

LIQ03

Notice of progress report in voluntary winding up



Companies House

For further information, please
refer to our guidance at
www.gov.uk/companieshouse

1 Company details

Company number 0 1 6 9 9 1 5 2

Company name in full Studiospares Limited

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Liquidator's name

Full forename(s) Nicholas W

Surname Nicholson

3 Liquidator's address

Building name/number Haslers

Street Old Station Road

Post town Loughton

County/Region Essex

Postcode I G 1 0 4 P L

Country

4 Liquidator's name ①

Full forename(s)

Surname

① Other liquidator

Use this section to tell us about
another liquidator.

5 Liquidator's address ②

Building name/number

Street

Post town

County/Region

Postcode

Country

② Other liquidator

Use this section to tell us about
another liquidator.

LIQ03

Notice of progress report in voluntary winding up

6 Period of progress report

From date	^d 2	^d 2	^m 1	^m 0	^y 2	^y 0	^y 2	^y 0
To date	^d 2	^d 1	^m 1	^m 0	^y 2	^y 0	^y 2	^y 1

7 Progress report

☒ The progress report is attached

8 Sign and date

Liquidator's signature

Signature

X

N. N. S.

X

Signature date

^d 3	^d 0	^m 1	^m 1	^y 2	^y 0	^y 2	^y 1
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**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.

Contact name **Michelle Dean**

Company name **Haslers**

Address **Old Station Road**

Loughton

Post town **Essex**

County/Region

Postcode **I G 1 0 4 P L**

Country

DX

Telephone **020 8418 3333**

**Checklist**

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

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

**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.

**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

Studiospares Limited
(In Liquidation)
Liquidator's Summary of Receipts & Payments

Declaration of Solvency £		From 22/10/2020 To 21/10/2021 £	From 22/10/2019 To 21/10/2021 £
	ASSET REALISATIONS		
167,254.00	Book Debt	NIL	167,254.00
358,988.00	Cash at Bank	NIL	382,087.03
2,500,000.00	Monies in Solicitor's client account	NIL	2,504,761.27
34,000.00	Vehicle	NIL	34,000.00
		NIL	3,088,102.30
	COST OF REALISATIONS		
	Bank Charges	NIL	50.00
	Funds belonging to SEL	NIL	7,503.53
	Office Holders Fees	NIL	1,000.00
	Specific Bond	NIL	550.00
	Statutory Advertising	NIL	219.00
		NIL	(9,322.53)
	UNSECURED CREDITORS		
	Inland Revenue	NIL	58.71
(1,500.00)	Pre appointment fee	NIL	1,500.00
	Statutory Interest	NIL	0.49
		NIL	(1,559.20)
	DISTRIBUTIONS		
	Distribution in Specie	NIL	201,254.00
	Ordinary Shareholders	25,603.80	2,875,966.57
		(25,603.80)	(3,077,220.57)
3,058,742.00		(25,603.80)	NIL
	REPRESENTED BY		NIL

Note:
Distributions

The following Distribution in Specie has taken place to Barry Lambden in accordance with the Asset Sale Agreement dated 3 December 2018

Date	Rate £ per share	Amount
28/10/19	3,279	£167,254.00

The following Distribution in Specie has taken place to Members in accordance with their shareholding and in respect of the Vehicle Registration number HF63 XYW:

Date	Rate £ per share	Amount
29/10/19	340	£34,000

The following cash distributions have been made to Members in accordance with their shareholding:

Date	Rate £ per share	Amount
27/11/19	25,000	£2,500,000
09/03/20	3,503.63	£350,362.77
13/10/20	256.04	£25,603.80

The following Distributions to creditors have taken place:

Date	Rate p in the £	Amount	Statutory Interest	Notes
27/11/19	100	£1,500	Waived	Re Haslers' advice & assistance pre liquidation
29/11/19	100	£58.71	0.49p	Re Pre liquidation CT Liability

STUDIOSPARES LIMITED – IN MEMBERS' VOLUNTARY LIQUIDATION

LIQUIDATORS' PROGRESS REPORT TO MEMBERS

FOR THE YEAR ENDING 21 OCTOBER 2021

EXECUTIVE SUMMARY

At a meeting of Members held on 22 October 2019, the Members resolved to place the Company into Members Voluntary Liquidation. I was appointed Liquidator at the same meeting.

