Client Fair Usage Policy

We love working with our customers and like to feel that we are part of your team, whether you are a self-employed person or a company director with a couple of team members. One of our aims is to keep your costs low but still offering value for money, be it on a one-off tax return service or acting as your businesses accounting function.

We are happy to provide support/ access via email, phone, skype or in person. So when you have a query, you can ask, and we will try and help and not have you flustering and possibly making financial errors with your tax and accounts. Indeed the first consultation is on us – no worries & no money changing hands (please don't tell my business coach) and hopefully set you up happy for the day.

We price out work knowing how long the job is going to take and our understanding of what you need at that time you come to us. For example, we are aware on average how long it takes to do a self-assessment tax return based on your bookkeeping records, and how long it takes to set everything up in our systems (the first year it takes AGES), and there is a small allowance for the odd query in the year.

Our monthly packages are designed based on an annual fee to do the work. For a company, this includes the following;

- Your year end full accounts
- Abbreviated accounts used for public filings
- Company tax returns
- Annual confirmation statement
- The submission of all these using some rather expensive Practice Management software without which we cannot do the job
- Monthly bookkeeping & payroll reporting throughout the year.

But – and you knew there would be one – there are times where you may need the extra support so more time from us than we factor into our charges. We know things pop-up that you just have to talk to us there and then, but we cannot be all things to all people all the time from 8 am to 1 am 7 days a week. Our fees would go through the roof, and our service delivery will suffer. If you say take just a payroll package from us and no commitment for the year end accounts or bookkeeping, it is a tad unfair to be always asked bookkeeping questions to pass onto others to fix problems they created or didn't know how to do. We have to go on training courses as a continued professional development in order to keep up-to-date with tax and accounting changes as well as technological changes. This learning adds to our service to you.

So what we are saying is that if you hit a spot of bother and need help, or you are growing and not sure what to do, should you be looking for a mortgage, or if your requirements change, please come to us but we reserve the right to charge you for our accounting/consultancy time if it goes outside the plan of work for you. Some things are priced per job for example a mortgage reference, Xero training, process development, and others you can buy a chunk of time to be use within a certain time period, and we can call off against it when you need it, or it may be a case of moving you up a package level.

We are a business like you, and we don't believe in charging for every single minute of the day, but we just wanted you to be mindful of the support we offer and for you to be aware that we will need to charge for over-use, or out of scope work.

OK – time for a nice cup of tea a maybe a crumpet or two.

Louise