The perfect accountant-client relationship

This is not a normal Accountancy Practice. It's about sharing our dream of creating the perfect Accountant-Client relationship

Parry Hancock
Chartered Accountants & Business Advisers

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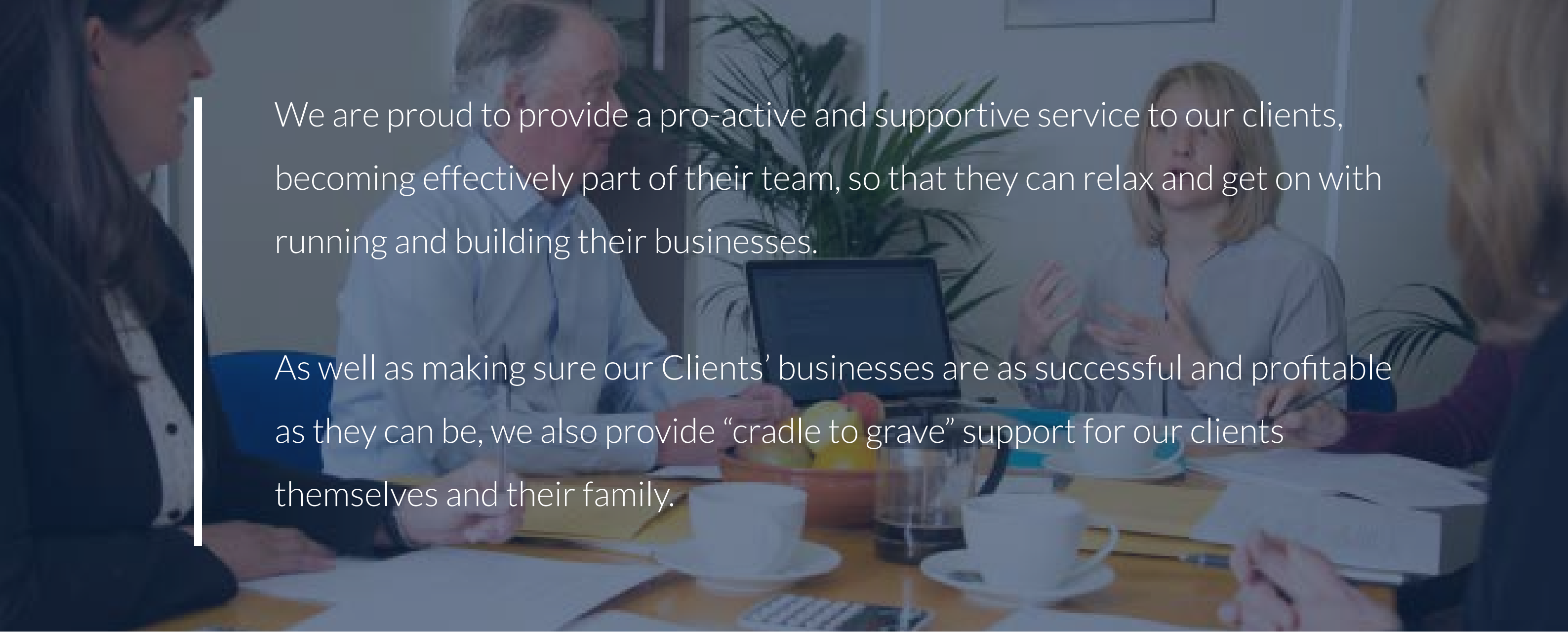

We are proud to provide a pro-active and supportive service to our clients, becoming effectively part of their team, so that they can relax and get on with running and building their businesses.

As well as making sure our Clients' businesses are as successful and profitable as they can be, we also provide "cradle to grave" support for our clients themselves and their family.

Why choose Us?

You will be able to get hold of us whenever you want.

We are a 2-partner practice with 5 staff. There is always someone available to talk to you. If the matter is strategic/technical or a decision has to be made and you want to talk to Lucy or David then one of these Partners is always around as our holiday dates never clash.

You won't get a bill if you ask a question.

We expect that our clients will phone or email from time to time with questions about their accounting and tax affairs. This is perfectly natural. The Accountant-Client relationship should include a healthy and regular 2-way communication, discussion and exchange of views. Our fee quotes include the expectation of "Unlimited Ad hoc queries".

You will know that we will be working for you proactively behind the scenes. The important things won't be missed.

Our internal systems, procedures and checklists ensure that all deadlines are met and opportunities are identified. We keep on top of technical developments impacting on our client base and let our clients know what to do.

You will know that you are keeping all the right records and everything is optimised.

We help our clients set up and run state of the art accounting software. Our preferred solution is Xero Accounting Software, but we can also work with your current software. Either way, the core to our approach is regular contact during the financial year. This normally takes the form of the preparation or review of Quarterly Management Accounts, when we will flag pertinent points and discuss them with you.

You will never have an unexpected Tax Bill.

Whenever we look at your business accounts (for example Quarterly Reviews) we will also be letting you know the effect that salary/dividends etc are having on your future personal tax liabilities.

You will never receive an unexpected invoice from us.

You are in control. We will give you a written, fixed, all-inclusive fee quote.

We will never criticise you.

Our approach is non-judgemental. We are here to help. We will always give you our considered, professional opinion on the best way forward.

You will never, ever be worried about any aspect of your business/taxation/financial affairs.

Our "Peace of Mind" Mission Statement is on the agenda at each Staff Meeting. Our work completion checklists even include a question "Is the Client worried about any aspect of his/her financial affairs". We come into work every day to ensure all our clients have Peace of Mind – not to just "do the accounting".

You will always be able to understand what we are telling you.

