In accordance with Rule 6.28 of the Insolvency (England & Wales) Rules 2016 and Section 106(3) of the Insolvency Act 1986.

LIQ14 Notice of final account prior to dissolution in CVL





; ease

use

30/08/2022 COMPANIES HOUSE

1	Company details	COMPANIESTICSE
Company number	1 0 4 8 8 8 0 6	Filling in this form Please complete in typescript or in
Company name in full	Housekeeping Inspector Specialists Ltd	bold black capitals.
2	Liquidator's name	
Full forename(s)	Jeremy	
Surname	Bennett	
3	Liquidator's address	
Building name/number	Moorend House	
Street	Snelsins Lane	
Post town	Cleckheaton	
County/Region	West Yorkshire	
Postcode	B D 1 9 3 U E	
Country		
4	Liquidator's name •	
Full forename(s)		Other liquidator Use this section to tell us about
Surname		another liquidator.
5	Liquidator's address o	
Building name/number		Other liquidator
Street		Use this section to tell us about another liquidator.
Post town		
County/Region	:	
Postcode		
Country		

	LIQ14 Notice of final account prior to dissolution in CVL
6	Liquidator's release
	Tick if one or more creditors objected to liquidator's release.
7	Final account
	☐ I attach a copy of the final account.
8	Sign and date
iquidator's signature	X X
Signature date	

LIQ14

Notice of final account prior to dissolution in CVL

Presenter information

You do not have to give any contact information, but if you do it will help Companies House if there is a query on the form. The contact information you give will be visible to searchers of the public record. lan Thompson O'Haras Limited Address Moorend House **Snelsins Lane** Post town Cleckheaton County/Region West Yorkshire Postcode В D Country ĐΧ info@oharas.co Telephone 01274800380 Checklist We may return forms completed incorrectly or

with information missing.

☐ You have signed the form.

following:

Please make sure you have remembered the

The company name and number match the information held on the public Register.
 You have attached the required documents.

Important information

All information on this form will appear on the public record.

■ Where to send

You may return this form to any Companies House address, however for expediency we advise you to return it to the address below:

The Registrar of Companies, Companies House, Crown Way, Cardiff, Wales, CF14 3UZ. DX 33050 Cardiff.

t Further information

For further information please see the guidance notes on the website at www.gov.uk/companieshouse or email enquiries@companieshouse.gov.uk

This form is available in an alternative format. Please visit the forms page on the website at www.gov.uk/companieshouse

Housekeeping Inspector Specialists Ltd (In Liquidation)

Liquidator's Abstract of Receipts & Payments From 26 August 2021 To 19 August 2022

Statement of Affairs			
ALL		ALL	ALL
(42,159.33)	HM Revenue and Customs	NIL	NIL
(1,000.00) (49,724.82)	UNSECURED CREDITORS Trade & Expense Creditors Banks/Institutions	NIL NIL	
(18,075.94)	Corporation Tax	NIL	NIL
	DISTRIBUTIONS		
(100.00)	Ordinary Shareholder	NIL	NIL
(111,060.09)			NIL
	REPRESENTED BY		

Jeremy Bennett Liquidator

HOUSEKEEPING INSPECTOR SPECIALISTS LTD

IN LIQUIDATION

(THE 'COMPANY')

LIQUIDATOR'S FINAL PROGRESS REPORT TO CREDITORS

20 JUNE 2022

CONTENTS

Statutory Information

- 1 Introduction
- 2 Progress of the Liquidation
- 3 Investigations
- 4 Receipts and Payments Account
- 5 Realisation of Assets
- 6 Creditors
- 7 Remuneration and Expenses
- 8 Statement of Creditors' Rights
- 9 Conclusion

APPENDICES

Receipts and Payments Account for the period from 26 August 2021 to 20 June 2022

Appendix A

Statement of Insolvency Practice 9 Time Analysis for the period from 26 August 2021 to 20 June 2022; together with fees Estimate Summary and Comparison; Addendum to Creditors' Guide to Fees; Schedule of Routine Work; Provision of Services Regulations Summary