The business had been sold prior to the commencement of the liquidation and in accordance with the Sale Agreement, a deferred consideration was due to the Company. Upon my appointment, I liaised with the purchaser, Studiospares Europe Limited ("SEL") and solicitors acting on behalf of the Company in order to realise the sum due.

Following completion of the sale, there were some residual matters to be dealt with, largely related to the Company's former customers having made payments to the Company's account in error. I accordingly liaised with SEL with a view to arranging for funds to be transferred where applicable. One former customer has contacted me in the reporting period advising that they had inadvertently paid both SEL and the Company in 2018/19 leading to an invoice being paid twice. I have discussed the matter with the former Director who confirmed that this sum should be refunded.

At the time that this issue arose, it was envisaged that all liquidation matters had been dealt with and the final distribution to Members had been declared and paid. In the circumstances I am liaising with the former Director requesting that the liquidation account be placed in funds to enable this outstanding matter to be resolved.

The Declaration of Solvency stated that a Company vehicle was to be realised. Having made enquiries, this vehicle was being used personally by the Members who wished to retain it. This asset was therefore distributed in specie to the Members in accordance with their shareholding.

The final asset to be dealt with in accordance with the Declaration of Solvency was the credit balance held in the Company's bank accounts. I wrote to the Company's bank following my appointment advising of the liquidation and requesting that the credit balance be transferred to the liquidation account. I received written confirmation that the account balances were brought to nil and the accounts closed.

Having dealt with all assets as per the Declaration of Solvency and arranging for all pre liquidation Corporation Tax Returns to be brought up to date, I wrote to HM Revenue & Customs ("HMRC") requesting their confirmation that there were no outstanding matters and that they had no objection to the Liquidator's release.

In response, I received a letter advising that there was a liability of £5,876.77 for the period ended 31 August 2019. I liaised with the Company's former accountant who advised that a claim had been made in respect of Terminal Loss Relief which had not seemingly been applied to HMRC's system. I therefore responded to HMRC's letter disputing this liability.

Whilst I have not received a response to my letter, I have received Notices for the tax years 14/15 and 15/16 which appear to show a refund due to the Company of circa £300. However, having requested this sum be paid to the liquidation account, HMRC are yet to do so.

STATUTORY INFORMATION

Company name:	Studiospares Limited
Registered office:	Haslers, Old Station Road, Loughton, Essex IG10 4PL
Former registered office:	Unit A, 964 North Circular Road, London NW2 7JR
Registered number:	01699152

Liquidator's name: Nicholas W Nicholson
Liquidator's address: Old Station Road, Loughton, Essex, IG10 4PL
Liquidator's date of appointment: 22 October 2019

LIQUIDATOR'S ACTIONS SINCE LAST REPORT

Since my last report I have been liaising with the former customer with regard to the duplicate payment. I have updated the Director in respect of this matter, who has agreed that the amount should be refunded.

I have also been corresponding with HMRC with regard to outstanding matters. I have been advised of various liabilities and refunds due to the Company which has not been made clear. I have therefore recently written requesting clarification as to the position in order that the liquidation can be progressed towards closure.

There is certain work that I am required by the insolvency legislation to undertake in connection with the liquidation that provides no financial benefit for the creditors. A description of the routine work undertaken since my appointment as Liquidator is enclosed at Appendix A.

RECEIPTS AND PAYMENTS ACCOUNT

My Receipts & Payments Account for the period from 22 October 2020 to 21 October 2021 is enclosed.

Liquidation funds were previously held in a non-interest-bearing estate account.

ASSETS

VEHICLE

The Members had use of a vehicle which was registered in the name of the Company. As they wished to continue using the vehicle, the rights to the value attributed to it was distributed in specie to the Members in accordance with their shareholding.

BOOK DEBT

The Company sold its business in 2018 and in accordance with the Sale Agreement, a deferred payment was due to be made. This payment was due after the proposed date of liquidation and was therefore included as a book debt on the Declaration of Solvency. Having liaised with the parties concerned, the deferred payment has been made in full and I received the sum of £167,254 as agreed.

As the Sale Agreement was with only one of the Members, a distribution of this whole amount was made to the Member concerned as agreed.

MONIES IN SOLICITOR'S CLIENT ACCOUNT

Following the sale of the Company's premises, the solicitors acting on their behalf were holding the proceeds of sale in their client account. Following my appointment, I duly liaised with the solicitors who arranged for the sum of £2,504,761.27 to be transferred to the liquidation account. This sum comprised the proceeds of sale of £2,500,000 plus interest accrued in the solicitors' client account.

