



# A Guide to Our Services



# Welcome to Glazers

Glazers is a lively, forward-thinking firm of Chartered Accountants, Business Consultants and Financial Advisers based in North West London, looking after business and personal clients who expect the highest level of service.

For more information about our services, including accounting, tax advice, auditing, bookkeeping, business consultancy, financial planning, financial outsourcing, payroll, tax, and VAT please contact us.

We have an experienced team of approximately 50 people to look after your needs, including our eight partners.

Full details of our services can be seen on [www.glazers.co.uk](http://www.glazers.co.uk)

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# Partner Profiles



**Philippe Herszaft**  
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Philippe Herszaft joined Glazers in 1996 as Audit Manager, having qualified as a Chartered Accountant in 1992. He is a general practitioner with a bias towards audit and business consultancy.

Philippe loves singing. Unfortunately, this can be heard all around the office whenever Arsenal win.

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**Darren Specterman**  
[darren.specterman@glazers.co.uk](mailto:darren.specterman@glazers.co.uk)

Darren Specterman joined Glazers in 1996, after specialising in corporate tax with a top twenty practice. Having qualified in 1990 as a Chartered Accountant, he is also a Chartered Tax Practitioner and the firm's Tax Partner.

Darren likes to buy cakes for everyone in the office on his birthday. This usually falls on a Sunday.

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**Jessie Kho**  
[jessie.kho@glazers.co.uk](mailto:jessie.kho@glazers.co.uk)

Jessie Kho joined Glazers in 2003 as Audit Manager and is one of the firm's Audit Partners. Jessie qualified as a Chartered Certified Accountant in 1988 and gained a wide range of audit and general accounting experience from running her own accounting practice in Ealing and whilst working for UK accountants as well as one of the top four firms in Malaysia.

Jessie is an active member of her church social committee. She enjoys singing with the church community and also loves eating, but not normally at the same time!

# Partner Profiles



## **Paras Shah**

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Paras Shah joined Glazers as Audit Manager from a top ten firm in 2010 having qualified as a Chartered Accountant in 2002. He is one of our Audit Partners and has experience in dealing with organisations in many different sectors, ranging from owner-managed SMEs to large companies and groups both in the UK and overseas. Paras is also the Firm's Marketing Partner.

Paras supports Liverpool and has an enviable record of Liverpool winning every champions league final he attends, unfortunately this has gone unnoticed by the scouting network of the Reds who have yet to sign up Paras and therefore he remains in his day job at Glazers.



## **Sanjay Solanki**

[sanjay.solanki@glazers.co.uk](mailto:sanjay.solanki@glazers.co.uk)

Sanjay Solanki joined Glazers in 2000 as an audit trainee and qualified as a Chartered Certified Accountant in 2004. He is one of the firms audit partners and has a wealth of experience dealing with clients from all different sectors. Sanjay enjoys playing and watching cricket, his hopes and dreams of playing for a professional team never developed and ended up managing a local youth team in his spare time instead.



# Partner Profiles



**Ben Allen**  
[ben.allen@glazers.co.uk](mailto:ben.allen@glazers.co.uk)

Ben Allen joined Glazers in 2019 as an Audit Senior, having started his accountancy career as a school leaver in 2012. Ben had worked at top six and top 40 firms during his time before joining Glazers. He is a general practitioner, assisting in all areas of owner managed businesses and SMEs. Further to this, Ben has a strong audit background and runs a number of audits at Glazers. Ben prides himself, alongside the rest of the partnership team, at being easily contactable as and when clients need him.

Ben is also one of the Responsible Individuals (RI) in charge of overseeing audits and signing the audit reports.

Ben much prefers playing football to watching it, but his fellow players prefer him watching it! Ben also puts his accountancy skills to use outside of Glazers as he helps run two charities.



**Rita Wader**  
[rita.wader@glazers.co.uk](mailto:rita.wader@glazers.co.uk)

Rita Wader joined Glazers in 2018 as the Partner in charge of our Business Support Unit, which provides our clients with bookkeeping, accounting and VAT services. Rita qualified as a Chartered Certified Accountant in 1997, and brings with her a wealth of experience having spent 11 years at a medium-sized West End firm before joining us.

Rita enjoys reading and cinema, and also going running, sometimes for charity, but more often (she says) just to make up for all the food she eats!



## **Patrick Facenda**

**[patrick.facenda@glazers.co.uk](mailto:patrick.facenda@glazers.co.uk)**

Patrick Facenda has gained a wide range of audit and general accounting experience looking after clients of all sizes from a variety of different sectors. He forms a close working relationship with clients and with great attention to detail takes a considered and pragmatic approach to finding solutions.

Patrick supports Spurs and occasionally takes pleasure from doing so which is a never ending source of frustration as he watches most of their games!





# 10 Good Reasons to use Glazers

1

Client care comes first. We recognise that you and your business are unique and so are your requirements.

2

Your first meeting with us will be free, with absolutely no obligation.

3

You will be offered a choice of fixed fees or flexible billing, whichever works better for you.

4

You will be assigned a partner, who will look after your affairs, assisted by a regular team of staff.

5

You will have access to expert knowledge and a diverse range of services.

6

All work will be carried out by us personally, either at our office or at your premises. We don't outsource work, either within the UK or abroad.

7

When you call us, you will be put straight through to the person you need to speak to, as quickly as possible.

8

Your accounts and tax returns will be prepared promptly, and you'll receive a fast response to emails and letters.

9

We promise not to baffle you with jargon. We like to make complex matters as simple as possible.

