

LIQ03

Notice of progress report in voluntary winding up



Companies House

TUESDAY



A741TJZK

A23

17/04/2018

#231

COMPANIES HOUSE

1 Company details

Company number 0 4 0 8 8 9 4 9

Company name in full Support Solutions Limited

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Liquidator's name

Full forename(s) Linda

Surname Farish

3 Liquidator's address

Building name/number RMT, Gosforth Park Avenue

Street

Post town Newcastle upon Tyne

County/Region

Postcode N E 1 2 8 E G

Country

4 Liquidator's name ①

Full forename(s)

Surname

① Other liquidator

Use this section to tell us about
another liquidator.

5 Liquidator's address ②

Building name/number

Street

Post town

County/Region

Postcode

Country

② Other liquidator

Use this section to tell us about
another liquidator.

LIQ03

Notice of progress report in voluntary winding up

6 Period of progress report

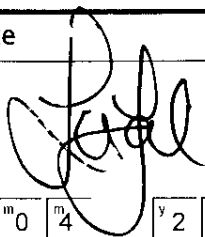
From date	d 1	d 6	m 0	m 2	y 2	y 0	y 1	y 7
To date	d 1	d 5	m 0	m 2	y 2	y 0	y 1	y 8

7 Progress report☒ The progress report is attached**8** Sign and date

Liquidator's signature

Signature

X



X

Signature date

d 1

d 2

m 0

m 4

y 2

y 0

y 1

y 8

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	Linda Ann Farish
Company name	RMT Accountants & Business Advisors
Address	RMT, Gosforth Park Avenue
Post town	Newcastle upon Tyne
County/Region	
Postcode	N E 1 2 8 E G
Country	
DX	
Telephone	0191 256 9500



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

Support Solutions Limited In Liquidation

Progress Report To Members & Creditors 16 February 2017 to 15 February 2018

1 Introduction

- 1.1 I was appointed as Joint Liquidator of Support Solutions Limited on 16 February 2015, together with Anthony Alan Josephs, our appointment being confirmed at a meeting of creditors held later that day. Mr Josephs retired from this appointment on 31st December 2015 and, as previously reported, Emily Louise Thompson was appointed in his place.
- 1.2 Following the making of a Court Order on 14 February 2017 Emily Thompson was removed from the appointment with effect from 9 March 2017.
- 1.2 I summarise my conduct of the liquidation to date below.
- 1.3 This report should be read in conjunction with my previous progress reports dated 15 April 2016 and 10 April 2017. Should you require additional copies please do not hesitate to contact me.

2 Receipts & Payments Account

- 2.1 I attach a receipts and payments account for the period of the 3rd year of the liquidation incorporating a receipts and payments accounts for the whole period of the liquidation to date.
- 2.2 The funds in this assignment are held in an interest bearing account.

3 Statutory Information

Company name: Support Solutions Limited

Registered office: RMT, Gosforth Park Avenue, Newcastle upon Tyne, NE12 8EG

Former registered office: RMT, Gosforth Park Avenue, Newcastle upon Tyne NE12 8EG

Registered number: 04088949

Liquidator's names: Linda Farish

Liquidator's address: RMT, Gosforth Park Avenue, Newcastle upon Tyne, NE12 8EG

Liquidator's date of appointment: 16 February 2015

Liquidator's Actions Since Last Report

4 Freehold Property

- 4.1 As you are aware from my previous report, the agents were replaced in relation to the sale and marketing of the property. An offer had been accepted by the Bank in the sum of £201,000 and solicitors had been instructed, however, in the early stages this offer fell away. The property was remarketed and an offer of £200,000 was accepted and proceeded to sale. This completed on 17 May 2017.

A significant amount of time was expended in preparing outcome statements for the Bank and liaising with them in relation to the offers.

5 Book Debts

- 5.1 Book debts were estimated to realise £21,313.11 and to date £21,075.63 has been recovered. There is one remaining outstanding book debt in the sum of £554, however, I do not anticipate that this will be realised.

