

# Manor Royal News

THE OFFICIAL NEWSLETTER OF THE MANOR ROYAL BUSINESS DISTRICT

*Be part of it!*

Spring issue 2015



## Featured in this issue:

- New website for Manor Royal
- Gatwick Airport response
- Broadband project update



**New office for  
Manor Royal BID  
team - discover  
more inside**



Produced and made possible by the  
Manor Royal BID

# Chairman's Message



This year will be another busy and important one for Manor Royal and the BID. I hope all businesses on Manor Royal enjoy a productive and prosperous 2015.

Since the turn of the year we have been looking forward to this year's 'Know Your Neighbour' event, held on Thursday 12 March at the Crown Plaza hotel in Crawley.

The event provides a platform for Manor Royal-based businesses to meet and discover more about each other's products and services. We'll be reporting on the event in detail in our next issue so watch this space...

Reflecting back on 2014, it was very encouraging to see how many Manor Royal businesses and their staff took advantage of the benefits available during the year through the partnerships that have been established by Manor Royal BID.

In this issue you can read about the success of one of our partnerships. The Procurement Hub, run in conjunction with Auditel, has managed to generate a high

level of savings for some Manor Royal businesses. This is an opportunity for all.

We also have a new look Manor Royal website. I do hope you'll agree that the new design and layout is a significant improvement and I congratulate our Executive Director Steve Sawyer who, along with Prowse, our marketing partner, has revitalised the website.

Every penny raised via the BID is reinvested directly into Manor Royal.

YOU, our business community, decides how that money is spent. I'd like to take this opportunity to thank all those involved on our Board, Management Group, working parties and our advisors for their time and support - we couldn't do it without you.

**Trevor Williams**  
Chairman, MRBD Limited

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# The Inside Track

The future of Manor Royal looks promising with the final quarter of 2014 seeing the largest number of enquiries for industrial and warehouse space for almost two years.

Despite a lack of available stock within the market, take-up in 2014 totalled c255,000 sq ft, which is close to the annual average and was significantly up on 2013, which had a take-up level of 177,066 sq ft.

To put this into context, the Manor Royal Industrial Estate consists of 9,600,000 sq ft of industrial and warehouse stock over 600 acres. There is currently 457,000 sq ft of supply but developments by Digital Realty and Aberdeen will add a further 340,000 sq ft of space to Manor Royal, meaning that it will consist of almost 10,000,000 sq ft.

Surrey County Council's plan to transform the former Thales site will

also add an additional 180,000 sq ft of offices, café, restaurant and retail space.

The Davis Commission is expected to report its recommendations for additional runway capacity in the south east later this year. If Gatwick becomes the preferred location and consent for an additional runway is forthcoming, supply is expected to reduce by 1,250,000 sq ft as both Lowfield Heath and parts of Manor Royal will be required to make way for the airport expansion.

This reduction in stock, coupled with demand for additional industrial and warehouse space, both from displaced occupiers and those companies seeking space close to the airport will lead to increased demand in the Gatwick area.

The Manor Royal Business District is acutely aware of the challenges facing Manor Royal at the moment from all sides, be it possible airport expansion, or the constantly evolving uses which now

include residential development and a school.

A sense of community is emerging as a direct result of the input of the BID. The area is improving, both visually and as a place to conduct business and it will continue to improve as Manor Royal evolves.



Best wishes  
**Michael Deacon-Jackson,**  
**FTD Johns**  
**Manor Royal BID Director**

## New website for Manor Royal

The new-look Manor Royal website has been generally well received for its bright and fresh appearance since its recent launch.

The revamped website makes it easier to navigate to the most popular pages including news, events and exclusive offers for Manor Royal companies.

The new website also reflects our updated Manor Royal brand which aims to convey progress, diversity and movement synonymous with a modern Manor Royal.



## New office for Manor Royal BID

Following the approval of planning permission to convert The Office Building in Gatwick Road to homes, Manor Royal BID has been looking for a new office in the past few months.



However, we're pleased to advise that our new offices are now at 7 Magellan Terrace (Ground Floor), Gatwick Road, RH10 9PJ.

