Standard terms of business

Jackson Wood Limited trading as Jackson Wood Accounting

Version 1 dated 29 September 2026

1 Our practice and your agreement

1.1 We are Jackson Wood Limited, trading as Jackson Wood Accounting, company number 17324095. Our registered office is 66 Paul Street, London, England, United Kingdom, EC2A 4NA. You can contact Sally Wood at sally.wood@jwacc.co.uk. Our website is www.jwacc.co.uk.

1.2 These terms apply to the services identified in your signed engagement letter and its schedules. Together with the proposal expressly identified in that letter, those documents form our agreement. An enquiry or proposal alone does not oblige us to undertake work. The agreement takes effect when you have signed the engagement letter and we have confirmed acceptance in writing.

1.3 If the documents conflict, the engagement letter takes priority, followed by the service schedules, the accepted proposal and these terms. A specific provision expressly agreed for a particular service takes priority over a general provision. Nothing in these documents overrides rights or obligations which cannot lawfully be excluded.

1.4 The version of these terms supplied with and identified in your engagement letter applies to your engagement. Publishing a new version on our website does not automatically change your agreement. Changes must be agreed in writing, including electronically. We will give at least 30 days' notice of proposed changes to recurring fees under clause 6.

1.5 Our Privacy Policy explains our use of personal information. It is available on our website and on request. It does not expand the services we have agreed to provide or constitute blanket consent to processing or disclosure.

2 Our client and authorised instructions

2.1 Our client is the person or legal entity named in the engagement letter. Acting for a company does not make its directors, shareholders, employees or associated entities our clients. Personal services for directors or shareholders require separate engagement letters.

2.2 You will identify the people authorised to instruct us, provide information and approve documents, and notify us promptly of changes. Anyone signing for an organisation confirms that they have authority to bind it. We may seek confirmation where instructions are unclear, conflicting or appear unauthorised.

2.3 Where a managing agent appoints us for service charge work and is named as our client, the agent contracts with us in its own capacity and is responsible for our fees. This remains the case where the work concerns a landlord, RMC, RTM company or service charge fund and payment is intended to come from that fund. A fund or property description on an invoice does not change the contracting client.

2.4 The managing agent confirms that it has the authority needed to commission the work, supply relevant records, obtain approvals and arrange lawful payment from the intended source. A shortage in the fund, disputed recovery of our fee, a change of agent or termination of the management agreement does not release the agent from its payment obligations. Payment by another person discharges the agent's debt only to the extent received. We do not determine whether our fees are recoverable through service charges.

2.5 Where a landlord, RMC or RTM company appoints us directly, that named client is responsible for our fees. No director or shareholder becomes personally liable merely by signing on behalf of a company with proper authority.

3 Starting work and professional obligations

3.1 We will not begin professional work until the engagement letter is signed, we have accepted the engagement, and the necessary identity, anti-money laundering and client acceptance checks are complete. Any applicable consumer immediate-start requirements in clause 17 must also be satisfied. No initial sign-on payment is required.

3.2 You will provide information reasonably needed to identify you, your representatives and beneficial owners, establish the purpose of the engagement and complete ongoing checks. We may use suitable verification providers and request updated information during the engagement.

3.3 We must comply with applicable law and professional obligations, including requirements concerning financial crime. These may require us to disclose information to authorities or delay, suspend or decline work. The law may prevent us from telling you that a report has been made or explaining our actions fully.

3.4 Sally Wood holds an ACCA practising certificate. Jackson Wood Limited, trading as Jackson Wood Accounting, is registered with ACCA under firm registration number 2000006558. We will not commence services requiring anti-money laundering supervision until the necessary supervision arrangements are confirmed and in place.

4 Our services and responsibilities

4.1 We will perform the agreed services with reasonable care and skill, using appropriately competent people. Your service schedules define the work, relevant periods, deliverables, reporting basis and respective responsibilities. Only services expressly agreed are included.

4.2 We do not undertake statutory audits or independent examinations. Accounts preparation, bookkeeping, tax compliance and factual findings work do not constitute an audit or provide an audit opinion. Our work is not designed to discover every error, fraud or irregularity, although we will address matters identified in accordance with our duties.

4.3 We may rely on information and explanations supplied by you and your authorised representatives, subject to the checks required by the agreed work and our professional obligations. This does not relieve us of our duty to exercise reasonable care and skill or to investigate apparent inconsistencies where appropriate.

