

LIQ03

Notice of progress report in voluntary winding up



Companies House

SATURDAY



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27/05/2017

#188

COMPANIES HOUSE

1 Company details

Company number 0 6 1 2 7 9 9 7

Company name in full Aber Glaziers Limited

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Liquidator's name

Full forename(s) Gary Stones

Surname

3 Liquidator's address

Building name/number 63

Street Walter Road

Post town Swansea

County/Region

Postcode S A 1 4 P T

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

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6 Period of progress report

From date	^d 1	^d 3	^m 0	^m 5	^y 2	^y 0	^y 1	^y 6
To date	^d 1	^d 2	^m 0	^m 5	^y 2	^y 0	^y 1	^y 7

7 Progress report

☒ The progress report is attached

8 Sign and date

Liquidator's signature

Signature

X

C. Jones

X

Signature date

^d 2	^d 6	^m 0	^m 5	^y 2	^y 0	^y 1	^y 7
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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

Company name

Address

Post town

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

ABER GLAZIERS LIMITED – IN CREDITORS' VOLUNTARY LIQUIDATION
LIQUIDATORS' PROGRESS REPORT TO CREDITORS AND MEMBERS

For the year ending 12th May 2017

STATUTORY INFORMATION

Company name:	Aber Glaziers Limited
Registered office:	63 Walter Road Swansea SA1 4PT
Former registered office:	46/47 Glan Yr Afon Industrial Estate Llanbadarn Fawr Aberystwyth Ceredigion SY23 3JQ
Registered number:	06127997
Liquidator's name:	Gary Stones
Liquidator's address:	Stones & Co. 63 Walter Road Swansea SA1 4PT
Liquidator's date of appointment:	13th May 2016

LIQUIDATORS' ACTIONS SINCE APPOINTMENT

Upon my appointment as Liquidator I instructed agents to sell the unencumbered assets located at the company's trading premises.

Once the sale of the company's assets had been completed I formally disclaimed the lease of the company's trading premises.

A considerable amount of time has been spent by me and my staff in collecting book debts owed to the company plus I continued with the instructions previously given by the company to a firm of solicitors to assist with the recovery of a specific book debt.

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 contained in Appendix I.

RECEIPTS AND PAYMENTS

My receipts & payments account for the period from 13th May 2016 to 12th May 2017 is attached at Appendix I.

The balance of funds are held in an interest bearing estate bank account.

ASSETS

On 5th May 2016 a valuation of the unencumbered assets of the Company was prepared by Messrs Rowland Jones, Chartered Surveyors, an independent firm of valuers who have confirmed that they hold the requisite Professional Indemnity Insurance. The assets were located at the company's trading address at Glan Yr Afon Industrial Estate, Aberystwyth.

The assets were sold for the combined price of £7227.77 to one independent buyer. An outline of the different types of asset sold and the amount for which they were sold, together with a comparison against the valuation is as follows:-

Asset category	Valuation basis & amount £	Sale Consideration £
<u>Floating charge assets</u>	<u>Market Value</u>	
Stock	1000	7177.77
Plant & machinery	500	
Office equipment		
Motor Vehicle	5000	
Miscellaneous Items	-	50.00
Total	<u>6500</u> =====	<u>7227.77</u> =====

The basis of the valuation was that of Market Value as defined by the RICS and upon the Standard Assumptions and the Special Assumptions specified as follows:-

Standard Assumptions

- That the item will be offered for sale individually.
- The plant and equipment has been valued as a whole in its working place.
- The plant and equipment has been valued for removal from the premises at the expense of the purchaser.

Special Assumptions

- The circumstances of sale may impose an unreasonable time and marketing constraints that impact on the market value at the valuation date as defined by the RICS.
- The meaning of a "Special Assumption" is defined by the RICS as an assumption that either assumes facts that differ from the actual facts existing at the valuation date, or that would not be made by a typical market participant in a transaction on the valuation date
- If required, the valuer will provide an opinion of value without regard to the constraints.

Book Debts

The Statement of Affairs disclosed book debts to be outstanding with an estimated to realise figure of £15502. As at 12th May 2017 book debts totalling £14553 have been realised in the liquidation. There are 8 small book debts outstanding with a combined total of £789 which have been written off. The director repaid his loan Account balance with the company of £2426.

Other Assets

The director repaid his loan Account balance with the company of £2426.

The sum of £20.66 was received from Ceredigion County Council representing a refund of business rates.

