In accordance with Rule 18.7 of the Insolvency (England & Wales) Rules 2016 and Sections 92A, 104A and 192 of the Insolvency Act 1986.

LIQ03 Notice of progress report in voluntary winding up





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06/09/2021 COMPANIES HOUSE

	CON	//PANIESTIGOGE
1.	Company details	
Company number	0 3 0 1 3 5 0 6	Filling in this form Please complete in typescript or in
Company name in full	SNOWDEN FLOORING LIMITED	bold black capitals.
2	Liquidator's name	
Full forename(s)	M P Halligan	
Surname		-
3	Liquidator's address	,
Building name/number	City Mills	
Street	Peel Street	
	Morley	
Post town	Leeds	
County/Region		
Postcode	L S 2 7 8 Q L	
Country		
4	Liquidator's name	
Full forename(s)		Other liquidator Use this section to tell us about
Surname		another liquidator.
5	Liquidator's address ❷	
Building name/number		Other liquidator
Street		Use this section to tell us about another liquidator.
	·	
Post town		
County/Region		
Postcode		
Country		

LIQ03
Notice of progress report in voluntary winding up

6	Period of progress report				
From date	d 1 d 2 m 0 m 1 y 2 y 0 y 2 y 0				
To date	$\begin{bmatrix} 0 & 1 & 0 & 0 \end{bmatrix}$ $\begin{bmatrix} 0 & 0 & 0 \end{bmatrix}$ $\begin{bmatrix} 0 & 0 & 0 & 0 \end{bmatrix}$ $\begin{bmatrix} 0 & 0 & 0 & 0 & 0 \\ 0 & 0 & 0 & 0 & 0 \end{bmatrix}$				
7.	Progress report				
	☑ The progress report is attached				
·					
8	Sign and date				
Liquidator's signature	Signature X				
Signature date	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$				

LIQ03

Notice of progress report in voluntary winding up

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 M Halligan MPH Recovery Address City Mills **Peel Street** Morley Leeds County/Region Postcode Country DX Telephone 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



City Mills Peel Street Morley, Leeds LS27 8QL

SNOWDEN FLOORING LIMITED - IN LIQUIDATION

Company Number: 03013506
Registered Office: City Mills, Peel Street, Morley, Leeds, LS27 8QL
Former Registered Office: Unit 1, Green Lane Industrial Park, Featherstone WF7 6EL

Liquidator's Ninth Progress Report

M P Halligan appointed Liquidator 12 January 2012

Report Dated: 17 February 2021



Bradford • Leeds

T 0113 253 1445 E info@mph4recovery.com W www.mph4recovery.com



Snowden Flooring Limited ("the Company") - In Liquidation Company Number: 03013506

Registered Office: City Mills, Peel Street, Morley, Leeds, LS27 8QL Former Registered Office: Unit 1, Green Lane Industrial Park, Featherstone WF7 6EL

Introduction

This report has been prepared to fulfil statutory requirement and is being made available to all known creditors. This report should be read in conjunction with my initial letter to members and creditors following my appointment and my previous progress reports dated 11 March 2013, 10 March 2014, 11 March 2015, 11 March 2016, 10 March 2017 and 9 March 2018, 11 March 2019 and 9 March 2020. This ninth progress report is for the period 12 January 2020 to 11 January 2021.

The EC Regulation on Insolvency Proceedings will apply and these proceedings will be main proceedings as defined by the EC Regulations. The Company's registered office and centre of main interests are in the United Kingdom.

As Liquidator, I am bound by the Insolvency Code of Ethics ("the Code") when carrying out all professional work relating to liquidations. The Code sets out fundamental principles dealing with requirements for integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. A copy of the Code can be found at www.gov.uk/government/publications/insolvency-practitioner_code_of_ethics.

Receipts and Payments

A summary of receipts and payments for the period 12 January 2012 to 11 January 2021 and for the period since my previous progress report, 12 January 2020 to 11 January 2021, is attached at Appendix I. This shows a balance in hand of £43,344.97. The contents therein are self-explanatory. In accordance with the provisions of Statement of Insolvency Practice 7, the receipts and payments are shown net of VAT. An Interest-bearing bank account has been opened with Svenska Handelsbanken AB (publ) for the purposes of the Liquidation. Total gross bank interest of £647.69 has been received.

Assets Specifically Pledged

No assets specifically pledged have been brought to my attention in this reporting period.

