

A warm welcome to ...



Penny Cook who has now been in her role as Property Manager for four months and has already dealt with a great variety of issues including handing over units to new occupiers, negotiating better terms with utility companies and banishing unwanted wasps!

As some of you may be aware in August this year Martin Wilesmith underwent major heart surgery and although he is recovering well, prior to this surgery Martin made a decision to step back from the day to day running of both Link Business Centre (LBC) and Upton Business Centre (UBC).

Mark Wilesmith, Martin's son, has been working alongside Martin for some time and will continue to do so. Martin and Mark will continue to undertake the strategic management and planning of both centres, but, as their Property Manager Penny will look after the day to day running of both LBC and UBC.

Penny comes from a diverse background; after spending 7½ years working in Hong Kong, recruiting pilots for Cathay Pacific, she returned to the UK, where she secured a position working for the Chambers of Sir Robert Nelson QC, as a Chambers administrator. Penny spent 7 years working for a number of Chambers in The Inner Temple, Middle Temple and Lincolns Inn, including working for the late George Carmen QC. She undertook a number of large projects including the refurbishment of a number of Chambers within the Inner Temple.

When Penny moved to Herefordshire she opted to exchange to commute for a more sensible drive into Cheltenham where she took on a role as Practice Manager for a leading firm of Patent attorneys. She then took on a short term contract in

an independent Optometry practice in Hereford to help them after their administrator left.

In her spare time Penny loves to walk her dogs and have a casual stroll around the golf course – in the sunshine! But she is working hard on her handicap.

Penny is based in the Estate office (Unit 7) LBC and is in the office from 9.00am to 1.00pm every weekday.

Kim keeps a watchful eye!



Kim Riding has been office administrator for Link Business Centre for over four years, making sure that the daily routine runs smoothly. She arrives early each morning to ensure that there is always somebody there to answer the phone and assist with any queries tenants may have.

One of the many benefits of both Link and Upton Business Centres is that they are secure locations, with their own CCTV system, which is monitored regularly by the watchful eye of Kim.

Coming from an army background, and having brought up six children, including four sons all of whom have served in Afghanistan and returned safely, organising the day-to-day administration of the Centre comes naturally to Kim.

When Kim isn't working at the Centre, she has a varied selection of interesting pastimes, which include furniture painting, baking and genealogy. You could say that Kim spends much of her spare time looking for something – be it an old piece of furniture to restore, the ingredients for another delicious cake or part of her family tree!

Help when you need it... where you need it



Gary Kennett, owner of Three Counties Mobility has a wide range of mobility and living aids in stock in his Link Business Centre Showroom

The recent arrival of Three Counties Mobility (TCM) to LBC, Units 20 & 21 (check), will most likely change many peoples lives for the better... because TCM can literally help them regain their mobility freedom.

Having traded successfully for 5 years in Ross, and built up an excellent reputation, Gary Kennett, owner of TCM, decided to expand his company to Malvern. Being a popular retirement destination, he felt that it would bring growth opportunities for his business, and be a beneficial service to the local community.

LBC was the obvious location for TCM's new premises, being within close proximity to Malvern Link and surrounding residential areas. Having 2 units next to each other provides plenty of storage space; a workshop; a show room, a mezzanine office and has the added benefits of easy access and generous parking for customers.

"We appreciate how important our equipment is to our customers – we don't just sell products, we provide excellent

after sales service & support. Many elderly people have no family members nearby, so we operate a round the clock service, seven days a week to ensure that, whenever possible, our customers are never without their aids.

We will even pick customers up to visit our showroom and then deliver their purchases to their own door. We will install aids in situ in people's own homes for them to try out before they buy, to ensure that the right solution (such as bath aids) has been selected.

We look forward to welcoming new and existing customers to our showroom at Link Business Centre, where we have a wide range of mobility and living aids available in stock, including a complete range of scooters. We are here to help you to lead a more mobile life."

Gary Kennett, Owner, Three Counties Mobility

For more information about Three Counties Mobility, please call Gary on 01684 301453. www.tcmobility.co.uk

Who, what where?