LIABILITIES

Secured Creditors

An examination of the Company's mortgage register held by the Registrar of Companies, showed that the Company has granted security to National Westminster bank Plc in the form of a debenture, created on 25th June 2009 and registered on 1st July 2009, conferring fixed and floating charges over the property, undertaking and assets of the company.

As at the date of liquidation the company was indebted to the bank in the sum of £17557.07 representing an overdrawn current account. A proof of debt has subsequently been lodged in the liquidation by the bank in the sum of £16951.28.

Preferential Creditors

The Statement of Affairs anticipated £2254 in preferential creditors in respect of arrears of holiday pay owed to two employees of the company. The employees' claims were submitted to the Redundancy Payments Service (RPS) for processing and the RPS has submitted a preferential claim in the liquidation of £860.81 in respect of the accrued holiday pay paid to the employees by them. In addition, a claim was made to the RPS in respect of NEST pension contributions deducted from the employees' wages and not paid over to NEST.

The RPS processed the claim and made payment in full to NEST of £47.50, being the total of the employees and employers contributions payable. In total the RPS have lodged a preferential claim in the liquidation of £908.31.

Crown Creditors

The Statement of Affairs included £2039.92 owed to HMRC, being £1433.15 of PAYE & NIC, £49.27 of Corporation Tax and £557.50 of VAT. HMRC has lodged a final claim in the liquidation of £5919.03 as follows:-

	£	£
VAT - Tax & Surcharge 12-05-2016		3287.50
PAYE		
- 2016/17	641.28	
- 2015/16	1162.41	1803.69

Class 1 NIC		
- 05-04-2016	516.67	
- 05-03-2015	262.29	778.96
Interest Accrued		48.88

		5919.03
		=====

Non-preferential unsecured Creditors

In addition to the HMRC debt, the Statement of Affairs included 22 non-preferential unsecured creditors with an estimated total liability of £47407, consisting of 2 employees with claims for redundancy and notice pay of £8398, 3 finance company creditors of £11229 and 17 trade & expenses creditors of £27780. The claims of the employees have been paid by the RPS and the RPS have lodged a non-preferential claim in the liquidation of £5595.18 in respect of payments made by them to the employees. In addition to the claim from the RPS I have received claims from 14 creditors totalling £24153.69, which includes claims totalling £14242.75 received from 5 creditors that were not originally disclosed in the Statement of Affairs. I have not received claims from 11 creditors with original estimated claims in the Statement of Affairs of £20003.61.

DIVIDEND PROSPECTS

Preferential creditors

There is every prospect of a distribution in full being paid to the preferential creditors.

Floating charge creditor

It is possible that a distribution will be paid to the floating charge creditor.

Non-preferential unsecured creditors

There is no prospect of a distribution being paid to the non-preferential unsecured creditors.

As previously advised, the Company gave a floating charge to National Westminster Bank Plc on 25th June 2009 and the prescribed part provisions will apply. On the basis of realisations to date, together with estimated future realisations, and after taking into account the costs of the Liquidation to date, the net property of the Company is £5689.

Since the Company's net property is less than £10,000, the insolvency legislation does not require me to distribute the prescribed part of the net property to creditors if I think that the costs of distributing the prescribed part would be disproportionate to the benefits to creditors. I am of the view that the costs of distribution would be disproportionate and so will not be making a distribution of the prescribed part of the net property to non-preferential unsecured creditors.

INVESTIGATION INTO THE AFFAIRS OF THE COMPANY

I undertook an initial investigation into the Company's affairs to establish whether there were any potential asset recoveries or conduct matters that justified further investigation. , taking account of the public interest, potential recoveries, the funds likely to be available to fund an investigation, and the costs involved. There were no matters that justified further investigation in the circumstances of this appointment.

Within three months of my appointment as Liquidator, I am required to submit a confidential report to the Secretary of State to include any matters which have come to my attention during the course of my work which may indicate that the conduct of any past or present Director would make them unfit to be concerned with the management of the Company. I would confirm that my report has been submitted.

PRE-APPOINTMENT REMUNERATION

The creditors previously authorised the payment of a fee of £5000 for my assistance with preparing the Statement of Affairs and convening and holding the meeting of creditors at a meeting held on 13th May 2016. The fee for preparing the Statement of Affairs and convening and holding the meeting of creditors was paid from first realisations on appointment and is shown in the enclosed receipts and payments account.

LIQUIDATOR'S REMUNERATION

My remuneration was approved on a fixed fee basis of £10000 for my work in respect of :-

- Administration and Planning
- Creditors
- Realisation of Assets
- Distribution to Creditors
- Investigations

I have drawn £10000 to 12th May 2017 in respect of work done for which my fees were approved as a fixed fee.

