

Pete joins Nigel, Jackie Matthew, Penny and Sheila as a director

The directors are delighted to announce that Pete Clarson has been nominated and has accepted an appointment as the first non-family director of the company. The appointment took place at the Annual General Meeting which took place on 23rd May 2019, on what would have been George's 93rd Birthday.



Pete joined the company in September 2016 as a "Senior Business Manager" with the two main focuses of his job being property and fleet. Pete was known to Nigel, Mathew and Shaun through his work as an accountant for BDO so was able to 'fit' straight in.

In the two and half years since Pete has joined the company it has become obvious that he intends to make his career with us which has influenced the director's decision.

Nigel comments 'Our ethos has been that if we "get the service we provide right" then the success of the business will follow. Pete clearly buys into this and we are therefore so very pleased that he has accepted this appointment. I take it that you will all welcome him to this role and give him your utmost support'.



Staff Newsletter

In this issue



The Craftsmen in Stone move the Victoria Cross Memorial
Full story on page 2

Nigel is made Chairman

Following Matthew's appointment of Managing Director in 2016, Nigel was appointed as Chief Executive Officer (CEO). There had been a worry that this did not clearly define the separate roles and areas of responsibility of them both.

position of Chairman had been vacant and Nigel has now been appointed as Chairman and has stood down as CEO.

This appointment means that Nigel is the fourth Chairman of the company, following in the footsteps of his grandfather Harold, uncle Douglas and father George.

Following the sad death of George in July last year the



Harold P. Lymn
Chairman 1958 - 1976



Douglas H. Lymn
Chairman 1976 - 1980



George F. Rose
Chairman 1981 - 2018



Nigel Lymn Rose
Appointed Chairman 2019

Nottingham and Nottinghamshire VC Memorial

from **Ben Percival**



I was first approached by The Nottingham and Nottinghamshire Victoria Cross Committee in 2008 to produce a memorial commemorating all 20 Victoria Cross holders who were either born in, or laid to rest in Nottinghamshire. The memorial was installed in the grounds of Nottingham Castle and was dedicated on 7th May 2010.

Following the start of renovation works at the Castle, we have been asked to remove and relocate the Memorial to the Embankment ready for the unveiling of the Great War Memorial on the 28th June 2019.

Jamaican horse rugs



Garden Party

from **Jackie Lynn Rose**



Rex and I were pleased to attend a Summer Garden Party at Buckingham Palace.

VW at Rainworth

from **Wendy Walker**



This was the culmination of a funeral I recently arranged. The gentleman sadly passed away whilst abroad, having been a captain on a super yacht for many years. He owned a camper van so his family commissioned this hearse for him to make his last journey in.

Outside Broadcast

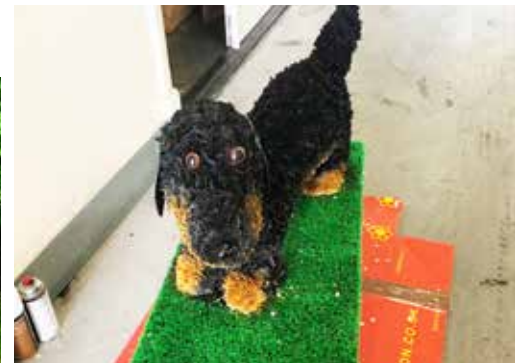
from **Pete Jeffery**



This outside canopy with TV for a funeral at St Luke's in Kinoulton provided an overflow from the church. This is the first TV which I have put into a church yard - it worked really well despite the rain!

Floral Tributes

from **City Flowers**



Retirement

from **Denise Milne**



Winnie Palmer was a church warden at Holy Trinity Church in Shirebrook before her retirement which coincided with her 95th birthday on Monday 20th May. She had done the role for the last 35 years.

Andy and I popped over to deliver her some flowers to mark both occasions.

AEC Rally

from **Emma Percival**

Nev, Matthew, Alanna and Louisa all attended the 2019 AEC Rally at the Nottinghamshire Show Ground. Louisa found the programme particularly interesting!