6 Director's Loan Account

- 6.1 As described in my previous reports at the date of appointment there was an overdrawn director's loan account of £313,039. The director has continued to make monthly repayments of £2,500 and £31,000 has been repaid during the reporting period.

The director's financial advisors have continued to assist the director to resolve the position with his loan account.

As detailed in my previous report the director made an offer to settle his loan account in the sum of £65,000 on the basis of certain creditors withdrawing from making a claim for dividend purposes. We asked him to increase his offer to £70,000 on the basis that it would allow payment of circa 90 to 100p in the £ to the creditors that remained for dividend purposes, and subject to written confirmation of withdrawal from those creditors who had agreed to withdraw their claims. The director's financial advisors advised that the director would possibly be able to pay £70,000, however, a time to pay agreement would be required in order to make this possible.

At the date of this report I have received confirmation that the director has settled the amounts due to Natwest Bank Plc (£38,512.46) and the amount due to HSBC Bank Plc (£22,464.05).

I have also received confirmation from Technical Housing Solutions Limited and Six-Key Policy Advisors Limited that they are prepared to withdraw their claims in the Liquidation of £313,205.93 and £84,000 respectively.

I recently advised the director that the current amount required in order to settle the compromise detailed above would be £55,539.00. I am awaiting confirmation of how the director wishes to settle the amount due.

7 "Prescribed Part"

- 7.1 Under the provisions of the Enterprise Act 2002, introduced on 15 September 2003 the preferential status of the Inland Revenue and Customs & Excise has been abolished.

As a consequence of this a "prescribed part" of a Company's assets must be set aside for the benefit of the unsecured creditors in respect of any floating charge security granted after 15 September 2003.

The prescribed part is as follows:-

- 50% of the first £10,000 of the net property of the company if the net assets are in excess of the £10,000
- 20% of the property thereafter, subject to a limit of £600,000

The prescribed part in this matter is estimated at NIL as the shortfall following the sale of the Company's property was paid by the director under the terms of his personal guarantee. This forms part of the director's offer to settle his overdrawn director's loan account as set out above.

Liabilities & Dividend Prospects

8 Secured Liabilities

- 8.1 HSBC Bank plc were granted a debenture by the Company on 9th September 2005 (Registered 10th September 2005) creating a fixed and floating charge over the assets and undertaking of the Company. HSBC Bank plc also hold a Legal Mortgage over the trading premises on 14th December 2012 (Registered 21st December 2012)
- 8.2 The shortfall to HSBC Bank Plc following the sale of the property was £22,464.05. The shortfall was covered by a personal guarantee given to HSBC and the amount due has been paid.

9 Preferential Creditors

- 9.1 The statement of affairs anticipated £448.82 in preferential creditors. Claims totaling £227.84 have been received.
- 9.2 The Redundancy Payments Service rejected unpaid holiday pay claims for two employees who had only been employed for 6 weeks at the time of dismissal, and had not accrued enough holiday entitlement.
- 9.3 A dividend of 100p in the £ was paid to the Preferential creditors on 8 July 2016.

10 Crown Unsecured Creditors

- 10.1 The statement of affairs included £64,402 owed to HMRC. HMRC's final claim of £50,417.96 has been received. There might also be an additional amount due to HMRC once our tax department have established whether there is any Capital Gains Tax due following the sale of the property. However, this would be paid as an expense of the Liquidation.
- 10.2 Dependent on the outcome of matters discussed in section 6 above and subject to the Liquidator's accrued costs and expenses it is anticipated that there will be a dividend of 90-100 in £ payable to the Crown creditors.

11 Other Unsecured Creditors

- 11.1 The statement of affairs included 16 unsecured creditors with an estimated total liability of £449,370. I have received claims from 20 creditors at a total of £448,556.56, of which 11 had not been identified at the date of appointment amounting to £7,890.74. To date I have not received claims from 7 creditors with original estimated claims in the statement of affairs of £8,733.00.

As detailed at 6 above two of the major creditors are prepared to withdraw their claims in the Liquidation. Their claims total £399,205.93

- 11.2 Depending upon the outcome of matters discussed in 6 above and subject to the Liquidator's accrued costs and expenses it is currently anticipated that there will be a dividend of 90-100 in the £ payable to the unsecured creditors.