I have sub-contracted some of the work I am required to undertake as Liquidator, namely preparing a report in accordance with Statement of Insolvency Practice 2 in reviewing the company's books and records in order to identify any unusual or exceptional transactions. This work was sub-contracted to an unconnected third party organisation that has charged £46.35 for undertaking that work, which has been paid in full.

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/>. A copy of 'A Creditors Guide to Liquidators' Fees' published by R3, are available at the link <https://www.r3.org.uk/what-we-do/publications/fees>. Please note that there are different versions of the Guidance Notes and in this case you should refer to the October 2015 version. A copy of the Practice Fee Recovery Policy of Stones & Co is enclosed with this report.

LIQUIDATOR'S EXPENSES

I have incurred and drawn expenses since my appointment as Liquidator to 12th May 2017 of £3991.37 as follows:-

Type of expense	Amount incurred in the reporting period
	£
Legal Fees	750.00
Agent's Fees & Disbursements	1641.52
Liquidator's Disbursements - see note 3 in Appendix II	1599.85
Total	----- 3991.37 =====

I have used the following agents or professional advisors in the reporting period:

Professional Advisor	Nature of Work	Basis of Fees
David James & Company Solicitors	Legal Fees - Book Debt Collection	Agreed Fee - £750 + VAT
Messrs Rowland Jones Chartered Surveyors	Agent' Fees	Time costs - 9 hrs @ £70 ph Commission on sales - £7177.77 @ 12.5% Mileage - 254 @ 45p per mile
MB Consulting, Chartered Accountants	SIP2 Report	Agreed Fee - £46.35

The choice of professionals was based on my perception of their experience and ability to perform this type of work and the complexity and nature of the assignment. I also considered that the basis on which they will charge their fees represented value for money. I have reviewed the charges they have made and am satisfied that they are reasonable in the circumstances of this case.

My firm's policy in relation to disbursements is to only charge for simple reimbursements of actual payments made on behalf of the case known as Category 1 disbursements, such as statutory advertising costs, bonds, searches, postage etc., No Category 2 disbursements are charged by my firm in which there may be a recovery of overhead costs other than mileage at 45 pence per mile as approved by creditors.

The following table shows an estimation of the total expenses expected to be incurred during the course of the liquidation compared to the actual expenses incurred as at 12th May 2017:-

Nature of expense	Estimated expenses	Expenses incurred to date
	£	£
Advertising	380	320
Bond	360	900
Mail Re-Direction	175	175
Postage	150	91
Consultancy Fee - SIP2 Report	-	46
Company Search	-	1
Travel & Mileage	-	67
Agent's Fees & Disbursements	1750	1641
Legal Fees	-	750
Total	2815	3991

As at 12th May 2017 then, as you can see from the information provided in this report, the expenses I have incurred have exceeded the total expenses I estimated I would incur when my report was presented to creditors at the meeting held on 13th May 2016. The reasons I have exceeded the expenses estimate are:-

- The bond premium was higher due to the director's loan account.
- The company's solicitors were engaged at a cost of £750 to continue to assist with the collection of a specific book debt which has resulted in the realisation of £4063 into the liquidation.

FURTHER INFORMATION

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 their 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 unsecured creditors (including the creditor in question), apply to Court to challenge the amount of remuneration charged by the Liquidator as being excessive, and/or the basis of the Liquidator's remuneration, and/or the amount of the expenses incurred as being excessive, within 8 weeks of their receipt of this report. Any secured creditor may make a similar application to Court within the same time limit.

To comply with the Provision of Services Regulations some general information about Stones & Co. including the firm's complaints policy and details of the firm's professional indemnity insurance can be found in the attached summary sheet.

SUMMARY

Once the pending distributions have been paid then steps will be taken to conclude the liquidation and seek my release as Liquidator.

If creditors 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 Mrs Ann Evans on 01792 654607, or by email at stones.co@btconnect.com.



GARY STONES
LIQUIDATOR

APPENDIX I

1. Administration

- 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 case files.
- 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.
- 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.
- Reviewing the adequacy of the specific penalty bond on a quarterly basis.
- 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 creditors and members.
- Filing returns at Companies House.
- Preparing and filing VAT returns.
- Preparing and filing Corporation Tax returns.

