

# LIQ03

## Notice of progress report in voluntary winding up



Companies House

TUESDAY



A15 \*A83JLYAB\* 16/04/2019 #347  
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

Street Gosforth Park Avenue

Post town Newcastle

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	<sup>d</sup> 1	<sup>d</sup> 6	<sup>m</sup> 0	<sup>m</sup> 2	<sup>y</sup> 2	<sup>y</sup> 0	<sup>y</sup> 1	<sup>y</sup> 8
To date	<sup>d</sup> 1	<sup>d</sup> 5	<sup>m</sup> 0	<sup>m</sup> 2	<sup>y</sup> 2	<sup>y</sup> 0	<sup>y</sup> 1	<sup>y</sup> 9

**7** Progress report

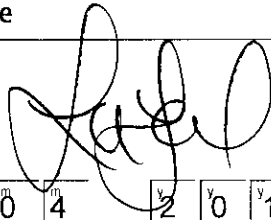
☒ The progress report is attached

**8** Sign and date

Liquidator's signature

Signature

X



X

Signature date

<sup>d</sup>0

<sup>d</sup>8

<sup>m</sup>0

<sup>m</sup>4

<sup>y</sup>2

<sup>y</sup>0

<sup>y</sup>1

<sup>y</sup>9

# 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 and Business  
Advisors Ltd**

Address **Gosforth Park Avenue  
Newcastle Upon Tyne**

Post town **NE12 8EG**

County/Region

Postcode

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](http://www.gov.uk/companieshouse) or email [enquiries@companieshouse.gov.uk](mailto: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](http://www.gov.uk/companieshouse)**

## **Support Solutions Limited In Liquidation**

### **Progress Report To Members & Creditors 16 February 2018 to 15 February 2019**

#### **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 31<sup>st</sup> 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, 10 April 2017 and 12 April 2018. 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 4th 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: 3b Drayton Road, Kings Heath, Birmingham.

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 Book Debts**

- 4.1 Book debts were estimated to realise £21,313.11 and to date £21,075.63 has been recovered. The remaining book debt mentioned in my previous report has now been written off as it was not possible to recover this sum.

## **5 Director's Loan Account**

- 5.1 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 £30,000 has been repaid during the reporting period. A total of £99,602.00 has been repaid as at the date of this report.

As detailed in my previous reports the director made an offer to settle his loan account in the sum of £65,000 on the basis of certain creditors withdrawing their claims for dividend purposes. Following a review of the resulting overall financial position for creditors I asked for an increase in his offer to £70,000 on the basis that it would allow payment of circa 90 to 100p in the £ to the remaining creditors for dividend purposes. This was subject to written confirmation of withdrawal of claims from certain creditors.

The director's financial advisors advised that the director may be able to raise £70,000. However, a time to pay agreement would be required in order to make this possible. I am continuing to negotiate with the director in this regard.

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.

## **6 "Prescribed Part"**

- 6.1 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**

### **7 Secured Liabilities**

- 7.1 HSBC Bank plc were granted a debenture by the Company on 9<sup>th</sup> September 2005 (Registered 10<sup>th</sup> 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 14<sup>th</sup> December 2012 (Registered 21<sup>st</sup> December 2012)

- 7.2 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 by the director under his personal guarantee.

## **8 Preferential Creditors**

- 8.1 The statement of affairs anticipated £448.82 in preferential creditors. Claims totaling £227.84 have been received.
- 8.2 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.
- 8.3 A dividend of 100p in the £ was paid to the Preferential creditors on 8 July 2016.

## **9 Crown Unsecured Creditors**

- 9.1 The statement of affairs included £64,402 owed to HMRC. HMRC's final claim of £50,417.96 has been received.
- 9.2 Dependent on the outcome of matters discussed in section 5 above and subject to the Liquidator's accrued costs and expenses it is anticipated that there will be a significant dividend paid to unsecured creditors.

## **10 Other Unsecured Creditors**

- 10.1 The statement of affairs included 16 unsecured creditors with an estimated total liability of £449,370. I have received claims from 18 creditors at a total of £448,559.30, of which 9 had not been identified at the date of appointment amounting to £6,004.75. To date I have not received claims from 7 creditors with original estimated claims in the statement of affairs of £8,909.13.

As detailed at 5 above two of the major creditors are prepared to withdraw their claims in the Liquidation. Their claims total £399,205.93 and the director has also confirmed that he will not submit claims for the amounts paid under personal guarantees given in the sum of £67,511.36.

- 10.2 Dependent on the outcome of matters discussed in section 5 above and subject to the Liquidator's accrued costs and expenses it is anticipated that there will be a significant dividend paid to unsecured creditors.

## **11 Investigation into the Affairs of the Company**

- 11.1 *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.*

## **12 VAT**

- 12.1 VAT is reclaimable in full on this assignment.

