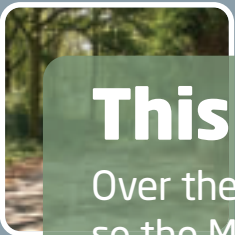


# MANOR ROYAL NEWS

The newsletter for Manor Royal Business District

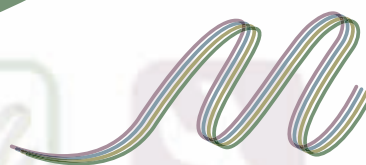


## This is it

Over the past twenty months or so the Manor Royal Business Group (MRBG) has established itself, delivered some projects and initiatives and built up some momentum for the benefit of the Business District. Before that there was no focal point for taking forward and representing the interests of one of the South East's largest business parks. Now is the time for the businesses of Manor Royal to decide what happens next.

## Featured in this issue

- Chairman's message
- Our Manor BID latest



# Chairman's message

**So, this is it. The point we knew we would get to has arrived. We now have a simple but important decision to make this April.**

As with so many things, the future of what we have started comes down to a straight-forward "YES" or "NO" when in April our BID ballot papers arrive in our in-trays. The ballot paper itself is a fairly dull piece of paper with two boxes and a bunch of words on it.

Where you put your cross on that dull piece of paper will determine the very future of what we have started. And it is just that - a start. There is so much potential for us to tap into and we have only just begun to realise it. That came across very clearly at the Know Your Neighbour event at the Ramada last month.

The feedback from the event has been very positive. As was the mood on the day. It was good to be a part of it and meet so many of you. However, I firmly believe it can be bigger and better. But that, and all the other things being proposed in the BID

**BE  
PART  
OF IT**

*IT'S UP TO YOU*



Business Plan, is down to us. We decide. It's up to us to want it, vote for it and make it work for us once we have it.

**A simple "YES" or "NO"? In truth, nothing is ever that simple.**

On behalf of the MRBG I have written to you all and you would have been sent a copy of the Manor Royal BID Prospectus 2013 - 2018. I would urge you to read it carefully before you vote and to consider how the BID could work for you for a relatively modest annual contribution.

Consider the alternative. For there to be no BID, no MRBG, no representative body or voice for Manor Royal, no way of bringing us together and going back to the pre-MRBG days when there wasn't even a way for us to talk, trade and highlight the issues we collectively face.

I, for one, am looking forward to really getting down to business. To getting

the vote out of the way and starting to bring forward those improvements we have been talking about and have committed to delivering.

I am looking forward to a more unified, connected and influential Manor Royal. A Manor Royal that is more attractive and profitable. A Manor Royal where we are working together for a better trading and working environment.

If this is the last Chairman's Message I write, because without the BID there will be no more Manor Royal News or anything much else, then I will of course be disappointed. Not for myself or even for the MRBG but because we - as businesses on one of the South East's biggest business parks - would have missed out on a fantastic opportunity.

If you haven't received notice of the ballot, please get in touch and when you receive your ballot paper (they're going out on the 29th March) make sure you return them by 26th April. There's plenty more on the BID pages on the website.

Until then enjoy Manor Royal News and I look forward to being able to working more closely with you in the future.

**Trevor Williams**  
**Chairman**  
**Manor Royal Business Group**



To discuss progression of the SPD, please contact Suzanne Holloway 01293 438581 or Anthony Masson 01293 438761 or email [forward.plans@Crawley.gov.uk](mailto:forward.plans@ Crawley.gov.uk)

## Development news - Design guide to be amended

Detailed comments received in response to the consultation on the proposed Manor Royal Design Principles and Public Realm Strategy Supplementary Planning Document (SPD) means the council is now in the process of amending the document. The SPD is designed to deal with aspects of appearance and design and would be used

when considering major planning applications.

The council anticipates being in a position to consult on an amended version during late March/early April, allowing an additional 14 days for comments. Information on the revised consultation period will be published on the council's website.

# Our Manor

## You know it

It's easy to talk about local trade, sometimes hard to do. Especially if no one knows about you or what you do. Hence, the Know Your Neighbour event that took place at the Ramada Plaza Hotel in February.

