

ROKO™
HEALTH CLUBS

ROKO™
SOCCER

The Harlands Group have been working with us for over two years, collecting bad debt arising from our Health Clubs. In this time the level of service and recovery rate has exceeded my expectations and, in addition, the team at Harlands have offered professional advice which has enhanced our own in-house collection rates.

At ROKO we pride ourselves on our internal control procedures and the debt that we have passed onto Harlands Group is revenue we had previously written off as uncollectible. Despite this, over a two year period they have consistently produced a collection success rate close to 50% which we believe is simply phenomenal. Their service levels are excellent, with our club administrators being able to talk directly to the person handling each members account. This means that whilst trusting Harlands Group to deal with our members professionally, we ultimately retain control over each and every member's debt.



Neil Stanton
Operations Director
ROKO Health Clubs

ROKO Leisure Limited
442 Copnor Road
Portsmouth
Hants
PO3 5EW

www.roko.co.uk
www.rokosoccer.co.uk