Four persons, Donald, Emily Jackie and Ralph live in Malvern, Worcester, Upton upon Severn and Welland.

They are 33, 34, 35 and 36 years old and drive a blue, black, red and green car.

Can you tell how old each driver is, where they live and what colour car they drive?

Hints :

Donald, who has a red car, does not live in Malvern and is not 33 or 34 years old.

- The Upton upon Severn resident does not have a black car and is not 33 years old.*
- Jackie, who has a green car, is not from Upton upon Severn or Welland and is two years younger than the driver from Malvern.*
- The 34 year old has a blue vehicle.*

RPM – Taking care of your car, taking care of you



Paul Bird, in the new heated reception area

Situated close to the railway station and the common, Link Business Centre is the perfect location for RPM's customers. Many of them either drop their vehicles off before catching a train and then pick them up on their return, or combine servicing their vehicle with taking the dog for a walk!

Owned and run by Paul Bird, RPM (Units 26 & 27) is in its sixth year of business. It's success is down to the hard work by all of the team, who go out of their way to accommodate their customers – they will even drop you at work or home once you have dropped your vehicle with them.

Initially based at Unit 26, RPM provide a comprehensive garage facility for servicing and repairs of all makes and model of vehicle. When Unit 27 next door became available earlier on this year, Paul Bird, owner of RPM, grasped the opportunity to expand their premises to create a new, comfortable heated reception area for their customers. It also provided the necessary space to install machines to offer a premium wheel alignment, balancing and tracking service to all customers. Ensuring that wheels are properly aligned and their car is as road-safe as possible.

"RPM offer on site MOTs with a full viewing area. All MOTs are tested on the premises by fully qualified MOT testers. We are pleased to help with any information you may require on repairs, or servicing needs for your vehicle. We offer a comprehensive garage facility for servicing and repairs of all makes and model of vehicle. We are an independently run business welcoming customers old and new, trade,



business or private vehicle customers. We can offer very competitive prices for both personal and trade customers.

We are shortly going to be opening an on site shop, stocking a wide range of spare parts and accessories. We are constantly striving to improve our customer service. Being situated at Link Business Centre, away from traffic congestion,

allows our customers to drop their vehicles off with ease, and because we are open until 7pm on weekdays, they can fit their services in with their own lifestyle and daily routines."

Paul Bird, Owner

For more information about RPM:

www.rpm-malvern.co.uk

Why push a car?

A man pushes his car to a hotel, pays the owner of the hotel and pushes his car away.

What was he doing?

Clean as a whistle – Smart Car Care Valeting Service

Now you see it...



now you dont!



Smart Car Care Valeting Service (Link Business Centre, Unit 11A) know how to get your car looking like new again.

Whether your vehicle needs a basic wash and wax or a full valet – you'll be impressed with the car valeting services on offer.

Link Business Centre:**Unit 1****Tulip Cleaning**

Commercial Cleaning Services

Tony & Melanie Baker

01684 577617

www.tulipmalvern.co.uk

Unit 2**Tulip Laundry**

Commercial Laundry Services

Tony & Melanie Baker

01684 577617

www.tulipmalvern.co.uk

Unit 3**Black Pepper (Ledbury) Ltd**

School Lunch Caterers

David Mabey

01684 594572

www.blackpepperlunches.com

Unit 4**The Friday Beer Company Ltd**

Micro Brewery

Andrew Keir, Perry Jackson,

Gerald Williams

01684 572648

www.thefridaybeer.com

Units 5 & 22**Mid West Automation**

Aluminium Fabricators

Andy Haigh

01684 899103

www.midwestautomationltd.co.uk

Unit 6**Meigh Mansbridge & Company**

Accountants

Roger Meigh, Kevin Mansbridge

01684 565486

www.meigh-mansbridge.co.uk

Unit 7**Stockall Electronics Ltd**

Electronic Design House

Kate Stockall

01684 574977

www.stockallelectronics.com

Unit 7A**Estate Office**Penny Cook, Property Manager
and Kim Riding, Administrator