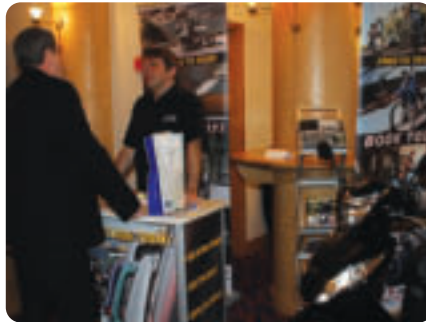
Over 150 delegates attended, representing 75 businesses with over 30 exhibitors. "We had to turn away firms from outside Manor Royal. But we were clear from the start. This was a Manor Royal only affair. As the flyer said if you're not in it, you're not in it," said Steve Sawyer, Business District Manager.



Feedback from the event, which included a "soapbox" session where businesses registered for a two minute presentation slot, a seminar on local trade and group buying as well as the Business Improvement District (BID) Plan launch, has been positive.



Steve Rham of S4B Document Shredding put it this way "Usually when you exhibit at a trade show, you need to rugby tackle people on to your stand. KYN was different. There was an openness of people there."



The Soapbox session reinforced the variety of different businesses operating on Manor Royal, including; manufacturers of soap (Heyland & Whittle), international charities (VisionAid Overseas), sign companies (Fastsigns), design and print (Treetop), logistics (Eezehaul) and even a new hairdressing and beauty salon (Salon59).

Trevor Williams, MRBG chair, presented the BID Plan to a packed lunchtime session where Sara Homer (Chair of the Brackmills BID) talked about how important the BID was to their business park in Northampton and took questions from the floor.

The final session highlighted the difficulty some firms were having trying to "get past the gatekeepers"



## Got something to promote?

A number of firms are already taking advantage of free advertising and promotion on the Promotions & Offers page in the Local Life section of the Manor Royal website. Are you? Get in touch with the Business District Manager to find out how.

at different companies and proposed ideas for helping to support businesses. Ideas such as more trade events, a Manor Royal trade portal, a directory of local firms and a loyalty card scheme.

The session, featuring insights from the Regional Purchasing Manager of Thales UK, Steve Sewell, also teased out the opportunities for working collaboratively through the Manor Royal Business Group (MRBG) to achieve savings in different ways.

All in all a positive event whetting the appetite for more of the same - just bigger and better.

Thanks to representatives from Wave Office Supplies, S4B Document Shredding, Lion Security, Gatwick Diamond Business and Flightstore who worked with the Business District Manager to organise the event.



# Your place, your vote, your BID

After much work, the Manor Royal BID Plan has been launched. In April you will have the opportunity to vote to determine whether the plan gets delivered or whether we go back to working as anonymous individuals in a big but largely unloved "industrial estate".

## In a few words

In 2011 mid-way through the first year of the MRBG, having already spoken to a lot of people about life on Manor Royal, we had an open meeting where it was decided that Manor Royal needed to be better and that the MRBG should get on and find a way to do that.

## Hence the Manor Royal BID

In the months that followed, after delivering what it could and appraising the options, the MRBG decided the only way this could be done was through the creation of a Business Improvement District (BID), which it proposed at a public meeting in September 2012. On the back of a further round of surveys, interviews and meetings the BID Plan was crafted and launched.

Now it's up to you. It's your place and your rules. If a better Manor Royal is something you believe in and you want to be part of it, vote "YES" in April.

**BE  
PART  
OF IT**

*Vote "yes" for the bid*

## The Vision is for Manor Royal to be...

Where the best companies and people choose to be for the strength of its business community and the quality of its trading and working environment.

## The objectives

As well as providing a strong, influential and representative voice for Manor Royal and Manor Royal businesses the BID Plan will work to:

- Create opportunities to increase trade and reduce cost
- Raise the profile and reputation of Manor Royal
- Improve the infrastructure

## It will deliver (\*)

- Opportunities to reduce costs
- Better broadband
- Dedicated communications and promotions
- Area wide security cameras
- Trade events and shared training seminars
- Subsidised travel options
- Manor Royal Business Watch
- Hold others to account for service delivery
- Dedicated point of contact
- Improved services and facilities
- A platform for collaboration and influence

(\*) Footnote: Not an exhaustive list. It will be within the control of Manor Royal businesses to decide what gets done. It's accountable to you and it's controlled by you.