4.4 Advice is given for the purpose, facts and circumstances identified when it is provided, taking account of the law and practice then applicable. Tell us if circumstances change or you intend to use it for another purpose. We will update earlier advice only where this forms part of an agreed ongoing service or we separately agree to do so. General website information and general updates are not advice on your particular circumstances.

4.5 We do not hold client money or initiate or authorise payments on your behalf. You remain responsible for paying taxes, wages, suppliers and other amounts when due. Any access granted to banking information is limited to the access needed for the agreed accounting work.

4.6 Routine questions about the agreed services are included in the quoted fee. Separate projects, investigations, disputes, historic corrections and work outside the agreed scope require agreement under clause 6. We will not charge you an additional fee to correct our own failure to provide the agreed services with reasonable care and skill.

5 Your records approvals and deadlines

5.1 You remain responsible for your affairs, decisions, accounting records and internal controls, and for the completeness and accuracy of information provided to us. You must disclose all information relevant to the services, including changes, correspondence from authorities and known errors, promptly and honestly.

5.2 Your engagement letter or service schedule will specify when we need complete records, explanations and approvals. We will tell you about material missing information we identify. If records arrive late or are incomplete, we will explain the likely effect on delivery and agree a revised timetable where possible. We may decline an urgent deadline that we cannot reasonably meet. Any additional urgent-work fee requires your approval before that work starts.

5.3 You must review drafts carefully and provide written approval, by signed document, agreed portal or email, before we submit returns or accounts or issue service charge accounts and our report. You remain responsible for the declarations you approve. Your approval does not remove our responsibility for the professional work we have performed.

5.4 For service charge accounts, approval must come from the named client through an authorised managing agent representative, landlord or RMC or RTM director, as applicable. We may also require approval or representations from other responsible parties identified in the service schedule.

5.5 We will submit documents only where submission is within our agreed scope and the necessary authority and approval have been received. You retain responsibility for statutory obligations and payments. We are not responsible for a failure caused by your late, inaccurate or incomplete information or approval to the extent that failure is not attributable to our own breach of duty.

6 Fees VAT and payment

6.1 The accepted proposal identifies the fees, their basis and whether we invoice on completion, at specified milestones or monthly. Monthly invoices cover services delivered during that month; they are

not advance payments or instalments towards an annual assignment unless a future arrangement is expressly agreed in writing.

6.2 Invoices are payable within 14 calendar days of the invoice date. Please raise any query promptly so that we can investigate, and pay any undisputed balance when due. Raising a query does not remove any statutory right to dispute an invoice.

6.3 Business quotations state whether VAT is additional. VAT will be charged only where legally applicable and will be shown on our invoices. Consumer quotations will state the total price including applicable VAT, or explain how the total will be calculated where it cannot reasonably be determined in advance. Any change arising from VAT registration will be addressed in the agreed pricing before it is charged.

6.4 If we expect work to exceed the agreed fee or scope, we will explain the reason, proposed additional work, fee and timing and obtain your written approval before commencing that additional work. If approval is not given, we will explain any effect on the original assignment and agree how to proceed. Silence is not approval.

6.5 We will review and agree recurring fees annually, giving at least 30 days' written notice of proposed changes before they take effect. Increased fees require agreement. If we cannot agree, either party may end the engagement under clause 16; we will not impose an unagreed increase retrospectively. Fees for separate assignments are agreed through the proposal process.

6.6 We do not charge interest on overdue invoices. Subject to applicable law, we may recover reasonable and proportionate external debt recovery costs actually incurred because of non-payment, following written warning and a reasonable opportunity to pay. There will be no duplicate recovery, automatic penalty or charge exceeding what is lawfully recoverable. Court costs remain subject to the court's rules and orders.

6.7 We may suspend affected services for an unpaid, undisputed overdue invoice after giving at least 14 days' written notice identifying the amount, proposed suspension date and known consequences for deadlines. We will consider a genuine dispute before deciding whether suspension is appropriate. We will explain what is required for work to resume and agree any revised timetable. Suspension does not excuse our own breach or override duties imposed by law or professional rules.

7 Service charge accounting and factual findings

7.1 This clause applies only where service charge work is agreed. Each service schedule must identify the property, period, client, intended users, accounts preparation work if any, precise factual findings procedures and form of report.

7.2 Residential factual findings work will have regard to TECH 03/11 where applicable and as specified in the schedule. For commercial and mixed-use assignments, the schedule will identify the agreed factual findings procedures and the parts of the property and expenditure they cover. We do not provide a TECH 09/14 review report. A factual findings report is not a substitute for an audit, review, statutory certificate or other report required by a lease or law.