Appendix B

STATUTORY INFORMATION

Company Number

10488806

Date of Incorporation

21 November 2019

Principal Activity

Commercial Cleaning

Registered Office

Moorend House, Snelsins Lane, Cleckheaton, West

Yorkshire, BD19 3UE

Trading Address

103 Walker Road, Newcastle Upon Tyne, NE6 1RL

Authorised Share Capital

100 £1 Ordinary Shares

Shareholders

Number held

Class

David Robson

100

Ordinary

Directors (last 3 years)

Appointed

Resigned

David Robson

21 November 2016

1. INTRODUCTION

1.1 The purpose of this report is to detail my acts and dealings as Liquidator of the Company and report on the outcome and conduct of the liquidation for the period 26 August 2021 to 20 June 2022, the 'Reporting Period'. For the sake of clarity, I was appointed Liquidator via the deemed consent process.

2 PROGRESS OF THE LIQUIDATION

- 2.1 As per the Directors Statement of Affairs the Company had no assets. I can confirm that there have no realisations in this matter.
- 2.2 My investigations into the Company's affairs have now concluded; further information regarding investigations can be found in Section 4, below. There is no prospect of a distribution to creditors in this matter and it is now my intention to move this case to closure and obtain my release as Liquidator.

3 INVESTIGATIONS

- 3.1 In accordance with the Company Directors Disqualification Act 1986 a report on the conduct of the Director of the Company has been submitted to the Department for Business Innovation and Skills. As this is a confidential report, I am unable to disclose the contents.
- In line with my duty as Liquidator, I have conducted investigations into the Company's affairs in accordance with Statement of Insolvency Practice 2 ('SIP 2'). When considering whether there were any matters that justified further investigation, I took into account public interest, potential recoveries, the availability of funding for the investigation and the associated costs of the investigation. I can confirm that no claims have been brought against the Director or any third parties following my investigations into the Company's affairs nor did my investigations uncover any potential assets.

4 RECEIPTS AND PAYMENTS ACCOUNT

4.1 A copy of the Liquidator's Receipts and Payments for the Reporting Period is attached at Appendix A.

5 REALISATION OF ASSETS

As disclosed in the Statement of Affairs as at the date of liquidation, the Company had no assets and no realisations have come to light since my appointment.

6 CREDITORS

Secured Creditors

6.1 There are no secured creditors in this matter.

Preferential Creditors

6.2 There are no preferential creditors in this matter.

2nd Preferential Creditors

6.3 There were 2nd preferential creditors in this matter in the sum of £42,159.33 according to the Statement of Affairs in respect of outstanding VAT and PAYE liabilities.

HM Revenue & Customs have not submitted a proof of debt in this matter.

Unsecured Non-Preferential Creditors

As per the Statement of Affairs prepared by the Company Director at the date of liquidation there were unsecured creditors which were estimated to total £68,800.76. I can confirm that I have received claims totalling £42,724.82 from creditors.

DIVIDENDS

Prescribed Part

- Where company assets are secured by a floating charge, the funds in the liquidation estate from realising those assets, after having paid the costs of liquidation and settling the preferential creditors' claims, are available to distribute to the floating charge creditor(s).
- 6.6 If the charge(s) was created after 15 September 2003, a portion of those funds shall be made available to unsecured, non-preferential creditors. This is called the Prescribed Part.
- 6.7 In this case the Prescribed Part does not apply as there is no floating charge creditor.

Notice of No Dividend

6.8 Pursuant to Rule 14.37(2) I can confirm that I am unable to declare a dividend to any class of creditor due to no asset realisations.

7 REMUNERATION AND EXPENSES

Pre-Appointment Remuneration

7.1 No authority has been obtained from creditors for me to draw fees on a time cost basis. A professional fee in the sum of £4,000 including VAT was set out in the board minutes signed by the Director on 11 August 2021. This fee has not been paid.