Assets Not Specifically Pledged

No further assets not specifically pledged have been brought to my attention in this reporting period.

The only credit received during this reporting period is gross bank interest of £31.08.

No further realisations are anticipated.

Preferential Creditors

The Director stated that he did not anticipate any preferential claims in respect of potential employees' claims for arrears of wages and holiday pay. I can confirm that no preferential claims have been notified to me to date.

Prescribed Part

The Prescribed Part is a proportion of floating charge assets set aside for non-preferential creditors pursuant to Section 176A of the Act. The Prescribed Part applies to floating charges created on or after 15 September 2003.

As there are no charges registered over the assets of the Company, the Prescribed Part provisions will not apply and as Liquidator I concur with the treatment of the Prescribed Part by the Directors in their Report.

Floating Charge Creditors

The Company has no outstanding registered charges and as such there are no floating charge creditors.

Non - Preferential Creditors

Non - proforential claims received to date total £1,472,886,75, detailed as follows:-

		£ Per		£
	No.	'S of A'	No.	Claims
Trade Creditors	70	1,299,390.97	40	1,271,794.12
HM Revenue & Customs - VAT	1	90,000.00	1	146,065.88
HM Revenue & Customs – PAYE	. 1	52,752.00	1	55,026.75
Director's Loan Account	1	140,000.00	0	0.00
Total	73	1,582,142.97	42	1,472,886.75

PRE APPOINTMENT REMUNERATION

A fee of £5,000.00 plus VAT and disbursements plus VAT was approved by the first meeting of creditors in respect of assisting in the preparation of the Statement of Affairs and preparing the report presented to the first meeting of creditors. This fee has been drawn in full.

A fee of £5,000.00 plus VAT and disbursements plus VAT was approved by the first meeting of creditors in respect of convening the meeting of members and creditors. This fee has been drawn in full.

LIQUIDATOR'S REMUNERATION

At the first meeting of creditors, the creditors, having considered the explanatory note, "A Creditors' Guide to Liquidators' Fees", resolved that, the Liquidator's fees be agreed on a time cost basis and that such remuneration be drawn on account as and when appropriate and that the Liquidator be reimbursed for any necessary disbursements incurred during the administration of the winding up, in accordance with MPH Recovery's "Fees and Disbursements in Liquidations" schedule, and in accordance with the provisions of SIP9 Category 1 and 2 disbursements, and that such disbursements be drawn on account as and when appropriate.

A summary of my Liquidator's time costs for the period 12 January 2012 to 11 January 2021 together with a summary of my Liquidator's time costs for the period since my previous progress report, 12 January 2020 to 11 January 2021, is attached at Appendix II. A summary of the work carried out from the date of my appointment is also attached at Appendix II.

A total of 257.85 hours have been spent on this assignment, for the period 12 January 2012 to 11 January 2021 totalling £82,831.25 at an average hourly rate of 321.24.

Included in the above is a total of 4.30 hours which have been spent on this assignment for the period 12 January 2020 to 11 January 2021, totalling £1,149.00 at an average hourly rate of £267.21.

Liquidator's fees of £55,000.00 plus VAT have been drawn on account in respect of time spent on the matter to date.

Liquidator's Disbursements

A summary of MPH Recovery's Category 1 disbursements which may be paid without the prior approval of creditors under insolvency legislation, are detailed below:-

Disbursement	Disbursement Payee		Amount (£)		
			Pre	Post	
Specific Bond	AUA Insolvency Services	Risk	0.00	480.00	
Creditor Circulars	MPH Recovery		568.00	2,406.70	
TOTAL			568.00	2,886.70	

A summary of MPH Recovery's Category 2 disbursements are detailed below:-

Disbursement	Payee	Amoun	t (£)
		Pre	Post
Travel & Subsistence	MPH Recovery	0.00	96.30
TOTAL		0.00	96.30

To date I have drawn £334.50 pre-appointment disbursements and £1,712.30 post appointment disbursements. I do not intend to draw any further disbursements and the outstanding balance will be written off.

FURTHER INFORMATION ON FEES AND DISBURSEMENTS

A schedule of MPH Recovery's fees and disbursements in Liquidations is attached at Appendix III. Scale rates are reviewed periodically and may increase from time to time over the period of administration on each insolvency case. There has been an adjustment to the scale rates but no increase during the Liquidation.

