



# Manor Royal News

**MANOR ROYAL**  
**BUSINESS DISTRICT**

CRAWLEY & GATWICK

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THE OFFICIAL MAGAZINE OF THE MANOR ROYAL BUSINESS DISTRICT



**PROPERTY  
SPECIAL**

## Featured in this issue:

New deal for Crawley, expert property insights, development news, A1 Fire Protection, MA Flooring, news of Virtual Know Your Neighbour



# Chairman says

**Welcome to the Spring issue of Manor Royal News.**

It has been a long, tedious and difficult year, and there is still some way to go before we get back to anything like normal.

There is a good deal of speculation about how we will work, travel and interact post-COVID and many columns filled with how badly hit our area has been.

The combined effect of repeated lockdowns and the devastating impact on sectors we have come to rely has been a particular concern.

Our thoughts are with those who have suffered professionally and, of course, personally. For some it will take time before things start to feel better, but I

am convinced things will get better, we will recover and there are reasons for optimism.

This was reinforced by the results of the electronic voting at our virtual AGM and Annual Review, which you can read online. I'm sure that confidence will be rewarded and is definitely needed.

It is timely that we should be talking about property as well. Investors have wasted no time coming forward with plans for those sites that have become available during the pandemic. We talk about some of that in this issue.

We are not through this yet - not at all - but at least we now have a roadmap out and I'm confident about our future.

**Trevor Williams, Chairman**

## New deal for Crawley

At his March Budget, Chancellor Rishi Sunak announced that Crawley would receive £21.1m as part of the Town Deal Programme.

Crawley was one of 101 towns from across the country that could bid for up to £25m to invest in improving the town in different ways. While short of the full allocation, this new cash injection will nonetheless provide a big boost to the recovery and improvement efforts, as well as provide a springboard for plans put forward by the Manor Royal BID.

Lead by Crawley Borough Council, the Manor Royal BID is a key part of the Crawley-wide Town Deal Board that has been brought together to plan for how this money can best be used to stimulate the local economy.

Following the announcement the effort now turns to developing a more detailed business case and delivery



plan and businesses in Manor Royal can look forward to better broadband, improvement facilities, accelerated delivery of the Manor Royal BID Projects Pack and Environmental

Improvement Programme and the possibility of a new innovation centre. Sign up to receive the monthly eBulletin for the latest news as it happens.

# Trails take shape

“No employee from any business anywhere in Manor Royal will be more than a five-minute walk from a decent outdoor space to have an alfresco meeting, catch up with friends or just to sit and relax.”

That’s the vision for the network of new micropark areas dotted around the business district to form a trail inspired by the story of Manor Royal and the people and businesses that made it.

Planning permission has been granted, the artists are busy, furniture is on order and hopefully it won’t be long before you see work start on the first four microparks at Gatwick Road, Metcalf Way, Priestley Way and Rutherford Way plus a new addition to The Terrace on Manor Royal.

Follow the story at [www.manorroyal.org/mystory](http://www.manorroyal.org/mystory)



## Keeping it tidy

From cleaning signs, clearing leaves, sorting fly-tipping, cutting grass and a whole lot more - the Manor Royal BID invests in additional maintenance team services to improve the ordinary level of upkeep around the business district, including each of the park areas.

You can read their monthly reports online - and why not give them a wave if you see them in their colourful van recently wrapped by Blue Lizard Signs. [www.manorroyal.org/benefits](http://www.manorroyal.org/benefits)



Manor Royal Business Rangers is a dedicated service provided by the Manor Royal BID to be the “eyes and ears” of Manor Royal, working alongside the police and the local authority warden teams. As well as contributing to improving safety and security they have a key role in business liaison, reassurance, identifying and reporting maintenance issues and the overall smooth running of Manor Royal.

Danny Macleod has been a key part of the team since the service launched in 2017 and has recently been joined by Johnathon Tidy.

As well as the Ranger service, the Manor Royal BID also provides free membership to Manor Royal Business Watch, access to the Safer Premises DISC system, area-wide CCTV and ANPR and has recently has invested in a brand new security radio system for retailers in County Oak and Acorn Retail Parks.

Find out more about the Manor Royal Business Rangers at

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

## Keeping it safe



## How the BID works

The Manor Royal BID was set up in June 2013 and in March 2018, 84% of businesses voted to continue the BID for another 5 years (2018-2023).

All businesses responsible for a property of £12,000 rateable value or more contribute annually in the form of a levy to a fund that they manage through the BID to deliver the improvements and services outlined in the agreed Business Plan.

The levy rate is 1% of the rateable value of the property with a cap of £3,500 –so no property attracts a levy of more than £3,500. It's this vote and this annual contribution that makes the BID work and allows it to deliver the services and improvements it has over the past 8 years. Every penny gets put back into improving the trading and working environment of Manor Royal.

## A look back at last Year

### How the BID levy was spent

Full financial details of how the BID Levy was spent are included in the Manor Royal BID Levy Leaflet that is sent with each and every BID Levy invoice, an electronic version of which is available on our website and by request along with our Annual Report and audited accounts.

### What the Manor Royal BID Delivered

The Manor Royal BID has continued to deliver core services and projects exclusively to Manor Royal companies. This includes: production and distribution of Manor Royal News, monthly eBulletins, website maintenance and social media management, free business listings, free to access Business Watch scheme, reduced cost training, easit travel scheme, free to access Jobs Board, representation and lobbying and a dedicated programme of events.