Liquidator's Remuneration

- 7.2 As previously advised, I was appointed Liquidator via the deemed consent process. No authority was therefore given by creditors for me to draw remuneration on a time costs basis.
- 7.3 My time costs for the period since my appointment to date, (26 August 2021 to 20 June 2022) total £7,450.00 which represents 22.80 hours at an average hourly rate of £326.75.
- 7.4 You will note from the attached Receipts and Payments account that no fees have been drawn in regard to my time costs.
- 7.5 Attached at Appendix B is a comparison of the time costs incurred during the Reporting Period and those anticipated per the Fees Estimate previously provided to creditors.
- 7.6 Attached at Appendices B is an analysis, in accordance with the provisions of Statement of Insolvency Practice 9 ('SIP9') that details my time costs incurred by work category during the Reporting Period. Included with that analysis is a description of the routine work carried out within each of the work categories.
- 7.7 The amounts are derived by reference to normal rates for time properly given by me and my staff in attending to matters arising in the liquidation. The 'Addendum to Creditors' Guide to Fees, also attached at Appendix B, details the current charge out rates.

- 7.8 The actual average charge out rate is higher than the estimated average charge out rate of £178.57 as detailed in the aforementioned Fees Estimate.
- 7.9 Further information about creditors' rights can be obtained by visiting the creditors' information micro-site published by the Association of Business Recovery Professionals (R3) at http://www.creditorinsolvencyguide.co.uk.
- 7.10 I am required, under SIP9, to provide creditors with information relating to the Liquidator's fees. This information is contained within a document entitled "Guide to Liquidators Fees", which is available at https://www.r3.org.uk/what-we-do/publications/professional/fees; please note that there are different versions of the Guidance Notes and in this case you should refer to the April 2017 version. If you are unable to access or download a guide, please contact this office and a copy will be provided to you free of charge.

Disbursements

7.11 The disbursements charged to the case comprise of external supplies of incidental services specifically identifiable to the case, such as insurances, case advertising, travel invoices, external room-hire and document storage. Also, chargeable will be any properly reimbursed expenses incurred by personnel in connection with the case. The following external disbursements (Category 1) have been incurred:

·	Pre Appointment £	Post Appointment £	Per Fees. Estimate £
Specific Bond	•	64.00	64.00
Statutory Advertising	<u>-</u>	165.90	250.00
Total		229.90	314.00

- 7.12 I can confirm that these disbursements have been paid in full by this firm and not recharged to the case.
- 7.13 I have also incurred disbursements relating to internal supplies or services specifically identifiable to the case, such as photocopying, postage, telephone and fax. These items are classified as Category 2 disbursements and are charged to the case on the recovery basis detailed in the addendum attached at Appendix B. I can confirm that these have not been recharged to the case as I did not have creditors' authority to do so.

Professional Advisors

7.14 I can confirm that no professionals were instructed on this matter.

8 STATEMENT OF CREDITORS' RIGHTS

- 8.1 In accordance with Rule 18.9 of the Insolvency (England & Wales) Rules 2016 a secured creditor or unsecured creditors with the concurrence of at least 5% in value of the general body of unsecured creditors are entitled to request further information relating to the Liquidator's remuneration or expenses. Such requests must be made within 21 days of receipt of this report. In the event the requesting unsecured creditor does not hold a concurrence of at least 5% an application to court may be made to obtain the necessary permission. Such applications need to be made within 21 days of receipt of this report.
- 8.2 In addition to the above and in accordance with Rule 18.34 of the Insolvency (England & Wales) Rules 2016, creditors are entitled to make a claim that the

Liquidator's remuneration and/or expenses are excessive. Such claims should be made in the form of an application to court no later than 8 weeks after the progress report has been received.

8.3 To comply with the Provision of Services Regulations, some general information about O'Haras Limited can be found at Appendix B.

9 CONCLUSION

9.1 My administration in this matter has now concluded and a notice to this effect has been circulated with this report. In the event there are no creditors objections during the prescribed period outlined within this notice, following the lodging of the relevant documentation with the Registrar of Companies, I will be granted my release as Liquidator.

