

LIQ03

Notice of progress report in voluntary winding up



Companies House

SATURDAY



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07/01/2023

#160

COMPANIES HOUSE

1 Company details

Company number 0 7 7 4 6 1 6 3

Company name in full B@M Site Services Limited

→ Filling in this form
Please complete in typescript or in
bold black capitals.

2 Liquidator's name

Full forename(s) Martin Halligan

Surname

3 Liquidator's address

Building name/number City Mills

Street Peel Street

Morley

Post town Leeds

County/Region Yorkshire

Postcode L S 2 7 8 Q 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

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Period of progress report

From date

d 0 d 6 m 1 m 1 y 2 y 0 y 2 y 1

To date

d 0 d 5 m 1 m 1 y 2 y 0 y 2 y 2

7

Progress report

☒ The progress report is attached

8

Sign and date

Liquidator's signature

Signature

X



X

Signature date

d 0 d 3 m 0 m 1 y 2 y 0 y 2 y 3

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 **Martin Hallign**

Company name **MPH Recovery**

Address **City Mills**

Peel Street

Morley

Post town **Leeds**

County/Region **Yorkshire**

Postcode

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Country

DX

Telephone **0113 2531445**

**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

B@M SITE SERVICES LIMITED – IN LIQUIDATION
Company Number: 07746163
Registered Office: City Mills, Peel Street, Morley, Leeds, LS27 8QL
Former Registered Office: 21 Hyde Park Road, Leeds, LS6 1PY

Liquidator's Fourth Progress Report

M P Halligan appointed Liquidator 6 November 2018

Report Dated: 3 January 2023

Bradford • Leeds

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



Martin Halligan is licensed in the United Kingdom to act as an Insolvency Practitioner by the Association of Chartered Certified Accountants.
Insolvency Practitioners acting as Administrators or Administrative Receivers contract as agents without personal liability.
MPH Recovery is a trading style of MPH (GB) Limited registered in England No: 5143886. VAT No. 921 7056 40
Registered Office: Unit 9 Gemini Business Park, Sheepscar Way, Leeds LS7 3JB.

Introduction

This report has been prepared to fulfil statutory requirement and is being made available to all known creditors. This fourth progress report for the period 6 November 2021 to 5 November 2022 should be read in conjunction with my initial letter to members and creditors following my appointment and my previous progress reports dated 5 December 2019, 5 December 2020 and 15 December 2021.

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

MPH Recovery uses personal information in order to fulfil the legal obligations of our Insolvency Practitioners under the Insolvency Act and other relevant legislation, and also to fulfil the legitimate interests of keeping creditors and others information about the insolvency proceedings. You can find more information on how MPH Recovery uses your personal information on our website at www.mph4recovery.com/gdpr/

Receipts and Payments

A summary of receipts and payments for the period 6 November 2018 to 5 November 2022 and for the period since my previous progress report, 6 November 2021 to 5 November 2022, is attached at Appendix I. This shows a balance in hand of £nil. 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.

Assets Specifically Pledged

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

Assets Not Specifically Pledged

Since my last report, no further assets have been realised and no other assets have been brought to my attention.

The only potential realisations anticipated are outstanding retentions with a book value of £43,536.86. As per my previous report these debts have been written off and my closure procedures have commenced.

No realisations are anticipated.

CREDITORS (CLAIMS AND DISTRIBUTIONS)

Further information on the anticipated outcome for creditors in this case can be found below. The Liquidator is not only required to deal with correspondence and claims from unsecured creditors (which may include retention of title claims), but also those of any secured and preferential creditors of the Company. This may involve separate reporting to any secured creditor and dealing with distributions from asset realisations caught under their security, most typically a debenture.

Claims from preferential creditors typically involve employee claims and payments made on behalf of the Company by the Redundancy Payments Service following dismissal.

The above work will not necessarily bring any financial benefit to creditors generally, however the Liquidator is required by statute to undertake this work. Similarly, if a distribution is to be paid to any class of creditor, work will be required to agree those claims and process the dividend payments to each relevant class of creditor. The more creditors a company has, the more time and cost will be involved by the Liquidator in dealing with those claims.

Secured Creditors

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

The legislation requires that if the Company has created a floating charge after 15 September 2003, a prescribed part of the Company's net property (i.e. the money that would otherwise be available to the charge holder) should

be ring-fenced for distribution to unsecured creditors. In this case, there were no creditors secured by a floating charge such that the prescribed part provisions do not apply.

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.