An unsecured creditor may, with the permission of the court or with the concurrence of 5% in value of the unsecured creditors (including the creditor in question) request further details of the Liquidator's remuneration and expenses, within 21 days of receipt of this report. Any secured creditor may request the same details in the same time limit.

An unsecured creditor may, with the permission of the court or with the concurrence of 10% in value of the creditors (including the creditor in question), apply to court to challenge the amount and/or basis of the Liquidator's fees and the amount of any proposed expenses or expenses already incurred, within 8 weeks of receipt of this report. Any secured creditor may make a similar application to court within the same time limit.

A creditors' guide to fees can be found on The Association of Business Recovery Professionals website at www.r3.org.uk/what-we-do/publications/professional/fees (under the sub heading "Guide to Liquidators Fees").

Please note that there are different versions of the Guidance Notes, and in this case you should refer to the October 2011 version. A hard copy of this can be obtained on request from this office, free of charge.

Other Professionals / Agents Employed

As Liquidator I have employed the following professionals, a summary of their fees for the duration of the Liquidation, is detailed below:-

Professionals		Basis of fee	incurred (£)	Paid (£)
Ward Hadaway	Legal Fees	Time Costs	3,971.50	3,971.50
Candor Law	Legal Fees	Conditional Fee 3.5%	20,333.34	20,333.34
Candor Law	Legal Disbursements	At Cost	4,000.00	4,000.00
ICL Law Ltd	Legal Fees and disbursements reprofessional indemnity insurance claim	Time costs	16,892.10	16,892.10
Michael Steel & Co	Agents Fee	Time Costs	1,500.00	1,500.00
PC & Co	Agents Fee	Time Costs	1,000.00	1,000.00
Total ·			47,696.94	47,696.94

I consider the above to be firms of repute with the appropriate expertise in their respective fields. My experience of working with them indicates that their charge out rates and internal delegation results in charges which are cost effective for this kind of work.

Dividend Prospects

On 14 June 2016, a first dividend of 1.99152178p in the £ was declared and issued to unsecured creditors. The total amount distributed to unsecured creditors was £9,745.19.

In addition funds of £20,254.81 have been set aside to provide for unsecured creditor claims of £1,017,048.03 which have been received but have yet to be agreed. As soon as these claims are agreed a dividend will be paid to those creditors and it is anticipated that this will bring the total amount distributed to £30,000.00.

INVESTIGATIONS INTO THE AFFAIRS OF THE COMPANY AND THE COMPANY DIRECTORS' DISQUALIFICATION ACT 1986

As Liquidator, I have a duty to investigate generally the affairs of an insolvent company and to consider the conduct of the Company's directors and to make an appropriate submission to the Department for Business Energy & Industrial Strategy. I confirm that I have discharged my duties in these respects.

Creditors Rights

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/.

OTHER MATTERS

Should you have any queries regarding this report or the Liquidation in general, please contact me at the office address detailed on the cover sheet, or telephone this office on 0113 2531445.

At MPH Recovery we always strive to provide a professional and efficient service. However, I 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 this case, then in the first instance you should contact me at the address given in this letter.

If you consider that I have not dealt with your comments or complaint appropriately you, then put details of your concerns in writing to the Complaints Officer, MPH Recovery, City Mills, Peel Street, Morley, Leeds LS27 8QL. This will formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior member of staff unconnected with the appointment. Please note our full grievance procedure is available at www.mph4recovery.com/grievance.