Executive Director Steve Sawyer may still be contacted via email at [steve@manorroyal.org](mailto:steve@manorroyal.org) albeit the office landline phone number has changed to 01293 519 415.

## Broadband project enters final phase

A project to bring faster broadband speeds to hundreds of businesses in Manor Royal is nearing completion.

This project, run alongside and jointly with West Sussex County Council's Better Connected programme aims to deliver high-speed fibre broadband to all Manor Royal businesses.

It hasn't been easy and a number of challenges have had to be overcome. However, progress is good with new upgraded cabinets being added all the time as the project enters its final and most complex phase.

One of the first businesses to sign up for the new faster broadband service was Split Image Ltd, a commercial photographic studio, whose MD, Mark Curtis, was delighted with his new broadband connection.

"I'm over the moon that faster fibre broadband has finally arrived at Manor Royal. As a company, we need to be able to send large video and image files to our customers quickly, wherever they are in the world," he said.

"Previously, slow upload speeds were restricting the service we could offer. I had considered moving my business to another area because I couldn't foresee a resolution to the problem of lack of broadband. Also, as a small business, we

simply couldn't afford the expense of commercially leased lines."

"Thanks to the BID focusing on this problem and the partnership they were able to form with the West Sussex Better Connected project, we're now able to enjoy a faster, more affordable and reliable broadband service. As a result, we definitely plan to stay."

Businesses can check which cabinet they are connected to by visiting the link below:

<http://tinyurl.com/ManorRoyalBroadband>

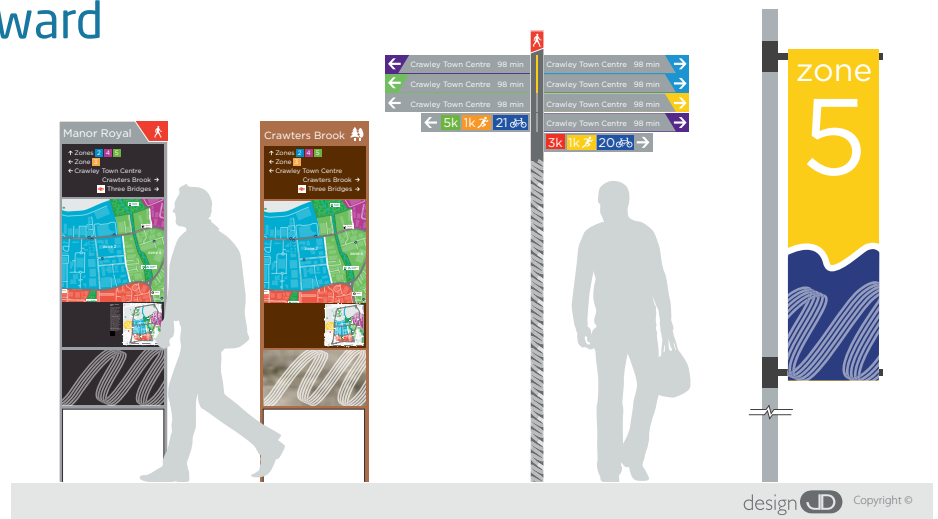


## Mapping the Way Forward

Planning permission is being sought to radically overhaul signage and directions around Manor Royal to transform the experience of visitors to the business district.

Last September, the Manor Royal BID team embarked on a project to improve the quality of signage, reduce clutter and improve confusing directions. It followed a survey that revealed the quality of signage, wayfinding and visitor information in the business district was regarded as poor and in need of attention.

Wayfinding consultancy firm Design JD was commissioned to review existing signage across the business district and produce a more uniform and coherent family of signs to take account of the needs of different users and create a better branded solution. The cost of a full sign portfolio has been estimated at



£300,000 so the project will be phased, pending additional partnership funding.

The BID team is working with Crawley Borough and West Sussex County councils to see how the recommendations

may be implemented to make Manor Royal a more pleasant place to visit and work, whilst enhancing its status in the wider regional community.