7.3 Our report sets out the procedures performed and the resulting factual findings. It does not express an audit opinion or assurance conclusion. Intended users assess the findings and draw their own

conclusions. Additional procedures might identify other matters. We will not issue a report whose required purpose or wording is incompatible with the work we have agreed or are authorised to perform.

7.4 You remain responsible for the service charge accounts and underlying records; interpreting leases and management agreements; identifying applicable legal obligations; determining recoverability and reasonableness of expenditure; consultation, demands and statutory notices; approving allocations, apportionments and reserve fund treatment; and providing the relevant documents and explanations. Our work does not determine legal compliance or whether a sum can lawfully be recovered from a leaseholder or tenant.

7.5 If we calculate allocations or prepare accounts, we do so using the basis you approve and within the agreed procedures. You must obtain legal advice where necessary. We will raise relevant inconsistencies identified through our work, but that does not extend our scope to legal advice or a review of all lease terms.

7.6 Final accounts and reports may be circulated in full to the managing agent, landlord, relevant RMC or RTM company and leaseholders or tenants where permitted by the service schedule or required by law. Permission to receive a copy does not, by itself, make the recipient our client or give them a right to rely on our work. Any agreed duty to an additional intended user must be expressly identified in the engagement and report. This does not exclude duties that cannot lawfully be excluded.

7.7 Reports must not be altered, selectively quoted or presented as providing assurance we have not given. Drafts must not be used as final reports. Use by buyers, lenders or solicitors, or for another transaction or purpose, requires our prior written agreement, except where disclosure is required by law. Such disclosure does not itself create a duty of care.

7.8 Leaseholder and tenant queries must be coordinated through the managing agent. Where no agent is appointed, the engagement letter will identify the authorised client contact responsible for consolidating queries. We do not provide individual advice to leaseholders or tenants under the client's engagement. This does not restrict statutory information rights, lawful complaints or requests concerning personal data.

8 Confidentiality and connected clients

8.1 We will keep information obtained through our work confidential, except where you authorise disclosure or disclosure is required or permitted by law or professional obligations. Necessary disclosures may include those to authorities, professional regulators, our insurers and legal advisers, and providers supporting the agreed services, subject to appropriate safeguards.

8.2 Where we separately act for a company and its directors or shareholders, we may share information relevant to their connected services only where the respective clients have authorised that sharing in their engagement letters or separately in writing. This is not unrestricted permission to share personal information, information about other clients or information unrelated to those services.

8.3 You may withdraw an information-sharing authority prospectively by notifying us in writing. We will explain whether this limits our ability to continue any affected services. We will continue to comply with lawful disclosure requirements and applicable data protection obligations.

8.4 We assess actual and potential conflicts of interest. If a conflict arises, we will discuss it to the extent confidentiality permits and seek informed agreement to appropriate safeguards where permitted. If the conflict cannot properly be managed, we may have to stop acting for one or more affected clients. Acting for connected clients does not remove these obligations.

9 Employees subcontractors and service providers

9.1 We may use suitably competent UK-based employees and subcontractors to assist with your work, subject to appropriate confidentiality, security and supervision arrangements. We remain responsible for services we delegate under our engagement. We will obtain any consent required by law or professional obligations.

9.2 Our use of UK-based personnel does not mean that all cloud processing occurs in the UK. Our Privacy Policy explains potential international processing by software and other providers and the safeguards required. It also describes our use of accounting, practice management and IT support services.

9.3 Any separately instructed external adviser and their fees will be agreed with you before appointment. We do not receive or pay commissions or referral fees under these arrangements.

10 Personal information

10.1 We process personal information in accordance with applicable UK data protection legislation and our Privacy Policy. We generally act as an independent controller for professional services where we determine the purposes and means of processing. The actual role depends on the service; where we act as your processor, we will agree the required processing terms before that processing begins.

10.2 You must have an appropriate lawful basis for supplying personal information to us and provide required privacy information to the people concerned. Supply only information relevant to the services and use the secure transfer arrangements we agree. Each party remains responsible for its own data protection obligations.

10.3 Acceptance of these terms does not waive anyone's data protection rights or provide blanket consent to marketing. Please send privacy questions and rights requests to sally.wood@jwacc.co.uk.

11 Records and retention

11.1 We accept paper and electronic records. Original records supplied by you remain yours. We will agree arrangements for their return or collection and will not destroy originals merely because we have scanned them without your authority or another lawful basis. You remain responsible for keeping the records required for your own legal and business purposes; our files are not a substitute for your record archive.

