

SHIPSHAPE BOOKS AT THE HARBOUR

The Harbour Inn is a lively traditional community pub on the waterfront near Ocean Terminal in Edinburgh. Pub Proprietor John Martin admits his business was “on the brink of disaster” with chaotic books, tax fines and rogue accountants charging a fortune, when Hayhoe Webb came to the rescue. Paul put the Harbour Inn back on an even keel, took on the bookkeeping and set up simple systems, allowing John to keep things completely watertight. Six years on, John says it’s the best money anyone could spend on an accountant.

FROM CHAOS TO CLARITY

Like most pub managers, John is a people person, and although he has years of experience running licensed premises, it’s fair to say he’s never loved the administrative side. With a capacity of nearly 90 between bar and lounge, the Harbour Inn gets busy, and fitting in paperwork between serving customers is a constant struggle.

‘To be honest, before I met Paul, we didn’t really have a system. I was just taking notes on bits of paper. Our accountants sent in our quarterly returns late, and we kept getting fines. I was really disgruntled and felt I had the world on my shoulders.’

Paul stepped in and took charge, ringing the Inland Revenue right away to smooth things over. He sorted out years of bookkeeping chaos, and they decided Hayhoe Webb should take on the books, to free up John to concentrate on running the business.

‘We went right back to basics,’ explains John. ‘Paul set me up with a simple cash spreadsheet which I fill in every day. Once a week, I email it to him and post off the supporting documents – invoices, bank and trade statements. That’s my only responsibility! It’s very straightforward and only takes a few minutes each day.’

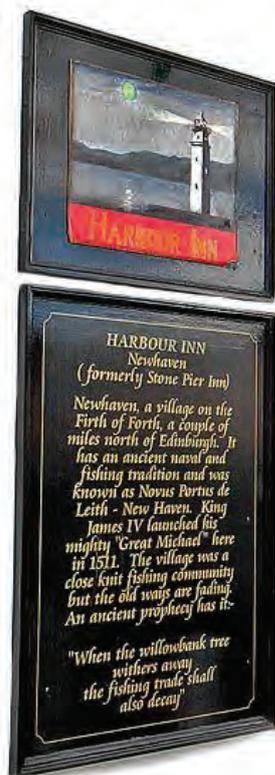


‘Paul’s very approachable and understanding. If you’ve got the world on your shoulders, give him a call. He does exactly what it says on the tin, and I’d highly recommend him to anybody. If it wasn’t for Paul, I wouldn’t be in the pub now. It’s the best money anyone could spend on an accountant.’

JOHN MARTIN, PROPRIETOR, THE HARBOUR INN



Newhaven Harbour © Lee Kindness/ Wikimedia Commons / CC-BY-SA 3.0 / GFDL



Paul’s wife Betty processes everything and puts it into numbered envelopes. These are returned to John, and the numbering system means any invoices and documents can easily be retrieved if needed. The regularity and routine means John’s records are always up to date and accurate. Importantly, he always pays the right amount of tax, and unnecessary fines are a thing of the past.

‘Many of our clients find that book-keeping services are cost neutral,’ says Paul. ‘Poor record keeping can mean your VAT and tax bills are higher than they should be. With a bookkeeper taking care of things, you’re not just saving a lot of time on paperwork – you’re also getting reliable and accurate records, and avoiding late payment fines.’

Running a pub isn’t an easy trade, but with the Harbour Inn’s records and accounts firmly under control, John is now running a tight ship, with a clear steer on the business side. Success and calm waters ahoy!

PLAIN LANGUAGE, STRAIGHT TALKING

Hayhoe Webb prepare and file John’s VAT and Machine Gaming Duty returns, quarterly management and year end accounts, and prepare and file his self-assessment return each year. John’s ½ hour a week means his records are in perfect order, so it’s a smooth, straightforward process. If anything needs explaining, Hayhoe Webb are on the end of a phone.

‘Most accountants just do the accounts,’ says John. ‘Paul explains everything clearly, in layman’s terms. For example, he put me straight on the forthcoming pension changes. He’s super quick and very understanding. Betty’s great, too – nothing’s ever a problem. It feels like we’re a team.’

GROW AND PROSPER with The Hayhoe Webb Partnership

With our wealth of experience and professional expertise in the licensed trade, hospitality and tourism industry, your business is safe in our hands.



Paul Hayhoe
Senior Fellow Member, AAT

Paul has worked as a pub manager for a major brewery in London, as a relief manager, and owned and run a family hotel in Scotland for 14 years. He qualified as an accountant with the AAT in 2005.



Alan Webb
BSc, FCA

Alan is a Chartered Accountant and tax lawyer with decades of experience as a tax consultant and adviser. His particular responsibility in the Hayhoe Webb Partnership is tax planning and practice management.

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"We recognise the value of having a good accountant who is just as hard-working as us. Paul is very much part of the success of the team. Without him, we wouldn't be in this position."

Chris and Ailsa Reid
President, Edinburgh and South-East Licenced Trade Association
HENRICK'S BAR & BISTRO,
EDINBURGH,



"The hospitality business is about people, and Hayhoe Webb are on a scale where you have contact - it's not that big office thing. Paul likes to be on top of things and we're in regular phone contact. He knows the good and bad, as he's worked in the trade. Without him, we wouldn't have had the confidence to grow our business."

Malcolm and Jenny Redman
BUSH NOOK GUEST HOUSE,
HADRIAN'S WALL



"We have worked with The Hayhoe Webb Partnership for several years and found them very reliable and professional, with an in-depth knowledge of the hospitality industry."

Karen Johnston, Graeme Johnston and Kevin Scott
CARTER'S REST, JEDBURGH



"We were introduced to The Hayhoe Webb Partnership when we were thinking of starting our own business. We didn't realise how much needed to be done before we even started trading, but The Hayhoe Webb Partnership did it all for us, so by the time we opened the pub for the first time, everything we needed was done for us. They were fantastic!"

Tam and Margaret Thomas
GLENMAVIS TAVERN, BATHGATE



"I'd definitely recommend Paul. He's always there on the end of a phone, and I had ten times more contact with him in three months than in two years with the previous accountants. He always asked how I was feeling, and it seemed like he cared. I feel much better about the business now"

Stephen Shand
MA in Hotel and Catering Management, Dundee University
THE COVENANTER HOTEL, FIFE

