

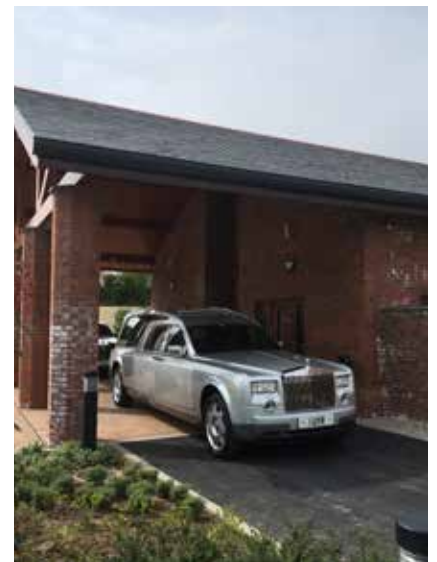
A.W. LYMN

The Family Funeral Service

Staff Newsletter - May 2017

1 UYR

After a long wait, 1UYR, our second Phantom hearse has been signed off by the DVLA and can now be used on funerals.



“Our family serving your family since 1907”

Mark Chapman has been working with OSCAR (Osmaston Community Association of Residents) since he started working at the Osmaston Park branch. He was pleased to help with the erection of a memorial plaque (supplied by the Craftsmen in Stone).

Mick Whithead, OSCAR chairman and historian for Osmaston explains the significance of the plaque.

“At a few minutes past 8.00am on July 27 1942 a lone German aircraft, a Dornier 217 succeeded in dropping four bombs in the vicinity of the Rolls-Royce factory. One of the four delayed action bombs found its intended target passing through the roof of central stores, ricocheted off the floor, and passed through a nine inch wall and entered the steel stores exploding inside causing numerous fatalities and considerable damage to buildings, blast damage occurred to nearby workshops and to houses on Hawthorn Street which backed onto the stores building.

The second bomb destroyed a house in Hawthorn St fatally injuring the two girls who were inside, and badly damaging the adjacent chip shop and houses opposite next to number four gate, causing more fatalities. The third, despite the space release, buried itself deeply in a garden a few yards from the second, causing more damage to properties. The fourth landed in a garden behind the junction of Abingdon Street and Handel Street, bringing about a further fatality.

At the final count, the casualties totaled 23 dead, with around 40 injured and 70 badly shocked.

Little was printed about the raid beyond a mention in the Derby Evening Telegraph which referred to ‘an attack on a north midland town’. It has to be remembered that strict censorship rules were in place during wartime, to avoid giving snippets of useful intelligence to the enemy.

It can only be assumed the when hostilities ceased, and the job of rebuilding Britain began, that in the general euphoria of the times, for example, Churchill out, Attlee in, Britain losing its hold on the Empire etc., that memories quickly faded, but not I imagine for the next of kin to the deceased people, nor for those of us that

were children during WW2 but have clear memories of what occurred.

When OSCAR was formed in 2011, one of the tasks was to contribute ideas for the refurbishment of the Rolls-Royce ‘Marble Hall’, and as a lifelong resident of Osmaston I took the opportunity to point out that in 2012 it would be the seventieth anniversary of the bombing of Rolls-Royce, and that the tragic event had never been commemorated with a memorial plaque. I felt that it was time some effort was made to have one displayed, preferably at the Marble Hall.

There was a unanimous decision by colleagues that every effort should be made to rectify this omission, and slowly but surely we have managed to succeed. It has to be said that over a period of time, all schemes and plans change shape for one reason or another, and this venture was certainly no exception, it is not as visualised 5 or 6 years ago, but who cares?! We have succeeded with a memorial, and that at the end of the day is what counts, those who lost their lives have been remembered.”



There are several two bedroom flats becoming available to rent shortly at the following locations:

- William Bancroft Building (next to RHH), available from 1st June 2017.
- Littlelover office, expected to be available early May 2017.
- Aspley office, expected to be available mid May 2017.
- Ollerton office, available 1st June 2017

If you are interested or know of any interested parties then please speak to or email Pete Clarkson pete.clarson@lymn.co.uk or 0115 941 4101 Ext.136.