### CCTV and ANPR

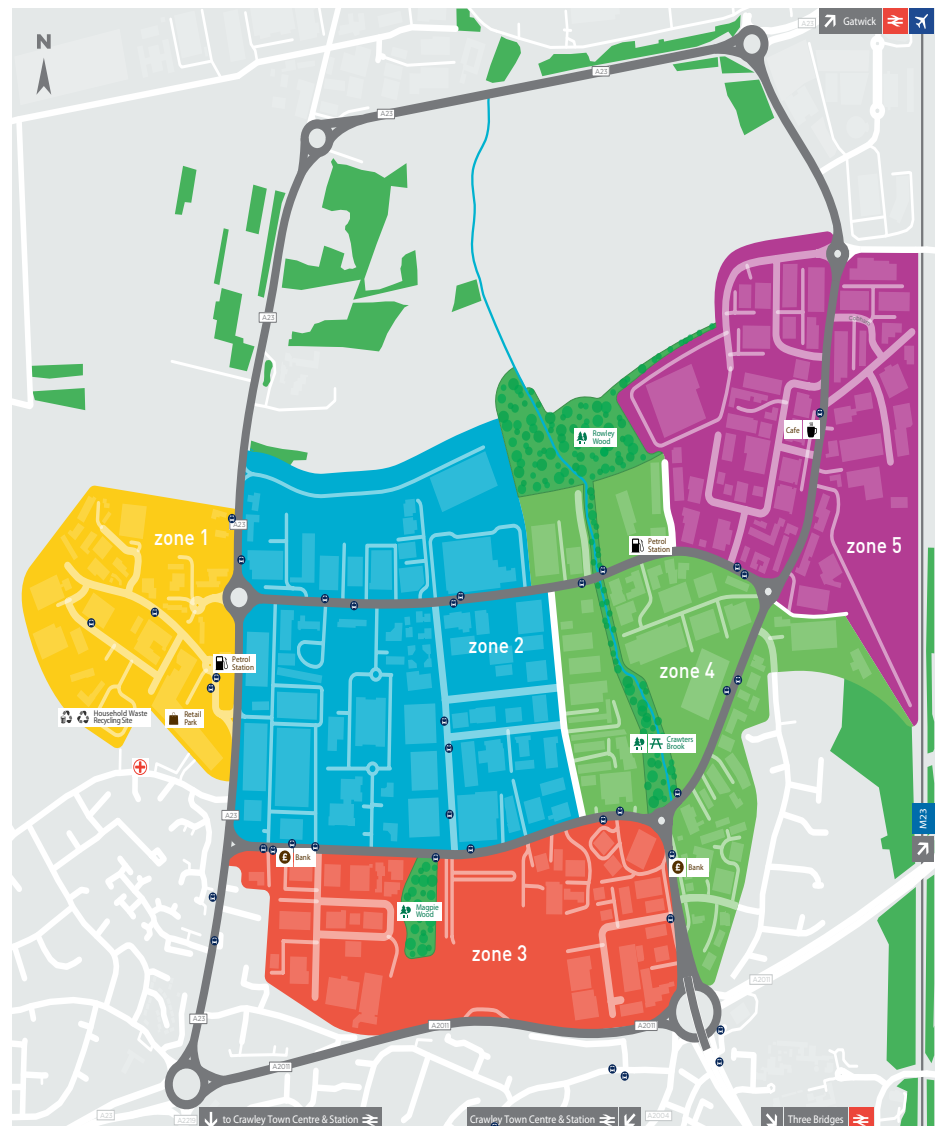
Sussex Police has signed a Memorandum of Understanding (MOU) to introduce CCTV and ANPR coverage across Manor Royal, one of the first major projects the BID committed to delivering.

In phase one, seven CCTV cameras will be positioned in strategic locations around the Business District and a further 16 ANPR cameras will be installed as part of phase two.

The infrastructure of camera poles is already in place, and has been for some time.

Data captured by these cameras will provide important evidence in the event that an incident takes place and being monitored 24/7, these cameras will help to make Manor Royal more secure and a "hard target" for criminal activity.

Funding from the BID Levy has been combined with support from West Sussex County Council to make this project possible.



### Planning go-ahead

Manor Royal BID has welcomed news that Crawley Borough Council has approved plans for Elekta's new multi-million pound Cornerstone centre of excellence.