12 Investigation into the Affairs of the Company

- 12.1 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 him unfit to

be concerned with the management of the company. I would confirm that my report has been submitted and there are no issues which would affect recoverability for the benefit of the creditors.

13 VAT

13.1 VAT is reclaimable in full on this assignment.

14 Liquidators' Remuneration

14.1 My remuneration was previously authorised by creditors at a meeting held on 16 February 2015 to be drawn on a time cost basis. My total time costs to 15 February 2018 amount to £68,274.50, representing 347.55 of hours work at an average charge out rate of £196.45 per hour, of which £12,411.00, representing 61 of hours work, was charged in the period between 28 March 2017 and 15 February 2018, at an average charge out rate of £203.00 per hour.

I have drawn £64,550.50 to date of which £25,164.00 was drawn in the period between 28 March 2017 and 15 February 2018. Of the £25,164, £3,500 was paid by the Bank in relation to the property sale.

A schedule of my time costs incurred to date is attached.

14.2 A description of the routine work undertaken in the reporting period are Liquidation to date is as follows:

a. Administration and Planning

- Preparing documentation required.
- Dealing with all routine correspondence.
- Maintaining physical case files and electronic case details on CCH Accounting Software.
- Review and storage.
- Case bordereau.
- Case planning and administration.
- Preparing reports to members and creditors.
- Convening and holding meetings of members and creditors.

b. Cashiering

- Maintaining and managing the Liquidator's cashbook and bank account.
- Ensuring statutory lodgements and tax lodgement obligations are met.

c. Creditors

- Obtaining information from the case records about employee claims.
- Completing documentation for submission to the Redundancy Payments Office.
- Corresponding with employees regarding their claims.
- Liaising with the Redundancy Payments Office regarding employee claims.
- Dealing with creditor correspondence, emails and telephone conversations regarding their claims.
- Maintaining up to date creditor information on the case management system.
- Issuing a notice of intended dividend and placing an appropriate gazette notice.
- Reviewing proofs of debt received from creditors, adjudicating on them and formally admitting them for the payment of a dividend.
- Requesting additional information from creditors in support of their proofs of debt in order to adjudicate on their claims.
- Calculating and paying a dividend to creditors, and issuing the notice of declaration of dividend.
- Paying tax deducted from the dividends paid to employees.
- Liaising with the creditors who are prepared to withdraw their claims in the Liquidation.

- Obtaining confirmation from the secured creditor that the director has covered the shortfall due under his personal guarantee.

d. Investigations

- Review and storage of books and records.
- Preparing a return pursuant to the Company Directors Disqualification Act.
- Conducting investigations into suspicious transactions.
- Review books and records to identify any transactions or actions a Liquidator may take against a third party in order to recover funds for the benefit of creditors.

e. Realisation of Assets

- Arranging suitable insurance over assets.
- Regularly monitoring the suitability and appropriateness of the insurance cover in place.
- Corresponding with debtors and attempting to collect outstanding book debts.
- Liaising with the bank regarding the closure of the account.
- Liaising with agents to realise the property.
- Instructing solicitors to assist in the realisation of assets.
- Corresponding with the director and his accountant with regard to the settlement of the overdrawn directors loan account.

In addition to the routine work above, I have spent additional time as follows:

- Corresponding with agents with regard to marketing and securing of the property and adhering to the empty property code of practice.
- Providing updates to the Bank, together with estimated outcome statements and collating the information required in respect of estimated sale costs
- Negotiations with regard to settlement of the DLA.
- Corresponding with the creditors who are prepared to withdraw their claims.

14.3 Contributions totaling £394 have been made towards the Liquidator's fees during the reporting period in respect of customer receipts received into the pre-appointment account in error being redirected to the correct account.

14.4 The hourly charge out rates of RMT as at 1st July 2017 are, Director £300, Head of Recovery & Insolvency £270, Manager £250, Administrator £120-£170. The rates are reviewed annually on 1st July.