Stacey has passed the practical embalming course which completes the qualification. She is now awaiting Membership to the British Institute of Embalmers.



Welcome to Stella Robertson, who started work in City Flowers on Tuesday 18th April. Stella is a full time florist with nearly 10 years experience. Before becoming a florist, she has had many different jobs, including landlady.

Stella has two children and lives in Basford. She is looking forward to her first grandchild being born in July.



Stella has been putting to use her artistic skills with this recent police car tribute.



We received a large amount of press coverage from a recent trade hire in Surrey.



Ellie joined us for some more work experience (and stayed an extra week). She is pictured with the bus and a brand new T120 Triumph Bonneville hearse.

George was surprised to open this certificate from the Institute of Directors, which marks his 50 years of membership, and also informed him that he had been made an 'Honorary Life Fellow'



The 'Best Practice of the Month Award' for May:

did all the other drivers?

And the winner is
****Luke****

Emily Milner has nominated **Luke Rogers** 'My hearse had a failure to proceed light on, so Luke came out to fix it. Once he had got the cortege moving, a family member's car broke down. Luke also got their car moving too, saving the day for the family.'

Sarah Derbyshire has nominated **Gary Cooke** 'After the trade hire on Easter Monday, we got back really late. Gary washed my car which enabled me to go home and see my husband and son before they went to work and bed. He also helped and guided me through the day as



New Minister in Bunny & Bradmore, Keyworth and Stanton on the Wolds



Teresa, Gary, Alanna and Matthew attended the Induction and Installation of Rev'd Dr Thomas Henry Corfe Meyrick by Bishop Tony Porter.

The following day Teresa and Gary were invited to join Rev'd Dr Meyrick on his first outing as incumbent, a walk between Bunny and Bradmore.

Pictured from left Teresa, Gary, Richard Clothier - reader at St Mary Magdalene Keyworth, Rev'd Dr Meyrick, Dan Rhodes - Bunny Church of England Primary school and Geoff Walker - reader at St Mary The Virgin Bunny



'New' addition to our vintage fleet

Our 'new' 1971 Rolls-Royce Phantom VI Mulliner Park Ward on its way to be sprayed, and how it looked in the 1970's.



John Buck

It is with great sadness that we announce that John has sadly passed away.

John worked as a funeral director at Robin Hood House from 1969 until his retirement in 2005 and was a popular member of staff, who will be fondly remembered (especially for the white Elvis suit).

Our thoughts go to his family.



Caption Competition



Congratulations to Mark Collishaw for his caption **'Big boy's toys – when 18 Phantoms aren't enough!'**

which has won him a £10 Marks and Spencer voucher

Our new billboard at Radcliffe Road in West Bridgford



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The Family Funeral Service
"Our family serving your family since 1907"

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When nothing less than the best will do



The Family Funeral Service

Client Comments May 2017

Drivers

Excellent - 168
Good - 22
Satisfactory - 1

City Flowers

Excellent - 99
Good - 10
Satisfactory - 0

Arnold

The customer service was outstanding.
RK/RK

Ellie (at Arnold) was really brilliant at a difficult time she made it all so relaxing and easy for us. EC/TK

Sending out a list of floral tributes. EC/RK

The organisation of the funeral procession was faultless and we were all treated with dignity and respect. Outstanding service – worth every penny. EC/RK

Made a very difficult time as easy as it could be by being patient & understanding & explaining things properly. EC/RK
Everything was done very professionally. EC/RK

The whole experience was excellent. EC/RK

Russell, Beryl (Arnold) & Rev Kerry Corden were outstanding. RK/RK

The staff are excellent both professional and sensitive. RK/RK

Friendly & calm. EC/RK

Presentation of all staff- uniform- clean & tidy. Welcoming, calm, smooth efficient service. EC/RK

It was very professionally conducted. RK/NMR

How we were greeted when the cars were at our house picking everyone up. Outstanding – even helping elderly people. EC/NMR

Professional, polite, friendly. RK/RK
Care & compassion of funeral director & staff. EC/NLR

Very kind and considerate during the whole procedure, and accommodating. Thank you. EC/CAB

The recommended celebrant – who was wonderful – Cheryl Smith Dip FC so

compassionate, understanding and still so professional in doing her business and performing her duties. EC/RK

Hi Ellie,

We would like to pass on a huge 'thank you' to you and the team at Lymn's who have dealt with the provision of Mums funeral yesterday.