### Adapting and delivering during lockdown

In response to the COVID crisis, the Manor Royal BID has also developed new online services (e.g. the free to access MicroLearn eLearning Platform), delivered online training, events and seminars, set up new advice pages covering COVID and BREXIT advice ([www.manorroyal.org/covid](http://www.manorroyal.org/covid)), worked with Crawley Borough Council to ensure Manor Royal businesses accessed any available grant funding, represented the area on the Crawley Economic Recovery Taskforce.

## Delivering the objectives

### Objective 1, Promote & influence

- Two issues of Manor Royal News distributed to every business
- 12 Monthly eBulletins and 5 additional "COVID Special" eBulletins
- 6 online seminars, virtual "Manor Royal Showcase" plus support for two Invest Crawley events
- Involvement in Crawley Economic Recovery Taskforce, including production of COVID Advice sheets and economic reports to help lobby for support
- Increased activity across all social media channels (Facebook, Twitter, Instagram, LinkedIn)
- Manor Royal represented on national industry bodies: BID Foundation and British BIDs
- Formal objections to extending permitted development (housing) in Manor Royal
- Manor Royal BID a key deliver partner as part of the £70m Crawley Growth Programme.

### Objective 2, Trade & save

- 99 businesses and 15,000 employees enjoy easit transport discounts saving over £190,000 in membership fees
- Over 30 accredited training sessions delivered saving over £25,000 in fees
- Over 250 jobs advertised on the Manor Royal Jobs Board saving companies over £46,000
- Manor Royal eLearning Platform launches providing free online training
- Management of Manor Royal Digital Signs providing cheaper local advertising



## Objective 3, Infrastructure & facilities

- Artists appointed, planning obtained and funding secured to help deliver the first four micropark areas at Gatwick Road, Priestley Way, Rutherford Way and Metcalf Way providing new facilities and public realm
- Sustainable Energy Project (Re-Energise Manor Royal) progressed to test governance model.
- Detailed design agreed and procurement underway to deliver the first phase of the Crawley Growth Programme transport infrastructure improvements.

## Objective 4, Manage & maintain

- Dedicated Business Ranger Service (day and night time security).
- Free to access security radio scheme launched for vulnerable retailers
- Dedicated two-person Maintenance Team to improve maintenance and upkeep.
- Additional winter maintenance service deployed 14 times between Dec 2020 and Feb 2021
- Manor Royal Business Watch Scheme free to all, including access to the Safer Premises Intranet (DISC) system
- Weekly security bulletins and over 100 alerts issued to Manor Royal Business Watch Members

## Awards, recognition & added value

- £565,000 granted from the Town Fund to deliver the first four Microparks.
- Champion for Gatwick / Manor Royal Freeport bid to Government.
- Fully engaged as part of the Crawley Town Deal Board to help position Manor Royal as part of the £25m Town Deal bid

## A look ahead at how this year's levy will be spent

The following is an estimate of costs to support on-going services and the development and delivery of new projects. Modest assumptions have been made for generating other funds in addition to the BID Levy income, which the BID will seek to exceed.

INCOME	£	%
BID Levy	525,000	99%
Other income	4,500	1%
<b>Total Income</b>	<b>529,500</b>	
EXPENDITURE		
Project costs (as per Business Plan priorities)		
Objective 1: Promote & influence	34,913	7%
Objective 2: Trade & save	117,663	22%
Objective 3: Infrastructure & facilities	83,663	16%
Objective 4: Manage & maintain	194,390	36%
<b>Total project costs</b>	<b>430,629</b>	<b>81%</b>
Central costs	64,432	12%
Accrual for renewal	14,000	3%
Levy collection fee	15,920	3%
<b>Total expenditure</b>	<b>524,981</b>	<b>99%</b>
Operating balance (anticipated)	4,519	
Fund carried forward from prior year	82,480	
<b>Closing balance (anticipated)</b>	<b>86,999</b>	

### This will deliver

In the year ahead we plan to continue to deliver and, where possible, extend and improve those core services, events and activities provided by the BID, plus we will;

- Deliver the first four Micropark areas to improve facilities and obtain planning for next phase
- Continue to work with Crawley Borough and West Sussex County Councils to design and deliver the Manor Royal elements of the Crawley Growth Programme transport improvements
- Explore options for extending and improving site maintenance and upkeep
- Continue to work with Crawley Borough and West Sussex County Councils to establish a better regime for the management and control of the public highway to assist with parking related issues caused by out of date traffic orders and rogue and inconsiderate parking.
- Continue to work with partners to progress the sustainable energy project (Re-Energise Manor Royal) for the management and trading of energy generated on-site from renewable sources
- Represent the interests of Manor Royal in respect of the Governments "Town's Fund"
- Launch new Manor Royal BID website, including bespoke business directory, offers pages and property search facility to encourage investment

## Got any questions or want to get involved?

We hope this provides a good insight into how the BID works, how the BID Levy is used and how vital it is to keeping things going and improving Manor Royal. If you have any questions or want to get involved, please get in touch.

## A1 Glen Woodburn - Bell Centre



A1 Fire Protection is a leading commercial fire protection company and has recently moved their HQ in to The Bell Centre on Newton Road in Manor Royal

Glen Woodburn is the Managing Director.

### Tell us a little about yourself...

"I started off at Crawley College learning Electrical and worked for a local electrical company, I was here for 3 to 4 years before I started working for C&T Fire. I played football for various local teams in the Ryman league and decided to hang my boots up 5yrs ago. Since then A1 Fire takes up a lot of my time but I do try and get out for a few rounds of golf when possible!"