The new Cornerstone facility will be built adjacent to Elekta's existing site on Manor Royal and will be an international hub celebrating radiotherapy excellence. Elekta hopes the centre of excellence will put Crawley on the world map with a landmark building at the entrance to Manor Royal that is sensitive to its surroundings while remaining sustainable and efficient.

Plans to transform the former Thales site in Gatwick Road have also been approved by Crawley Borough Council. The local authority's development control committee gave Surrey County Council the green light to develop three buildings to provide offices, a restaurant, retail and café together with associated car parking and landscaping on the Gatwick Road site, which has been vacant for four years.



Steve Sawyer, Manor Royal BID Executive Director, was delighted that both applications had been given the nod. "These approvals are great news for Manor Royal and a sign of confidence in the area," he added.

### Churchill Court update

Following the acquisition of Churchill Court in November 2014, Clearbell Capital plans an extensive programme of refurbishment starting with the already vacant building, Valiant House.



Leading architects Cove Burgess have been instructed to design a comprehensive refurbishment scheme. Each building will eventually be re-branded starting with Valiant House, which will be renamed C3.

Clearbell is currently finalising the specification of works with an aim to completing the proposed scheme to C3 by the end of this year.

To discover more visit [www.churchillcourtcrawley.com](http://www.churchillcourtcrawley.com)

### Manor Royal BID responds to Gatwick Airport expansion

The Manor Royal BID has sent a letter to the Davies Airport Commission in support of expansion at Gatwick Airport.

The joint letter from Chairman Trevor Williams and Executive Director Steve Sawyer explained the future direction of the airport has a direct bearing on the future of Manor Royal and outlined that while there are merits of an expanded Gatwick, a number of areas of concern requiring further work remain.

"Our response expresses the view that expanding Gatwick Airport has a number of advantages over those proposed for Heathrow and represents a much more deliverable option. However, our support to expanding Gatwick Airport is conditional on those issues highlighted being adequately addressed, which at the moment they are not. Our support, therefore, can only be conditional subject to further work and analysis," the letter read.

Based on the findings of the Commission, Mr Williams and Mr Sawyer acknowledged the advantages of expanding Gatwick Airport as it "represents a more deliverable and cost-effective option for increasing capacity in London and the south east".

"We trust that the Commission, in making its recommendation, will emphasise the need for the decision to be final and delivered within a defined timescale," the letter concluded. Read the letter in full on the Manor Royal website.

### Traffic Order Notice

NOTICE is hereby given that West Sussex County Council propose to make a permanent Order under the provisions of the Road Traffic Regulation Act 1984, to introduce:- lengths of prohibition of waiting at all times (double yellow lines) on lengths of both sides of Gatwick Road Service Road; and lengths of no waiting 6am to 7am on lengths of both sides of Gatwick Road Service Road.

The consultation for this proposal will start on 4 March 2015 and, full details of the proposal can be viewed at [www.westsussex.gov.uk/tro](http://www.westsussex.gov.uk/tro). The website includes a response form for comments or objections.

The documents will also be available to inspect at the Crawley Public Library, Southgate Avenue, Crawley during normal library opening hours.

Any objections or comments about the proposal must be received by 25 March 2015. These may be sent via the response form on the website, in writing to: TRO Team, West Sussex County Council, The Grange, Tower Street, Chichester, PO19 1RH; or by e-mail to: [tro.team@westsussex.gov.uk](mailto:tro.team@westsussex.gov.uk), All correspondence quote the reference TRO/CRE1022/RC.

## Lowering the cost of doing business

Bringing specialist knowledge and the benefit of a unique agreement for Manor Royal firms, Auditel's expert team has been working with the Manor Royal BID team to deliver savings to many businesses. Here are 10 of the success stories from the Procurement Hub to date:

### Case study 1: Vega Technology



A leader in the design, implementation and support of videoconferencing and audio visual solutions, Vega Technology has saved £173 from its annual waste bill and £800 on electricity thanks to the support of Auditel. That's £973 in total, which is more than 5 times its first year BID levy.

### Case study 2: KC Controls



Based in the Bell Centre, KC Controls has saved £965 on its waste service through the Procurement Hub. This equates to almost twice the first year BID levy for the firm, which has more than 25 years of experience in providing measurement and control instrument solutions.

