

AM10

Notice of administrator's progress report



Companies House

TUESDAY



A8Z21NIQ

A07

18/02/2020

#355

COMPANIES HOUSE

1 Company details

Company number 05049017
Company name in full AWH Utility Services Limited

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

2 Administrator's name

Full forename(s) Victor Henry
Surname Ellaby

3 Administrator's address

Building name/number Staverton Court
Street Staverton
Post town
County/Region Cheltenham
Postcode GL51 0UX
Country

4 Administrator's name ^①

Full forename(s) Peter Richard James
Surname Frost

① Other administrator
Use this section to tell us about
another administrator.

5 Administrator's address ^②

Building name/number Staverton Court
Street Staverton
Post town
County/Region Cheltenham
Postcode GL51 0UX
Country

② Other administrator
Use this section to tell us about
another administrator.

AM10

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6 Period of progress report

From date	^d 1	^d 8	^m 0	^m 7	^y 2	^y 0	^y 1	^y 9
To date	^d 1	^d 7	^m 0	^m 1	^y 2	^y 0	^y 2	^y 0

7 Progress report

☒ I attach a copy of the progress report

8 Sign and date

Administrator's
signature

Signature

X



X

Signature date

^d 1	^d 3	^m 0	^m 2	^y 2	^y 0	^y 2	^y 0
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AM10

Notice of administrator's progress report



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	Nick Stafford
Company name	Hazlewoods LLP
Address	Staverton Court
	Staverton
Post town	
County/Region	Cheltenham
Postcode	G L 5 1 0 U X
Country	
DX	
Telephone	01242 680000



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

AWH Utility Services Limited
(In Administration)
Joint Administrators' Summary of Receipts & Payments

Statement of Affairs £		From 18/07/2019 To 17/01/2020 £	From 18/07/2018 To 17/01/2020 £
	ASSETS SPECIFICALLY PLEDGED		
285,614.39	Book debts	NIL	NIL
(171,049.07)	Catalyst Business Finance Ltd	NIL	NIL
		NIL	NIL
	ASSET REALISATIONS		
529,754.65	Asset Value Claims	NIL	NIL
	Assignment of claims	10,000.00	10,000.00
	Bank Interest Gross	25.31	47.18
25,850.20	Book Debts & Retentions	30,615.44	88,081.39
1,400.00	Cash at Bank	NIL	2,309.24
	Completion file funds	(2,000.00)	NIL
1,250.00	Furniture & Equipment	NIL	779.00
	Motor Vehicles	NIL	NIL
	Petty cash	3.95	3.95
	Rates refund	NIL	53.26
	Retentions	NIL	NIL
	RFL Refunds	NIL	439.99
	Utility refund	NIL	211.56
		38,644.70	101,925.57
	COST OF REALISATIONS		
	Agents/Valuers Fees	NIL	727.90
	Court fees	528.00	578.00
	Employees' claims agents	NIL	3,350.00
	Former employees assistance	NIL	593.85
	Insurance of assets	NIL	140.00
	Office Holders expenses	162.80	402.67
	Office Holders Fees	26,083.33	41,083.33
	Pension claims agent	150.00	1,245.00
	Pre Administration costs	NIL	7,318.40
	Pre appointment legal fees	NIL	1,890.00
	Quantity Surveyor's fees	NIL	5,000.00
	Re-direction of mail	NIL	408.00
	Server retention costs	NIL	500.00
	Specific bond	16.00	191.80
	Statement of Affairs costs	NIL	2,511.50
	Statutory advertising	NIL	84.60
	Storage costs	543.00	718.00
		(27,483.13)	(66,743.05)
	PREFERENTIAL CREDITORS		
(77,582.57)	Employee Arrears/Hol Pay	NIL	NIL
		NIL	NIL
	UNSECURED CREDITORS		
(663,805.15)	Advanced Payment Creditors	NIL	NIL
(18,547.19)	Banks/Institutions	NIL	NIL
(57,074.00)	Deficit to fixed charge holders	NIL	NIL
(76,201.20)	Directors	NIL	NIL
(434,662.79)	Employees	NIL	NIL
(84,394.54)	HMRC - VAT & PAYE/NIC	NIL	NIL
(164,834.80)	Property leases	NIL	NIL
(2,012,042.68)	Trade & Expense Creditors	NIL	NIL
		NIL	NIL
(2,916,424.75)		11,161.57	35,182.52
	REPRESENTED BY		