CASH AT BANK

Following my appointment, I wrote to the Company's Bank advising of the liquidation and my appointment. I requested that all accounts in the name of the Company be closed

following the transfer of any credit balances to the liquidation account. The sum of £382,087.03 was received and the Bank has confirmed that all accounts have been closed.

LIABILITIES

SECURED CREDITORS

An examination of the Company's mortgage register held by the Registrar of Companies, showed that the Company has no current charges over its assets.

PREFERENTIAL CREDITORS

The Declaration of Solvency anticipated no preferential creditors and no claims have been received.

CROWN CREDITORS

The Declaration of Solvency did not include an amount due to HMRC. However, having submitted the final pre liquidation Corporation Tax Return, there was a liability in the sum of £58.71. This has been settled in full, together with statutory interest.

Having realised all assets in accordance with the Declaration of Solvency, I wrote to HMRC requesting confirmation that they have no objection to the Liquidator's release. Whilst I had previously received correspondence advising that all matters up to the date of liquidation were complete and there were no outstanding matters, HMRC advised that there is an outstanding liability for the period ended 31 August 2019 in the sum of £5,876.77. I liaised with the Company's former accountant who advised that they made an application to HMRC in respect of Terminal Loss Relief and it does not appear that this has been correctly accounted for. I have accordingly disputed this liability and although I have not received a response confirming this amount is not due, I have received statements which seem to somewhat rectify the position. However, from correspondence and telephone calls with HMRC, there does appear to be some confusion as to whether there is a small liability due and I am liaising with them in this respect.

UNSECURED CREDITORS

The Declaration of Solvency included one unsecured creditor in the sum of £1,500, being Haslers' fees in respect of matters up to the commencement of liquidation, as agreed by the Board of Directors. This sum has been paid in full. Haslers waived their right to receive statutory interest on this amount.

In addition, I have received correspondence from a former customer of the Company advising that they have made a duplicate payment. This former customer has agreed to waive their right to receive statutory interest and I am currently liaising with the Director in order to facilitate payment as I am currently not in funds.

SHARE CAPITAL

All creditors have been paid in full together with statutory interest, and the following distributions were made to the Members:

The following Distribution in Specie has taken place to Barry Lambden in accordance with the Asset Sale Agreement dated 3 December 2018:

Date	Rate £ per share	Amount
28/10/19	3,279	£167,254.00

The following Distribution in Specie has taken place to Members in accordance with their shareholding and in respect of the Vehicle Registration number HF63 XYW:

Date	Rate £ per share	Amount
29/10/19	340	£34,000

The following cash distributions have been made to Members in accordance with their shareholding:

Date	Rate £ per share	Amount
27/11/19	25.000	£2,500,000
09/03/20	3,503.63	£350,362.77
13/10/20	256.04	£25,603.80

PRE-APPOINTMENT REMUNERATION

The Board previously authorised the payment of a fee of £1,500 plus VAT for preparing the Declaration of Solvency, producing and circulating the notices for the meeting of Members and holding the meeting of Members prior to my appointment at a meeting held on 22 October 2019.

The fee for preparing the Declaration of Solvency and convening the meeting was paid on appointment and is included in the enclosed Receipts and Payments Account.

LIQUIDATORS' REMUNERATION

My remuneration was previously authorised by Members at a meeting held on 22 October 2019 to be drawn on a time cost basis capped at £1,000.00. My total time costs to 21 October 2021 amount to £14,158.25, representing 69.35 hours of work at an average charge out rate of £204.16 per hour, of which £4,390.25, representing 22.15 hours of work was charged in the period since 22 October 2020, at a blended charge out rate of £198.21 per hour.

I have drawn £1,000 to 21 October 2021 as agreed, none of which was drawn in the reporting period since 22 October 2020.

Schedules of my time costs incurred to 21 October 2021 and in the period since 22 October 2020 are enclosed.

A copy of 'A Members' Guide to Liquidators' Fees' is available at the link <https://www.haslers.com/services/insolvency/> under the 'Tools & Resources' tab. An explanatory note which shows Haslers' fee policy is enclosed.

LIQUIDATORS' EXPENSES

Expenses are any payments from the estate which are neither an office holder's remuneration nor a distribution to a creditor or a member. Expenses also includes disbursements. Disbursements are payments which are first met by the office holder and then reimbursed to the office holder from the estate. Expenses are split into:

- category 1 expenses, which are payments to persons providing the service to which the expense relates who are not an associate of the office holder; and
- category 2 expenses, which are payments to associates or which have an element of shared costs. Before being paid category 2 expenses require approval in the same manner as an office holder's remuneration. It is not Haslers' policy to charge Category 2 expenses

I have incurred expenses to 21 October 2021 of £769.00 which have been drawn in full. No expenses were incurred or drawn in the reporting period since 22 October 2020.