Yours faithfully

M P Halligan

Liquidator

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Liquidator

APPENDIX I SUMMARY OF RECEIPTS AND PAYMENTS

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

· · ·	Statement of affairs £	From 12/01/2020 To 11/01/2021 £	From 12/01/2012 To 11/01/2021 £
RECEIPTS			
Plant & Machinery		0.00	60,000.00
Office Furniture & Equipment	3,200.00	0.00	3,200.00
Book Debts	255,750.00	0.00	66,558.14
Sundry Refund		0.00	53.01
Insurance Claim	Uncertain	0.00	0.00
Cash at Bank	2,954.00	0.00	15,646.62
Retentions	,	0.00	2,253.19
Bank Interest Gross		31.08	647.69
Third party reimbursement- banking fees		0.00	100.00
Goodwill and Work in Progress	22,524.00	0.00	20,001.00
Unclaimed Dividends		0.00	1.56
	-	31.08	168,461.21
PAYMENTS			
Pre Appointment Disbursements		0.00	334.50
Section 98 Fee		0.00	5,000.00
Statement of Affairs Fee		0.00	5,000.00
Liquidator's Fees		0.00	. 55,000.00
Liquidator's Disbursements		0.00	1,712.30
Agents/Valuers Fees		0.00	2,500.00
Legal Fees		8,333.33	45,196.94
Statutory Advertising		0.00	306.00
Bank Charges		0.00 0.00	321.31
Trade & Expense Creditors - U/s Dividend HMR&C - PAYE / NIC - U/s Dividend		0.00	8,649.32 1,095.87
	_	0 222 22	405 446 04
Net Receipts/(Payments)		8,333.33 (8,302.25)	125,116.24 43,344.97
MADE UP AS FOLLOWS			
Svenska Handelsbanken AB (publ)		10.98	12,612.93
Dividend Reserve Account		20.10	20,353.63
VAT Receivable / (Payable)		0.00	10,378.41
		31.08	43,344.97
	===		

APPENDIX II

SUMMARY OF WORK UNDERTAKEN / ANTICIPATED TO BE UNDERTAKEN AND SUMMARY OF TIME COSTS

IN THE LIQUIDATION

Time Entry - SIP9 Time & Cost Summary

0170 - Snowden Flooring Limited Project Code: POST To: 11/01/2021

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Total Hours	Time Cost (£)	Average Hourly Rate (E)
Admin & Planning	5.30	9.70	26.60	6.60	48.10	14,023,00	281.54
Creditors	2.75	5.75	28.00	19.90	56.40	14,326.00	254.01
Investigations	8.75	1.00	2.00	0.10	11,85	4,458.00	376.20
Moeting Reports & Reviews	19.55	0.25	15.80	3.70	39,30	13,107,00	333.51
Realisation of Assets	64.25	13.55	12.35	8.80 ·	98.95	35,669.75	360.48
Taxation	2.75	0.00	0.50	0.00	3.25	1.247.50	383.85
		· · · · · · · · · · · · · · · · · · ·					
Total Hours	103.36	30.26	85.25	39.00	267.85	02,831.25	321.24

Total Fees Claimed

Total Disbursements Claimed

Time Entry - SIP9 Time & Cost Summary

0170 - Snowden Flooring Limited Project Code: POST From: 12/01/2020 To: 11/01/2021

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Total Hours	Time Cost (£)	Average Hourly Rate (E)
Admin & Planning	0.00	2.00	00.0	1.20	3.20	814.00	254.38
Creditors	0.00	. 00.0	03.0	00.0	0.60	135.00	225.00
Investigations	0.00	00.0	00.0	0.00	0,00	0.00	0.00
Meeting Reports & Reviews	0.50	00.0	0.00	00.0	0.50	200.00	400.00
Realisation of Assets	0.00	00.0	00.0	0.00	0.00	0.00	0.00
Taxatlan	0.00	0.00	00.0	0.00	0.00	0.00	0.00
					 		
Total Hours	0.50	2.00	02.0	. 1.20	4.30	1,148.00	267.21

Total Fees Claimed

Total Disbursements Claimed

Administration and planning:

- Case planning Devising an appropriate strategy for dealing with the case and giving instructions to staff to undertake the work on the case.
- Setting up physical/electronic case files (as applicable).
- Setting up the case on the practice's electronic case management system and entering data.
- Issuing the statutory notifications to creditors and other parties required on appointment as office holder, including gazetting the office holder's appointment.
- Obtaining a specific penalty bond. (this is insurance required by statute that every insolvency office holder has to obtain for the protection of each estate).
- Dealing with all routine correspondence and e-mails 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 monthly bank reconciliations of the bank account containing estate funds.
- Overseeing and controlling the work done on the case by case administrators.
- Filing returns at Companies House.

Meetings Reports and Reviews:

- Convening and holding meetings of members and creditors (as applicable).
- Preparing, reviewing and issuing annual progress reports to creditors and members
- Reviewing the adequacy of the specific penalty bond on a periodic basis.
- Undertaking periodic reviews of the progress of the case.

Realisation of assets:

- Liaising with the bank regarding the closure of the Company's account.
- Liaising with agents re valuation of known assets.
- Dealing with a sale of the Company's assets.
- Liaising with Company's in-house quantity surveyor with regard to the realisation of the Company's book debts and retentions.
- Liaising with solicitors with regard to potential Professional Indemnity Insurance claims.