## The cost

The large number of businesses on Manor Royal means the cost is kept relatively low. The contribution (the levy) is based on 1% of the rateable value (r.v.) of the premises businesses occupy. It is capped at a maximum of £3,000 for the largest premises and the smallest properties (less than £10,000 r.v.) don't pay - but only those that pay vote. For some that could work out at less than the price of a postage stamp per day.

## The vote

Whoever is listed on the rating list will be sent a ballot paper (voting slip) on 29th March. The ballot paper must be returned by 5pm on 26th April. PLEASE make sure you know who is voting for your business.

The outcome of this vote will determine the future of the plan, all it promises and our experience of Manor Royal.

## Watch the film

Go online to see what other businesses have said about the BID. This two minute film was produced by Northwind Solutions based at Windsor Place on Faraday Road at the Know Your Neighbour event in February. .



# What the people say

## The businesses

**Jeremy Taylor, Gatwick Diamond Business, CEO**

"I would urge every business to support the BID. To me this will give all our businesses a greater degree of self-determination and is vital to us progressing with a vibrant Manor Royal"



**William Perks, Peter Perks Ltd, Managing Director**

"I was quite sceptical about the BID at first. Having looked more closely however I can see the benefits for Peter Perks Ltd. One new customer or one better value supplier would cover our BID costs. For property owners and rate payers (but not voters) the Manor Royal BID would give a real voice on local issues and potentially improve property values."



Manor Royal is made up of businesses of all different sizes, shapes and types. Here's what some have said about the Manor Royal Business Group and BID.

**Jeremy Day, Doosan Power Systems, Boiler and APC Business Unit, Doosan Power Systems**

"Doosan Power Systems are proud to have their global head-office on the Manor Royal Business District in Crawley and recognise the collective efforts of the Business Group to promote and improve the local working environment. We therefore look forward to supporting the BID process."



**Michael Deacon-Jackson, FTD Johns**

"I'm looking forward to a better sense of community and working as a team with other Manor Royal businesses which will be enabled by the BID. I strongly believe is the way forward for Manor Royal."



**Mark Curtis, Split Image, Managing Director**

"I will be voting "yes" because I believe by working together through the Business Group we can secure better broadband to help me run my business the way I want to."



**Chris Primett, Welland Medical, Managing Director**

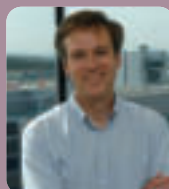
"Welland Medical has been in Manor Royal for over 20 years. We are backing the BID as it is our chance to influence the future direction of Manor Royal. Working together we act with one powerful voice to bring the spotlight onto local issues that matter to us. I urge everyone to get involved and back the BID."



Key to the success of the MRBG and the BID is the ability to attract and secure the notice and support of those people and organisations that can help Manor Royal become a better trading and working environment.

**Henry Smith, Crawley MP**

"Manor Royal is home to many important businesses and provides work for thousands of people. Its continued success and ability to compete for business is essential, not just to



## Support from influential others

Crawley but to the whole Gatwick Diamond economy. The plans for the BID are exciting and could lead to changes that give Manor Royal firms the edge. It has my full support."

**John Peel OBE, Coast to Capital Local Enterprise Partnership, Chair**

"As Chairman, of the Coast to Capital Local Enterprise Partnership, I recognise the value,



importance and opportunity of a Manor Royal BID. I believe that Manor Royal has to maintain its advantage in today's economy and cannot afford to be complacent. The BID puts business at the centre of that opportunity and gives Manor Royal businesses the voice they need."

Find out more about the BID on the Manor Royal BID pages at [www.manorroyal.org](http://www.manorroyal.org)

# Style, expansion and a brew

The opportunity to open up in the heart of Manor Royal, above Tile Giant on Gatwick Road, with free parking for her customers, were factors in Kay Hawkins' decision to bring her hair and beauty salon to the Business District.