## **13 Liquidators' Remuneration**

- 13.1 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 9 April 2019 amount to £77,472.50, representing 394.75 of hours work at an average charge out rate of £196.26 per hour, of which £9,198.00, representing 47.2 of hours work, was charged in the period between 16 February 2018 and 9 April 2019, at an average charge out rate of £194.87 per hour.

I have drawn £69,970.50 to date of which £17,252.00 was drawn in the period between 16 February 2018 and 9 April 2019.

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

13.2 A description of the routine work undertaken in the reporting period and to be undertaken in the liquidation are as follows:

a. Administration and Planning

- Preparing documentation required.
- Dealing with all routine correspondence.
- Maintaining physical case files and electronic case details on CCH/IPS Accounting Software.
- Review and storage.
- Case bordereau.
- Case planning and administration.
- Preparing reports to 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

- 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

No work has been carried out in the reporting period in relation to investigations.

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.
- 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:

- Negotiations with regard to settlement of the DLA.
- Corresponding with the creditors who are prepared to withdraw their claims.

13.3 I have arranged for RMT's tax department to undertake some of the work that I am required to undertake as Liquidator, namely the Corporation Tax computations following the sale of the property. I am satisfied that taking this approach ensured that the best value and service was provided to creditors. In accordance with the resolution passed by the creditors on 16<sup>th</sup> February 2019 when my category 2 disbursements were approved, which included the basis on which their fees would be paid, £91.00 has been charged for undertaking that work, which has been paid in full.

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

13.5 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.

#### **14 Liquidator's Expenses**

14.1 My expenses to 9 April 2019 amount to £1,060.60 of which £91.20 was incurred in the period between 12 April 2018 and 9 April 2019.

14.2 I have drawn £1,060.60 to date of which £145.85 was drawn in the period between 12 April 2018 and 9 April 2019.

14.3 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
		Fixed Fee
Murray & Lamb Accountants	Complete P45s and VAT Returns	Fixed Fee
Sanderson Weatherall LLP	Estate Agents	Fixed Fee
Muckles LLP	Solicitors – Property Sale	

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.

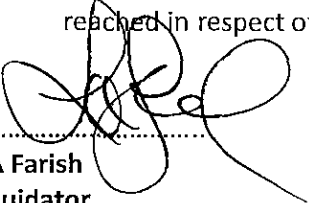
## **15 Further Information**

- 15.1 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.

## **16 Conclusion**

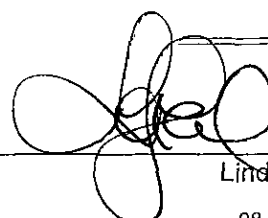
- 16.1 The timescale to conclusion of my administration is dependent upon whether an agreement can be reached in respect of the director's loan account detailed at 5 above.



.....  
L A Farish  
Liquidator

**Support Solutions Limited**  
(In Liquidation)  
**Liquidator's Summary of Receipts & Payments**

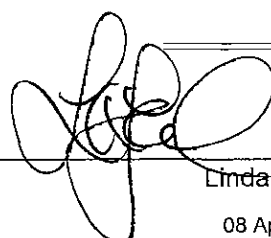
Statement of Affairs £		From 16/02/2018 To 15/02/2019 £	From 16/02/2015 To 15/02/2019 £
	<b>SECURED CREDITORS</b>		
(187,902.05)	Chargeholder (1)	NIL	178,749.22
		NIL	(178,749.22)
	<b>ASSET REALISATIONS</b>		
215,000.00	Freehold Land & Property	NIL	200,000.00
845.00	Furniture & Equipment	NIL	662.33
25,000.00	Motor Vehicles	NIL	11,766.00
21,313.11	Book Debts	NIL	21,075.63
	Sale of Telephone Lines and Website	NIL	500.00
	Other Refunds	NIL	1,345.82
	Bank Interest Gross	145.19	199.35
	Contingent Assets	NIL	3,314.80
313,039.00	Director's/Associated Loans	30,000.00	97,102.00
12,030.00	Cash in hand	NIL	12,030.00
		30,145.19	347,995.93
	<b>COST OF REALISATIONS</b>		
	Bordereau Premium	290.00	490.00
	Professional Fees	NIL	500.00
	Preparation of S. of A.	NIL	10,340.00
	Office Holders Fees	17,252.00	69,970.50
	Office Holders Expenses	54.65	377.05
	Agents/Valuers Fees	NIL	8,620.35
	Legal Fees	NIL	1,328.24
	Storage Costs	91.20	91.20
	Statutory Advertising	NIL	253.80
	Other Property Expenses	NIL	4,722.25
	Insurance of Assets	NIL	9,657.29
		(17,687.85)	(106,350.68)
	<b>PREFERENTIAL CREDITORS</b>		
(448.82)	Employee Arrears/Hol Pay	NIL	227.84
		NIL	(227.84)
	<b>UNSECURED CREDITORS</b>		
(406,639.13)	Trade & Expense Creditors	NIL	NIL
(3,120.00)	Employees / Directors / Associated	NIL	NIL
(39,611.00)	Banks/Institutions	NIL	NIL
(64,402.00)	HMRC	NIL	NIL
(449.00)	Deficiency In Security	NIL	NIL
		NIL	NIL
	<b>DISTRIBUTIONS</b>		
(2.00)	Ordinary Shareholders	NIL	NIL
		NIL	NIL
<b>(115,346.89)</b>		<b>12,457.34</b>	<b>62,668.19</b>
	<b>REPRESENTED BY</b>		
	Vat Receivable		1,084.00
	Bank 1 Deposit		61,558.44
	Other Creditors		25.75
			<b>62,668.19</b>