Should you require any further information, please do not hesitate to contact Ian Thompson on 01274 800 380 or iji@oharas.co

Yours faithfully

J Bennett Liquidator

Enc

APPENDIX A

RECEIPTS AND PAYMENTS ACCOUNT FOR THE PERIOD FROM 26 AUGUST 2021 TO 20 JUNE 2022

Housekeeping Inspector Specialists Ltd (In Liquidation) Liquidator's Summary of Receipts and Payments To 20 June 2022

RECEIPTS	Statement of Affairs (ALL)	Total (ALL)
·		0.00
PAYMENTS		
Trade & Expense Creditors Banks/Institutions Corporation Tax Ordinary Shareholder	(42,159.33) (1,000.00) (49,724.82) (18,075.94) (100.00)	0.00 0.00 0.00 0.00 0.00
Net Receipts/(Payments)		0.00
MADE UP AS FOLLOWS		
		0.00

APPENDIX B

STATEMENT OF INSOLVENCY PRACTICE 9 TIME ANALYSIS FOR THE PERIOD FROM 26 AUGUST 2021 TO 20 JUNE 2022; FEES ESTIMATE SUMMARY AND COMPARISON; ADDENDUM TO CREDITORS' GUIDE TO FEES; SCHEDULE OF ROUTINE WORK; PROVISION OF SERVICES REGULATIONS SUMMARY

Time Entry - SIP9 Time & Cost Summary

H393 - Housekeeping Inspector Specialists Ltd Project Code: POST To: 20/06/2022

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Total Hours	Time Cost (£)	Average Hourly Rate (£)
Administration & Planning	2.20	8.90	2.60	1,40	15.10	5,045.00	334.11
Case Specific Matters	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Creditors	0.00	4.70	0.00	0.00	4.70	1,355.00	288.30
General Disbursements	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Investigations	0.80	1.20	1.00	0.00	3.00	1,050.00	350.00
Realisation of Assets	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Trading	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Hours	3.00	14.80	3.60	1.40	22.80	7,450.00	326.75
Total Fees Claimed						0.00	
Total Disbursements Claimed						0.00	

Housekeeping Inspector Specialists Ltd. - In Creditors' Voluntary Liquidation

Comparison Of Time By Staff Grade: Fees Estimate v Actual Time

	Insolve Practiti		Managing	Director	Senior Ma	anager	Mana	ger	Support	Staff	Total H	ours	Total Tim	e Costs	Average He	ourly Rate
•	Fees Estimate	Actual	Fees Estimate	Actual	Fees Estimate	Actual	Fees Estimate	Actual	Fees Estimate	Actual	Fees Estimate	Actual	Fees Estimate	Actual	Fees Estimate	Actual
Admin & Planning	3.50	2.20	0.00	0.00	14.00	4.40	6.00	4.50	22.00	4.00	45.50	15.10	£7,950.00	£5,045.00	£174.73	£334.11
														•		
Case Specific Matters	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	£0.00	£0.00	£0.00	£0.00
Creditors	0.50	0.00	0.00	0.00	1.50	1.20	1.50	3.50	3.50	0.00	7.00	4.70	£1,175.00	£1,355.00	£167.86	£288.30
Investigations	2.00	0.80	0.00	0.00	2.00	0.20	1.00	1.00	2.00	1.00	7.00	3.00	£1,500.00	£1,050.00	£214.29	£350.00
											•					
Realisations of Assets	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	£0.00	£0.00	£0.00	£0.00
		· · ·														
Total Hours	6.00	3.00	0.00	0.00	17.50	5.80	8.50	9.00	27.50	5.00	59.50	22.80	£10,625.00	£7,450.00	£178.57	£326.75

Estimated time to be Estimated value of the Blended charge out time costs to undertake rate to undertake the (Hours) work (£)