Salon59 might be Kay's first hair and beauty salon but she has amassed over 17 years in the hairdressing industry and is a qualified assessor and teacher. "We provide a happy and relaxed environment where the staff are friendly and trained to the highest standard," said Kay, "We guarantee a first class, enjoyable experience we

## Salon59 bring the style with a smile

are sure you will want to repeat." Kay has already built up a loyal



customer base and is set to grow that by opening at times convenient to Manor Royal workers, including

late nights and lunchtimes. Salon59 even opens on a Sunday.

From a lunchtime cut for the gents, to specialist bridal hair, party packages and sun beds. You can even get your nails done or treat yourself to a massage. Salon59 also offers special rates and deals for Manor Royal workers.

Contact Kay at Salon59 on 01293 565686, [salon59@hotmail.co.uk](mailto:salon59@hotmail.co.uk) or visit [www.salon-59.com](http://www.salon-59.com)

## Expanding During a Double Dip

BizWiseIT, based on the Gatwick Road, moved to Manor Royal in 2004 and provide a growing professional out-sourced IT and computer support service. Approval as part of the West Sussex Trading Standards 'Buy With Confidence' scheme and the fact they are expanding is testimony to the quality of service they provide.

"In tough times businesses need to know that they are going to be



provided with an expert professional IT support service allowing them to focus on their business while working on a reliable computer and network." Said Matt McGough, BizWiseIT owner with over 20 years

experience in the field, "That's what BizWiseIT does."

Providing IT support services to business and home users from computer repairs, upgrades, data transfer and general PC and Laptop health checks to server support and bespoke web design from a couple of pages to a large multi-page e-commerce site, BizWiseIT is your one stop shop for all your IT needs !

For more information visit [www.bizwiseit.co.uk](http://www.bizwiseit.co.uk) or call 0845 634 4575.

## What's brewing?

With over 20 years' experience providing drinks and snacks vending solutions across the UK and with over 11,000 machines successfully installed in businesses from SME's to Multinationals Kafevend is one of Manor Royal's real success stories. Kafevend took up premises on Gatwick Road in 1993, rapidly spread to three sites before moving to a new 14,000ft<sup>2</sup> unit at The Fleming Centre in 2012 to co-locate office staff, warehousing and operations, including IT and remanufacturing facilities.

In partnership with MARS drinks Kafevend are the largest distributor in the UK of the MARS owned FLAVIA and KLIX vending machines and consumables, and have recently expanded their offering to meet demand for the much sought after JURA and VITRO Soluble and Bean to Cup vending range. With six nationwide branches, including one in Scotland, Kafevend combines the ability to provide local support as well as meet the client demands on a regional and national level.



For more information contact Ben Brown, Regional Sales Manager, 01293 523222, [btbrown@kafevend.org](mailto:btbrown@kafevend.org) or visit [www.kafevend.co.uk](http://www.kafevend.co.uk)

Check the online Promotions and Offers page in the Local Life section of the Manor Royal website



# Royal business bits

## MP opens new Vent Axia production lines

Earlier this year Vent-Axia, the UK's leading ventilation company, celebrated the opening of three new production lines at its headquarters in Fleming Way, doubling its on-site manufacturing capacity of unitary domestic fans. To honour the occasion Henry Smith MP for Crawley and the Mayor of Crawley, Councillor Keith Blake, officially opened the



assembly lines by cutting the ribbon at Vent-Axia's Made in Britain launch event.

For more information call 0844 856 0590 or visit [www.vent-axia.com](http://www.vent-axia.com)

## easitCRAWLEY CEO now MBE



Dr Mel Mehmet, CEO of easitCRAWLEY, an award winning travel initiative providing sustainable transport

solutions to ease congestion, reduce pollution and reduce the costs of transport for Manor Royal businesses and staff, was awarded an MBE in the new year honours list.

For more information visit [www.easit.org.uk](http://www.easit.org.uk)

## A sign to behold

New street name signs are going up across the Business District to replace the old, out-dated "industrial" signs with more modern coloured coded, cab height signs to reflect the five zones of Manor Royal. The signs were produced by Signs Express of Raleigh Court.