14.5 Information about current charge out rates and expenses are set out under the heading 'Practice Fee Recovery Policy for RMT' which includes website details where creditors can obtain the "Creditors Guide to Fees" which contains guidance notes covering the basis of Liquidators' Fees.

15 Liquidator's Expenses

15.1 My expenses to 15 February 2018 amount to £969.40 of which £344.65 was incurred in the period between 28 March 2017 and 15 February 2018.

15.2 I have drawn £969.40 to date of which £344.65 was drawn in the period between 28 March 2017 and 12 April 2018.

15.3 The following agents or professional advisors have been utilised in this matter:

Professional Advisor	Nature of Work	Fee Arrangement
Peacocks	Auctioneer – Sale of Cars and assets.	Percentage of realisations
	Complete P45s and VAT	Fixed Fee

Murray & Lamb
Accountants

Returns

Fixed Fee

Estate Agents

Fixed Fee

Sanderson Weatherall LLP

Solicitors – Property Sale

Muckles LLP

The choice of professionals was based on my perception of their experience and ability to perform this type of work, the complexity and nature of the assignment and the basis of my fee arrangement with them. The fees charged have been reviewed and I am satisfied that they are reasonable in the circumstances of this case.

Information about current charge out rates and expenses are set out in Appendix IV under the heading 'Practice Fee Recovery Policy for RMT' which includes website details. 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

<https://www.r3.org.uk/what-we-do/publications/professional/creditors-guides>. Details about how an office holder's fees may be approved for each case type are available in a series of Guidance Notes issued with Statement of Insolvency Practice 9, and they can be accessed at <https://www.r3.org.uk/what-we-do/publications/professional/fees>. There are different versions of these Guidance Notes, and in this case please refer to the April 2017 version. Please note that we have also provided further details in the practice fee recovery sheet.

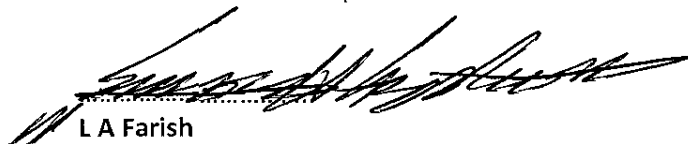
16 Further Information

- 16.1 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.

17 Conclusion

- 17.1 The timescale to conclusion of my administration is dependent upon whether an agreement can be reached in respect of the director's loan account detailed at 6.1 above.



L A Farish
Liquidator

Receipts and Payments Abstract: LS1300 - Support Solutions Limited In Liquidation

Bank, Cash and Cash Investment Accounts: From: 16/02/2017 To: 15/02/2018

SOA Value £	16/02/2017 to 15/02/2018		Total to 15/02/2018	
	£	£	£	£
SECURED ASSETS				
215,000.00	Freehold Land and Property	200,000.00	200,000.00	200,000.00
		200,000.00		
COST OF REALISATIONS				
0.00	Agents / Valuers Fees	(3,950.00)	(5,554.00)	
0.00	Draindown for Insurance Purposes	0.00	(80.00)	
0.00	Electricity	(1,131.25)	(1,131.25)	
0.00	Insurance	(3,413.59)	(9,657.29)	
0.00	Legal Fees	(1,328.24)	(1,328.24)	
0.00	Property related time costs	(3,500.00)	(3,500.00)	
		(13,323.08)		(21,250.78)
SECURED CREDITORS				
(187,902.05)	Fixed Charge Claims	(178,749.22)	(178,749.22)	(178,749.22)
		(178,749.22)		
ASSET REALISATIONS				
0.00	Bank Interest Gross	8.03	54.16	
12,030.00	Cash on Hand	0.00	12,030.00	
0.00	Council Tax Refund	0.00	659.32	
21,313.11	Debtors (Pre-Appointment)	0.00	21,075.63	
313,039.00	Directors Loan Account	31,000.00	67,102.00	
845.00	Furniture Fixtures & Office	0.00	662.33	
25,000.00	Motor Vehicles	0.00	11,766.00	
0.00	Refuge Refund	0.00	140.00	
0.00	Sale of Telephone Lines and Website	0.00	500.00	
0.00	SSUK contribution to fees	394.00	3,314.80	
0.00	Sundry Receipt	0.00	546.50	
		31,402.03		117,850.74
COST OF REALISATIONS				
0.00	Accounting Fees	0.00	(500.00)	
0.00	Agents / Valuers Fees	0.00	(2,173.85)	
0.00	Auctioneer's Charges	0.00	(892.50)	
0.00	Company Search	0.00	(6.00)	
0.00	Document Storage	(33.95)	(33.95)	
0.00	HM Land Registry Search Fee	0.00	(2.00)	
0.00	Land Registry Fees	0.00	(9.00)	
0.00	Liquidators' Fees	(25,164.00)	(52,718.50)	
0.00	Mail Redirection	0.00	(120.00)	
0.00	Preparation of Statement of Affairs	0.00	(10,340.00)	
0.00	Specific Bond	(40.00)	(200.00)	
0.00	Statutory Advertising	0.00	(253.80)	
0.00	Storage Costs	0.00	(162.45)	
		(25,237.95)		(67,412.05)
PREFERENTIAL CREDITORS				
(448.82)	Holiday Pay	0.00	(227.84)	(227.84)
		0.00		