	Fees Estimate	Actual	Fees Estimate	Actual	Fees Estimate	Actual
Administration and Planning	45.50	15.10	£7,950.00	£5,045.00	£174.73	£334.1
This type of work involves:				ĺ		
Case acceptance and ethical reviews.					į	
Completing case strategy notes.						
Holding strategy meetings.						
Managing and maintaining the case		٠		' i	!	
on the Firm's client system and our						
specialist insolvency software system.				 		
Bank account and administration				l		
 Planning/Reviews. 						
 Books and records storage. 				İ		
Meeting of creditors.			1			
This work also requires the following reporting requirements as prescribed by statute:						
Annual progress reports.		,			,	
Reporting to Creditors in respect of				:		
fee and expenses approvals. Reporting the outcome of any						
meetings.Closure Reporting and convening the						
final meeting of creditors.		l				
Preparation and lodgement of		I			·	
statutory appointment documents.		İ			į	
 Initial notices following appointment. 						
 Case monitoring and statutory 						
compliance, including internal case	1	1	İ			
reviews.						
Case bordereau.		i				
Cashiering work is required to ensure that the	ļ					
estate bank account is operated in accordance	[[
with guidance issues by my regulatory body.						
Work in this regard is likely to involve:						
Establishing set up of case details on						
our insolvency software system.						
 Setting up bank accounts, including 						
deposit accounts as necessary.						
Bank account maintenance, including						
periodic reconciliations.						
 Issuing payments and banking 						
receipts and preparing the						
appropriate paperwork for such transactions.						
This work is necessary to ensure that the case is administered correctly and in line with]					
is administered correctly and in line with statutory requirements.) 1]	
otatatory requirements.						
Taxation work is also required to be completed					1	
which will include:						
Notifying HM Revenue & Customs						
("HMRC") of my appointment and			,	·		•
establishing whether they have any				,	l	
outstanding claims or ongoing].					

Description of Work	undertaken t	ne work	time costs to	undertake	Blended char rate to under work (£)	take the
investigations. Such enquiries will			<u> </u>	 ,		
assist with my own investigations.						
Case Specific Matters	0.00	0.00	£0.00	£0.00	£0.00	£0.0
This type of work involves any matters that are specific to the complexity and type of case.						
Realisation of Assets	0.00	0.00	£0.00	£0.00	£0.00	£0.0
The type of work will involve:						
Realisation of tangible and intangible assets. Book debt collections.						
Recovery of assets as a result of antecedent transactions.						
Creditors	7.00	4.70	£1,175.00	£1,355.00	£167.86	£288.
In order to ensure that creditors are dealt with appropriately, the following work has been required:						
 Responding to any queries which arise. Logging creditor claims. Convening and attending Creditors' Meetings and preparing minutes of these meetings. Collating information from the Company's records to assist with 			·			
claim adjudication work. In addition to this, if distributions are anticipated, the following work will be required to prepare the distributions:				<u>u</u>		
Unsecured creditors – adjudicated of claims, requesting further information where necessary and dealing with rejected claims.			,			
Investigations	7.00	3.00	£1,500.00	£1,050.00	£214.29	£350.
This type of work includes:						
SIP 2 Review: Correspondence to request information on the company's dealings, making further enquiries of third parties.						
 Reviewing questionnaires submitted by creditors. Reconstruction of financial affairs of 						
the company.Reviewing company's books and records.						
 Preparation of deficiency statement. Review of specific transactions and liaising with directors regarding certain transactions. 						
 Liaising with the committee/creditors or major creditors about further action to be taken. 						

Description of Work	Estimated tin fundertaken t (Hours)	ne to be	Estimated vitime costs to the work (£)	alue of the	Blended cha rate to unde work (£)	rge out
Reporting on conduct of director(s): Liaising with the Insolvency Service. Assisting the Insolvency Service with its investigations. If Legal proceedings were required following our investigations, then the following work would be involved: Litigation/Recoveries: Strategy meeting regarding litigation. Seeking funding from creditors. Reviewing terms of solicitors' conditional fee agreements. Preparing brief to solicitors/counsel. Liaising with solicitors regarding recovery actions. Dealing with ATE insurers. Attending to negotiations. Attending to settlement matters.	·					
Grand Total For All Categories of Work	59.50	22.80	£10,625.00	£7,450.00	£178.57	£326.75

.