### When did you start A1 Fire Protection?

"A1 Fire Protection started January 2012, previously I worked for my Dad at a company 'C&T Fire' which was then bought out by a national company. This wasn't really for me, so I started the company and soon we were providing services nationwide.

"We undertake many aspects in fire protection, service and maintenance of all types of fire alarm systems, emergency lighting systems, refuge and nurse call systems, service and maintenance of fire extinguishers, Dry Risers, smoke control and extract as well as Fire Risk Assessment, training and doors and more"

### Why move to Manor Royal

"It was a long standing aim to have a premisses in Manor Royal as myself and all employees are based in Crawley and would hopefully open up local leads and opening in the Business District in in September 2020"

Find out more about A1 Fire Protect, call 01293 560 987 or see

[a1fireprotection.co.uk](http://a1fireprotection.co.uk)

# MA FLOORING

Family run MA Flooring is based in Manor Royal, behind County Oak Retail Park on Metcalf Way.

They have been providing flooring, fitted to the highest possible standards for three decades

Mark and Sharon Attew started MA Flooring 30 years ago, and have been on Manor Royal for 25 years. 2020 was a tough year for many and like many other businesses, had to close due to the pandemic. Sharon says "We didn't know how long we would be closed or if we had any customers to come back to, but we've been overwhelmed by the response reopening late in 2020. Customers who had quotations before the lockdown have waited for us to reopen and returning to work we have a large number of measuring and new quotations, so the future is looking very bright for 2021"

MA Flooring is truly a family affair, with Mark and Sharon Directors of the company, eldest son Luke, the manager and younger son, Grant, one of the fitters alongside Danny who has been with MA Flooring for years.

Their brand new website is now live and 2021 looks to be strong for the business with word of mouth recommendation helping

quotations and orders for the year. You can contact the team on 01293 549901 or see their brand new website

[www.maflooringcrawley.com](http://www.maflooringcrawley.com)





The past year has been challenging. Steve Sawyer, Executive Director of the Manor Royal BID, takes a look at how the past twelve months has impacted Manor Royal and what that might mean for the future of the Business District.

## **How has the last 12 months been for Manor Royal?**

There is no avoiding the dramatic impact COVID and the associated lockdowns have had. The exposure to the airport, although not as much as it used to be on Manor Royal, has still been significant and combined with the restrictions on non-essential retail and leisure means that Crawley has been particularly hard hit.

There have been some bright spots and some businesses performed well despite the challenges. Even during the worst of the crisis 30% of businesses reported being as busy and some even busier than before. The notable changes in the way we shop with a move to more online transactions creates a bit of a bounce effect for places like Manor Royal as the demand for warehouses, distribution and last mile logistics grows. The medical companies have also been fairly robust.

In a recent survey 84% of companies predicted a recovery in two years and 47% were predicting growth in the next 12 months. This is tempered slightly by dampened feelings of confidence overall.

For the first time in a long while some bigger sites have become available and quickly snapped up. It probably won't be too long before we start to see some major building work going on throughout the business district with new companies sure to follow.

## **Does that mean Manor Royal is changing?**

Throughout its 70 plus year history that has been one of the defining features of Manor Royal - it's ability to adapt to change. Supported by fairly flexible and supportive planning policies, Manor Royal has been able to respond to changing circumstances.

From its earliest beginnings as a factory estate, it has evolved into one of the UK's largest mixed use business parks accommodating a diverse and varied tenant profile. The ten years prior to COVID saw Manor Royal grow, new buildings built and more businesses move in. From a building point of view we saw a significant increase in office floorspace over that time.

What is happening now is a strong demand for industrial space (warehouses, distribution and manufacturing type buildings). There have been approximately 30 acres of land come forward and all are planned to move towards an industrial use, reversing somewhat the trend from the previous 10 years and reverting more to type as a business location.

There is still, very definitely, a future for offices in Manor Royal. The speculation about the office being dead while we all work from home is somewhat overstated.

## **Can we expect to see different companies move in?**

Encouragingly, we have already seen some interesting companies move in. Fastsigns have moved to bigger premises and the Real Pizza Company have taken up a unit just along from them in Lloyds Court.

ILG (International Logistics Group) have moved into Space Gatwick, which is now fully let, and Bramble Energy - who are involved in green energy solutions, particularly hydrogen technology - have made their new home here too. Permasense have doubled their footprint by taking a second floor and now completely occupy all of Alexandra House on the corner of Manor Royal and Newton Road. Harwoods have also invested in an impressive new Volvo service centre on Gatwick Road and SPX are moving to a new office.

There are others too and we hope more will follow as the economy picks up and the new buildings take shape. What is interesting is the diversity of these businesses. From signs, to

food, to car, to logistics, to energy, to clever sensor technology ensuring that Manor Royal remains a home to a hugely interesting and varied set of businesses with varied and interesting job opportunities to match.

## **What has life been like from a BID perspective?**

There's no denying it, it's been challenging and the BID has been busy in ways we didn't expect. Helping businesses access grants, signposting to available advice, setting up new advice pages, taking events online, developing new services like the free to access Manor Royal MicroLearn online learning platform and maintaining our security (Business Ranger) and maintenance team services throughout lockdown.

We have also been focussed on the future and delighted that, working with Crawley Borough Council, we have managed to secure £565,000 to develop the first four micropark areas that will improve the facilities and public realm in the business district. Eventually, no employee from any business will be more than a five-minute walk away from decent outdoor space and somewhere to sit down to have a meeting, a sandwich or a chat with friends.