SOA Value £		16/02/2017 to 15/02/2018		Total to 15/02/2018	
		£	£	£	£
UNSECURED CREDITORS					
(39,611.00)	Banks/Institutions	0.00		0.00	
(449.00)	Deficiency In Security	0.00		0.00	
(3,120.00)	Employees	0.00		0.00	
(64,402.00)	HM Revenue and Customs	0.00		0.00	
(406,639.13)	Trade and Expense Creditors	0.00		0.00	
			0.00		0.00
EQUITY					
(2.00)	Ordinary	0.00		0.00	
			0.00		0.00
(115,346.89)			14,091.78		50,210.85
REPRESENTED BY					
	Cash at Bank (Interest Bearing)			48,385.25	
	Dividend Fee Reserve			25.75	
	VAT Receivable (Payable)			1,799.85	
					50,210.85
					50,210.85

Notes:

Notes:

- 1.
- 2.

RMT

TIME & CHARGEOUT SUMMARIES - (Post)

Support Solutions Ltd

To 15/02/2018

HOURS							
Classification Of work Function	Partner	Manager	Other Senior Professional	Assistants & Support Staff	Total Hours	Time Cost £	Average Hourly Rate £
Realisation of Assets	17.90	19.00	82.35	5.80	125.05	25,473.50	203.71
Trading							
General Administration	0.60	0.00	0.00	0.00	0.60	180.00	300.00
Management Of Operations	4.10	0.00	0.00	0.00	4.10	1,230.00	300.00
Trading	4.70	0.00	0.00	0.00	4.70	1,410.00	300.00
Creditors							
Agreement of Claims	0.00	0.20	0.40	0.30	0.90	173.00	192.22
Chargeholder	0.00	3.20	4.20	0.00	7.40	1,574.00	212.70
Correspondence With Creditors	6.80	3.90	12.40	3.40	26.50	5,706.00	215.32
Distributions	0.00	0.40	0.00	0.00	0.40	108.00	270.00
Employees	0.00	0.00	0.70	1.40	2.10	357.00	170.00
Scheduling Claims	0.00	0.00	0.20	0.00	0.20	34.00	170.00
Creditors	6.80	7.70	17.90	5.10	37.50	7,952.00	212.05
Preferential Creditors							
Agreement Of Preferential Claims	0.00	0.10	3.50	0.00	3.60	620.00	172.22
Preferential Creditors	0.00	0.10	3.50	0.00	3.60	620.00	172.22
Total Fees Claimed £	11,310.00	14,843.00	36,626.50	5,495.00		68,274.50	
Total Hours	37.70	55.90	215.45	38.50	347.55		
Average Rate	300.00	265.53	170.00	142.73			

RMT

TIME & CHARGEOUT SUMMARIES - (Post)