### Case study 3: ISM Ltd



The UK's leading developer of integrated security management, intercom and cell call systems has saved 2.4 times its first year BID levy. Situated in the Bell centre, the company saved £1,634 on its annual waste bill through the Procurement Hub.

### Case study 4: Podrum Foods

Also based in the Bell centre, Podrum Foods, a supplier of hot food vending in the workplace, saved £603 from its annual waste service and £200 on

electricity. This takes the company's total savings to £803 - 2.3 times its first BID levy.

### Case study 5: Davis Industrial Plastic Ltd



The engineering and pipework firm, based in Fleming Way, has saved twice its first BID levy through the Procurement Hub. The firm, established in 1986, saved £1,179 off its annual waste bill, £170 on electricity and £300 on stationery.

### Case study 6: Document Options



A total saving of twice its first BID levy has helped Document Options, which provides innovative services that transform its customers' paper-based processes. The Priestly Way-based business has saved £1,528 on electricity.

### Case study 7: Pinnacle Furniture



A massive saving of £5,622 on insurance has helped Pinnacle Furniture reduce its operating costs. The company, which provides furniture and refurbishment solutions for education organisations has saved nearly 9 times the first BID levy paid by the Tinsley Lane North based company.

### Case study 8: Chemigraphics

Delivering technology solutions to equipment manufacturers around the world, Chemigraphic has saved £4,550 on electricity through the Procurement Hub. This equates to 1.6 times the first BID levy for the company which is based in Fleming Way.

### Case study 9: Treetop Design and Print



Situated in the Bell Centre, Treetop made savings of 4.6 times its first BID levy. The saving of £1,289 on the company's electricity bills helped the printing firm reduce its costs.

### Case study 10: Avensys



The largest audio visual specialist in the south east, which has recently consolidated its commercial, retail, event and head office functions to a new 40,000 sq ft site in Fleming Way, made a £215 saving on its annual waste charge through the Procurement Hub.

To discover how you can benefit from the Manor Royal Procurement Hub, please contact Eddie Finch at Auditel on 01293 344 442, email [crawley.bid@auditel.co.uk](mailto:crawley.bid@auditel.co.uk) or visit [www.auditel.co.uk](http://www.auditel.co.uk)

### Celebrating 21 years

Manor Royal automotive paintwork business ChipsAway is celebrating 21 years in the UK.

Initially launched in the US in the early 1990s, the business was brought to the UK in 1994. With a team of seven based at Columbia Works, Fleming Way, the company offers minor repairs through to full re-sprays and custom works.

According to Steve Martin, who runs ChipsAway's Crawley Car Centre (pictured), the key to the company's success is simple. "Everyone experiences damage to their vehicle's paintwork from time to time - it comes with being a car owner. We repair damaged paintwork without having to repaint the whole panel or wheel,



which means you can now get repairs done within a few hours and to a high standard."

If your car needs some attention, contact Steve on 01293 514031 or drop by Monday to Friday, 8am to 6pm. No appointment necessary. Discover more at [www.chipsawaycrawley.co.uk](http://www.chipsawaycrawley.co.uk)

### Making themselves heard

Siemens Hearing Instruments presented its latest hearing technology at Manor Royal's Know Your Neighbour event in March.

The company, part of the global Siemens Audiology Division, has had offices in Manor Royal for more than 56 years,

The firm subsequently went on to occupy spaces at four different addresses on Manor Royal, before finally settling at Platinum House, off Gatwick Road, where the business can be found today with 73 employees.

Siemens is particularly proud of its latest hearing technology, called binax, and is confident it will make a positive impact to the lives of people with hearing loss.

Siemens is offering free HearCheck screenings to those in Manor Royal who have concerns about their hearing, or who are simply just curious to discover their relative hearing quality.

For further information visit [www.siemens.co.uk/hearing](http://www.siemens.co.uk/hearing)

### The sweet smell of success

County Oak Way-based Dualit has enjoyed a bumper year with sales of its patented NX Coffee Capsules up 550% year on year.

As a result of this strong demand, the family-run company, which moved to Manor Royal in 2003, has increased investment in its capsule plan.