I have incurred the following expenses in the period since my appointment as Liquidator:

Type of expense	Amount incurred/ accrued in the reporting period
Insolvency Practitioner's Bond	£550.00
Statutory Advertising	£219.00

FURTHER INFORMATION

A Member may, with the permission of the court or with at least 5% of the total voting rights of all the Members having the right to vote at general meetings of the company request further details of the Joint Liquidators' remuneration and expenses, within 21 days of receipt of this report.

A Member may, with the permission of the court or with at least 10% of the total voting rights of all the Members having the right to vote at general meetings of the company, apply to Court to challenge the amount of remuneration charged by the Joint Liquidators as being excessive, and/or the basis of the Joint Liquidators' remuneration, and/or the amount of the expenses incurred as being excessive, within 8 weeks of their receipt of this report.

The Liquidation will remain open until I have concluded matters with HMRC in respect of the Company's position. I am unable to estimate a timescale in this respect, however, once fully resolved I will progress towards finalising the liquidation and obtaining my release as Liquidator.

If members have any queries regarding the conduct of the Liquidation, or if they want hard copies of any of the documents made available on-line, they should contact Debbie Rayner on 020 8418 3333, or by email at Debbie.Rayner@Haslers.com.



NICHOLAS W NICHOLSON
LIQUIDATOR

APPENDIX A

ADMINISTRATION

This represents the work involved in the routine administrative functions of the case by the office holder and their staff, together with the control and supervision of the work done on the case by the office holder and their managers. It does not give direct financial benefit to the creditors, but has to be undertaken by the office holder to meet their requirements under the insolvency legislation and the Statements of Insolvency Practice, which set out required practice that office holders must follow.

- Case planning - devising an appropriate strategy for dealing with the case and giving instructions to the staff to undertake the work on the case.
- Setting up physical/electronic case files.
- Setting up the case on the practice's electronic case management system and entering data.
- Issuing the statutory notifications to creditors and other required on appointment as office holder, including gazetting the office holder's appointment.
- Obtaining a specific penalty bond.
- Convening and holding a general meeting of Members (as applicable).
- Dealing with all routine correspondence and emails relating to the case.
- Opening, maintaining and managing the office holder's estate bank account.
- Creating, maintaining and managing the office holder's cashbook.
- Undertaking regular bank reconciliations of the bank account containing estate funds.
- Undertaking periodic reviews of the progress of the case.
- Overseeing and controlling the work done on the case by case administrators.
- Preparing, reviewing and issuing annual progress reports to Members.
- Filing returns at Companies House.
- Preparing and filing VAT returns.
- Preparing and filing Corporation Tax returns.

CREDITORS

Claims of creditors - the office holder needs to maintain up to date records of the names and addresses of creditors, together with the amounts of their claims as part of the management of the case, and to ensure that notices and reports can be issued to the creditors. The office holder also needs to deal with correspondence and queries received from creditors regarding their claims and dividend prospects as they are received. The office holder is required to undertake this work as part of his statutory functions.

- Dealing with creditor correspondence, emails and telephone conversations regarding their claims.
- Maintaining up to date creditor information on the case management system.
- Issuing a notice of intended dividend and placing an appropriate gazette notice.
- Calculating and paying a dividend to creditors, and issuing the notice of declaration of dividend.

Studiospares Limited
(In Liquidation)
LIQUIDATOR'S RECEIPTS AND PAYMENTS ACCOUNT

	Declaration of Solvency £	From 22/10/2020 To 21/10/2021 £	From 22/10/2019 To 21/10/2021 £
RECEIPTS			
Vehicle	34,000.00	0.00	34,000.00
Book Debt	167,254.00	0.00	167,254.00
Monies in Solicitor's client account	2,500,000.00	0.00	2,504,761.27
Cash at Bank	358,988.00	0.00	382,087.03
		<u>0.00</u>	<u>3,088,102.30</u>
PAYMENTS			
Specific Bond		0.00	550.00
Office Holders Fees		0.00	1,000.00
Funds belonging to SEL		0.00	7,503.53
Statutory Advertising		0.00	219.00
Bank Charges		0.00	50.00
Pre appointment fee	(1,500.00)	0.00	1,500.00
Inland Revenue		0.00	58.71
Statutory Interest		0.00	0.49
Ordinary Shareholders		25,603.80	2,875,966.57
Distribution in Specie		0.00	201,254.00
		<u>25,603.80</u>	<u>3,088,102.30</u>
Net Receipts/(Payments)		<u>(25,603.80)</u>	<u>0.00</u>
MADE UP AS FOLLOWS			
Metro Bank		(25,603.80)	0.00
		<u>(25,603.80)</u>	<u>0.00</u>