Creditors:

- Dealing with creditor correspondence, e-mails and telephone conversations regarding their claims.
- Maintaining up to date creditor information on the case management system.
- Reviewing proofs of debt received from creditors, adjudicating on them and formally admitting them.
- Requesting additional information from creditors in support of their proofs of debt in order to adjudicate on their claims.
- Paying a first dividend to non preferential creditors who's claims have been agreed.

Investigations

- Reviewing books and records to identify any transactions or actions the office holder may take against a third party in order to recover funds for the benefit of creditors
- Review the Company's bank statements to determine whether there have been any inappropriate antecedent transactions.
- Review to ensure that none of the assets have disappeared.
- Conducting an initial investigation with a view to identifying potential asset recoveries by seeking and
 obtaining information from relevant third parties, such as the bank, accountants, solicitors, etc.
- Submitting a return on the conduct of the directors as required by the Company Directors Disqualification
 Act.
- Meetings with directors and other Company officers, as necessary.
- Ensure that co-operation is received from the directors.
- Conducting investigations into suspicious transactions.

Taxation:

- Preparing and filing VAT returns.
- Preparing and filing Corporation Tax returns

Caministration and planning:

- Case planning Devising an appropriate strategy for dealing with the case and giving instructions to staff to undertake the work on the case.
 - Setting up physical/electronic case files (as applicable).
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 - Ensure that co-operation is received from the directors.
 - Conducting investigations into suspicious transactions.

Taxerion:

- Preparing and filling VAT raturns
- Preparing and tiling Corporation Tax returns

APPENDIX III LIQUIDATORS FEE RECOVERY POLICY

MPH Recovery

Fees and Disbursements Policy in Administrations / Bankruptcies / Liquidations from 1 June 2016

Fees

The fees of the Administrator / Trustee / Liquidator are fixed by reference to time properly spent by the Administrator / Trustee / Liquidator and his staff in attending to all matters arising in the Administration / Bankruptcy / Liquidation unless otherwise agreed with the creditors. The Administrator / Trustee / Liquidator and his staff charge time to all insolvency cases in units of 6 minutes. Charge Out Rates are subject to annual review.

Charge Out Rates (Per Hour)

Staff Grade	Rate Per Hour
	£
Director	400
Senior Manager	350
Manager	300
Administrator	225
Assistant	95

Standard Activity (Examples of Work)

Investigations/ Realisations/Taxation/Reports / Admin/Planning/Creditors/Claims

Disbursements

In dealing with the Administration / Bankruptcy / Liquidation, the Administrator / Trustee / Liquidator will incur specific expenses and disbursements that are recoverable from the assets available in the Administration / Bankruptcy / Liquidation in accordance with the Insolvency Rules. These are referred to as Category 1 disbursements. (Creditor approval not required). In addition to specific out of pocket expenditure, the Administrator / Trustee / Liquidator will also recover shared or allocated costs of an incidental nature directly incurred on the case. These are referred to as Category 2 disbursements. (Creditor approval required).

Where no specific provision is made, other expenses and disbursements, Category 1 and 2, are recovered as follows:

Basis of Charge		
£175 per meeting		
75p per mile		
At Cost		
At Cost		
Postage At Cost		

Should any creditor require further information in respect of fees or expenses, then please contact the Administrator / Trustee / Liquidator.

MPH Recovery

Fees and Useursengate Pulley in Administrations / Benimptelac / Liquidations from 1 June 2016

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The lees of the //cinipistrator / Trustee / Liquidator are fixed by returence to time properly spent by the Administrator / Trustse / Liquidator and his staff in attending to all matters ausing in the Administrator / Trustee / Liquidator and his staff / Liquidation unless otherwise agreed with the croditors. The Administrator / Trustee / Liquidator and his staff charge time to all manivency cases in units of 5 injuries. Charge Out Rates are subject to annual review.