From our first contact on Mums passing we have been treated with respect & dignity during our difficult and sad time which culminated in a beautiful service in every respect.

We'd like to thank you for our initial meeting and subsequent conversations ensuring every aspect was appropriate and if you can also pass on our thanks to Russ and all the guys yesterday that ensured a very dignified celebration of Mums life. Russ ensured that we were informed of every stage and that the service ran smoothly throughout and thanks to Tony for chatting to us about the cars that we used and their history. This all helped at our time of grief.

The cars were most relevant to the day as Mum appreciated 'classic' cars and praise must be given as they are maintained to the highest level and impeccably presented. The order of service was of a very high quality and the flowers were beautiful to see.

Aspley

Everything was done in a very calm, understanding way, nothing was rushed. JR/KLP

Beeston

Have to say everything. Excellent service all round. DMC/DMT

Nothing was too much trouble, every aspect dealt with consideration and respect. AEC/RJM

All staff was amazing and made this hard time much easier and less stressful. AEC/DMT

The kindness showed to us by Lymn was outstanding especially by Donna our family are very grateful. DMC/DMC
Visit at home. RJM/DMT

Service excellent. DMC/DTL

Human but professional. DMC/DMC

The manner of the staff when making the funeral arrangements – patience and sensitivity, especially looking after my

father when visiting the chapel of rest. DMC/DMT

Very friendly and made to feel at ease. AEC/RJM

Dear Richard, We would like to thank you so much for all you did to support us for our dear father's funeral. We are extremely grateful to you for the sympathetic and professional way in which you conducted the proceedings at the cemetery. The atmosphere was dignified and peaceful, and you spoke beautifully about our father as if you had known him. Indeed, many of our family and friends commented on that. Although it was, of course, a sad occasion and we will miss our father terribly, we are comforted by the memory of those moments at the graveside.

Bingham

Personal service from Maggie, wasn't morbid as she knew my Dad and knew what he wanted. MM/DLT

Ease at which it all happened. Thank you. MM/DTL

Attention to detail, caring service and very respectful. RJM/BM

All perfect Thank you! MM/DTL

Efficiency and politeness. MM/DTL

Good services, excellent celebrant. MM/DTL

Bulwell

They were very friendly and courteous. SB/SB

All of it, Stacey from Bulwell was wonderful. She made it very special and we will never forget how easy she made the whole process. SB/SB

Andy Bruce made us feel at ease and conducted the service very well, thank you. DD/GA

The friendliness and helpful disposition of the funeral director. We asked many questions and were given answers. Even after the funeral I went with a query and I was given clear and helpful advice. SB/SB/BU

Carlton

Generally relaxed attitude not too mournful & able to have a laugh. Must

have to deal with all sorts, but picked up on my attitude & followed well. MJC/NMR

Everything myself and family thought was outstanding. The funeral was done with excellent timing, care and attention. MJC/NMR

We requested cars go by Gedling Miners Welfare, not only did cars go by, they went very slowly, very touching and thoughtful! NMR/NMR

All aspects of the funeral service from start to finish were excellent. MJC/KLP
Everything was perfect. MJC/JLR
Our celebrant Brendon Flanagan was exemplary. MJC/MJC

Clifton

Director stayed close to organise and guide us, a mammoth task. Releasing the doves, the whole day was memorable – Thank you. TLS/TLS

Cotmanhay

Mick was helpful at all times. MS/MS

Derby

Courtesy, quality of cars. DB/KH
Friendliness of all the staff. DB/KH
The attitude of all staff – friendly yet utterly professional. DB/DMT
The celebrant's service was excellent, he spent a lot of time with us to make sure he had a good knowledge of Dads background. (Mr Stephen Wakeling). DB/KH
Excellent service throughout. DB/KH

