL PRESENCE

### Relationships preserved

Many debtors are customers you want to keep. We recover the money without burning the account, unless you instruct otherwise.

COMMERCIAL JUDGEMENT

### Documented throughout

Every contact logged with date, method and outcome. If it goes legal, the file is already built.

COURT-READY RECORDS

### Aligned incentives

Commission-based on most commercial cases — we are paid when you are. Terms agreed in writing before we start.

NO RECOVERY, NO COMMISSION

### One supplier

If we already handle your cleaning or pest control, this sits on the same account with the same supervisor and one invoice.

EXISTING CLIENTS

**2**
Languages, spoken and written

**4**
Stages, escalating only as needed

**0**
Guarantees of recovery — nobody can honestly make one

WHAT WE NEED FROM YOU

# A case review costs you nothing

Send what you have and we will tell you honestly whether the debt is worth pursuing. Some cases we decline — that assessment alone is often worth having.

### The contract or agreement

Whatever set out the terms — a signed contract, a purchase order, an accepted quote, or an email thread agreeing the work.

### Correspondence so far

Emails, letters or messages chasing payment, and any response or promise the debtor has made.

### The invoices

Copies of what was issued, with dates and amounts, plus any statements of account you have sent.

### Debtor details

Company name, CR number if known, and the contact you have been dealing with. Provided once we are formally engaged.

### Proof of delivery

Delivery notes, signed job sheets, service reports — anything showing the work was done or the goods received.

### Your instructions

Whether the relationship matters to you, and whether you would accept an instalment plan. This shapes our approach.

## Discuss a case

Initial review at no charge and no obligation. Everything you send is treated in confidence.

| HOTLINE | DIRECT | DIRECT | EMAIL | WEB |
|---|---|---|---|---|
| +974 5009 8004 | +974 5119 8114 | +974 5112 8118 | hello@unityfacilities.qa | unityfacilities.qa |

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