Non - Preferential Creditors

Non - preferential claims received to date total £284,902.40 detailed as follows: -

		£ Per		£
	No.	'S of A'	No.	Claims
Trade Creditors	7	182,359.94	5	147,025.01
HM Revenue & Customs - VAT	1	2,600.00	1	136,114.00
HM Revenue & Customs - PAYE	1	1.00	1	1,200.00
HM Revenue & Customs - CT	1	1.00	0	0.00
HM Revenue & Customs - Penalties & Interest	0	0.00	1	228.39
Bank - Royal Bank of Scotland	2	2,136.36	1	335.00
Total	12	187,098.30	9	284,902.40

Creditors who have not yet submitted a Proof of Debt are invited to do so by completing and returning the attached Proof of Debt Form.

Dividend Prospects

Secured Creditors :

The Company has no secured assets or creditors.

Preferential Creditors :

The Company has no preferential creditors.

Floating Charge Creditors :

The Company has no outstanding floating charge creditors.

Non-preferential Unsecured Creditors :

Notice of no dividend was given to all creditors in my previous report dated 15 December 2021.

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.

PRE APPOINTMENT REMUNERATION

A fee of £3,000 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. To date no fees have been drawn in this regard.

A fee of £3,000 plus VAT and disbursements plus VAT was approved by the first meeting of creditors in respect of convening the meeting of members and creditors. To date no fees have been drawn in this regard.

LIQUIDATOR'S REMUNERATION

My fee resolution report was incorporated in my report to creditors dated 27 February 2020. I did not receive the necessary voting forms and therefore my fees were not approved. I have the option of applying to court for approval of my fees, however as the costs of liquidation and general disbursements are more than the realisations to date, I do not intend going to the expense of a court application.

I estimated that the total time costs that I would incur in this particular case, in respect of work to be undertaken on a time cost basis, would amount to £12,101.50.

The fees estimate acts as a cap and I cannot draw remuneration in excess of that estimate without first seeking approval from creditors. My total time costs for such work for the period 6 November 2018 to 5 November 2022 together with a summary of work anticipated to be undertaken in the Liquidation is attached at Appendix II.

A total of 29.90 hours have been spent on this assignment for the period 6 November 2018 to 5 November 2022 totalling £10,892.50, at an average hourly rate of £364.30.

Included in the above is a total of 1.80 hours which have been spent on this assignment for the period 6 November 2021 to 5 November 2022, totalling £645.00 at an average hourly rate of £358.33.

The actual charge out rate incurred compares with the estimated average charge out rate of £267.14. To date, no remuneration has been drawn.

LIQUIDATOR'S 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 include 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 – Payments to persons providing the service to which the expense relates who are not an associate of the office holder; and
- Category 2 Expenses – 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.

Category 1 Expenses

A summary of MPH Recovery's Category 1 expenses, both pre and post appointment for the period to 5 November 2021, is detailed below:-

Disbursement	Payee	Amount (£)		Basis
		Pre	Post	
Specific Bond	Marsh Limited	0.00	40.00	Cost
Statutory Advertising	TMP Reynell	84.00	168.00	Cost
TOTAL		84.00	208.00	

Category 2 Expenses

A summary of MPH Recovery's Category 2 expenses, both pre and post appointment for the period to 5 November 2021, is detailed below:-

Disbursement	Payee	Amount (£)	
		Pre	Post
Creditor Circulars	MPH Recovery	13.40	6.70
TOTAL		13.40	6.70

To date I have not drawn any pre-appointment or post-appointment disbursements. I anticipate that these disbursements will not be drawn.

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"). Alternatively, it can be supplied upon request, free of charge.

Please note that there are different versions of the Guidance Notes, and in this case you should refer to the October 2017 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 not employed any other professionals.

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/>.

Matters Outstanding

There are no further matters outstanding and I have commenced closure proceedings whereby the liquidation will be finalised and my files will be archived.

OTHER MATTERS

Should you have any queries regarding this report or the Liquidation in general, or if you want hard copies of any of the documents, 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



Martin P Halligan
Liquidator

APPENDIX I

SUMMARY OF RECEIPTS AND PAYMENTS

B@M Site Services Limited
(In Liquidation)
LIQUIDATOR'S RECEIPTS AND PAYMENTS ACCOUNT