Hucknall

Top class funeral services by all your staff and Tony Knowles. CM/TK

No hurry to make us decide on coffins/cars/flowers a very good choice of all the items. JR/GA

Friendliness of all the staff at a sad difficult time. CM/KLP
All good. CM/NMR
Everything. CAB/RK

Ilkeston

Very supportive & Kind. SF/SF
The help which was given to me and the trouble they went to, especially for the music I had chosen. SF/KH
Friendly and thoughtful advice given. SF/SF

Long Eaton

They spent hours passing on the photos

to the company who did the visual service, as this was too difficult for myself or family to do. Also very patient helping with music. Louise was brilliant – caring, but also upbeat which helped such a lot. LJC/LJC

Very professional. LJC/LJC
Personal warmth & professionalism. LJC/LJC
The choice of music without being too religious. LJC/LJC
Could not fault your procedure (impeccable). LJC/LJC
The mourners were asked to wait outside for the cortège. LJC/KH
Just like to say how kind and understanding Louise Cook was at such a difficult time for me. She's a credit to the company. LJC/LJC

Mansfield

The kindness and attention to detail paid by David at your Mansfield office was truly exceptional and made everything so much easier. Greatly appreciated, thank you David. DC/DC
Our director David Combe was absolutely excellent. He was patient, kind and compassionate, nothing was too much trouble. DC/DC
Very attentive, friendly and helpful in all aspects. AA/AA
Very caring, respectful & gave confidence in their service. DC/DC
The first meeting is always excellent. DC/DC
Funeral director present at cremation. DC/DC
The patience shown to me. Easy to contact if I had a question. DC/DC
Walking in front of the car to start with and at the crematorium. DC/DC

Mansfield Woodhouse

Everything. SEJ/AA
The whole family was very impressed with the empathy shown to us throughout the whole process. SEJ/AA
Elaine was extremely helpful and personable throughout. Nothing was too much trouble at any time and the care she gave was appreciated. SEJ/JWB
Felt very personal. JWB/JWB
This was our second family funeral in 3 weeks, Andy was once again professional, flexible and caring. AA/AA
Andy's handling of the funeral arrangements was very professional. AA/AA
Very dignified. SEJ/AA

Nottingham

The professionalism whilst being 'down to earth' and approachable. EM/JLR
Keith Brown very good service spoke from the heart. KLP/KLP
Very punctual at both pick up from home address and arrival at crematorium – right on time. EM/TK
The company had a professional approach in all aspects from start to finish....
"Exemplary" SB/SB
Very helpful. JRC/JRC
All of it. JRC/JRC
Tailored to our needs, able to move on quickly after post mortem results. A big thank you to Julia. NMR/JRC
Julia and Barbara was absolutely brilliant. They were kind empathetic and accommodating. EM/JRC
A very sympathetic and caring company, excellent. EM/JRC
The attention to detail and willingness to make any adjustments requested by us. JRC/JRC
How professional everyone was, lovely, empathetic service. EM/KLP
Attention to details, & keeping to a time table. JRC/MLR
Everything was perfect. EM/DMT
Kirsty's & the staff's very personal attention particularly to the deceased sons. Nothing was too much trouble. Accommodated our last minute wish to change the route to the crematorium. Every effort made to ensure Carol had the funeral she wanted. KLP/KLP

Kirsty, Amazing...

Honestly! I am so thankful that I met You, cause You made this experience much less painful to me....I was petrified when my husband died, without family here I felt so lost, and thank to Your kindness and support this all was so much easier for me. My husbands funeral was just the way I wanted.