On top of which this year will see the start of the transport infrastructure improvements to be delivered as part of the multi-million-pound Crawley Growth Programme, plans for a new "Fusion" innovation centre and the Chancellor announced at the March Budget that the Town Deal will provide £21.1m of new investment for Crawley with Manor Royal very much a beneficiary.

All that before we contemplate developing a new business plan for another five-year term from 2023-2028.

## **How confident are you about the future?**

With the vaccine comes new hope. Added to the prospect of new buildings to move into and literally millions of pounds of new investment suggests we have good reason for optimism in the medium to long term.

On the following pages we take a closer look at some of the investment being made in new development and buildings in Manor Royal.

# — Gatwick 33 —

Gatwick 33 is a fantastic new industrial unit available for immediate occupation.

This self-contained 33,258 sq ft warehouse is in an extremely prominent location, fronting London Road. Other benefits include an excellent car parking provision, 24 hour unrestricted access, a 10.5m minimum eaves height, 50kn/m<sup>2</sup> minimum floor loading and 3 surface level loading doors.

Gatwick 33 is also green, naturally. The unit benefits from low and zero carbon technologies. Eco Initiatives include EV charging points, 13% roof lights in the warehouse and an air source heat pump. With an "A" EPC

rating and BREEAM Very Good, this is also one of the greenest buildings available.

A full video virtual tour is available online at [www.Gatwick33.co.uk](http://www.Gatwick33.co.uk).

For more information, please do not hesitate to contact Tim/Laura at SHW: 01293 441300

✉ [crawley@shw.co.uk](mailto:crawley@shw.co.uk)

*The property was developed by Goya Developments and funded by Barwood Capital, in their Growth Fund III. This is the second development completed by Goya and Barwood in Manor Royal, following the successful development of Gatwick 55, which is now let to Barker and Stonehouse.*



## PROPOSED EXTENSION TO MANOR ROYAL

Aberdeen Standard Investments has submitted a planning application for a natural extension to the Manor Royal Business District on land to the north of Hydehurst Lane.

The proposals would create c.10,000sqm of flexible employment space across three units.

This development is being proposed to meet a local need for new high quality employment space and will provide the following local economic benefits:

1. Create up to 270 jobs
2. Economic contribution of up to £18,900,000 in Gross Added Value Terms to the local economy
3. Generate estimated business rates of £320,000 annually

Fraser Green from Aberdeen Standard Investments said:

"We are delighted to be submitting this application for a natural and logical extension of the highly successful Manor Royal Business District. Our proposals will meet a need in Crawley for more high-quality employment space and this is an ideal location for a huge range of businesses.

"With the country setting out on the road to recovery in 2021, I believe this investment shows Crawley remains a place that is economically dynamic and will continue to grow."

These new industrial units will be accessed from Hydehurst Lane, a high-grade road which currently serves units within Manor Royal and joins the A23, providing

links into Crawley, Gatwick Airport and the M23.

The proposals provides 128 car parking spaces with sufficient space for additional parking if required depending on final occupiers.

New flood attenuation features will be provided and the Public Right of Way through the site will be retained.

Subject to planning consent being granted, construction would begin in early 2022, with occupation of the development targeted for 2023.

For further information please contact Francis Gaskin:

✉ [francis@development-intelligence.com](mailto:francis@development-intelligence.com)





## Bill Solutions Limited - Cost Effective • Timely • Accurate

This year we celebrate 10 years based at our Manor Royal offices and as we have grown we have seen the improvements brought to the business district for the better, and enjoyment of all.

Our main objective is to provide clients with a cohesive suite of Pre-Construction services that assist and add value to their business. Our in-depth knowledge and experience of the UK Construction Industry ensures we provide our clients with a professional and reliable service.

The team, headed by Chris Maguire MD, has over 105 years of extensive knowledge and experience contracting within various UK markets. We are

dedicated to providing exceptional client service, ensuring needs are not only met but exceeded.

Our offering includes the preparation of Bills of Quantities, Cost Planning and Estimating & Tendering services. Where we have sort to develop on-going relationships, becoming an established provider of services to some of the UK's Top 100 main contractors, government departments and private clients alike.

During the last decade, we have continually invested in local recruitment and training, ensuring our growing programme of works is always undertaken inhouse, by qualified professionals, fully trained staff, to

Industry Standards, using the latest technology and software available.

To expand into the next decade we have brought on board John Blenkinsop as Business Development Manager to develop those key client relationships, as he has over 35 years' experience within the Construction Industry.

□ [www.bill-solutions.co.uk](http://www.bill-solutions.co.uk)



## Expert Insight #1 Tom Neal from Vail Williams



The problems of 2020 accelerated the pace of change in many sectors, and this includes the property industry. Unhappy as many of the outcomes of COVID-19 have proven, as a commercial agent

it has nevertheless been intriguing to witness how the market has adapted. And what better place to observe it than Manor Royal? Those same key factors - location, transport, workforce - which have always made Manor Royal a major business hub continue to drive demand and activity, albeit that 2020 has shifted the nature of investment for so many industries.

Commercial confidence in Manor Royal during 2020 is perhaps best demonstrated by the land sales agreed, with multiple development sites

selling at record prices. These will be developed into warehouse/ logistics property for the fast expanding e-commerce sector, with Manor Royal well positioned as a 'base' location from which online retailers and delivery firms can service the wider region.

Manor Royal has seen expansion of e-commerce businesses into its existing stock during 2020, too. The strength of demand for industrial/ warehouse accommodation is evidenced by rising rental values. The trend is for higher specification fitouts and high-bay eaves heights. Parking and yards are often important to occupiers, and the gradual movement towards 'green' space continues.

