

UPDATE - Administrators of Safestyle UK agree contract with Anglian Home Improvements to fulfil customer orders

8 November 2023

The joint administrators of H.P.A.S Limited, previously trading as Safestyle UK (“the Company”), have reached an agreement to sell the Company’s order book, as well as certain other assets, to Anglian Home Improvements (trading as Anglian Windows Ltd).

While the terms of the agreement are finalised and any legal requirements are fulfilled, the joint administrators have entered into a sub-contractor arrangement that will enable customer orders to be fulfilled by Anglian Home Improvements. This will ensure all Safestyle UK customers impacted by the Company’s insolvency will have the opportunity to have their home improvement projects carried out in full.

Rick Harrison and Will Wright from Interpath Advisory were appointed joint administrators to H.P.A.S Limited, trading as Safestyle UK, Style Group Holdings Limited and Style Group UK Limited (together “the Group”) on 30 October 2023.

Following the Group entering into insolvency, customers were advised that orders would not be fulfilled by the Company in administration, and that the joint administrators were exploring the possibility of selling certain business and assets to a third party.

The interim sub-contract agreement with Anglian Home Improvements will enable Safestyle UK customers to arrange completion or fulfilment of their orders by Anglian. This includes those customers who were mid-way through the installation process, as well as customers who had booked an installation with Safestyle UK.

Rick Harrison, joint administrator of H.P.A.S Limited and managing director at Interpath Advisory, said: “We understand the uncertainty felt by customers following Safestyle UK falling into administration last week. We’re therefore pleased to have reached this agreement with Anglian Home Improvements which gives Safestyle UK customers the certainty and peace of mind that their home improvement projects can now be completed by Anglian.”

Peter Mottershead, executive chairman of Anglian Home Improvements, said: “We were keen to support in what we know is a very difficult situation, and so hope that this will go some way towards alleviating the concern and burden on those Safestyle UK customers who have been impacted. Our customer service teams will be making contact with customers in the coming days and weeks to arrange completion of orders, prioritising those who were part-way through the installation process. I can also confirm that Anglian will honour the terms of the contract, including the price, that had previously been agreed with each customer.”

Guidance for Customers

Anglian Home Improvements will make contact with all Safestyle customers in the coming days and weeks to confirm details of their order and to arrange completion or fulfilment of the order.

Anglian will prioritise the small group of customers that are already part way through the installation process, thus ensuring all properties are left safe and secure. They will then contact customers who booked an installation.

For urgent queries, customers are advised to contact Anglian Home Improvements via 0800 083 0107 or safestylecustomers@Angliangroup.com.

The joint administrators have prepared a 'Frequently Asked Questions' guide below to address customers' queries.

What happens if I've booked an installation?

Customers who have booked an installation, but have not yet paid a deposit, are advised that Anglian Home Improvements will make contact with you in the coming days and weeks to confirm details of your order and to arrange completion or fulfilment of the order. You will be required to pay Anglian directly for completion or fulfilment of your order.

What if my installation is part way through?

As above, Anglian Home Improvements will contact you in the coming days and weeks to confirm details of your order and to arrange completion or fulfilment of the order. Customers that fall into this category will be prioritised by Anglian Home Improvements where possible. You will be required to pay Anglian directly for the completion or fulfilment of your order.

For any urgent queries (particularly if you have any concerns about security), please contact Anglian Home Improvements via 0800 083 0107 or safestylecustomers@Angliangroup.com.

What if I've paid a deposit and not yet had my windows installed?

Customers who have booked an installation and who have paid a deposit are advised that Anglian Home Improvements will be in touch over the coming days and weeks to confirm details of their order and to arrange completion or fulfilment of the order.

You will be required to pay Anglian directly for the balance (less the deposit already paid) for the completion or fulfilment of your order.

Who is my finance provider?

Your order details will identify Novuna Personal Finance or Omni Capital Retail Finance as your finance provider. Please contact them on the number provided on your order form or the contact details in your finance agreement.

What if my windows have been fitted and I have a warranty issue (now or in the future)?

Customers who have had windows fitted but are experiencing a warranty issue should contact the warranty insurance provider: <https://www.installsure.co.uk/homeowners#claims>

Note however that if payment for your installation is set-up via a finance provider or paid by credit card, please contact your finance provider in the first instance.

If your installation was not completed at the date of the administration (30 October 2023) and you subsequently arrange completion of your order with Anglian Home Improvements, any future warranties should be discussed directly with Anglian.

What happens if I'm paying for my windows via monthly payments?

Customers who have had windows fitted and who are paying via a payment plan should continue to make their payments as usual. Those customers who are paying for their windows on finance should continue to continue to do so and if unsure, contact your finance provider.

Being alert to scams

As detailed above, the joint administrators of H.P.A.S Limited, previously trading as Safestyle UK ("the Company"), have reached an agreement to sell the Company's order book, as well as certain other assets, to Anglian Home Improvements (trading as Anglian Windows Ltd).

If you are contacted by Anglian Home Improvements to complete the installation of your order, the joint administrators can confirm they have entered into a sub-contractor arrangement that will enable customer orders to be fulfilled by Anglian Home Improvements. If you are contacted by someone claiming to be from Anglian Home Improvements and you are unsure, please hang up and call Anglian directly on 0800 083 0107.

Please note no one from Interpath Advisory, the Company in administration or any other third-party aside from Anglian Home Improvements should contact you to complete the installation of your windows or seek payment for the same. You should only speak to your finance provider about your finance agreement.

Do not give details of any claim or any personal or bank account details to anyone who approaches you alleging that they work for the FCA, Interpath Advisory, the Joint Administrators or the Company, or any other third-party aside from Anglian Home Improvements should you choose for your installation to be completed with them.

If you do require assistance or are unsure as to the validity of any correspondence you have received, please contact our customer help email address on safestylecustomers@interpathadvisory.com. Please note in the event we experience a high volume of enquiries; it may not be possible to respond to your query immediately.