10

You will receive monthly tax and business news updates by email. (You can opt out if you prefer). If you're starting a business, you will also be given our business start-up guide free of charge.



# Our Services

## BUSINESS SERVICES



Audit & Accounting



Business Tax



Business Consulting



Corporate Finance



Financial Services



VAT Consultancy



Payroll



Company Formation

## PERSONAL CLIENT SERVICES



Personal Tax



Financial Services

# How do we Charge?

Glazers offers a full choice of fee and payment plans. You decide, and tell us whichever way suits you. And if you want to switch to another option at any time, just let us know.

## Fee Plans

- **Fixed Fee** - Total peace of mind. We will agree our fee with you in advance. You get certainty, while we take the risk!
- **Variable Fee** - The traditional method, still favoured by many. You pay according to the time we necessarily spend in dealing with your affairs, and according to the levels of the members of staff involved in dealing with the work.
- **Fixed/Variable Combination** - As this suggests, we can agree a fixed fee with you for certain services, while providing other services on an hourly basis. For example, you might want to agree a fixed fee for year-end accounting and audit work, but 'pay as you go' for tax or consultancy services during the course of the year.

Once you've chosen the fee plan that best suits you, we'll agree one of the following payment plans with you.

## Payment Plans

- **Monthly Standing Order** - This is available with all our fee plans but works particularly well with the fixed fee plan, as it spreads an agreed amount over the course of the year.
- **Pay on Invoice** - The traditional route. We charge you as and when we complete a particular piece of work (such as a tax return or accounts, for example), or alternatively at pre-agreed intervals, and you settle up with us within seven days. If you want to spread your payments over several months, we also offer a payment plan through Orchard Funding.

Whichever payment plan you choose, we keep your statement of account with us up to date daily, so a statement is available to you at any time. If a payment is due to us, we will send you a statement automatically.

Could it be any easier? If you think so, please let us know – we're always open to new ideas!

# Client Testimonials

“We are so happy to be associated with Glazers, their service delivery with regards to payroll, tax compliance and audit is very impressive. They have helped us every step of the way (we are in India) and their turnaround time is very quick. We are highly satisfied with the level of service standards and that too at a reasonable cost. We definitely recommend Glazers for someone who is looking for a professional and efficient team. It's a pleasure working with the Glazers team and we look forward to working for many more years with them.”

**Niraj Jariwala**

*Head of Accounts, Instarem Limited*

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“Glazers, accountants that understand our industry and more importantly with whom we have built a close working relationship. Support for all financial matters is only a phone call or an email away. Professional efficiency, all with a smile. What more could you ask for.”

**Paul Sargent**

*Audemars Piguet UK Limited*

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“Glazers have been providing us with their excellent, efficient and helpful service for more than 25 years.”

**Joe Gareh**

*Esskay Management Services LLP*



“Many thanks for your introduction meeting, which I found both clear and concise. I spoke with other accounting firms (including yourselves, five firms). I found you throughout the first meeting to be ABC “Always Being Clear” with how your services would assist my requirements, providing some very beneficial advice regarding my business, and understanding small business start up challenges.”

**Malik Ayman**

*Owner, Ayman Tae Kwon Do Kingdom*

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“We are about to finish our second financial audit with Glazers and we could not be more satisfied. The work performed by the auditors is precise and efficient. We get along very well with Glazers’ team and have complete trust in them. We definitely recommend Glazers for anyone who is in need of a professional and efficient audit team.”

**Renata R Menegat**

*Director, MSBB Money Ltd*

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“I’ve been a personal and commercial client of Glazers since 2005 and during this period Glazers have been responsible for all of my tax and accounting requirements.

“In the preparation of my personal and commercial accounts Glazers have been professional, ethical, efficient, helpful, informative and highly competent. I have also worked with specialist areas of the Glazers business including areas such as VAT, financial planning, pensions, international tax planning and new business acquisition and formation.

“In these various advisory capacities Glazers have demonstrated a high level of knowledge and understanding and have been able to confidently advise me and my own Finance team. Their fee structures weighed against the value of their work and advice represent a sound investment and they will consistently create a savings opportunity for clients by identifying tax efficient actions.

“Lastly, the team at Glazers is composed of friendly, helpful and approachable staff from top to bottom and they clearly value their clients and building a long term relationship with them. In my case, I like this about Glazers, I like their ethics as a firm, and I feel confident that my patronage for my commercial enterprises as well as my own personal tax affairs will continue well into the future.

“I highly recommend this firm to prospective clients.”

**Tyrone Macdonald**

*Company Director*

“ I have been with Glazers for over 20 years. I would like to thank you and all your team for your advice and the benefit of your experience which has been readily available to me.”

**Peter A Clark**  
*Engineering Consultant*

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“ We have worked with Glazers for nearly 15 years and have always been impressed with the swift efficient service.”

**John Williams**  
*Aston Rose Chartered Surveyors*



# Our Clients

## **Most of our clients are in business, trading as:**

- Private companies
- Unquoted plc's
- Partnerships
- Sole traders

## **Some run non-profit-making organisations, such as:**

- Charities
- Residential management companies
- Clubs and associations

## **Many are not in business, and we look after their:**

- Personal tax affairs
- Personal financial planning
- Personal investment portfolios
- Rental income accounts

## **Where are our clients based?**

### **- Within the UK:**

- Mainly in London and the South-East
- We also have many clients all around the country

### **- Europe and Worldwide:**

- Companies with branches or subsidiaries in the UK
- Overseas business clients with UK companies
- Overseas landlords with UK property





## How to find us

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 [glazers.co.uk](http://glazers.co.uk)

   