

**From:** Edmonton County, Enquiries <enquiries.edmonton.countycourt@justice.gov.uk>  
**Sent:** 12 March 2019 17:03  
**To:** Lorraine Cordell  
**Subject:** Auto reply

**\*\* IMPORTANT NOTICE ON EMAIL COMMUNICATIONS \*\***

Thank you for your email, which has been received by the court. Depending on the nature of your email you may receive a response via email or post.

**What documents can be sent by email?**

You can send all letters and documents relevant to the case including adoption cases. However, due to the sensitive nature of adoption work the court will only send emails to **secure email accounts**. **If a hard copy of a document has been filed at court by DX or Post, an electronic copy should not be sent.** As yet **please note** that court bundles are **not** part of this process and will not be printed.

For more information regarding e-mails please go to the following <http://www.justice.gov.uk/courts/email-guidance>

**What is a secure email account?**

An email account is considered secure when security measures are in place to make sure the data in the email can't be accessed by users without the relevant approval. Any account that ends in the following is considered secured: gsi, pnn, gsx, gcsx, gse, cjsm, and nhs.net.

**What emails will HMCTS accept?**

To make sure we operate this service as efficiently and effectively as possible there are exemptions.

All Civil and Family process, applications and documents will be accepted by email as long as when the entire email is printed out it is not more than 50 pages. This should include the email, all attachments (including any documents embedded in another) and enough copies to serve on required parties.

**Please note that:**

1. A page is one side, so 50 pages equals 25 pieces of paper printed on both sides.
2. Do not use more than one email to take any step in a case which requires a document or documents to be filed.

**DOCUMENTS FOR HEARINGS IN ACCORDANCE WITH CIVIL PROCEDURE RULES PD, 5B.2. FAMILY PROCEDURE RULE PD 5B**

**You have received an order to attend court for a hearing.**

**It would greatly assist the court staff if you could ensure documents you file into court have a hearing date endorsed on the covering letter, paperwork or email.**

**This will then enable the court staff to identify the document is placed on file in readiness for the hearing.**

**Please note, if the court is unaware of the pending hearing, when you file your documents, this may result in the document not reaching the court file in time for the hearing.**

**Can processes that carry a fee be sent by email?**

In both Civil and Family cases court processes that carry a fee can also be received by email and processed by court staff. However the same conditions as above must apply and in addition the party issuing the process must either quote a Fee Account number, or the party who wants to pay has a valid credit or debit card. If you wish to pay using this method please say this on the

email and include a contact number for the Court to contact you to take payment.

### **What is Fee Account?**

This is a Direct Debit function that is quick, safe and easy to use. It is available for solicitors and large organisations. Once you have set up an account all you need is to provide your fee account number within the body of the email. The fee will then be deducted from your account. For more information and to apply for Fee Account please visit [www.justice.gov.uk/courts/fees/payment-by-account](http://www.justice.gov.uk/courts/fees/payment-by-account).

Any document submitted that breaches any of the above terms will remain unprocessed. This is in line with Court Practice Directions 5BPD.1 – 5BPD.9.3.

When you email the court **the subject line of your mail must contain** (in the following order): -

- The claim number
- The title of the claim (abbreviated if necessary) \*\*
- The subject matter (e.g. defence)
- If relating to a hearing the date and time of hearing **in bold black**
- The judge's name, where the correspondence/document is for their attention

\*\*If your email is in relation to a family matter, please refer to the initials only.

Your message should also contain the **name, telephone number and email address of the sender**. Correspondence and documents may be sent as either text or attachments. Where there is a practice form, it must be sent in that form by attachment. The complete email (including any attachment(s)) **must not exceed 10Mb**.

The rest of this automated message provides information that customers often find useful.

### **Edmonton County Court**

- **The public counter services are no longer available at this court.**

**Urgent applications and processes that need to be dealt with in person will be through an appointment only system. Users should contact the court on 0208 8846510 between 9.00 am and 5.00 pm Monday to Friday to make an appointment.**

- **The main telephone number for Civil and Family enquiries is 0208 884 6500**

- **Goldfax 0870 3240314**

**Our address is The County Court at Edmonton, 59 Fore Street, Edmonton, London, N18 2TN**

**DX 136686 Edmonton 3**

**The court building is open between 9.00 am and 4.00 pm Monday to Friday.**

**We have a secure drop box located in reception for personal deliveries to the court, which is opened once a day at 9.00 am Monday to Friday.**

### **Website links**

Information on Court forms and fees can be also be obtained from [www.justice.gov.uk](http://www.justice.gov.uk)

**Issuing a claim for Money or Possession of Property – MCOL & PCOL**

If you would like to issue a claim for money or property you can do so 24 hours a day, 7 days a week by visiting: [www.moneyclaim.gov.uk](http://www.moneyclaim.gov.uk) or [www.possessionclaim.gov.uk](http://www.possessionclaim.gov.uk). You will save money by issuing a claim for possession of property or a money claim online rather than sending it to the court.

### **Legal Advice**

If you are uncertain how to proceed, the Civil Procedure Rules available on the Ministry of Justice website - <http://www.justice.gov.uk> – provide details. On many occasions it is best for people to seek professional legal advice from a solicitor, legal executive, legal advice agency or Citizens Advice Bureau. You can also contact Civil Legal Advice on 0845 345 4345 or via their website.

### **For information on how HMCTS uses personal data about you please see:**

<https://www.gov.uk/government/organisations/hm-courts-and-tribunals-service/about/personal-information-charter>

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This e-mail and any attachments is intended only for the attention of the addressee(s). Its unauthorised use, disclosure, storage or copying is not permitted. If you are not the intended recipient, please destroy all copies and inform the sender by return e-mail. Internet e-mail is not a secure medium. Any reply to this message could be intercepted and read by someone else. Please bear that in mind when deciding whether to send material in response to this message by e-mail. This e-mail (whether you are the sender or the recipient) may be monitored, recorded and retained by the Ministry of Justice. Monitoring / blocking software may be used, and e-mail content may be read at any time. You have a responsibility to ensure laws are not broken when composing or forwarding e-mails and their contents.