## Eezehaul qualify to deliver driver training

Eezehaul, a leading logistics provider based on Gatwick Road, have been approved by the Joint Approvals Unit for Periodic Training (JAUPT) to deliver the Driver Certificate of Professional Competence (Driver CPC) training for new and existing drivers.

EU Directives require all professional PCV and LGV drivers to have passed the Driver CPC and to have committed to on-going professional development by undertaking 35 hours training on various aspects a safe and efficient driving. Failure to comply can have serious consequences. Luckily Eezehaul can help.

For more information call 0845 054 0023 or visit [www.eezehaul.co.uk](http://www.eezehaul.co.uk)

## Final Three for Diamond Jobs

The team at Gatwick Diamond Jobs.com are in the Final list for the Gatwick Diamond Business Awards for Best New Business. In just one year Gatwick Diamond Jobs.com has advertised over 4000 jobs, has 82,000 unique users and 120,000 visits to its on line jobs Board. Last month the Business District became a Founding Partners securing special rates for Manor Royal based firms. For more information visit [www.gatwickdiamondjobs.com](http://www.gatwickdiamondjobs.com) or see the Jobs & work page in the About Us section at [www.manorroyal.org](http://www.manorroyal.org)

Other Manor Royal based finalists include Matt Turner of CreativePod (Business Person of the Year) and Elekta who are nominated in three categories. See [www.gatwickdiamondbusinessawards.com](http://www.gatwickdiamondbusinessawards.com)

## Creative succeed - twice!

In recognition of a phenomenal year, Creative Technology (CT), based on the Sussex Manor Business Park off of Gatwick Road, have won the prestigious Event Production Awards "Best AV Equipment Supplier", and have now been confirmed as 'Favourite Video Services Company' at the renowned Total Production Awards.



The Event Production and Total Production Awards are annual events that recognise excellence, innovation and service, celebrating the achievements of those companies within the live events industry.

For more information contact Adrian Offord, Director of Business

Development, [aofford@ctlondon.com](mailto:aofford@ctlondon.com), 01293 582000 or visit [www.ctlondon.com](http://www.ctlondon.com)

# Manager's noticeboard

## Economic Growth Forum

In recognition of the Business District's increasing importance, Manor Royal firms are invited to attend an independent forum event taking place on May 23, 2013 to consider the economic opportunities for the region which may be realised through aviation growth. Details will appear on the events pages.

Here are some bite-sized pieces of news picked out by the Business District Manager. **Contact Steve if you have something to say, promote or support.**

## Offers and promotions

Check out the latest special offers now available online on the "Offers & Promotions" page in the Local Life section. Including: Salon59, S4B, Tony Alan Recruitment, GatwickDiamondJobs.com and more.

## E@sy does it

Are you getting your e-bulletins? These are produced bi-monthly and sent straight to your inbox keeping you up-to-date with the Business District latest. To make sure you get yours, email the Business District Manager.

## Photo comp rule change

You can now submit entries to the Manor Royal photo competition by email. Free to enter. Prizes for the winners. **See the online "Events page" for details.**



## Manor Royal Cup 2013

Will Rock defend the title? The Manor Royal 6-a-side football tournament returns on Thursday, 13th June 2013 at the 3g training pitches near Broadfield Stadium.

**See the online event pages or contact Ed Stimpson on 07714 135485 or [ed.stimpson@freedom-leisure.co.uk](mailto:ed.stimpson@freedom-leisure.co.uk)**



## Know a great youth?

They could work for you or you just know someone who lives or has done something worth recognising in Crawley. If so why not nominate them for a Crawley Youth Award. For details visit [www.crawley.gov.uk/yaa](http://www.crawley.gov.uk/yaa)

## Make your BID

You are being asked to vote on the formation of a Manor Royal BID and future of the MRBG. Voting slips will be sent out to qualifying business premises on 29th March. They should be returned by 5pm on the 26th April. Make sure you know who is voting for you. **See the online "Manor Royal BID" page for details.**



## Get in touch

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W [www.manorroyal.org](http://www.manorroyal.org)

Linked in 

Don't forget you can join in with Manor Royal discussions on LinkedIn and follow Manor Royal on Twitter