2. Creditors

- Obtaining information from the case records about employee claims.
- Completing documentation for submission to the Redundancy Payments Service.
- Corresponding with employees regarding their claims.
- Correspondence with NEST regarding unpaid pension contributions.
- Liaising with the Redundancy Payments Service regarding employee claims and outstanding NEST pension contributions.
- Dealing with creditor correspondence, emails and telephone conversations regarding their claims.
- Maintaining up to date creditor information on the case management system.

3. Investigations

- Submit an online return on the conduct of the directors as required by the Company Directors Disqualification Act.

APPENDIX II

ABER GLAZIERS LIMITED - IN LIQUIDATION

SUMMARY OF RECEIPTS & PAYMENTS OF GARY STONES AS LIQUIDATOR FROM
13TH MAY 2016 TO 12TH MAY 2017

	Estimated to Realise per Statement of Affairs £	Total £
<u>RECEIPTS</u>		
Plant & Machinery and Office Equipment	500	
Motor Vehicle - Vauxhall Movano WU60 9XG	5000	7227.77
Stock in Trade	1000	
Book Debts	15502	14553.74
Director's Loan Account	2426	2426.00
Cash at Bank - Realisations Account	1296	1295.60
Business Rates Refund	-	20.66
Insurance Premium Refund	-	60.75
Interest - Gross	-	3.22
	-----	-----
	25724	25587.74
	-----	-----
<u>PAYMENTS</u>		
Agent's Fees & Disbursements		1641.52
Legal Fees		750.00
Statement of Affairs & Section 98 Meeting Fees		5000.00
Liquidator's Remuneration - Fixed Fee		10000.00
Liquidator's Disbursements		1599.85

		18991.37
VAT		117.22

		19108.59

Balance in Hand as at 12th May 2017		6479.15
		=====

Notes

1. The above figures are net of VAT where applicable.
2. The balance is held in an interest bearing liquidation account with Lloyds Bank Plc.

3. Liquidator's Disbursements have been as follows:-	£
Consultancy Fees - SIP 2	46.35
Bond	900.00
Travel & Mileage	66.60
Advertising	319.85
Company Search	1.00
Mail Re-Direction	175.00
Postage	91.05

	1599.85
	=====

PRACTICE FEE RECOVERY POLICY FOR STONES & CO

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 via a decision procedure, 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 <https://www.r3.org.uk/what-we-do/publications/professionals/fees>. Alternatively, a hard copy may be requested from Stones & Co of 63 Walter Road, Swansea, SA1 4PT. 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.

Chargeout Rates

Grade of staff	Current charge-out rate per hour, effective from 01/04/2017
	£
Principal – appointment taker	285
Qualified IP Manager/ Qualified Accountant	220
Senior Administrator	170
Case Administrator	140
Cashier	140
Support Staff	75

These charge-out rates charged are reviewed on 1st 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.
- Realisation of Assets.
- Creditors
- Case specific matters.

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 now only seek time costs for the following categories:

- Investigations
- Distributions
- Case Specific Matters

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.

Percentage basis

The legislation allows fees to be charged on a percentage of the value of 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 and we now seek remuneration on a percentage basis more often. A report accompanying any fee request will set out the potential assets in the case, the remuneration percentage proposed for any realisations 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 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 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 the 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

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 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 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 circumstances that were taken into account when fixing the original level of the fixed fee. If there has not been a material and substantial change in the circumstances 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 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 Stones & Co, 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. These disbursements are recoverable in full from the estate, subject to the basis of the disbursement charge being approved by creditors in advance. Examples of category 2 disbursements are photocopying, internal room hire, internal storage and mileage.

It is proposed that the following Category 2 disbursements are recovered:

Mileage	45p per mile
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PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR STONES & CO

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

Gary Stones is licensed to act as an Insolvency Practitioner in the United Kingdom by the Association of Chartered Certified Accountants (ACCA).

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 Gary Stones can be found at <http://www.accaglobal.com/uk/en/member/professional-standards/rules-standards/acca-rulebook.html>. 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 http://www.accaglobal.com/content/dam/acca/global/PDF-members/2012/2012e/ethical_code.pdf.

Complaints

At Stones & Co. 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. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint as early as is possible.

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.gsi.gov.uk; 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're calling from the UK.

Professional Indemnity Insurance

Stones & Co's professional indemnity insurance is provided by Royal & Sun Alliance of St. Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL. Coverage is worldwide excluding the U.S.A. and Canada and limited to £2.5 million for any one claim (as detailed in the policy wording).

VAT

Stones & Co. is registered for VAT under registration no. 728 9872 71.