Ollerton

Every effort made to keep everything calm and running smoothly. DDR/DDR
The funeral director walked in front of the hearse to the top of our road. The whole service was excellent. DDR/DDR
Very helpful – well mannered. DDR/DDR

Osmaston

To Angela, Many thanks for what you have done for us as a family especially me, Thank you for your kind words. Thank you for also looking after my beloved

uncle xxx DAK / DMT
Pleasant and understanding very helpful.
AK/DMT

Radcliffe on Trent

There was funeral director available to talk to on Boxing Day. BM/BM
I felt as though the entire service was dealt with in a professional and caring way. BM/BM
The compassion, the dignity that they treated my brother as a person, not just a body. The funeral director was so friendly and understanding, he was beyond amazing to our family. DTL/DTL
The complete honest and friendly nature of all the directors. DTL/DTL
Leading the funeral cars through the village walking. BM/BM
The calm efficiency of the staff. BM/BM
The compassion felt by the family from Brian & his team at Radcliffe. An outstanding job done by all his staff. BM/BM

Ruddington

All Aspects of funeral was very good thanks to Richard & Gary GLC/RJM
Dominic was excellent. As was all his team. They were a credit to your company. GLC/DTL
Attentive to our request & requirements. GLC/NLR
Communication leading up to funeral day. Very pleased with how funeral day went. TLS/MLR
Availability, professionalism, the support and understanding was second to none. They took all the worry & stress out of arranging the funeral. Thank you. TLS/TLS
Very professional, described all aspects of funeral arrangement as was first time. TLS/TLS
The calm and reassuring directions given regarding what was going to happen at each stage. TLS/MLR
Compassion, gentleness and concern for my mum who is 90 years old also towards the family. DTL/KLP
Attention to detail, professional, kind, respectful to the deceased. GLC/TLS
Very personal service. Greatly respectful from start to finish. TLS/KLP
Responsive staff – professional. GLC/TLS

Shirebrook

They talked to you, and made you feel very much at ease, at all times. LC/AA

All my wishes were carried out as requested. Thank you. LC/AA

Spondon

The funeral director was very friendly, compassionate and understanding. We were not rushed at any time. FH/KH
The funeral director we dealt with was very helpful and kind on each visit. FH/GA
No more questions. You were brilliant, Thank you. FH/KH
The service was perfect from beginning to end, Fiona again was professional, sympathetic & organised everything sensitively to our wishes. FH/MLR

Stapleford

General friendliness of staff and desire to please. Family car driver particularly kind on the day. AEC/GA
Very caring, kept us informed all the way through. Went out of way to find obscure music we wanted. TSR/RJM

Sutton

Kindness & respect was outstanding. KLH/AA
Matthew was very professional also Karen from Sutton-in-Ash Branch was very helpful and professional. KLH/MLR

West Bridgford

Friendly, professional service. Nothing was too much for them. CJO/CJO/
Attention to detail, keeping us informed of arrangements, happy to be flexible and allow us to arrange several aspects of the funeral ourselves. SJH/CJO
Selection of celebrant perfectly met my needs. CJO/MLR
We very much appreciated Sarah's friendly and very helpful manner. Everyone was very respectful on the day. Thank you. SJH/CJO
Personal attention & detail. CJO/CJO
We were very pleased with our meeting with Sarah Hall (W.B. Branch) who helped to make the appointment a lot easier than we were expecting. SJH/CJO
The close liaison between the undertakers (Sarah) and the minister, keeping the family informed at all stages always helpful – many thanks. SJH/TLS
They were very professional from start to finish. They were more helpful & supportive than we could ever have hoped for. They got us through it, we can't praise them enough. SJH/CJO

Wollaton

Respectful to John. JK/RJM
Excellent service provided throughout the whole process from first visit to after funeral support by Jane Keetley, a credit to your company & should be commended. JK/JK
Jane's help. Support, empathy and attention to detail were excellent and much appreciated. JK/JK
Ease of preparing Order of Service with scans of photos. JK/JK
Everything was prompt and we felt proud to give mum such a good send-off thanks to you. JLR/JLR
Liaison with the church. JK/JK
Everything was above standard and we are all very thankful to you all – Thank you so much for your kind services. From us all x JK/JK

Craftsmen in Stone

Just to say thank you for the work you have done on the grave at Wollaton Rd Cemetery.

Could Do Better

Didn't like the vicar's service very general.

Would have liked the remaining Order of Service to be left at church for us to deal with.