11.2 In line with our Privacy Policy, accounting, taxation, correspondence and related engagement records are generally retained for six years following the end of the relevant engagement or accounting period, as appropriate. A different period may apply where required or justified by law, professional requirements or a documented lawful need.

11.3 Identity and other AML records are generally retained for five years following the end of the business relationship or completion of the relevant transaction, subject to legal requirements and exceptions. We may retain relevant records longer where necessary for legal proceedings, regulatory investigations or other lawful obligations. Records no longer needed will be securely deleted, destroyed or anonymised.

11.4 Our working papers, methods and internal files generally belong to us, subject to any rights you have under law. We will provide access to or copies of records where required by law or professional obligations. Any charge for additional retrieval or copying work must be agreed beforehand and cannot override rights to information without charge.

12 Electronic communications and software

12.1 We use suitable accounting, tax, practice management, communication and document-handling systems to provide our services. Where agreed, we may also use systems selected by you. Our Privacy Policy explains the categories of providers that may process personal information and the relevant safeguards.

12.2 You will keep your contact details current and monitor agreed communication channels. Urgent instructions should be clearly identified and receipt confirmed. Neither party should rely on an unexpected request to change payment details without verifying it using a previously established contact method.

12.3 Unless your proposal states otherwise, you hold and pay for your accounting software subscription and are responsible for maintaining it, granting us necessary access and retaining access to your records. We will agree any firm-supplied subscription, costs and exit arrangements separately. We remain responsible for reasonable care and skill in selecting and using systems within our control.

13 Use of our work

13.1 You may use final deliverables for the purpose agreed in the engagement, including agreed or legally required submissions and circulation. We retain rights in our pre-existing materials, methods and working papers. These rights do not prevent you from using your own information or the final deliverables for their agreed purpose.

13.2 Except for duties expressly accepted in writing or imposed by law, our work is for the named client and agreed purpose. We do not accept responsibility to another person merely because they receive it. Clause 7 contains the additional rules for service charge accounts and reports.

14 Liability

14.1 We are responsible for loss caused by our breach of the agreement or failure to exercise reasonable care and skill, subject to the lawful limitations below. You should take reasonable steps to avoid or reduce loss when you become aware of a problem.

14.2 Subject to clauses 14.3 and 14.4 and any different limit expressly agreed in the engagement letter, our total liability to you for all claims arising from or connected with a single engagement is limited to

£250,000 in aggregate, whether the claims arise in contract, negligence or otherwise. For this purpose, an engagement comprises the services and periods covered by one engagement letter and its agreed amendments or renewals. The limit is not a separate allowance for each allegation, claimant or year within that engagement. Separate personal and company engagement letters constitute separate engagements. Where more than one client is expressly party to the same engagement, the limit is shared between them.

14.3 Nothing excludes or limits liability for fraud or fraudulent misrepresentation, death or personal injury caused by negligence, or any other liability which cannot lawfully be excluded or limited. The limit does not exclude or restrict statutory consumer rights or remedies in a way prohibited by law and cannot reduce liability below any statutory minimum, including the relevant contract price where required by the Consumer Rights Act 2015.

14.4 The limit must be specifically brought to your attention in the engagement letter and be fair and reasonable in the circumstances. Please discuss the proposed limit with us before accepting the engagement if you consider it inappropriate for the services or foreseeable risks. Any alternative must be expressly agreed in writing. The availability or amount of insurance does not itself determine whether a limitation is legally effective.

15 Complaints

15.1 Please address complaints to Sally Wood at sally.wood@jwacc.co.uk or our registered office address in clause 1. We will investigate fairly and respond within 14 calendar days. If we cannot complete the investigation within that time, our response will explain the outstanding steps and when you can expect a further response. We will keep you informed and explain the outcome and any proposed remedy.

15.2 If we cannot resolve your complaint, you may approach ACCA about matters within its remit, including its conciliation service where available. Information is available through the complaints section of www.accaglobal.com, or we can provide the relevant details. Where required, our final response will identify an appropriate alternative dispute resolution body and state whether we are obliged or willing to participate. Your right to seek a legal remedy is unaffected.

15.3 Data protection concerns can also be raised with the Information Commissioner's Office at www.ico.org.uk. Statutory complaint and data rights are unaffected by this procedure.

16 Suspension and ending the engagement

16.1 Either party may end an ongoing engagement by giving 30 calendar days' written notice. A one-off engagement ends when its agreed services are completed, unless ended earlier under this clause. Consumer cancellation rights in clause 17 take priority where applicable.