Linda Ann Farish  
Liquidator  
08 April 2019 11:13

**Support Solutions Limited**  
**(In Liquidation)**  
**Liquidator's Summary of Receipts & Payments**

Statement of Affairs £		From 16/02/2015 To 08/04/2019 £	From 16/02/2015 To 08/04/2019 £
	<b>SECURED CREDITORS</b>		
(187,902.05)	Chargeholder (1)	178,749.22 (178,749.22)	178,749.22 (178,749.22)
	<b>ASSET REALISATIONS</b>		
215,000.00	Freehold Land & Property	200,000.00	200,000.00
845.00	Furniture & Equipment	662.33	662.33
25,000.00	Motor Vehicles	11,766.00	11,766.00
21,313.11	Book Debts	21,075.63	21,075.63
	Sale of Telephone Lines and Website	500.00	500.00
	Other Refunds	1,345.82	1,345.82
	Bank Interest Gross	268.36	268.36
	Contingent Assets	3,314.80	3,314.80
313,039.00	Director's/Associated Loans	99,602.00	99,602.00
12,030.00	Cash in hand	12,030.00	12,030.00
		350,564.94	350,564.94
	<b>COST OF REALISATIONS</b>		
	Bordereau Premium	490.00	490.00
	Professional Fees	500.00	500.00
	Preparation of S. of A.	10,340.00	10,340.00
	Office Holders Fees	69,970.50	69,970.50
	Office Holders Expenses	377.05	377.05
	Agents/Valuers Fees	8,620.35	8,620.35
	Legal Fees	1,328.24	1,328.24
	Storage Costs	91.20	91.20
	Statutory Advertising	253.80	253.80
	Other Property Expenses	4,722.25	4,722.25
	Insurance of Assets	9,657.29	9,657.29
		(106,350.68)	(106,350.68)
	<b>PREFERENTIAL CREDITORS</b>		
(448.82)	Employee Arrears/Hol Pay	227.84 (227.84)	227.84 (227.84)
	<b>UNSECURED CREDITORS</b>		
(406,639.13)	Trade & Expense Creditors	NIL	NIL
(3,120.00)	Employees / Directors / Associated	NIL	NIL
(39,611.00)	Banks/Institutions	NIL	NIL
(64,402.00)	HMRC	NIL	NIL
(449.00)	Deficiency In Security	NIL	NIL
		NIL	NIL
	<b>DISTRIBUTIONS</b>		
(2.00)	Ordinary Shareholders	NIL	NIL
		NIL	NIL
<b>(115,346.89)</b>		<b>65,237.20</b>	<b>65,237.20</b>
	<b>REPRESENTED BY</b>		
	Vat Receivable		1,084.00
	Bank 1 Deposit		64,127.45
	Other Creditors		25.75
			<b>65,237.20</b>



Linda Ann Farish  
Liqudator  
08 April 2019 15:16

To 09/04/2019

HOURS							
Classification Of work Function	Partner	Manager	Other Senior Professional	Assistants & Support Staff	Total Hours	Time Cost £	Average Hourly Rate £
<b>Statutory</b>							
Appointment	0.00	0.00	0.00	4.80	4.80	816.00	170.00
Directors/Member/Creditors Meetings	2.00	0.00	0.00	0.00	2.00	600.00	300.00
Statutory Returns/Meetings	0.00	0.90	0.00	0.00	0.90	243.00	270.00
<b>Statutory</b>	<b>2.00</b>	<b>0.90</b>	<b>0.00</b>	<b>4.80</b>	<b>7.70</b>	<b>1,659.00</b>	<b>215.45</b>
<b>Administration &amp; Planning</b>							
Appointment Notification	0.00	0.90	0.00	0.40	1.30	311.00	239.23
Case Management	7.10	11.70	42.20	0.80	61.80	12,537.00	202.86
Cashiering	1.00	0.00	18.20	4.70	23.90	3,963.00	165.82
Maintenance Of Records	0.00	6.80	15.60	14.80	37.20	6,107.00	164.17
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	6.70	31.20	0.00	38.00	7,037.00	185.18
Tax & VAT	2.40	2.20	5.40	1.10	12.20	2,351.00	192.70
<b>Administration &amp; Planning</b>	<b>10.60</b>	<b>28.30</b>	<b>117.80</b>	<b>22.90</b>	<b>180.70</b>	<b>33,377.00</b>	<b>184.71</b>
<b>Investigations</b>							
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
<b>Investigations</b>	<b>0.10</b>	<b>4.00</b>	<b>12.60</b>	<b>0.60</b>	<b>17.30</b>	<b>3,350.00</b>	<b>193.64</b>
<b>Realisation of Assets</b>							
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	17.80	4.40	27.25	1.60	51.05	11,422.50	223.75
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	6.80	16.20	0.20	23.20	4,624.00	199.31
Property/Business 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