For obvious reasons the office sector has been quieter. Rental values in Manor Royal have not fallen, but there has been fewer transactions. The market is seeing a 'flight to quality', with occupiers willing to pay but only

for the right specification and design; to cater for this, more landlords in Manor Royal have been bringing Cat A+ fitted and designed space to market. While the fallout of the 2020 WFH experiment will continue to alter the nature of office use and configuration, some important considerations we are seeing occupiers take into account currently include: a balance of open, collaborative and private space; décor/ furnishings; setting and greenery; amenities e.g cafes.

No doubt 2021 will provide further changes and challenges to property occupiers, and we will continue to watch how Manor Royal develops and adapts in this increasingly fast-paced 'new' world. Please do get in contact if this article raises any questions - Tom Neal, commercial property agent, on behalf of Vail Williams LLP - **01293 612 600**

□ [www.vailwilliams.com](http://www.vailwilliams.com)

## New Investment in Manor Royal from Marchmont

In September 2020 Marchmont Investment Management in a joint venture with The Pictet Group purchased the freehold of the Virgin training centre on Fleming Way. Virgin will continue to operate out of the site for 2021 but will ultimately relocate to another facility. This strategic investment was made, despite current economic challenges, recognising Manor Royal status as one of the preeminent business parks in the south of England that is well positioned to capitalise on the new market forces going forward.

Marchmont & Pictet are now working with Crawley Council and the BID to secure planning for a new modern business facility that will maximise the potential of the site.

Marchmont and Pictet are particularly energised to deliver a modern facility that is market leading. At the forefront of the design will be it's green credentials, every angle will be explored and acted on to develop a BREAAAM excellent facility' □ <https://marchmont-im.com/>

## Knights - The Lettings Specialists



**Q: Tell us a little about Knights.**

A: We are Residential Letting Specialists and we have been helping Landlords and Tenants throughout Surrey and Sussex since 2010. In 2016 we took the decision to relocate and upsize our HQ to the Manor Royal (Magellan Terrace) from a central Crawley location, which has been a fantastic move that has ensured continued growth. We serve an area within 15-20 miles approximately.

**Q: How has the COVID crisis affected Knights and have you been forced to make any changes?**

A: In March 2020 we invested in the required technology, software, systems and Video Tours to enable continuous remote operation. This ensured uninterrupted service to our landlords and tenants. We made sure all our clients were aware of the additional risk brought by

the Pandemic and re-offered our Rent Guarantee (before premiums inevitably rose). The ongoing screening of prospective tenants continues to be crucial. As the Pandemic stress-tests tenancies and the service provided by letting agents, we have seen a rise in landlords seeking out better advice and support and as a result, our operation grew in 2020. But it hasn't been easy, and it's kept us on our toes.

**Q: What makes you stand out from other lettings agencies?**

A: Letting a property is a long-term, financial and emotional commitment, with the pace of legislation change and a Pandemic compounding the difficulty; it's more important than ever that landlords seek out the very best support, education and guidance to protect their financial and mental wellbeing. Knights

are ARLA Propertymark Qualified agents with proven knowledge of Legislation and Case Law and over 50 years combined experience, meaning Knights clients get the full benefit of both our experience and our expertise. My co-Director Mark Halsey and I, as the owners of the business are hands-on in every aspect of the operation and we always will be, this ensures short lines of communication and continued excellence in the work we do. No other Letting Agent operates as we do, which is why we have seen continued growth in every year since our inception. See the full story at [manorroyal.org/news](http://manorroyal.org/news)

☐ <https://knightsproperty.co.uk/>

## Expert Insight #2 David Bessant from Graves Jenkins



**How has COVID impacted on demand for commercial property in Manor Royal?**

There have been, and currently remains, two distinct occupier markets: the fairly strong industrial/warehouse sector, and a much quieter office sector. Demand for warehouse units was already relatively buoyant as we entered the COVID period, and aside from an initial blip whilst occupiers adjusted to lockdown, by and large businesses in this sector have been able to remain open with some even experiencing growth through online E-commerce and logistics demand. The office market has been generally quiet as, aside from the periods outside lockdown, the majority of office based businesses have been unable to occupy their business premises. Once occupational needs can be assessed going forward (and everyone will be different), then we anticipate a general resurgence in occupier demand.

**Manor Royal feels a lot quieter at the moment. Is that because there are a lot more empty properties or more folk working from home?**

Very much the latter. Indeed, availability of space has not drastically changed in the last year or so with only a few notable office buildings coming to the market and limited industrial space.

**Is working from home here to stay, and if so, what will happen to the office?**

Over what in real terms has been a relatively short period of time, it has generally been proven that working from home is a realistic option for many businesses and their employees. However, every individual, and business, will have differing experiences and requirements which will influence future trends. An individual, sharing a flat with no outside space, is likely to have had a vastly different experience in the

last 12 months or so, to someone benefitting from a home office and garden! The likes of Zoom/Teams are great and will continue to be very useful tools in virtual meeting & communication needs, but we are not aware of many/any who would not rather meet face to face. How do you sensibly recruit, train and embed people into your company culture and values if everyone is WFH?

There will undoubtedly be a need for more flexibility in the future, but seemingly current general rhetoric, is that individuals cannot wait to get back to the office....

**Can we feel optimistic about the future for Manor Royal?**

Absolutely! A fantastic brand, great occupier base, improving services and an active BID delivering results.