 $\overline{}$

Addendum to Creditors' Guide to Fees

Practice Fees and Disbursements Recovery Policy

Introduction

The insolvency legislation was changed in October 2015, with one or two exceptions, for insolvency appointments made from that time. This sheet explains how we intend to apply the alternative fee bases allowed by the legislation when acting as office holder in insolvency appointment. The legislation allows different fee bases to be used for different tasks within the same appointment. The fee basis or combination of bases, set for a particular appointment is/are subject to approval, generally by a committee, if one is appointed by the creditors, failing which the creditors in general or by the court.

Further information about creditors' rights can be obtained by visiting the creditors; information micro-site published by the Association of Business Recovery Professionals (R3) at http://www.creditorinsolvencyguide.co.uk. Details about how an office holder's fees may be approved for each case type are available in a series of guides issued with Statement of Insolvency Practice 9 (SIP 9) and can be accessed at http://www.r3.org.uk/what-we-do/publications/professional/fees. Alternatively, a hard copy may be requested from O'Haras Limited of Moorend House, Snelsins Lane, Cleckheaton, West Yorkshire, BD19 3UE.

Once the basis of the office holder's remuneration has been approved, a periodic report will be provided to any committee and also to each creditor. The report will provide a breakdown of the remuneration drawn. If approval has been obtained for remuneration on a time cost basis, i.e., by reference to time properly spent by members of staff of the practice at our standard charge out rates, the time incurred will also be disclosed, whether drawn or not, together with the average, or "blended" rates of such costs. Under the legislation, any such report must disclose how creditors can see further information and challenge the basis on which the fees are calculated, and the level of fees drawn in the period of the report. Once the time to challenge the office holder's remuneration for the period reported on has elapsed, then that remuneration cannot subsequently be challenged.

Under some old legislation which still applies for insolvency appointments commenced before 6 April 2010, there is no equivalent mechanism for fees to be challenged.

Time Cost basis

When charging fees on a time cost basis we use charge out rates appropriate for the skills and experience of a member of staff and the work that they perform. This is combined with the amount of time that they work on each case, recorded in 6-minute units with supporting narrative to explain the work undertaken.

Charge out Rates

Grade of Staff	Current Charge out Rate (Effective from 6 April 2021) £ per hour
Insolvency Practitioner	650
Managing Director	500
Director	400
Senior Manager	350
Manager	250
Administrator	200
Time costs are calculated using 6-minute units.	

These charge out rates are reviewed on 6 April each year and are adjusted to take account of inflation and the firm's overheads.

Time spent on casework is recorded directly to the relevant case using a computerised time recording system and the nature of the work undertaken is recorded at that time. The work is generally recorded under the following categories:

- Administration and planning
- Investigations
- Realisations of Assets
- Creditors
- Trading
- Case Specific Matters

When we seek time costs approval, we have to set out a fee estimate. That estimate acts as a cap on our time costs so that we cannot draw fees of more than the estimated time costs without further approval from those who approved our fees. When seeking approval for our fees we will disclose the work that we intend to undertake, the hourly rates we intend to charge for each part of the work and the time that we think each part of the work will take. We will summarise that information in an average or "blended" rate for all of the work being carried out within the estimate. We will also say whether we anticipate needing to seek approval to exceed the estimate and, if so, the reasons that we think may be necessary.

The disclosure that we make should include sufficient information about the insolvency appointment to enable you to understand how the proposed fees reflects the complexity (or otherwise) of the case, any responsibility of an exceptional kind falling on the office holder, the effectiveness with which the office holder has carried out their functions and the value and nature of the property with which the office holder has to deal.

If we subsequently need to seek authority to draw fees in excess of the estimate, we will say why we have exceeded, or are likely to exceed the estimate; any additional work undertaken or proposed to be undertaken; the hourly rates proposed for each part of the work; and the time that the additional work is expected to take. As with the original estimate, we will say whether we anticipate needing further approval and, if so, why we think it may be necessary to seek further approval.