Right from the word go we will communicate with you in Plain English. We will give you a Plain English version of our Standard Terms as well as the full version that we have to provide for legal purposes.

You will know that your data will be secure.

We have invested in an easy-to-use, secure Client Portal for the transmission of data between us. We only work with organisations such as Xero, Reckon (Client Portal) and Iris that place the highest possible importance on data security.

You can rest assured that all aspects of your financial affairs will be kept confidential.

As a firm of Chartered Accountants we are required by our Institute to guarantee client confidentiality. All our staff sign confidentiality agreements.

You will know that your Accountants are fully qualified to be doing the work.

We are one of the most qualified firms of Accountants in the area. Not only are David and Lucy both Chartered Accountants, they are also Licensed to conduct Probate and Estate Administration Work.

You won't need to change Accountants again if your business grows fast.

While they now specialise in helping growing SMEs, both David and Lucy qualified with the largest Accountancy Firm in the UK and have in the past worked with with large companies, including multinationals. We therefore have the experience to act for you when you have any dealings with large businesses, and we know how to advise you as your business grows.

You will have a genuine Business Adviser in your camp, and not just an Accountant who has tacked the "Business Adviser" phrase onto their title.

We have worked hard on this. We have put together a 250+ page Business Development Manual which we use in the Business Development Workshops we run for our business clients. Aimed at ambitious small/medium sized businesses, these Workshops provide all the strategies and guidance you will need to grow your business and become as successful as you want to be.

You will be completely relaxed about any HMRC intervention. It won't cost you a penny for us to defend you against any amount of HMRC scrutiny.

We have arranged what we believe is the best Fee Protection Scheme around. When you join the Scheme our fees will be covered in the event of an HMRC enquiry into your business or personal tax affairs (including years before we started acting for you, provided your Returns were filed on time). You will also have access to Legal, Health & Safety and HR Helplines.

You will have real experience on tap if the chips are down.

For example, David handled a 7-year HMRC Enquiry for a client, taking the case all the way to Tribunal. The original £1m spurious tax claim was ultimately reduced to nothing. The full story is on our website.

You won't need to worry about what will happen "after you are gone".

We are one of the few local accountants who are authorised to conduct Probate and Estate Administration work. We are set up to do this efficiently and sensitively. You can trust us to help your Executors deal with the wishes set out in your Will.

We are also here to help if you have been appointed Executor in a Will.

We provide an efficient and competitive Probate and Estate Administration service. As your trusted advisers it will be natural to turn to us to help you deal with an Estate where you have been appointed Executor.

Independent Client Feedback

Click on the link at the bottom of our Home Page and see the independent Client Feedback via Feefo.
Here are some examples of what our Clients say about us:

"Parry Hancock delivers outstanding customer service always exceeding expectations"

"My business has used PH for nearly 20 years now. The service has always been excellent. Their staff are friendly and helpful. As a small business I appreciate the assistance in keeping on top of all our accounting needs and commitments. Whether it be monthly book keeping, payroll, VAT, tax returns or annual accounts. I would thoroughly recommend them to anyone without hesitation"

"I have had a consistently good service from Parry Hancock, and in particular David Hancock, for over 20 years. His advice is always sound and balanced and he has provided me with the information I needed to helped me make the right choices for my business"

"Efficient, professional, helpful and always available"

"Nothing is ever too much trouble for Sue"

"Thanks to Lucy and Caroline I am relieved of the pressure of doing my own tax. Always ready to explain and sort out queries in a friendly but professional manner. Best day when the company was recommended to me"

"All aspects of the work involved were dealt with speedily and efficiently and staff involved gave detailed clarifications of all points that required explanation. With my own 60 years of experience in Accountancy I am able to appreciate the skill displayed"

Our Mission Statement

- To provide outstanding service and value for money for our clients, thereby giving our clients Peace of Mind, so that they can get on with their lives and businesses free from worry about financial and business problems.
- To ensure that every client and all people should feel better after every contact with us
- To provide our partners and staff with secure, well paid jobs, working in a stimulating, equal opportunities environment.
- To be profitable to ensure our long term growth and survival.

Our Partners

David Hancock BSC FCA

David Hancock founded the firm in 1988.

David graduated from Southampton University with a degree in Physics in 1976. Qualifying as a Chartered Accountant in 1979, he was based in the Southampton office of Price Waterhouse for over 11 years, travelling on assignments throughout the United Kingdom and abroad.

In recent years he has been concentrating on helping small and medium sized businesses.

Whilst not in the office David enjoys windsurfing, skiing and walking the dogs.

Lucy Parry BSC ACA

Lucy joined the firm in 2011 and became a Partner in 2015.

Lucy achieved First Class Honours in Economics at the University of Surrey in 2003. She then joined Pricewaterhouse Coopers and qualified as a Chartered Accountant in 2005. Based in the London and Southampton offices, her role included overseeing the delivery of multiple engagements, including blue chip companies, across a range of industry sectors.

Other than juggling family life with two young children, her interests are keeping fit and outdoor pursuits including gardening, spending time at the family beach hut, walking and cycling.

Reasonable Fees

And the great thing is... This service does not cost a fortune. Our internal systems and procedures, staff training together with years of experience and a clear vision mean that you are guaranteed the relationship with a professional accountancy firm that you always wanted but assumed you would never find.

Location

We are in the centre of Park Gate and close to Jct. 9 on the M27. We are a friendly office and are handy for you to drop in at any time. We are always willing to meet at your trading premises.

- Pro-active service
- Fixed fees
- No surprises
- Qualified & experienced

Contact us

We're always here to help. For a free consultation, please contact David Hancock or Lucy Parry on **01489 885 772** or send us an email us at **info@parryhancock.co.uk**