AWH Utility Services Limited
(In Administration)
Joint Administrators' Summary of Receipts & Payments

Statement of Affairs £	From 18/07/2019 To 17/01/2020 £	From 18/07/2018 To 17/01/2020 £
REPRESENTED BY CONTINUED		
Bank Current		32,172.25
Vat Receivable		3,010.27
		35,182.52

Victor Henry Ellaby
Joint Administrator



WE ARE APPROXIMATING MEMBERS OF
THE GLOBAL ADVISORY
AND ACCOUNTING NETWORK

Joint Administrators' names;	Victor Henry Ellaby (Licensed to act as an Insolvency Practitioner in the UK by the Institute of Chartered Accountants in England & Wales no 8020)
	Peter Richard James Frost (Licensed to act as an Insolvency Practitioner in the UK by the Insolvency Practitioners Association No 8935)
Joint Administrators' address:	Hazlewoods LLP Staverton Court Staverton Cheltenham GL51 0UX
Joint Administrators' date of appointment:	18 July 2018
Actions of Administrators	Any act required or authorised under any enactment to be done by an Administrator may be done by either or both of the Administrators acting jointly or alone.

Administrators' actions since last progress report

As Administrators of the Company, we are officers of the Court, and must perform our duties in the interests of the creditors as a whole in order to achieve the purpose of the Administration, which is to achieve one of the three objectives set out in the insolvency legislation, namely to:

- (a) rescue the Company as a going concern; or
- (b) achieve a better result for the Company's creditors as a whole than would be likely if the Company were wound up (without first being in Administration); or
- (c) realise property in order to make a distribution to one or more secured or preferential creditors.

As confirmed in our previous progress reports, we consider the steps we have taken in the Administration to date has led to the maximisation of realisations in relation to debtors which may not have been the case if the Company was wound up without first being in Administration.

During the reporting period we have:

- Continued to progress investigation matters in accordance with advice received from Temple Bright solicitors.
- Continued to monitor and receive funds in relation to the payment of amounts falling due from local authorities and debtors.
- Dealt with correspondence from creditors, employees and other stakeholders.
- Prepared and issued progress reports to creditors.
- Corresponded with Insol Group Limited ("Insol") and Evolve IS Ltd ("Evolve") in relation to the Company's pension schemes, including winding-up the schemes, advising members of their options, and submitting claims for arrears of contributions.
- Had correspondence in relation to a refund for a completion file that could not be provided to a former customer.

There is certain work that we are required by the insolvency legislation to undertake in connection with Administration that provides no financial benefit for the creditors. A description of the routine work undertaken since our last progress report is contained in Appendix D.

Receipts and Payments Account

Our Receipts & Payments Account for the period from 18 July 2019 to 17 January 2020 and for the whole period of the administration is attached at Appendix A. The balance of funds are held in an interest-bearing estate bank account.

Assets

We covered at length in our previous progress reports the steps we had taken to realise the Company's assets. We detail below the further developments with asset realisations in the period covered by this report.

Book debts – bonds and retentions

As previously reported we instructed Construction Management Services ("CMS") a quantity surveyor experienced in the collection of debts in construction insolvency scenarios, to act on our behalf in the realisation of local authority bonds and retentions.

We have received £30,615 in the period covered by this report, making a total of £88,081 for the whole period of Administration in relation to local authority bonds and debtors. Funds are only released by local authorities when it passes on inspection of the site. We are aware of instances where costs of rectification have been lodged against the bond eroding any balance due. CMS currently estimate that future realisations will be less than £5,000, but this will not be confirmed until the defects period, which in some instances extends to July 2020, has expired.

Petty cash and Interest

During the period of reporting we received £4 and £25 in petty cash and gross bank interest respectively.

Completion file funds

We previously received a payment of £2,000+VAT from a customer for the provision of a completion file for a completed development. Unfortunately we were unable to deliver on the provision of the completion file due to having insufficient information. Therefore the balance was refunded to the former customer in the reporting period.