Note:
Distributions

The following Distribution in Specie has taken place to Barry Lambden in accordance with the Asset Sale Agreement dated 3 December 2018

Date	Rate £ per share	Amount
28/10/19	3,279	£167,254.00

The following Distribution in Specie has taken place to Members in accordance with their shareholding and in respect of the Vehicle Registration number HF63 XYW:

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The following cash distributions have been made to Members in accordance with their shareholding:

Date	Rate £ per share	Amount
27/11/19	25,000	£2,500,000
09/03/20	3,503.63	£350,362.77
13/10/20	256.04	£25,603.80

The following Distributions to creditors have taken place:

Studiospares Limited
(In Liquidation)
LIQUIDATOR'S RECEIPTS AND PAYMENTS ACCOUNT

					Declaration of Solvency £	From 22/10/2020 To 21/10/2021 £	From 22/10/2019 To 21/10/2021 £
Date	Rate p in the £	Amount	Statutory Interest	Notes			
27/11/19	100	£1,500	Waived	Re Haslers' advice & assistance pre liquidation			
29/11/19	100	£58.71	0.49p	Re Pre liquidation CT Liability			

Studiospares Limited

Analysis of time costs from 22/10/20 to 21/10/21

	Time recorded (Hours)							
Categories	Partner	Manager	Senior Administrator	Administrator	Junior	Total Time	Total Sum of Charge	Average Hourly Rate
GENERAL CASE ADMINISTRATION								
Case Planning		0.70	0.30	0.50		1.50	272.00	181.33
Maintenance of Records		0.80	11.85			12.65	2,554.75	201.96
Statutory Reporting		0.90	1.90			2.80	645.00	230.36
INS Cashiering					1.80	1.80	189.50	105.28
Total		2.40	14.05	0.50	1.80	18.75	3,661.25	195.27
REALISATION OF ASSETS								
Property, Business and Asset Sales			0.40			0.40	78.00	195.00
Total			0.40			0.40	78.00	195.00
CREDITORS								
Communications With Creditors		0.60	0.40			1.00	261.00	261.00
Creditors' Claims (inc. Employees and Preferential)			2.00			2.00	390.00	195.00
Total		0.60	2.40			3.00	651.00	217.00
		3.00	16.85	0.50	1.80	22.15	4,390.25	198.21

Studiospares Limited

Analysis of time costs from 22/10/19 to 21/10/21

	Time recorded (Hours)							
Categories	Partner	Manager	Senior Administrator	Administrator	Junior	Total Time	Total Sum of Charge	Average Hourly Rate
GENERAL CASE ADMINISTRATION								
Case Planning	0.10	1.30	0.30	2.00		3.70	656.00	177.30
Adminstrative Set-up			0.50			0.50	97.50	195.00
Appointment Notification		0.40	2.50			2.90	609.50	210.17
Maintenance of Records	1.50	2.70	38.95			43.15	9,183.75	212.83
Statutory Reporting		0.90	1.90			2.80	645.00	230.36
INS Cashiering					4.30	4.30	439.50	102.21
Total	1.60	5.30	44.15	2.00	4.30	57.35	11,631.25	202.81
REALISATION OF ASSETS								
Identifying, Securing, insuring Assets		0.20				0.20	61.00	305.00
Property, Business and Asset Sales			4.20			4.20	819.00	195.00
Total		0.20	4.20			4.40	880.00	200.00
CREDITORS								
Communications With Creditors		1.50	1.30			2.80	711.00	253.93
Creditors' Claims (inc. Employees and Preferential			4.80			4.80	936.00	195.00
Total		1.50	6.10			7.60	1,647.00	216.71
	1.60	7.00	54.45	2.00	4.30	69.35	14,158.25	204.16

PRACTICE FEE RECOVERY POLICY FOR HASLERS

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 appointments. 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 meeting, or 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.haslers.com/services/insolvency/>. Alternatively a hard copy may be requested from Haslers, Old Station Road, Loughton, Essex IG10 4PL. Please note that we have provided further details in this policy document.