01684 561238

www.linkbusinesscentre.co.uk

Unit 7B**Wyvern Homes Ltd**

Residential Developers

Mark Wilesmith

01684 561238

www.wyvernhomes.co.uk

Unit 7C**Worcester Solar Heating Ltd**

Installers of Renewable Energy Systems

Darren Stockall

01684 575892

www.worcester-solar.co.uk

Unit 7D**Crown Taxis**

Khurshid Baig

01905 357788

Unit 7E**Executive Land Travel**

Pete Wood

07787 188720

www.executivelandtravel.co.uk

Unit 8**Cash for Clothes**

Clothes Recycling

Derek Styles

01684 562583

www.cash4clothes.co.uk

Unit 10**Malvern Engineering Ltd**

Chris Smedley

01684 574471

Unit 11A**Smart Car Care Valeting Centre**

Patrick

07872 991286

Unit 11B & 25**G Webb Automation Ltd**

Packaging Equipment Manufacturer

Paul Webb MD

01684 892929

www.webbautomation.co.uk

Unit 12**Surplex UK Ltd**

Recycling Computer Hardware

Mark Willis

01684 568789

www.surplex.co.uk

Unit 13**Malvern Theatres Trust Ltd**

01684 580936

Units 14 & 15**Link Tools**

Tools & Fixing Supplies

Steve Metcalfe, Gary Looker

01684 578866

Unit 17**Alto Flooring Ltd**

Contract Flooring

Russell Simon

01684 573222

www.altoflooring.co.uk

Unit 18**Asiri Foods Ltd**

Food Production

Asiri Hall

01684 572310

www.asirifoods.co.uk

Unit 19**Beacon Sports & Trybike**

Commercial Embroidery

& Bicycle Sales

Jon Wootten

01684 892439

www.beaconsports.co.uk

www.trybikestore.co.uk

Unit 20**Three Counties Entertainment Ltd**

Hire of Leisure inflatables

Gary Kennett

01684 301453

Unit 21**Three Counties Mobility**

Mobility Equipment

Gary Kennett

01684 301453

www.tcmobility.co.uk

Units 23 & 24**HD Connectivity Ltd**

HD TV Distribution Systems

Chris Pinder

01684 576348

www.hdconnectivity.com

Units 26 & 27**RPM Car Repairs**

Car servicing, repairs & MOT's

Paul Bird

01684 565555

www.rpm-malvern.co.uk

Upton Business Centre:**Unit 1****Upton Farm Services**

Farm Machinery Repairs and Parts

Garry Thackeray

01684 593600

Unit 2**Forest Traffic Services Ltd**

Traffic Management

Terry Thomas

07824 371440

www.forestsupportservices.co.uk

Unit 3**jbcdiggers.com**

Construction Machinery Sales

Chris Ball

01684 310679

www.jbcdiggers.com

Unit 4A**Go For Granite Ltd**

Bespoke Granite Products

Matt Walker

01684 592777

www.goforgranite.co.uk

Unit 5B**Central Machinery Ltd**

Plant Dealer to the Trade

John Blackmore

01905 340377

www.centralmachinery.co.uk

Green for Go, go go...



Terry Flynn, member of the FTS workforce

When Forest Traffic Services (FTS), who provide traffic management systems, decided to look for somewhere to set up a support hub for their Bristol and Newport Depots, Upton Business Centre was the obvious choice. Its close proximity and easy access to the M5 and M50 motorway networks would enable them to cover a large area, from Gloucester, Bristol, the South Midlands via the M5, through to Newport via the M50. Making it the perfect location for their target audience.

So, when two adjoining Units became available back in April, Terry Thomas, the Depot's Senior Planner contacted the Centre's Site Manager, Martin Wilesmith. His only concern was that there wasn't enough space to store their signs and equipment but Martin created a secure fenced compound at the Centre – and even ensured that it was completed in 10 days, ready for their arrival!

"Martin has been very accommodating – he always keeps us in the loop, informing us of any developments at the Centre, and even asking our opinion. Being able to access the Centre 24 hours a day, 7 days a week is another great advantage. FSS has a 24 hour Call Centre, with men on call at all times, so it is vital that the Depot and its staff can support this service whenever it is required.

