

client focus

“ Kim stood out as she gives you a personal touch and I like that she’s only a message away! ”

Edition 4 | February 1st 2022 | www.kcaccountancyservices.co.uk

Q&A

with Matt Saxon,
owner of **Saxon Clean**

This edition meet Matt Saxon owner of **Saxon Clean**, a family run window cleaning business based in Llanfyllin, Wales. Established in 2000, **Saxon Clean** always pride themselves on providing a high-quality window cleaning service in a timely and stress-free manner.



Kim Cleminson-Jones

"I have been working with Matt Saxon from Saxon Clean since 2018. He was at a point in the business where he wanted support and advice to allow him to effectively grow the business and increase profitability. Matt was unsure if his business model and structure was the best and most tax efficient for him, we jumped straight in and offered the advice and support he needed. Being in business as a sole trader, can be so daunting and overwhelming sometimes, you feel alone in decision making and can often question your instincts or abilities. Believe me, I know how this feels!

From the start, I pointed out to Matt, our services do not stop at compliance and producing his accounts and tax return. My aim is to try and be that support and offer a listening ear for him to run his ideas by, or even just a shoulder to help bear the load when he needed it most. The ethos behind KC Accountancy Services falls on a high level of customer service, I am passionate about it. Matt operates his business with a very similar ethos, and this has helped develop our working relationship with each other as we have a common understanding of each other and how we operate in business.

Matt has seen his business go from strength to strength over the years and navigated the transition to being VAT registered, which can be very difficult when many of your customers are individuals who are not VAT registered. Increasing your price by 20% suddenly, can be difficult to introduce, but Matt's customer service helped him overcome this.

Matt has an ever-growing team of professional and loyal members of staff, we have supported and assisted Matt with employment contracts, holiday entitlement and various other HR tasks that come with being an employer.

During recent lockdowns, Matt has been lucky to continue working and his team have worked tirelessly to offer commercial cleaning and sanitising in the community. Matt even donated his time and materials at one point to sanitise areas of his local community, what a way of giving back!"



Did you know?

The number of new businesses started in the UK increased by 14% in the last year despite the impact of Covid-19.

If you have recently started a new business and are on the look out for accountant, look no further.

We have a range of services available, ensuring we can offer a full package for all your business and personal needs.

Get in touch today to find out more about our services and how we can help you.

Matt discusses some of his successes and challenges that comes with his role as a business owner and how moving to **KC Accountancy Services** in 2018 has enabled him to concentrate on the business side he enjoys and not think about the other stresses that come with running a business.

Hey Matt! As a business owner, what is it that motivates and drives you?

I enjoy pushing things forward and keeping all our customers as happy as we can. Always thinking of new ideas and how we can run things more efficiently giving the customers the best service we can.

If you had to describe your life as a business owner in three words, what would they be?

Hard, busy and rewarding.

What has been your biggest success and what have you found most challenging?

I am very proud of what we have achieved over the years and it couldn't have happened without my amazing staff. Without them it wouldn't happen so that I am very grateful for. One of the biggest challenges was finding them! It's not easy to find people who share the same passion you do in business.

It's not easy employing people at all. But you will get there in the end, just don't give up!

What advice would you give other business owners who are starting out?

Don't give up! It's not easy, things will go wrong, quite frequently! But if it was easy everyone would be doing it.

How did you start working with KC Accountancy Services, was there a reason they stood out from other accountants?

I started working with **KC Accountancy Services** when my local accountants were taken over by a big firm and seem to care less and less about smaller businesses like mine. Kim stood out as she gives you a personal touch and I like that she's only a message away!

Why do you think it is important to work with an accountant, how has your relationship with KC Accountancy Services benefited your business?

I think our relationship with **KC Accountancy Services** has helped us grow. Everything is just simple and they are always doing things for my business behind the scenes that I don't have to even think about any more. It enables me to just "go to work" and not think about the other stresses that come with running a business. Having that

relationship is key to running a business successfully.

What are your future plans for Saxon Clean?

We're going to keep giving the customers the best service we can continuously and plan to keep growing as we are. We're looking forward to 2022.

Thank you Matt!

For more information on Saxon Clean and the services they offer visit: www.saxonclean.co.uk