To 09/04/2019

## HOURS

Classification Of work Function	Partner	Manager	Other Senior Professional	Assistants & Support Staff	Total Hours	Time Cost £	Average Hourly Rate £
<b>Realisation of Assets</b>	20.80	19.40	86.45	5.80	132.45	27,148.50	204.97
<b>Trading</b>							
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
<b>Trading</b>	4.70	0.00	0.00	0.00	4.70	1,410.00	300.00
<b>Creditors</b>							
Agreement of Claims	0.00	0.20	5.00	0.30	5.50	955.00	173.64
Chargeholder	0.00	3.20	4.20	0.00	7.40	1,574.00	212.70
Correspondence With Creditors	6.80	3.90	14.90	3.40	29.00	6,131.00	211.41
Distributions	0.00	1.60	2.50	0.00	4.10	857.00	209.02
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
<b>Creditors</b>	6.80	8.90	27.50	5.10	48.30	9,908.00	205.13
<b>Preferential Creditors</b>							
Agreement Of Preferential Claims	0.00	0.10	3.50	0.00	3.60	620.00	172.22
<b>Preferential Creditors</b>	0.00	0.10	3.50	0.00	3.60	620.00	172.22
<b>Total Fees Claimed £</b>	13,500.00	16,252.00	42,134.50	5,509.00		77,472.50	
<b>Total Hours</b>	45.00	61.60	247.85	39.20	394.75		
<b>Average Rate</b>	300.00	263.83	170.00	140.54			

From 16/02/2018 to 09/04/2019

HOURS
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Classification Of work Function	Partner	Manager	Other Senior Professional	Assistants & Support Staff	Total Hours	Time Cost £	Average Hourly Rate £
<b>Statutory</b> Statutory Returns/Meetings	0.00	0.70	0.00	0.00	0.70	189.00	270.00
<b>Statutory</b>	0.00	0.70	0.00	0.00	0.70	189.00	270.00
<b>Administration &amp; Planning</b>							
Case Management	4.40	0.50	4.20	0.00	9.10	2,169.00	238.35
Cashiering	0.00	0.00	4.00	0.00	4.00	680.00	170.00
Maintenance Of Records	0.00	1.50	0.10	0.70	2.30	414.00	180.00
Statutory Reporting	0.00	0.90	8.60	0.00	9.50	1,687.00	177.58
Tax & VAT	0.00	0.50	1.80	0.00	3.40	428.00	125.88
<b>Administration &amp; Planning</b>	4.40	3.40	18.70	0.70	28.30	5,378.00	190.04
<b>Realisation of Assets</b>							
Debt Collection	2.90	0.00	3.80	0.00	6.70	1,516.00	226.27
Other assets	0.00	0.40	0.30	0.00	0.70	159.00	227.14
<b>Realisation of Assets</b>	2.90	0.40	4.10	0.00	7.40	1,675.00	226.35
<b>Creditors</b>							
Agreement of Claims	0.00	0.00	4.60	0.00	4.60	782.00	170.00
Correspondence With Creditors	0.00	0.00	2.50	0.00	2.50	425.00	170.00
Distributions	0.00	1.20	2.50	0.00	3.70	749.00	202.43
<b>Creditors</b>	0.00	1.20	9.60	0.00	10.80	1,956.00	181.11
<b>Investigations</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Trading</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Preferential Creditors</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Fees Claimed £	2,190.00	1,409.00	5,508.00	14.00		9,198.00	
Total Hours	7.30	5.70	32.40	0.70	47.20		
Average Rate	300.00	247.19	170.00	20.00			

**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

## 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 <sup>st</sup> July 2018 £	Previous charge-out rate per hour, effective from 1 July 2017 £
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 <sup>st</sup> July 2018 £	Current charge-out rate per hour, effective from 1 <sup>st</sup> July 2017 £
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 1<sup>st</sup> 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