Percentage basis

The legislation allows fees to be charged on a percentage of the value the property with which the office holder has to deal (realisations and/or distributions). Different percentages can be used for different assets or types of assets. In cases where we were appointed prior to 1 October 2015 most of our fees were recovered on a time costs basis and appropriate authority was obtained from the creditors or the committee as set down in the legislation. The legislation changed on 1 October 2015 however we do not look to seek our remuneration on a percentage basis.

However, where we do look to recover our fees on a percentage basis a report accompanying any fee request will set out the potential assets in the case, the remuneration percentage proposed for any realisation and the work covered by that remuneration, as well as the expenses that will be or are likely to be incurred. Expenses can be incurred without approval but must be disclosed to help put the remuneration request into context.

The percentage approved in respect of realisations will be charged against the assets realised and where approval is obtained on a mixture of bases. Any fixed fee and time costs will then be charged against the funds remaining in the liquidation after the realisation percentage has been deducted.

The disclosure that we make should include sufficient information about the insolvency appointment to enable you to understand how the proposed fees reflects the complexity (or otherwise) of the case, any responsibility of an exceptional kind falling on the office holder, the effectiveness with which the office holder has carried out their functions and the value and nature of the property with which the office holder has to deal.

If the basis of remuneration has been approved on a percentage basis, then an increase in the amount of the percentage applied can only be approved by the committee or creditors (depending upon who approved the basis of remuneration) in cases where there has been a material and substantial change in the circumstances that were taken into account when fixing the original level of percentage applied. If there has not been a material and substantial change in the circumstances, then an increase can only be approved by the court.

Fixed Fee Basis

The legislation allows fees to be charged at a set amount, Different set amounts can be used for different tasks, in cases where we were appointed prior to 1 October 2015 most of our fees were recovered on a time costs basis and appropriate authority was obtained from the creditors or the committee as set down in the legislation. The legislation changed on 1 October 2015 and we now seek remuneration on a fixed fee basis more often. A report accompanying any fee request will set out the set fee that we proposed to charge, and the work covered by that remuneration as well as the expenses that will be or are likely to be incurred. Expenses can be incurred without approval but must be disclosed to help put the remuneration request into context.

The disclosure that we make should include sufficient information about the insolvency appointment to enable you to understand how the proposed fees reflects the complexity (or otherwise) of the case, any responsibility of an exceptional kind falling on the office holder, the effectiveness with which the office holder has carried out their functions and the value and nature of the property with which the office holder has to deal.

If the basis of remuneration has been approved on a fixed fee basis, then an increase in the amount of the fixed fee can only be approved by the committee or creditors (depending upon who approved the basis of remuneration) in cases where there has been a material and substantial change in the circumstanced that were taken into account when fixing the original level of the fixed fee. It there has not been a material and substantial change in the circumstanced then an increase can only be approved by the court.

Members' Voluntary Liquidations and Voluntary Arrangements

The legislation changes that took effect from 1 October 2015 did not apply to member' voluntary liquidations (MVL), Company Voluntary Arrangements (CVA) or Individual Voluntary Arrangements (IVA). In MVL's, the Company's members set the fee basis, often as a fixed fee. In CVA's & IVA's, the fee basis is set out in the proposals and creditors approve the fees when they approve the arrangement.

All Bases

With the exception of Individual Voluntary Arrangements and Company Voluntary Arrangement, which are VAT exempt, the officeholder's remuneration invoiced to the insolvent estate will be subject to VAT at the prevailing rate.

Agent's Costs

These are charged at cost, based upon the charge made by the Agent instructed. The term Agent includes:

- Statutory Advertising
- Solicitors/Legal Advisors
- Auctioneers/Valuer's
- Accountants
- Quantity Surveyors
- Estate Agents
- Other Specialist Advisors

In new appointments made after 1 October 2015 the office holder will provide details of expenses to be incurred or likely to be incurred when seeking fee approval. When reporting to the committee and creditors during the course of the insolvency appointment the actual expenses incurred will be compared with the original estimate provided.