Liabilities

Secured Creditors

An examination of the Company's mortgage register held by the Registrar of Companies, showed that the Company granted a fixed and floating charge to Catalyst Business Finance Ltd on 23 November 2016.

Insolvency legislation requires that if the Company 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.

The current position is that any net property will be dependent upon the outcome of the ongoing investigation into the Company's transactions and dealings pre-administration and the quantum of any recoveries for the benefit of the administration.

Preferential Creditors

The Directors' Statement of Affairs anticipated £77,583 in preferential claims. The claims of former employees in respect of arrears of wages and holiday have been paid by the Redundancy Payments Service ("RPS") and are subrogated to them. We have received the claim from the RPS and preferential claims total £44,903.

We previously instructed Insol to assist in dealing with Company's pension schemes including winding-them up, advising members on their options and submitting a claim to RPS for arrears to be paid to the scheme. This preferential claim amounts to £2,714.

Unsecured Creditors

The Directors' Statement of Affairs included 230 unsecured creditors, including the RPS, with an estimated total liability of £3,511,562. We have received claims to date summarised as follows:

Type of creditor	Total of claims received	Number of claims received	Total of claims outstanding
Trade and expense	1,166,778	101	463,598
Advance payments	1,828,056	40	650,542
Directors & associate	-	-	214,781
Banks	18,583	1	-
HMRC	210,031	1	-
RPS	239,140	1	-
RPS re pension arrears	-	-	3,491
Landlords	75,971	3	115,917
Finance shortfall	33,561	3	89,951
Total	3,572,120	150	1,538,280

We have not received claims from 115 creditors with original estimated claims included on the Directors' Statement of Affairs of £1,538,280.

Dividend prospects

The prospects of any funds being available for dividend is dependent on the outcome of investigations and the realisation of the remaining retentions and bonds.

Investigation into the affairs of the Company

During the reporting period we continued our investigations bearing in mind the following matters raised by creditors and interested parties at the outset:

- Concerns were raised regarding the position of assigned debts.
- Concerns were raised regarding payments made in advance by customers where the Company failed to undertake some or all intended work prior to Administration.
- General concerns were raised regarding the Company's actions in the period shortly prior to Administration, the actions of the Directors and other businesses associated with the Directors both currently and in the past.
- Concerns were raised about credit incurred by the Company in the period shortly before Administration.

We previously instructed Temple Bright to advise as a number of potential causes of action were identified. The decision was taken during the reporting period to assign these claims to Manolete Partners LLP. The Company (in Administration) retains an interest in the outcome of the claims but the commercial terms of assignment are confidential.

Administrators' remuneration

Our remuneration was approved on a time cost basis based on a fee estimate of £73,795.60. The fees estimate acts as a cap and we are unable to draw remuneration in excess of that estimate without first seeking approval from creditors.

Our time costs for the six months to 17 January 2020 amount to £15,529.00, representing 76.8 hours of work at a blended charge out rate of £202.20 per hour. Total time costs for the duration of the Administration to 17 January 2020 amount to £114,721.10, representing 676.2 hours of work at a blended charge out rate of £169.66 per hour. The actual blended charge out rate incurred compares with the estimated blended charge out rate of £163.74 in our fees estimate. We have drawn remuneration of £26,083.33 in the period of this report and have drawn total remuneration for the duration of the Administration to 17 January 2020 of £41,083.33.

A detailed schedule of our time costs incurred to 17 January 2020 compared with our original fees estimate is attached as Appendix B. As you will note from the above, the total time costs we have incurred in this matter have substantially exceeded the total estimated remuneration we set out in our fees estimate when this was authorised by creditors.

This is due to considerably more time being incurred dealing with the potential realisation of AV claims and investigation matters than was originally anticipated. It was also not anticipated at the outset that the Administration would be in place longer than the statutory 12-month period. It is also anticipated investigations will continue to require further time input through to completion.

We are currently unable to draw our authorised fees in full due to a lack of realisations and therefore we do not currently intend to seek a decision to increase our fees estimate. If there are substantial further realisations we will consider requesting an increase in our authorised fee from creditors.

As stated in the approved proposals, the only circumstances we envisaged that would require an increase in approved fees was if additional work was required in relation to investigations which may lead to potential further asset recoveries, or any associated action, such as arbitration or legal proceedings.