See the full interview at [manorroyal.org/news](http://manorroyal.org/news)

☐ [www.gravesjenkins.com](http://www.gravesjenkins.com)

## Expert Insight #3 Michael Deacon-Jackson from FTD Johns

The world has changed in the last 12 months but without dwelling on all the external factors surrounding Covid-19, there is one sector of the property industry that has come through relatively unscathed. Logistics has not only held up well but has thrived and there is no reason to believe that the momentum within the logistics sector will not continue as the pandemic has fast-forwarded changes which were already occurring in e-commerce.

Throughout the country the main demand is for space between 100 - 200,000 sq ft with 55% of 2020 take-up being within this size bracket. The biggest occupier of space through the year was Amazon, who are already on Manor Royal.

2020 was an extraordinary year for the logistics and warehouse sector with reported take up of 45m sq ft for units over 100,000 sq ft, an increase of approximately 29% over the

previous record set in 2016. Online retailers and 3PL's sharing the vast majority of the headlines but Amazon stole the show. Amazon alone were responsible for approximately 22% of the reported take up statistics nationally and is a new arrival to Manor Royal at Space Gatwick as is Balfe's Bikes. Both are seeking more space.

A staggering 33.5 acres is to either be developed or re-developed for industrial use on Manor Royal reinforcing the long-held view that it continues to be a well-regarded logistics centre in the south-east.

Offices have been affected negatively during the pandemic and much of this development is as a result of re-purposing sites with office buildings on, which are considered to be at the end of their economic life, resulting in a net gain to the industrial market of 650,000 sq ft and a net loss to the office market of 477,196 sq ft.

It is the logistics market, which has been the dominant sector in terms of take-up for some years on Manor Royal which is driving this appetite for new development and represents the strength of institutional investment in Crawley.

Michael is a Director of commercial property agency FTD Johns and a director of the Manor Royal BID

[www.ftdjohns.co.uk](http://www.ftdjohns.co.uk)



## MANOR ROYAL ROUNDUP

### Get On Track For Great Fun And Thrills At TeamSport Indoor Karting Crawley

Part of the Manor Royal community for over 25 years, TeamSport indoor karting is more popular than ever for both adults and kids looking for an adrenaline fuelled experience! Located just off of the Gatwick Road, RH10 9RE, the Crawley go karting location has not one, but two professionally-designed tracks to kart around. Spread over three floors, both circuits add up to 800m of pure racing action, with tight bends to negotiate, long straights to build up speed and a banked corner to really test your skills - all in cutting-edge 200cc karts.

But it's not only the track and karts that TeamSport have invested in, with the COVID pandemic having hit the UK last year, all TeamSport locations, including

Crawley, are now home to new state-of-the-art, Ozone sanitisation equipment as well as following stringent COVID-secure measures. Meaning that you can kart safely in our specially sanitised race suits, helmets and gloves, to race it out with friends and family and remain socially distanced throughout your visit!

Dominic Gaynor, CEO of TeamSport Indoor Karting, said:

"We understand that in the current climate people will be concerned about COVID-19 and would like to reassure people visiting our Crawley track that we have put in place a set of thorough precautionary measures to keep our customers and crew safe. Our karting experience out on track remains the



same exciting experience; being in a kart, racing round corners and having a great time is what karting is all about, and we hope people will come with their family and friends to experience the fun."

Ready to experience awesome? Race across to <https://www.team-sport.co.uk/crawley/> and get 10% off your booking with the discount code GET10 when you book online.

# The Volvo experience arrives for everyday adventures

Harwoods Group are pleased to announce the arrival of the new home for progressive brand Volvo in Manor Royal, Crawley. Opened February 2021, the highly anticipated Scandinavian-style showroom and aftersales facility provides the Personal Volvo Experience, delivered beyond expectations by the renowned family-owned business. Conveniently located close to the M23 and M25 motorways, Harwoods Volvo Crawley is ideally positioned for the benefit of customers throughout the region.

The purpose-built centre has been meticulously designed to provide the immersive Volvo experience, showcasing the highly desirable Volvo range in a reassuringly simple and elegant relaxed environment; a sanctuary in which to explore at one's own pace.

Lewi Fasulo, Volvo Head of Business at Harwoods Group reflects, "As one of the South of England's most

successful independent prestige car retailers, we understand and deliver the memorable experience that customers desire, whether digitally or through traditional showroom facilities. And our shared Harwoods Volvo heritage, built on safety, innovative technology and putting people first, means we are perfectly placed to care for our customers' needs in a uniquely personal way".

Customers making use of the state-of-the-art service facility will be greeted by their Personal Service Technician, who will be a familiar point of contact from the moment they 'check in'. Relaxing in 'the Living Room', with refreshments and connectivity enjoyed in bespoke surroundings, completes the Volvo experience.

"We are constantly evolving, embracing new ideas and investing in or creating new technology which we believe will help customers' life choices" Lewi continues, "which is why we are



excited to provide Care by Volvo; our open-ended car subscription service giving customers the opportunity to take a 30-day trial, before deciding on a journey ahead which is right for them. Then of course we have Volvo's future of driving available right now, with responsible car technology across the Volvo Recharge range for life's everyday adventures, including the exciting new pure electric XC40 SUV. So, it can be seen why the team here are so energised, ready to deliver the Volvo experience like only Harwoods can."

Harwoods Group will be familiar to many people in the region, with their esteemed Jaguar Land Rover dealership also located in Manor Royal. With the arrival of the new Volvo experience, customers are encouraged to start their Volvo adventure now by making full use of pre-booking facilities via the Harwoods website.