Charge Out Reica (Per Hour)-

Reta Per Hour	ebard fleig
2	
909	D); ector
350	Senior Manager
3,0	Manager
225	Administrator
96	Assisiant

Standord Activity (E.c. riples of World)

Investigations/ Reelisations/Taxation/Reports / Admin/Planning/Craditors/Utaims

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Where no specific provision to made, other expenses and disbursements, Category 1 and 2, are recovered as follows:

Expense Type	Besis of Charge
Intensel Room Hire (for each statutory meeting of creditors)	£175 per meeting
Milesga	75p per mile
Search costs	At Coat
Storage of books and records	'At Cost
Gred for circulars/nelification	Postage At Cost

Should any creditor require ruther information in respect of fees or expenses, then please contact the Administrator / Trustee / Liquidator

MPH Recovery

Fees and Disbursements Policy in Administrations / Bankruptcies / Liquidations to 31 May 2016

Fees

The fees of the Administrator / Trustee / Liquidator are fixed by reference to time properly spent by the Administrator / Trustee / Liquidator and his staff in attending to all matters arising in the Administration / Bankruptcy / Liquidation unless otherwise agreed with the creditors. The Administrator / Trustee / Liquidator and his staff charge time to all insolvency cases in units of 6 minutes. Charge Out Rates are subject to annual review.

Charge Out Rates (Per Hour)

Staff Grade	Rate Per Hour
	£
Director	400
Manager	350
Administrator	295
Assistant	180

Standard Activity (Examples of Work)

Investigations/ Realisations/Taxation/Reports / Admin/Planning/Creditors/Claims

Disbursements

In dealing with the Administration / Bankruptcy / Liquidation, the Administrator / Trustee / Liquidator will incur specific expenses and disbursements that are recoverable from the assets available in the Administration / Bankruptcy / Liquidation in accordance with the Insolvency Rules. These are referred to as Category 1 disbursements. (Creditor approval not required). In addition to specific out of pocket expenditure, the Administrator / Trustee / Liquidator will also recover shared or allocated costs of an incidental nature directly incurred on the case. These are referred to as Category 2 disbursements. (Creditor approval required).

Where no specific provision is made, other expenses and disbursements, Category 1 and 2, are recovered as follows:

Expense Type	Basis of Charge
Internal Room Hire (for each statutory meeting of creditors)	£175 per meeting
Mileage	75p per mile
Search costs	At Cost
Storage of books and records	At Cost
Creditor circulars/notification	Postage At Cost

Should any creditor require further information in respect of fees or expenses, then please contact the Administrator / Trustee / Liquidator.

MPH RECOVERY'S GRIEVANCE PROCEDURE

As Office Holder, I maintain adequate Professional Indemnity Insurance to comply with the Provision of Services Regulations, and I am bound by the Insolvency Code of Ethics when carrying out all professional work relating to liquidations. This Code sets out fundamental principles dealing with requirements for integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. A copy of the Code can be found on the Gov.uk website https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics. I shall be pleased to deal with any queries that you might have in this regard.

At MPH Recovery, we always strive to provide a professional and efficient service. However, I recognise that it is in the nature of insolvency proceedings for disputes to arise from time to time. Therefore, should you have any comments or complaints regarding the administration of this case, then you should contact me at the address given in this letter in the first instance.

If you consider that I have not dealt with your comments or complaint appropriately, please provide details of your concerns in writing to the Complaints Officer, MPH Recovery, City Mills, Peel Street, Morley, Leeds LS27 8QL. This will formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior member of staff unconnected with the appointment.

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 ask for the complaint to be referred to the appropriate regulatory body that licences the Insolvency Practitioner concerned. Any such complaints should be addressed to IP Complaints, The Insolvency Service, 3rd Floor, 1 City Walk, Leeds LS11 9DA. The name of the Insolvency Practitioner's licencing body will be contained in any formal correspondence from him. M P Halligan is licensed to act by the Insolvency Practitioners Association.

Further information in regard to the service regulations can be found at www.mph4recovery.com/service-regulations.

219 RECOVERY'S GRIEVA I'CE PROCEDURE

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PROOF OF DEBT - CVL

SNOWDEN FLOORING LIMITED

Date of Resolution for Voluntary Liquidation: 12 January 2012

1	Name of creditor:	·
2	Address of Creditor:	
3	Total claim, including any VAT, as at the date of the liquidation:	£
4	Details of any documents by reference to which the claim can be substantiated:	
	(Please supply copies)	
5	Is the whole or part of the debt preferential? If so, state the amount and details:	Category
		Amount (s) claimed as preferential £
6	Particulars of any security held, the value of the security and the date it was given:	
	Give details of how you have valued your security:	
7	Signature of creditor or person authorised to act on behalf of the creditor:	
	NAME, IN BLOCK LETTERS:	
8	Position with or relation to creditor: (e.g. director, company secretary, solicitor)	