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 Guidance Notes issued with Statement of Insolvency Practice 9, and they can be accessed at www.hazlewoods.co.uk under Services, Business Recovery and Insolvency, Technical Guides. There are different versions of these Guidance Notes, and in this case please refer to the "from 6 April 2017" version. We append at C details of Hazlewoods LLP's present hourly rates of staff and disbursement policy.

Administrators' Expenses

Category 2 disbursements

Creditors authorised the recovery of category 2 disbursements on 25 September 2018.

Category 2 disbursements of £79.59 were incurred in the period of this report and £162.80 was paid representing mileage and parking costs.

Professional advisors

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

Professional Advisor	Nature of Work	Basis of Fees	Fees Incurred in period £	Total Fees £	OS Fees at 17/01/2020 £
Temple Bright	Legal advice throughout the Administration	Time costs as agreed	9,800	19,800	19,800
Insol	Specialist employee claims and pension scheme advisors	Fixed cost	-	4,445	-
Evolve	Pension scheme advice	Fixed cost	150	150	-
AMS	Professional valuers and auctioneers	Fixed cost	-	728	-
CMS	Quantity Surveyor	Time costs as agreed	4,808	19,760	14,760

Temple Bright are instructed in relation to investigations and have provided general advice for the duration of the Administration. Temple Bright have time costs outstanding of £19,800.

Insol assisted former employees with making claims to the RPS and submitted information to the RPS on the Joint Administrators behalf. They were also instructed to advise on winding-up the Company's pension scheme, advising members on their options and submitting a claim to RPS for pension arrears. Evolve were instructed in relation to another of the Company's pension schemes and were paid £150 in the reporting period.

AMS were instructed in relation to the valuation and sale of the Company's fixtures, fittings and equipment.

CMS was instructed in the collection of retentions and bonds falling due for repayment. CMS have incurred time costs to 17 January 2020 of £19,760 and have been paid £5,000 on account. These costs were not included in the original fees estimate as we were not aware of the bonds falling due for repayment. The instruction of CMS has led to realisations in excess of £88,000 however costs are higher than typically expected due to a lack of detailed information within the Company's records.

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

As at 17 January 2020 we anticipate that the total expenses we will incur in this matter will exceed the total expenses we estimated we would incur when our remuneration was authorised by creditors. This is primary due to professionals having to be engaged in relation to investigations and asset realisations which was not anticipated at the outset.

Further Information

An unsecured creditor may, with the permission of the court or with the concurrence of 5% in value of the unsecured creditors (including the creditor in question) request further details of the Administrator'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 unsecured creditors (including the creditor in question), apply to court to challenge the amount and/or basis of the Administrator'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.

To comply with the Provision of Services Regulations, some general information about Hazlewoods LLP can be found at www.hazlewoods.co.uk under Services, Business Recovery and Insolvency, Technical Guides.

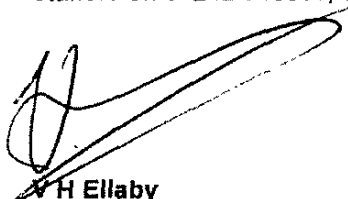
Summary

The Administration will remain open to enable the collection of retentions and bonds falling due and until the matters outlined in the investigations section are complete. We are currently unable to give an indication of how long this may take and we may consider seeking an extension of the Administration period from court if necessary.

If after the above matters conclude and there are insufficient funds to enable a dividend to unsecured creditors, the Administration will be closed and the Company dissolved. If however there are sufficient funds to enable payments to unsecured creditors, the Administration will be converted to Creditors Voluntary Liquidation to enable the payments to be made in accordance with the approved proposals.

Hazlewoods LLP 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 informed about the insolvency proceedings. You can find more information on how Hazlewoods LLP uses your personal information on our website at <https://www.hazlewoods.co.uk/Privacy-Policy.aspx>.

If creditors have any queries regarding these proposals or the conduct of the Administration in general, or if they want hard copies of any of the documents made available on-line, they should contact Nick Stafford on 01242 680000, or email to creditors@hazlewoods.co.uk.



V H Ellaby
Joint Administrator



Peter Frost
Joint Administrator

13 February 2020

The Joint Administrators are agents of the Company and act without personal liability.