[www.harwoods.uk.com](http://www.harwoods.uk.com)

## Furniture Village

Britain's largest independent furniture retailer, Furniture Village, will open a brand-new store in County Oak retail park on Monday 12th April, bringing its network of stores to 54.

The 30,000 square feet location will display a diverse shopfloor layout new to Furniture Village, and will offer a Carpetright concession, providing a one-stop-shop for customers looking to update their homes.

Visitors to the store will be invited to create their 'home in one', by exploring collections for every room of the house, from sofas to beds to dining. Every piece is handpicked by an expert team, passionate about design and quality, with many of the world's leading brands such as Hypnos, Ercol and

Parker Knoll offering exclusive pieces.

Charlie Harrison, Commercial Director at Furniture Village, comments:

"After much anticipation, I'm delighted we're able to finally open the doors on this exciting day for bricks and mortar. County Oak is a fantastic shopping destination and the ideal choice for Furniture Village.

It's been a challenging period for everyone, but I am incredibly proud of the Furniture Village team, which continues to offer industry-leading quality, choice and service. As well as Family Retailer of the Year, we've also been awarded National Bed Retailer of the Year so I'm particularly looking forward to welcoming customers to our new bed department."



The store will see a team of 11 expert sales consultants offering valuable insights and advice to customers, all made possible thanks to enhanced Covid-19 safety measures. These include temperature checks, PPE for all staff and store-wide hand sanitisation stations, along with an appointment booking system which can be accessed via the website.

The store will open at 9am on Monday 12th April 2021. Opening offers include Sale discounts of up to 50% plus an additional £50 off every £500 spent.

[www.furniturevillage.co.uk](http://www.furniturevillage.co.uk)

## Bramble Energy is Powering Net Zero in Manor Royal

After a (very) unprecedented year for all businesses, Bramble Energy is excited to be looking to the future and the prospect of achieving Net Zero goals by 2050. Achieving Net Zero is at the forefront of everything we do and everything we hope to achieve with our technology. Creating sustainable jobs and aiming to #buildbackbetter with clean energy technology is an exciting challenge. Bramble Energy has created a patent protected fuel cell that can be manufactured in almost all printed circuit board (PCB) factories world-wide. This solves the key challenges of lead times, up-front investment, manufacturing cost and scalability in the production of hydrogen fuel cells.

Since Bramble Energy set up its new base in Manor Royal, it has been a real whirlwind for us as a start-up company. Our building situated in the Satellite Business Village has changed beyond all recognition from when we first received the keys. We have created a brand-new laboratory facility, equipped to accommodate the rapid deployment of Bramble's unique PCBFC™ technology

Bramble Energy secured significant funding in July and made the move to Crawley not long after, our team is expanding quickly, from just 3 to our current team of 15. Tom Mason, our CEO saw the move as essential to the future of Bramble Energy's plans "Our Manor Royal facility presented the best opportunity we could find in terms of access to talent, transport links both nationally and internationally and value for money. The local business



community is diverse and supports a broad range of our needs. We are happy to call Manor Royal our home."

Bramble Energy has been operating two fuel cell vehicles since moving into Manor Royal (one expertly wrapped by fellow Manor Royal company Blue Lizard Signs) which allows us to connect easily with suppliers and customers whilst only emitting water and not noxious fumes, helping to improve local air quality and demonstrating the real-time application of fuel cell technology.

To find out more about how Bramble Energy is Powering Net Zero - Head to

[www.brambleenergy.com](http://www.brambleenergy.com)



We are excited to announce that Aspire Sussex is officially part of the Manor Royal community. We're looking forward to working with you to help you support your workplace growth in the future.

Aspire Sussex Ltd deliver the Adult Education Budget on behalf of West Sussex County Council. We offer qualifications in subjects such as IT, English and Maths, from Pre-Entry English for Speakers of Other Languages up to GCSE English and Maths. We also supply bespoke programmes for workplaces, helping you to identify and strengthen key skills in your business, including tailor made courses in presentation skills, leadership skills and beyond.

If you're looking for career and professional development or to further your understanding in a particular area, we have the course for you. Through our distance learning options, you can work towards a Level 2 Certificate in your own time

## Aspire Sussex Ltd has joined the Manor Royal Business District at Basepoint

with support from a dedicated team of tutors. We have the qualification you need to take the next step, with courses including Understanding Mental Health First Aid and Mental Health Advocacy in the Workplace, Creating a Business Start Up, and Information, Advice and Guidance.

Want to pursue a hobby? Looking for informal learning on a subject you enjoy? We offer many courses in a wide range of subjects, including art, cookery, languages and fitness, with online and face-to-face learning options available. These courses are developed with our expert tutors to provide you with a structured programme lasting between 5 to 12 weeks.

To see our full range of courses, please visit our website at [www.aspiresussex.org.uk](http://www.aspiresussex.org.uk). For more information or if you have any questions, please contact us at 0345 601 0161 or [enquiries@aspresussex.org.uk](mailto:enquiries@aspresussex.org.uk).



Opus Innovations launches its new clean and green 70% alcohol hand sanitiser to help protect the planet.

The global coronavirus pandemic has forced most things around the world to change, especially the amount of PPE being manufactured and used on a daily basis. This global surge in the use of PPE has in turn generated a global surge in plastic production and plastic pollution. Billions more plastic bottles, gloves, aprons, masks etc. will now be heading to landfill or will be incinerated, as only a very small percentage will actually get recycled.