	Statement of affairs £	From 06/11/2021 To 05/11/2022 £	From 06/11/2018 To 05/11/2022 £
RECEIPTS			
Motor Vehicles	600.00	0.00	0.00
Retentions	1.00	0.00	0.00
HMRC CIS Tax Refund	13,633.17	0.00	0.00
		<u>0.00</u>	<u>0.00</u>
PAYMENTS			
Trade & Expense Creditors	(182,359.94)	0.00	0.00
Banks/Institutions	(2,136.36)	0.00	0.00
HM Revenue & Customs - PAYE / NIC	(1.00)	0.00	0.00
HM revenue & Customs - Corporation Tax	(1.00)	0.00	0.00
HM Revenue & Customs - VAT	(2,600.00)	0.00	0.00
Ordinary Shareholders	(1.00)	0.00	0.00
		<u>0.00</u>	<u>0.00</u>
Net Receipts/(Payments)		<u>0.00</u>	<u>0.00</u>

MADE UP AS FOLLOWS

<u>0.00</u>	<u>0.00</u>
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Martin Halligan
Liquidator

APPENDIX II

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

IN THE LIQUIDATION

Time Entry - SIP9 Time & Cost Summary

0279 - BOM Site Services Limited
All Post Appointment Project Codes
From: 06/11/2018 To: 05/11/2022

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Total Hours	Time Cost (£)	Average Hourly Rate (£)
Admin & Planning	0.80	0.90	0.00	0.00	1.70	635.00	373.53
Creditors	0.80	3.50	0.00	0.00	4.30	1,645.00	359.30
Investigations	3.00	0.00	0.00	0.00	3.00	1,200.00	400.00
Meeting Reports & Reviews	4.80	10.10	1.30	0.00	16.20	6,747.50	354.78
Realisation of Assets	2.40	2.30	0.00	0.00	4.70	1,765.00	375.53
Taxation	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Hours	11.80	16.80	1.30	0.00	29.90	10,892.50	364.30
Total Fees Claimed						0.00	
Total Disbursements Claimed						0.00	

Time Entry - SIP9 Time & Cost Summary

0279 - BOM Site Services Limited
All Post Appointment Project Codes
From: 06/11/2021 To: 05/11/2022

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Total Hours	Time Cost (£)	Average Hourly Rate (£)
Admin & Planning	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Creditors	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Investigations	0.00	0.00	0.00	0.00	1.80	645.00	358.33
Meeting Reports & Reviews	0.30	1.50	0.00	0.00	0.00	0.00	0.00
Realisation of Assets	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Taxation	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Hours	0.30	1.50	0.00	0.00	1.80	645.00	358.33
Total Fees Claimed						0.00	
Total Disbursements Claimed						0.00	

SUMMARY OF WORK UNDERTAKEN / ANTICIPATED TO BE UNDERTAKEN:

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.
- Preparing the final account.
- Reviewing the adequacy of the specific penalty bond on a periodic basis.
- Undertaking periodic reviews of the progress of the case.

Realisation of assets:

- Arranging suitable insurance over assets.
- Monitoring regularly the suitability and appropriateness of the insurance cover in place.
- Corresponding with the Company's debtors and attempting to collect outstanding retentions.
- Liaising with the Company's bank regarding closure of the account and realising sums standing to the credit of the Company's account.

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.
- Requesting additional information from creditors in support of their proofs of debt in order to adjudicate on their claims.

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 records 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.
- Archive the Company's books and records.
- Comparing claims received against claims disclosed in Director's SOA.
- Meetings with directors and other Company officers, as necessary.
- Ensure that co-operation is received from the directors.
- Review concerns raised by creditors, as necessary.

Taxation:

- Preparing and filing VAT returns.
- Preparing and filing Corporation Tax returns.
- Seeking closure clearance from HMRC and other relevant parties.

APPENDIX III

LIQUIDATORS FEE RECOVERY POLICY

PRACTICE FEE RECOVERY POLICY FOR MPH RECOVERY

Introduction

The Insolvency (Amendment) Rules 2015 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 www.r3.org.uk/what-we-do/publications/professional/fees (under the sub heading "Guide to Liquidators Fees"). Alternatively a hard copy may be requested from MPH Recovery. Please note, however, that the guides have not yet been updated for the revised legislation, so 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.

Fixed fee

The legislation allows fees to be charged at a set amount. Different set amounts can be used for different tasks. 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.

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. 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.

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 £
Director/Partner	400
Senior Manager	350
Manager	300
Administrator	225
Assistant	95

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.
- Creditors.
- Investigations.
- Meetings Reports & Reviews.
- Realisation of Assets.
- Taxation.

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.

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

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 MPH Recovery; 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:

Disbursement Type		Basis of Charge
Mileage		75p per mile
Creditor Circulars (incl. stationery, printing and postage)		At Cost
Room Hire		£175.00

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