AWH Utility Services Limited
(In Administration)
Joint Administrators' Summary of Receipts & Payments

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	RFL Refunds	NIL	439.99
	Utility refund	NIL	211.56
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	COST OF REALISATIONS		
	Agents/Valuers Fees	NIL	727.90
	Court fees	528.00	578.00
	Employees' claims agents	NIL	3,350.00
	Former employees assistance	NIL	593.85
	Insurance of assets	NIL	140.00
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	REPRESENTED BY		

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(In Administration)
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REPRESENTED BY CONTINUED		
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Vat Receivable		3,010.27
		35,182.52

Victor Henry Ellaby
Joint Administrator

AWH Utility Services Limited - In Administration

Summary of Administrators' time costs and disbursements incurred and billed

<u>Time Costs</u>		Incurring in period 18/07/2018 to 17/01/2020	Billed in period 18/07/2018 to 17/01/2020	Incurring in period 18/07/2019 to 17/01/2020	Billed in period 18/07/2019 to 17/01/2020	Unbilled
		£	£	£	£	£
Administrators' fees		114,721.10	41,083.33	15,529.00	26,083.33	73,637.77
Liquidators' Total Post Appointment Fees		114,721.10	41,083.33	15,529.00	26,083.33	73,637.77
<u>Category 2 Disbursements</u>						
Mileage & parking		402.67	402.67	79.59	162.80	-
<u>Category 1 Disbursements</u>						
Storage and collection costs		175.00	175.00	-	-	-
Re-Direction of Mail		408.00	408.00	-	-	-
Statutory bond		175.80	175.80	16.00	16.00	-
Former employee assistance		593.85	593.85	-	-	-
Insol HR costs		3,350.00	3,350.00	-	-	-
Statutory advertising		84.60	84.60	-	-	-
Total Disbursements		5,189.92	5,189.92	95.59	178.80	-

AWH Utility Services Limited - In AdministrationAdministrators' time summaries

A summary of the time costs incurred by grade of staff and the nature of work undertaken is as follows

Total incurred for period		18/07/2019 to 17/01/2020					Total cost incurred £	Average hourly rate £
Classification of work	Partner & Appointment Taker	HOURS				Total Hours		
	Director	Manager	Supervisor	Administrator				
Administration & planning								
Appointment formalities	-	-	-	-	-	-	-	-
Statutory reporting	8 80	-	1 40	-	-	10 20	2,681 00	262 84
Administration & planning	3 20	-	11 10	-	-	14 30	2,643 50	184 88
Closing formalities	-	-	-	-	-	-	-	-
	12 00	-	12 50	-	-	24 50	5,324 50	217 33
Investigations								
CDDA reports	-	-	-	-	-	-	-	-
Antecedent transactions	13 8	-	28 9	-	-	42 7	8,632 50	202 17
	13 8	-	28 9	-	-	42 7	8,632 50	202 17
Realisation of assets								
Property	-	-	-	-	-	-	-	-
Trade debtors	0 2	-	1 6	-	-	1 8	320 00	177 78
Other assets	-	-	5 7	-	-	5 7	940 50	165 00
	0 2	-	7 3	-	-	7 5	1,260 50	168 07
Trading								
	-	-	-	-	-	-	-	-
Creditors								
Secured creditors	-	-	-	-	-	-	-	-
Employees	-	-	0 7	-	-	0 7	115 50	165 00
Other creditors & dividends	-	-	1 4	-	-	1 4	196 00	140 00
	-	-	2 1	-	-	2 1	311 50	148 33
Total for period	28 0	-	50 8	-	-	78 8	15,628 00	202 20

Total for duration of case		18/07/2018 to 17/01/2020			
Classification of work	Total Hours	Total Cost £	Average Hourly Rate £	Original fee estimate £	Original fee estimate hourly rate £
Administration & planning					
Appointment formalities	49 1	8,135 80	165 70		
Statutory reporting	61 0	8,856 80	145 19		
Administration & planning	91 9	14,932 70	162 49		
	202 4	31,991 30	158 08	24,253 60	146 37
Investigations					
CDDA reports	8 5	1,412 40	166 16		
Antecedent transactions	137 6	25,185 50	183 03		
	146 1	26,597 90	182 05	8,006 00	188 38
Realisation of assets					
Property	5 3	858 60	162 00		
Trade debtors	96 9	17,096 90	196 74		
Other assets	86 3	14,699 30	170 33		
	178 5	32,654 80	182 94	22,518 00	205 64
Trading					
	-	-	-	-	-
Creditors					
Secured creditors	1 5	420 00	280 00		
Employees	12 1	2,039 20	168 53		
Other creditors & dividends	135 6	21,017 90	155 00		
	149 2	23,477 10	157 35	19,018 00	142 99
Total to date	676 2	114,721 10	169 65	73,796 60	163 74