As Opus Innovations' ethos is to only involve itself with products that benefit people, animals and the planet, they saw a great need to do more to help both people and the planet during these unprecedented times. Opus had already been manufacturing a premium alcohol-free sanitiser on Manor Royal since 2012, but they realised that a lot of sub-standard alcohol gel products were being manufactured and sold, especially whilst there was a global shortage of supply. Furthermore, Opus also realised that all sanitisers being sold were in 'virgin plastic' bottles and nothing was on the market in recycled bottles.

## Opus Innovations to help protect the planet with the launch of its new 'clean and green' 70% alcohol hand sanitiser



To overcome both challenges regarding quality and sustainability, Opus launched a 70% alcohol gel sanitiser that is kind to both people and the planet. Firstly, the sanitiser is premium grade and contains an emollient to moisturise the skin to avoid the common issue of dry and cracked hands, and secondly, all of the bottles are made from 100% food grade recycled 'Prevented Ocean Plastic'. This plastic is certified by Ocean Cycle and can be traced back to the coastlines where it was collected. More information can be found at: <https://www.preventedoceanplastic.com>

Opus' product is made in Britain and comes in 3 sizes - 100ml, 500ml and 5 litre. The smaller bottles can be refilled

from the larger 5 litre container via a pelican pump, and Opus will even refill the 5 litre containers at their premises to encourage reuse and to prevent any of the containers from being disposed of unnecessarily.

Henry Smith MP and Steve Sawyer visited Opus in February to meet with Bola Lafe (MD at Opus) to understand more about the product and his new initiative, and they will be engaging with him to assist with adoption at a local, town and county level. Bola commented "It has been wonderful to engage with the Manor Royal Business District and our Crawley MP to launch our product, as I wanted to initially engage within our own neighbourhood before launching nationally. Our product is not only priced extremely competitively to encourage uptake, but it also helps companies to do the right thing and engage in more sustainable procurement, which is a must for any business."

Please contact Opus at [enquiries@opus-innovations.com](mailto:enquiries@opus-innovations.com) or call 01293 516150 for more information.

[www.myhappyplanet.co.uk/about/](http://www.myhappyplanet.co.uk/about/)

## FASTSIGNS ON THE MOVE IN MANOR ROYAL



FASTSIGNS Crawley has moved to a great new premises in Lloyds Court, Manor Royal. You can now find them at Unit 15 Lloyds Court, RH10 9QX.

Fastsigns Melanie Martinez said "We are so pleased to have found the perfect unit just around the corner from our old place where we can still be part of the Manor Royal BID working closely with the Gatwick Diamond Business community."

[www.fastsigns.co.uk/854-Crawley](http://www.fastsigns.co.uk/854-Crawley)

# FASTSIGNS®

# ➤ DIGITAL SIGNS

The Manor Royal BID has digital advertising screens at key locations around the Business District to help businesses promote and to convey important messages to companies, visitors and employees, supported by the Crawley Growth Programme.

Usually the preserve of big brands with big budgets, the Manor Royal Digital Screens make getting noticed affordable.

Approximately 2 million vehicles pass through the area each month - that's 24 million vehicle movements every year, plus thousands of bus passengers, cyclists and those on foot.

Find out more at [manorroyal.org/digitalsigns](http://manorroyal.org/digitalsigns)



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[westsussex.gov.uk/coronavirus](http://westsussex.gov.uk/coronavirus)

➤ Coming up

# DATES FOR YOUR DIARY...

## Know Your Neighbour 2021

Join us for Manor Royal's premier business networking event.

Wednesday May 12th 2021 is the date for your diaries as Know Your Neighbour goes virtual!

We have a new online experience awaiting you! Book a FREE virtual stand and your FREE tickets at [www.manorroyal.org/events](http://www.manorroyal.org/events)

## FREE MANOR ROYAL SEMINARS

Our next Manor Royal FREE SEMINAR - Shaping the post-pandemic future of work

Join Ursula Tavender - CEO, speaker, consultant and activist for an informative and interactive session Wed, 28 April 2021, 12:00 - 13:00

We have a host of heavily subsidised training available for you. See the full listing on our website -

☐ [www.manorroyal.org/events](http://www.manorroyal.org/events)

## ADVERTISE JOBS FOR FREE

Last year 250 jobs were posted on the Manor Royal Jobs Board powered by LoveLocalJobs.com for free saving companies over £46,000 and generating over 800 applications. If you have a job, get it posted - Free of charge. See more at

☐ [www.manorroyal.org/jobs](http://www.manorroyal.org/jobs)

## FREE LEARNING FROM THE BID

The Manor Royal BID has teamed up with MicroLearn, a leading eLearning content provider, to provide free and unlimited access to cutting edge e-learning resources for all Manor Royal companies. See

☐ [www.manorroyal.org/Microlearn](http://www.manorroyal.org/Microlearn)



## Call for next issue:

If your business has a great story to appear in our next edition of the Manor Royal News, maybe a member of staff who deserves recognition, or a team that has gone above and beyond, email [chris@manorroyal.org](mailto:chris@manorroyal.org)

Discover more on the Manor Royal BID website [www.manorroyal.org](http://www.manorroyal.org)

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### KEEP IN TOUCH

Got something to share or promote?

Email [chris@manorroyal.org](mailto:chris@manorroyal.org)

Discover more about the Manor Royal Business Improvement District:

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

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## Sign up for regular eBulletins

If you want regular updates on all things Manor Royal, sign up to the free monthly Manor Royal BID 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.