FTS have been a traffic management market leader in Wales for many years, securing several large contracts with SWTRA, the Welsh equivalent of the Highways Agency. 15 Years ago, they decided to expand and branch out to England, starting with a regional depot in Bristol and then later Winchester. They currently have 9 major and satellite depots strategically placed around England and Wales.

FTS has over 350 direct staff & uses agency workers through peak periods. We always employ local people, in fact, we will be creating several new jobs to support the Upton Depot, and will be looking for local recruits. It is very important that

our staff members can work effectively as a team – it can be a dangerous job, and communication and comradeship is essential. However, we do give our staff plenty of training and support and there are always plenty of opportunities for teambuilding – even if it is as part of a go-karting event!"

Terry Thomas, FTS

So... next time you are held up in road works or a diversion, take a minute to consider how much planning has been involved and how chaotic and dangerous the traffic situation would be if it hadn't been for the intricate management system that has been put in place.

Traffic management systems have changed dramatically over the past 10 years. FTS use the latest software, always at the forefront of new developments ensuring that everything runs as smoothly as possible. They take the hassle away by providing traffic management systems – enabling people to work in a safe environment, whether it be an individual odd job man who may need scaffolding or a skip, to large council projects in City centres.

For more information about Forest Traffic Services:
www.forestsupportservices.co.uk

It probably will be red...

There is a traffic light at the top of a hill. Cars can't see the light until they are 200 feet from the light.

The cycle of the traffic light is 30 seconds green, 5 seconds yellow and 20 seconds red.

A car is travelling 45 miles per hour up the hill.

What is the probability that the light will be yellow when the driver first crests the hill and that if the driver continues through the intersection at her present speed that she will run a red light?

HD Connectivity saves the day!



Chris Pinder, pictured left, with fellow saviour, Ted Grizzell

Chris Pinder, owner of Link Business Centre based technology company HD Connectivity (Units 23 & 24), is one of two saviours who has recently rescued Malvern Town Football Club.

Club officials have recently accepted the takeover offer from the Save Malvern Town Football Club Consortium (SMTFCC).

The consortium emerged with an 11th-hour bid to save the club when it faced being forced to sell its Langland Stadium home. The group has now been given the official go ahead to take over and plough investment into the club to save it from bankruptcy and clear its debts.

On a technical level the takeover will see Malvern Town transformed from a members club into a private company. Shares will be issued and the consortium will take ownership of club assets such as the stadium and social club.

While the takeover is the most sweeping change in the club's 67 year history, SMTFCC is reassuring supporters it will not be tearing up the history books and throwing away years of tradition.

"It will no longer be a club run by the members, it will be run by a management team," said Mr Pinder.

"But we don't want to take anything away, we only want to add. We want to reassure people that this club will be enhanced by our involvement. It is good news and it gives the club a real chance of a positive new start".

We hope you like the new Brain teasers we have introduced and just to tease you more, you will have to wait for issue 8 for the answers!

LINK & UPTON BUSINESS CENTRES



Units available

Unit 9 LBC: 1,000 sq ft
Unit 4B UBC: 2,600sq ft

New occupiers

A warm welcome to our new tenant at Link Business Centre:
Unit 20
Three Counties Mobility
Unit 21
Three Counties Entertainment Ltd



JOHN GOODWIN FRICS
CHARTERED SURVEYOR AUCTIONEER VALUER ESTATE AGENT

John Goodwin are the locally based Chartered Surveyors and Agents providing assistance to both Link and Upton Business Centres and are delighted with the continuing demand for good quality commercial units.

Ledbury Office t: 01531 634648
e: ledbury@johngoodwin.co.uk
Malvern Office t: 01684 892809
e: malvern@johngoodwin.co.uk

Working together to secure your business

Newsletter designed and produced by Full of Bright Ideas
t: 01684 575021 • e: julie@fullofbrightideas.co.uk • www.fullofbrightideas.co.uk