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 costs 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 seek 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 costs basis we use charge out rates appropriate to 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 per hour, effective from 1 April 2021 £	Previous charge-out rate per hour, effective from 1 April 2020 £
Partner – appointment taker	375-510	375-510
Manager	285-320	285-320
Senior Administrator	195-250	195-250
Case Administrator	95-165	95-165
Cashier	100	100

Where necessary and appropriate, members of staff from other departments of the practice will undertake work on a case. They will be charged at their normal charge out rate for undertaking such work.

These charge-out rates charged are reviewed on 1 January 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.
- Maintenance of records
- Investigations.
- Realisation of Assets.
- Creditors.
- Case specific matters.
- Statutory reporting.

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 on new appointments we seek time costs for all categories of work

When we seek time costs approval we have to set out a fees 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 that may be necessary.

The disclosure that we make should include sufficient information about the insolvency appointment to enable you to understand how the proposed fee 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.

Members' voluntary liquidations and Voluntary Arrangements

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

All bases

With the exception of Individual Voluntary Arrangements and Company Voluntary Arrangements 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

Charged at cost based upon the charge made by the Agent instructed, the term Agent includes:

- Solicitors/Legal Advisors
- Auctioneers/Valuers
- 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 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 Haslers; in the case of the latter, the invoice makes 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, specific bond insurance and Company search fees.

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. It is not Haslers' policy to charge for such costs.

PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR HASLERS

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

Nicholas Nicholson is licensed to act as an Insolvency Practitioner in the United Kingdom by the Institute of Chartered Accountants in England and Wales.

Nicholas Nicholson is a Member of the Insolvency Practitioners Association.

Haslers is also a member of the ICAEW, Institute of Chartered Accountants in England and Wales.

Rules Governing Actions

All IPs are bound by the rules of their professional body, including any that relate specifically to insolvency. The rules of the professional body that licences Haslers' IPs <https://www.icaew.com/-/media/corporate/files/members/regulations-standards-and-guidance/master-insolvency-regulations-and-guidance-notes-010518.ashx?la=en>. In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at <https://www.r3.org.uk/what-we-do/publications/professional/statements-of-insolvency-practice>.

Ethics

All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found at <https://www.icaew.com/-/media/corporate/files/members/regulations-standards-and-guidance/ethics/code-of-ethics-part-d-insolvency-practitioners-1-jan-2011.ashx> IPA - <http://www.insolvency-practitioners.org.uk/regulation-and-guidance/ethics-code>.

Complaints

At Haslers 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.

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 our complaints officer Jon O'Shea, Haslers, Old Station Road, Loughton, Essex IG10 4PL. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.

Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the insolvency practitioner concerned. Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, 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 can email insolvency.enquiryline@insolvency.gov.uk; or you may phone 0300 678 0015. Information on the call charges that apply is available at <https://www.gov.uk/call-charges>.

Professional Indemnity Insurance

Haslers' Professional Indemnity Insurance is provided by Axis Speciality SE, of Willis Limited, 51 Lime Street, London EC3M 7DQ. This professional indemnity insurance provides worldwide coverage.

VAT

Haslers is registered for VAT under registration no. 978 0506 90.

Bribery Act 2010

Haslers is committed to applying the highest standards of ethical conduct and integrity in its business activities. Every employee and individual acting on Haslers' behalf is responsible for maintaining our reputation and for conducting company business honestly and professionally.

Haslers take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate.

Haslers requires all those who are associated with it to observe the highest standards of impartiality, integrity and objectivity.

Haslers prohibits anyone acting on its behalf from:

- bribing another person. A bribe includes the offering, promising or giving of any financial or other type of advantage;
- accepting a bribe. This includes requesting, agreeing to receive or accepting any financial, or another kind of advantage;
- bribing a foreign public official; and
- condoning the offering or acceptance of bribes.

Haslers will:

- avoid doing business with others who do not accept our values and who may harm our reputation;
- maintain processes, procedures and records that limit the risk of direct or indirect bribery;
- promote awareness of this policy amongst its staff, those acting on its behalf and entities with which it has any commercial dealings;
- investigate all instances of alleged bribery, and will assist the police, and other authorities when appropriate, in any resultant prosecutions. In addition, disciplinary action will be considered against individual members of staff;
- review this policy regularly and update it when necessary.
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