Dualit has also announced that its patented coffee and tea capsules cannot only be used in its unique range of multi-patented 3-in-1 coffee machines, but are also compatible with all domestic Nespresso machines.

Established in 1945 in a garage just off the Old Kent Road, the company has recently been audited by the BRC Global Standards for food safety, for which it was graded "A", the highest food safety standard available for food and beverage.

To discover more about the business visit [www.dualit.com](http://www.dualit.com)



### Businesses merge

Manor Royal-based Limpio Office Solutions has announced the company has joined forces with Copy Solutions, who were once based in Manor Royal.



The directors of both companies recently agreed to unite and develop their managed print and copier services together and, while Copy Solutions will continue to trade in its existing name, it is wholly owned by Limpio Office Solutions.

David Sheppard, of Limpio, said: "The industry has expanded from the simple supply of the photocopier/printer to a much more sophisticated approach."

"Customers now want much more than just a document copy from photocopiers and printers. They need to be connected to company networks and perform a range of functions from document management, storage and archiving to reducing waste."

Limpio, which has been based in Manor Royal for 10 years and employs 25 people, has worked with a variety of Manor Royal-based companies including Eezhaul, ISM, Evans Cycles, Rockwell, Orange Projects, Gatwick Group, Welland Medical, FTD Johns and P H Motorcycles.

To discover more contact Mr Sheppard on 01293 614020 or via email [dsheppard@limpio-os.co.uk](mailto:dsheppard@limpio-os.co.uk)

# DATES FOR YOUR DIARY...

## Manor Royal Companies are Business Awards finalists

Congratulations to those Manor Royal companies and people who have been recognised as finalists for this year's Gatwick Diamond Business Awards.



The Awards celebrate people and companies who have shown innovation and inspiration in their work, and have demonstrated a real commitment to the region.

Now in their seventh year, the awards ceremony has become one of the region's premier business occasions - celebrating success across the Gatwick Diamond.

The Awards Dinner will be presented by comedian and actor Hugh Dennis on the 19th March at the Copthorne Effingham Park Hotel. Good luck to all Manor Royal finalists!

## Manor Royal Match Days

Manor Royal employees can take advantage of significantly reduced ticket prices for Crawley Town Football Club's upcoming game against Oldham Athletic.

The match is being played on Monday 6 April at Crawley's Broadfield Stadium in Winfield Way and tickets will cost Manor



## Manor Royal football tournament



This year's annual summer football tournament takes place on Thursday 4 June. If you fancy taking on the current holders of the Manor Royal

football shield, Armarii, contact Ed Stimpson to book your place on 01293 585308 or by email to [ed.stimpson@freedom-leisure.co.uk](mailto:ed.stimpson@freedom-leisure.co.uk)

Royal employees £10 - less than half price.

Tickets can be purchased as soon as they become available and up to one hour before the 3pm kick, either from reception or from any 'home' window at the ticket office.

Manor Royal employees must be holders of an easit card to prove their entitlement. Membership to the easit scheme is free to all Manor Royal businesses and staff.

## STEMfest launch on Manor Royal



The prestigious Crawley STEMfest gets under way right here on Manor Royal.

The event, whose headline sponsor is CGG and has involved a host of Manor Royal companies, takes place at Virgin Atlantic's The Base on Wednesday 22 April.

It's set to be a great night of science and comedy. To attend email [CrawleySTEMfest@brighton.ac.uk](mailto:CrawleySTEMfest@brighton.ac.uk) For more details visit [www.crawleystemfest.co.uk](http://www.crawleystemfest.co.uk)

*Be part of it!*

## Sign up for regular eBulletins

If you want regular updates on all things Manor Royal, sign up to the free monthly Manor Royal eBulletin service. A simple sign up process from the homepage of our website will ensure you get to know what's going on each month - no hassle, no missing important stuff.

## KEEP IN TOUCH

Got something to share or promote? Email [info@manorroyal.org](mailto:info@manorroyal.org) Discover more about the Manor Royal Business Improvement District: [www.manorroyal.org](http://www.manorroyal.org)

 @Manor\_Royal

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Please be aware of our new office address and phone number:

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