Disbursements

In accordance with Statement of Insolvency Practice 9 (SIP 9) the basis of disbursement allocation in respect of disbursements incurred by the Office Holder in connection with the administration of the estate must be fully disclosed to creditors. Disbursements are categorised as either Category 1 or Category 2.

Category 1 expenses are directly referable to an invoice from a third party, which is either in the name of the estate or O'Haras Limited; in the case of the latter, the invoices make a reference to, and therefore can be directly attributed to, the estate. These disbursements are recoverable in full from the estate without the prior

approval of creditors, either by a direct payment from the estate or where the firm has made payment on behalf of the estate, by a recharge of the amount invoiced by the third party. Examples of Category 1 disbursements are statutory advertising, external meeting room hire, external storage and archiving costs, specific bond insurance, Company search fees, postage, travel expenses and photocopying (where a third party is used).

Category 2 expenses are incurred by the firm and recharged to the estate; they are not attributed to the estate by a third-party invoice and/or they may include a profit element. These disbursements are recoverable in full from the estate, subject to the bases of the disbursement charge being approved by creditors in advance. Examples of Category 2 disbursements are photocopying (internal), internal room hire, internal storage and mileage.

The following Category 2 disbursements are to be recovered as follows:

Postage:

1st Class 2nd Class Airmail Other Photocopying Mileage

Mileage Internal Room Hire Storage £1.40 £1.10 £2.00 According to weight and size

Up to 25p per sheet 70p per mile £25 - £100 per meeting £5 per box per annum

PROVISIONS OF SERVICES REGULATIONS SUMMARY SHEET FOR O' HARAS LIMITED

The following information is designed to draw the attention of interested parties to the information required to be disclosed by the Provision of Services Regulations 2009.

Licensing Body

Jeremy Bennett is licensed to act as an Insolvency Practitioner ("IP") in the United Kingdom by the Insolvency Practitioners Association ("IPA").

Code of Ethics and Rules Governing Actions

All IP's are bound by the rules of their professional body, including any that relate specifically to insolvency. All IPA members are required to act in accordance with the IPA's Ethics Code for Members as well as complying with the Statement of Insolvency Practice (SIP's) and to take account of guidance given by the IPA. Details of the required code of ethics, regulations and guidance can be found at <a href="http://www.insolvency-practitioners.org.uk/regulation-and-guidance/regul

Data Protection

When submitting details of your claim in the liquidation, you may disclose personal data to the Liquidator. The processing of personal data is regulated in the UK by the General Data Protection Regulation EU 2016/679 as supplemented by the Data Protection Act 2018, together with other laws which relate to privacy and electronic communications. The Liquidator acts as Data Controller in respect of personal data he obtains in relation to this liquidation and is therefore responsible for complying with Data Protection Law in respect of any personal data he processes. The Liquidator's privacy notice, which is available on request, explains how we process your personal data. Terms used in this clause bear the same meanings as are ascribed to them in Data Protection Law.

Complaints

At O'Haras Limited we always strive to provide a professional and efficient service. However, we recognise that it is in the nature of insolvency proceedings for disputes to arise from time to time. As such, should you have any comments or complaints regarding the administration of a particular case then in the first instance you should contact the IP acting as office holder (Jeremy Bennett).

If you consider that the IP has not dealt with your comments or complaint appropriately you should then put details of your concerns in writing to Stephen O'Hara, addressed to our offices situated at Moorend House, Snelsins Lane, Cleckheaton, West Yorkshire, BD19 3UE who will then endeavour to deal with this.

Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, if you are not satisfied that your complaint has been resolved or dealt with appropriately, then you may complain to the regulatory body that licenses the insolvency practitioner concerned. Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Holbeck, Leeds, LS11 9DA and you can make a submission using an on-line form available at: www.gov.uk/complain-about-insolvency-practitioner; or you may phone:0300 678 0015 – calls are charged at up to 12p per minute from a land line, or for mobiles, between 3p and 45p per minute if you are calling from the UK.

Professional Indemnity Insurance

O'Haras Limited's professional indemnity insurance is provided by Aqueous Protect.

VAT

O'Haras Limited is registered for VAT under registration number 975 6645 64.