16.2 We may suspend or end affected services sooner where continuing would be unlawful, required checks cannot be completed, a conflict cannot properly be managed, or a serious breach makes continued work inappropriate. Where a breach can reasonably be remedied, we will normally give written notice and at least 14 days to remedy it before ending the engagement. We may act immediately where law, professional obligations or the seriousness of the circumstances requires it. You may end the engagement immediately for our serious breach, without prejudice to your legal rights.

16.3 We will explain, so far as law permits, the effective date, work completed, work outstanding and known deadlines. We will agree what can reasonably be completed during the notice period. You are responsible for appointing a replacement adviser and arranging outstanding work, but this does not excuse our own breach of duty.

16.4 You pay for services properly delivered up to the effective termination date and any additional work expressly agreed. For an incomplete fixed-fee assignment, any charge will fairly reflect the completed proportion of the agreed work and will not exceed the agreed fee for that assignment. Monthly charges cover services delivered, with any partial period adjusted fairly. There is no automatic charge for unperformed future services or the unused balance of an annual fee. Statutory rights to refunds or price reductions remain unaffected.

16.5 Subject to your authority and our legal and professional obligations, we will cooperate with a successor adviser and arrange return of your records. Any substantial additional handover work and fees must be agreed in advance. We will not make disclosures required by law or professional obligations conditional on payment of a disputed invoice.

16.6 Provisions intended to continue, including confidentiality, lawful retention, payment for completed work, permitted use of reports and liability, survive termination. An obligation to provide future services does not survive unless separately agreed.

17 Consumer cancellation rights

17.1 This clause applies where you are an individual acting wholly or mainly outside your trade, business, craft or profession and our agreement is a distance or off-premises contract to which statutory cancellation rights apply. It takes priority over inconsistent notice or payment provisions elsewhere in the agreement.

17.2 You may cancel without giving a reason during the 14 days after the day the contract is made. Tell us clearly that you wish to cancel, using sally.wood@jwacc.co.uk or Jackson Wood Limited, 66 Paul Street, London, England, United Kingdom, EC2A 4NA. You may use the form below, but it is not compulsory. It is enough to send your cancellation before the period expires. Any longer cancellation period required by law remains available.

17.3 We will begin work within that period only if you expressly request it. Signing the general engagement letter alone is not such a request. We will record your request separately and obtain your acknowledgement that the right to cancel ends once the contracted service has been fully performed. Beginning work does not, by itself, remove the right to cancel.

17.4 If you cancel after expressly requesting an early start, you pay only the lawful proportionate amount for services supplied up to cancellation, calculated against the agreed total price or reasonable market value where the total price is excessive. No such amount is payable where the law prevents charging, including where the required information or express request was not obtained. There is no cancellation penalty.

17.5 We will refund payments due back to you without undue delay and within 14 days after being informed of cancellation, using the same payment method unless you expressly agree otherwise, without

a refund fee. Any lawful charge under clause 17.4 will be explained. These rights are additional to your rights if services are defective.

Optional cancellation form

To Jackson Wood Limited, 66 Paul Street, London, England, United Kingdom, EC2A 4NA, sally.wood@jwacc.co.uk.

I/We give notice that I/we cancel my/our contract for the following services:

Services and engagement reference: _____

Date the contract was agreed: _____

Consumer name or names: _____

Consumer address: _____

Signature, only if submitted on paper: _____

Date: _____

Delete whichever of I/we or my/our does not apply.

18 General provisions

18.1 Formal notices under this agreement may be sent by email or post to the contact details in clause 1 and the details you provide. We will use your last notified details and ask you to acknowledge significant notices. Statutory rules governing cancellation, service of legal proceedings or other notices take priority.

18.2 If events beyond either party's reasonable control materially affect performance, the affected party will promptly explain the impact and take reasonable steps to reduce it. We will agree revised arrangements where possible. This does not remove payment obligations for services already delivered, statutory rights or responsibility for a failure to take reasonable precautions.

18.3 No person who is not a party to the agreement has a right to enforce it under the Contracts (Rights of Third Parties) Act 1999 unless expressly agreed in writing. This does not remove rights arising independently under law.

18.4 If a provision is unenforceable, the remaining provisions continue so far as lawful. A delay in exercising a right does not by itself waive it. Nothing in the agreement excludes liability for misrepresentation which cannot lawfully be excluded or overrides information legally binding on us when you contract as a consumer.

18.5 The agreement and related disputes are governed by the law of England and Wales. The courts of England and Wales have jurisdiction, subject to any mandatory consumer rights to bring proceedings elsewhere or rely on other applicable protections.