APPENDIX C

HAZLEWOODS LLP

FEES AND DISBURSEMENTS POLICY STATEMENT AS AT 1 NOVEMBER 2019

Fees and Charging Policy

- Grades of staff are charged at an hourly rate that is subject to periodic review. Below are the present hourly rates.
- Work undertaken by cashiers and support staff relating to specific tasks is charged. Support staff time is charged to the case and the rates are within the Administrator grade banding.
- Time spent by partners and all staff in relation to the insolvency estate are charged to the estate.
- Time is recorded in 6 minute units.
- Time billed is subject to Value Added Tax (VAT) at the applicable rate.

Time properly incurred in connection with the case is charged at the following hourly rates.

Grade	1 November 2019 £	1 May 2019 £
Partner	285	285
Appointment Taker	280	190-280
Associate Partner	212	212
Manager	129-172	128-172
Associates	101-130	100-130
Administrator	47-89	46-88

Hourly rates are reviewed on 1 May and 1 November each year.

Expenses

Where expenses are incurred in respect of the insolvent estate, they will be recharged and comprise two categories.

Category 1 (Approval not required)

These are where Hazlewoods LLP has met a specific cost to a third party. Such expenses may include items such as advertising, couriers, travel (by public transport), searches at Companies House, land registry searches, fees in respect of swearing legal documents, external printing costs, bonding etc. In each case, the charge will be reimbursement of a specific expense incurred.

Category 2 (Approval required)

These are not capable of precise identification and allocation, eg: expenses that include an element of shared or allocated costs. This type of expense requires the approval of Creditors prior to being drawn from the estate.

This includes the cost of travel where staff use either their own vehicles or company cars in travelling connected with the insolvency. A charge is made at HM Revenue & Customs approved rate, presently 45p per mile.

Summarised below are the categories of expenses, which may be incurred in connection with the administration of this case.

Expense	Charge policy	Category of disbursement
Business mileage	HM Revenue & Customs approved rate (currently 45p per mile)	2
Postage	At cost	1
Storage	Offsite storage at cost	1
Company searches	At cost	1
Individual/Directors searches	At cost	1
Other third party expenses incurred directly in connection with the case	At cost	1

Where applicable, disbursements will be subject to VAT at the prevailing rate

APPENDIX D

Routine work undertaken since our last progress report

1. Administration

- Case planning - devising an appropriate strategy for dealing with the case and giving instructions to the staff to undertake the work on the case.
- Maintaining physical case files.
- Maintaining the case on the practice's electronic case management system and entering data.
- Dealing with all routine correspondence and emails relating to the case.
- Maintaining and managing the office holder's estate bank account.
- Maintaining and managing the office holder's cashbook.
- Undertaking regular bank reconciliations of the bank account containing estate funds.
- Reviewing the adequacy of the specific penalty bond on a quarterly basis.
- Undertaking periodic reviews of the progress of the case.
- Overseeing and controlling the work done on the case by case administrators.
- Preparing, reviewing and issuing 6 monthly progress reports to creditors and members.
- Filing returns at Companies House.
- Preparing and filing VAT returns.
- Preparing and filing Corporation Tax returns.

2. Creditors

Claims of creditors - the office holder needs to maintain up to date records of the names and addresses of creditors, together with the amounts of their claims as part of the management of the case, and to ensure that notices and reports can be issued to the creditors. The office holder also needs to deal with correspondence and queries received from creditors regarding their claims and dividend prospects as they are received. The office holder is required to undertake this work as part of his statutory functions.

- Supervising the work of sub-contractors instructed on the case to assist in dealing with employee claims; obtaining reports and updates from them on the work done; and checking the adequacy of the work done.
- 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.