Support Solutions Ltd

To 15/02/2018

HOURS							
Classification Of work Function	Partner	Manager	Other Senior Professional	Assistants & Support Staff	Total Hours	Time Cost £	Average Hourly Rate £
Statutory							
Appointment	0.00	0 00	0 00	4.80	4.80	816.00	170.00
Directors/Membe r/Creditors Meetings	2.00	0 00	0.00	0.00	2.00	600.00	300.00
Statutory Returns/Meeting s	0.00	0.20	0 00	0.00	0.20	54.00	270.00
Statutory	<u>2.00</u>	<u>0 20</u>	<u>0.00</u>	<u>4.80</u>	<u>7.00</u>	<u>1,470.00</u>	<u>210.00</u>
Administration & Planning							
Appointment Notification	0 00	0.90	0.00	0.40	1.30	311.00	239.23
Case Management	2.70	11.20	38.00	0.80	52.70	10,368.00	196.74
Cashiering	1.00	0.00	14.20	4 70	19 90	3,283.00	164.97
Maintenance Of Records	0.00	5 30	15.50	14 10	34 90	5,693.00	163.12
Meetings	0.00	0.00	0.00	1.10	1.10	187 00	170.00
Reviews	0.00	0.00	5.20	0.00	5.20	884.00	170.00
Statutory Reporting	0.10	5.80	22 60	0.00	28.50	5,350.00	187.72
Tax & VAT	2.40	1 70	3.60	1.10	8.80	1,923 00	218.52
Administration & Planning	<u>6.20</u>	<u>24.90</u>	<u>99.10</u>	<u>22.20</u>	<u>152.40</u>	<u>27,999.00</u>	<u>183.72</u>
Investigations							
CDDA Reports	0.00	0.30	2.80	0.00	3.10	553 00	178.39
Investigating Antecedent Transactions	0.10	3.70	3.00	0.00	6.80	1,539 00	226.32
SIP2 Investigations	0.00	0.00	6.80	0 60	7 40	1,258 00	170.00
Investigations	<u>0.10</u>	<u>4.00</u>	<u>12.60</u>	<u>0.60</u>	<u>17.30</u>	<u>3,350.00</u>	<u>193.64</u>
Realisation of Assets							
Antecedent Transactions	0.00	0.20	0 20	0.00	0.40	88 00	220 00
Chattels	0.00	0 30	0.00	0.00	0.30	81.00	270.00
Debt Collection	14.90	4.40	23.45	1.60	44.35	9,906.50	223.37
Identifying Assets	0.00	1.20	3.40	2 20	6.80	1,276.00	187.65
Insurance of assets	0.00	0.60	5.90	1 00	7.50	1,335.00	178.00
Other assets	0.00	6.40	15.90	0.20	22.50	4,465.00	198.44
Property/Busines s Asset sales	2.00	5.90	33.50	0 80	42 20	8,022.00	190 09
Protection of assets	1.00	0.00	0.00	0.00	1.00	300.00	300.00

RMT

TIME & CHARGEOUT SUMMARIES - (Post)

Support Solutions Ltd

From 28/03/2017 to 12/04/2018

[illegible]

RMT

TIME & CHARGEOUT SUMMARIES - (Post)

Support Solutions Ltd

From 28/03/2017 to 12/04/2018

HOURS							
Classification Of work Function	Partner	Manager	Other Senior Professional	Assistants & Support Staff	Total Hours	Time Cost £	Average Hourly Rate £
Total Fees Claimed £	2,130.00	3,158.00	7,123.00	0.00		12,411.00	
Total Hours	7.10	12.00	41.90	0.00	61.00		
Average Rate	300.00	263.17	170.00	0.00			

Notice of use of website to deliver future documents

Support Solutions Limited In Liquidation

Notice is given that under rule 1.50 of The Insolvency (England and Wales) Rules 2016, future documentation from the date of this notice, relating to the insolvency of the above will be made available at www.r-m-t.co.uk

