

MEMBER HANDBOOK



# THREE SERVICES

FOR YOUR PROTECTION AND PEACE OF MIND.  
DISCOVER WHAT YOU HAVE ACCESS TO.

THE HEALTH & SAFETY SERVICE • THE LEGAL SERVICE • THE TAX SERVICE



# WOW!



## LOOK WHAT'S INCLUDED

THE HEALTH & SAFETY SERVICE • THE LEGAL SERVICE • THE TAX SERVICE

### UNLIMITED ACCESS

The four services include unlimited access to the following:

- Legal advice line
- Online library of template legal documents
- Health & safety advice
- Online library of health & safety documents
- Advice on tax and VAT matters



### IN SUMMARY

You have unlimited access\* to five business advice lines and over 750 free business document.

Access to this premium quality service is included in the membership fee because of the investment made by your Association.

We believe that our members need supporting and protecting and we think our members are worth that investment!



# LET ME IN!



## HOW TO ACCESS THE SERVICES

THE HEALTH & SAFETY SERVICE • THE LEGAL SERVICE • THE TAX SERVICE

### ADVICE LINE



This number gives access to four advice lines – legal, health & safety, tax and Vat. Members have unlimited access to all lines, which are manned by very experienced advisors who can answer any questions you may have or help resolve issues

To access the advice lines call **0116 243 7586**



### WEBSITE



The website, which is a fantastic knowledge hub and source of information has many features.

The main feature is the Document Library with hundreds of free downloadable template documents covering, health & safety and legal services.

- Health & Safety Healthcheck
- Book a call back facility
- Newsroom
- Legal Document Library has a link to the Debt Recovery Service where you can get a solicitors letter sent for just £15

To access the website visit your Associations website.





# WHO YOU GONNA CALL?



## THE ADVICE LINES ARE HERE TO HELP YOU...

The advice lines are here to help you... and not just if you have a serious problem or issue. They can help you with any questions that you may have, whether they be positive or negative. These are the kind of subjects the advisors can help you with...

### The Legal Service **0116 243 7586**

### The HS Service **0116 243 7586**

Legal disputes

Start-up requirements

Contract disputes

Protective equipment

Commercial law

Training

Company law

Gap Analysis

Director's disputes

Compliance issues

Data protection

Completing risk assessments

Insolvency

Health & safety policies & documents

Collecting debts

Fire safety

Small claims court procedures

Accident reporting

Landlord or tenant issues

First aid requirements

GDPR

Hazardous substances

Employee safety handbook





### The Tax Service 0116 243 7586

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Treatment of benefits in kind	VAT & Tax return form help
Corporation tax calculations	VAT registration
Liabilities to capital gains tax	EU Reverse charge mechanism
Property income and expenses	Place of supply rules
Residency status	Partial exemption
Remittance based on foreign income	VAT on land and property
Stamp duty land tax liabilities	VAT rates on output services
Travel and subsistence costs	Recovery of foreign VAT
Inheritance tax and estates	
HMRC enquiries / investigations	
Penalties	



# SHUSH! YOU'RE IN THE LIBRARY



## DISCOVER THE DOCUMENT LIBRARY



One of the main features of the website is the comprehensive document library, which has over 750 free downloadable template documents covering employment, health & safety and legal matters.

<b>HS Document Library</b>	<b>Legal Library</b>
Getting started in H&S	Checklists & documents
Developing a H&S policy	Company law
First aid & RIDDOR	Debt recovery
Risk assessments & audits	GDPR guides & checklists
Fire safety	Intellectual property
Manual handling & lifting	Online trading
Working at heights	Property
Workplace equipment and vehicles	Suppliers & contracts
The working environment	Business documents
Vulnerable groups	Business letters
Food safety	Company documents
Physical & psychological hazards	Company meeting documents
Construction & CDM regulations	Partnership documents
Chemical substance & biological hazards	Landlord & tenants



## HOW TO ACCESS



## ADVICE LINE

CALL **0116 243 7586** FOR ADVICE ON HEALTH & SAFETY,  
LEGAL, OR TAX ISSUES.



## WEBSITE

VISIT YOUR ASSOCIATIONS WEBSITE



## FIND OUT MORE

CALL QUEST ON **01455 852028** FOR MORE INFORMATION OR TO  
BOOK YOUR **ONE 2 ONE REVIEW**

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\*Subject to fair use policy