Spelling error in obituary notice.

Booked a 7 seater car as wanted all to sit together, was told day before that car was unavailable due to repair, had to have 2 x 4 seater cars so very disappointed.

No one prepared us for what mum looked like in the Chapel of Rest.

Wrong flowers placed on top of coffin.

The A.W. LYMN Centenary Foundation

The A. W. Lymn Centenary Foundation was formed and is continually financed by the Company to mark its first 100 years of service. Its aim is to help those in the communities the Company serves.

Here are some letter of thanks, received over the past five months



Edwalton Parish Church

CHURCH OFFICE:
Village Street,
Edwalton,
Nottingham,
NG12 4AR.

Tel: 0115 923 4695

11 December 2016

Dear all

Thank you very much for participating in the Christmas Tree Festival at church last weekend. We had over 250 visitors during the weekend and raised nearly £300 for The Friary and Children's Bereavement Centre.

I would be grateful if you could put the weekend of 2 and 3 December 2017 in your diary for the next tree festival. I will of course be in touch nearer the time.

Yours sincerely

Maria Greaves
Mrs Greaves
Church Warden



Dear Mr Lymn Rose,

Should you please pass on to the Trustees of the A.W. Lymn Centenary Foundation our thanks for the donation of £50. Emmanuel House depends on the generosity of supporters like yourselves, and we are deeply grateful.

We are increasingly busy at the Centre on the behalf of welfare referrals and funding into to charities and many other agencies because more appear. There is a definite increase to homelessness and rough sleeping. We are continuing to find ways of offering the best possible advice to those in support, with the aim of reducing the number of people who are homeless, and helping them to get back on their feet. It is a sad reality, it is a sign of hope that all kinds of help, including groups, voluntary groups and other services, are coming together to be partners in our work, meeting the needs of over 250 a day of Nottingham's most vulnerable and disadvantaged citizens.

Please do visit our website www.emmanuelhouse.org.uk for all the latest news where you will also find details of our activities on Facebook and Twitter.

With every good wish,

Alan Taylor
Alan Taylor
Centre Manager, on behalf of all Emmanuel House.



Mr N Lymn Rose
The A.W. Lymn Centenary Foundation
Robin Hood House
Robin Hood Street
Nottingham
NG3 1GF

Dear Mr Lymn Rose

Thank you so much for your recent kind donation to Widowed and Young. As a charity, we can only continue our good work through fundraising and donations which is why your cheque is so important to us. The cheque you sent for our raffle purchase prizes and with others that numbers brought with them, we make over £600.

Through funding and donations, we have been able to send literature to many hospitals, hospices and funeral homes throughout the UK raising the profile of our charity so that people can find us when we are needed. We have also been able to set up a 24-hour helpline for all our members, where they can get emotional assistance as well as legal and financial advice.

Once again, thank you so much for your support.

Kind regards

Collette Jeffs
Collette Jeffs
Membership Services Manager
Widowed and Young



www.widowedandyoung.org.uk
Registered Office: 100, Victoria Road, Nottingham, Nottinghamshire, NG1 1JH, UK
Registered Charity No: 1074987
VAT No: 254 240 740

Dear Ms Lymn

Thank your Centenary Foundation for the generous donation of £200 to Littleover in Bloom. This will go towards plants for our main display bed.

We will acknowledge this in the local publications.

The results of Britain in Bloom are not revealed until October when we will let you know our result.

I am returning the award form by post as I am having trouble completing it on line.

Thank you
Jane



Anyone wishing to make an application for funding can do so in writing giving a brief description of what is required, who is to be helped and why it is thought that the Foundation should assist. Applications should be sent to The A. W. Lymn Centenary Foundation, Robin Hood House, Robin Hood Street, Nottingham, NG3 1GF or centenaryfoundation@lymn.co.uk.

Trustees: Jonathan William Baker, Anna Cecilia Burrows, John Stanley Bennington Hayes, Jackie Lymn Rose, Nigel Lymn Rose.
Registered Charity Number: 1124161

"Our family serving your family since 1907"
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