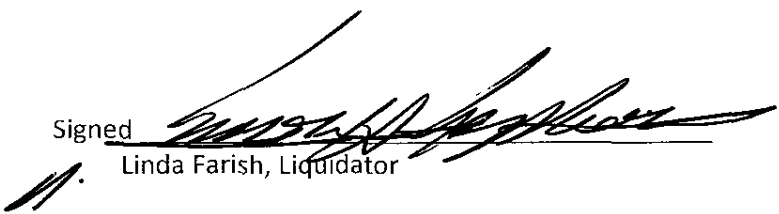
- Future documentation will be made available for viewing and downloading by following these 4 simple steps:-
 - a. Click on 'My RMT' folder at the bottom of the page
 - b. Email is: LS1300@rmtinsolvency.com
 - c. Password is: 6.9APmD/
 - d. Double click the folder to view and download
- The Liquidator is not obliged to deliver any particular document to any person unless it is *specifically requested*.

This notice does not apply to the following circumstances:

- i) Documents where personal delivery is required
- ii) A notice of intention to declare a dividend
- iii) Documents that are not being delivered generally, i.e. where they are only be sent to one or a small number of a particular class of members or creditors

Creditors requiring further information regarding the above or require hard copies of all documents currently available on the website, and all future documents which may be made available on the website, should contact Vanessa Ferguson on (0191) 256 9500, or by email at Vanessa.Ferguson@r-m-t.co.uk, or in writing to RMT, Gosforth Park Avenue, Newcastle upon Tyne, NE12 8EG.

Signed


Linda Farish, Liquidator

Dated

12 April 2018

Authority to communicate electronically

SUPPORT SOLUTIONS LIMITED IN LIQUIDATION

We *(note 1)*

of *(note 2)*

a creditor of the above named Company, hereby authorise the Liquidator, Linda Farish, to communicate with us electronically in respect of all matters in relation to the liquidation by sending an email to

(note 3)

Signed: _____

Name (Block letters): _____

Position held: _____

Dated: _____

Notes for creditors:

1: Insert name

2: Insert address

3: Insert email address

PRACTICE FEE RECOVERY POLICY FOR RMT ACCOUNTANTS & BUSINESS ADVISORS LTD

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/professional/fees>. Alternatively, a hard copy may be requested from RMT Accountants & Business Advisors Ltd of Gosforth Park Avenue, Newcastle upon Tyne, NE12 8EG. 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.

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 Recovery & Insolvency	Current charge-out rate per hour, effective from 1 st July 2017 £	Previous charge-out rate per hour, effective from 1 August 2016 £
Director	300.00	300.00
Head of Recovery	270.00	270.00
Manager	250.00	250.00
Senior Administrators	170.00	170.00

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

Grade of staff Tax Department	Current charge-out rate per hour, effective from 1 st July 2017 £	Current charge-out rate per hour, effective from 1 st August 2016
Director	220.00	220.00
Head of Tax	90.00	88.00
Tax Advisor	70.00	50.00

These charge-out rates charged are reviewed on 1st July 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.
- Trading
- 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
- Trading

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 RMT Accountants & Business Advisors Ltd; 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 at HMRC rates

Proof of Debt – General Form**SUPPORT SOLUTIONS LIMITED In Liquidation**

Date of Winding-Up Order/Resolution for voluntary winding-up 16 February 2015.

1	Name of creditor (If a company please also give company registration number).	
2	Address of creditor for correspondence.	
3	Total amount of claim, including any Value Added Tax and outstanding uncapitalised interest as at the date the company went into liquidation.	
4	Details of any documents by reference to which the debt can be substantiated. (Note: There is no need to attach them now but the liquidator may call for any document or evidence to substantiate the claim at his discretion as may the chairman or convenor of any meeting).	
5	If amount in 3 above includes outstanding uncapitalised interest please state amount.	£
6	Particulars of how and when debt incurred (If you need more space append a continuation sheet to this form).	
7	Particulars of any security held, the value of the security, and the date it was given.	
8	Particulars of any reservation of title claimed in respect of goods supplied to which the claim relates.	
9	Signature of creditor or person authorised to act on his behalf _____	
	Name in BLOCK LETTERS _____	
	Position with or in relation to creditor _____ Address of person signing (if different from 2 above) _____	
Admitted to vote for		Admitted for dividend for
£		£
Date		Date
Liquidator		Liquidator