The Mosque

from **Olivia Cotterill Wilson**



Doctor Malik invited Mark, Megan and myself to 'The Big Iftar' at the Mosque. This is a breaking of the fast in the month of Ramadan and is used to help unite communities.

Rainworth MWFC

from **David Clarke**



We are really pleased to be able to support Rainworth Miners Welfare FC with the attached banner.

Trade Hire

from **Richard Marshall**



Bawtry Manor

from **Matthew Lynn Rose**



A nice shot of the team on the day of the Staff Party.

Welcome

from **Gregory Tomlin**



Gregory Tomlin has joined us to learn more about the funeral trade. Gregory is currently living at Our Lady and St. Edward Catholic church and is hoping to be accepted to train as a priest. Gregory whose mother is American and father is British originally hails from near New York City. Matthew W is delighted that Gregory will be working on a casual basis, two days a week until August.



Teddy Bears required for The Adam Cullen Skating Project 'Teddy Bear Raffle' at Beeston Carnival. Please pass to Jim Cullen before 13th July.



The Family Funeral Service

Client comments collected during May 2019

After each funeral we send a questionnaire out with our invoice. There is a section 'Were there any aspects of the funeral directors' service that you particularly liked?', The comments from the most recent are here, in regular font. The initials at the end of each comment relate to the funeral arranger and the funeral director, for example EC/JLR was arranged by Ellie and conducted by Jackie.

Any comments in *italics* are from letters received.

Online reviews are also available at [https://www.funeralzone.co.uk/funeral- directors](https://www.funeralzone.co.uk/funeral-directors) and [https://www.facebook.com/pg/awlymn/ reviews/](https://www.facebook.com/pg/awlymn/reviews/)

Drivers

Excellent – 82

Good – 10

Satisfactory – 0

City Flowers

Excellent – 39

Good – 8

Satisfactory - 0

Arnold

Professional, friendly, not rushed and your empathy. EC/RK
Completely professional and such a personal service. RJM/RJM
Chief mourner was excellent and very helpful on the day. Even went out of the way to deliver funeral flowers to my mother's grave. EC/RK

Aspley

Very professional! Made sure everyone was where they need to be, friendly & light hearted. LEF/JRC

To Laura and all at A. W. Lymn, Thank you for your kindness and dignified treatment by all your team at. The funeral was conducted with love and respect and the family appreciated all that you did to make the day special even at such a sad time. Blessings and love to you all.

Beeston

The fact I knew the person I was dealing with made it more personal. DMC/DMC
Donna walked in front of the car she was great & looked great-made it for me. DMC/DMC
Mourners were in the chapel when the hearse arrived, avoiding loved ones & relatives in goldfish bowl. TAR/DMC

Bingham

The kindness & consideration of everyone. Absolutely professional in all areas, could not fault anyone. DTL/JLR

Dear Dominic, Thank you very much for arranging and organising everything you have. We were all in awe of your professionalism and attentiveness to our every need / request. You made a difficult day as perfect as it could possibly have been. Sincerely thank you

Bulwell

All of the staff at A.W. Lymn that spoke to us & saw us were very professional & caring. TC/RJM

Everything was explained & we were given time to make our choice. TC/RJM
Liaising with the doctors (surgery changed without our knowledge), the catholic priest (father John Martin – very good) and keeping the family informed. TC/DMC

Carlton

Any passengers additional requests were accommodated. JF/NMR
Very sensitive and kind attention. NMR/NMR/
Very passionate and not like a small

number made to feel as an individual.

NMR/NMR

It seemed that nothing was too much trouble. NMR/NMR

Very personal service, and being able to contact someone easily – at the office, by mobile & email. NMR/NMR

Clifton

Steve Eustace spoke very well and it was as if he had known her. JMW/TLS

Cotmanhay

Professional and dignified. MS/MS
One to one service. MS/MS

Hi Nicola, Just wanted to send a huge thank you to you and Lesley for all your help in arranging mum's funeral and for looking after the family so well. You helped us every step of the way during this difficult time and for that we are very grateful. Also please could you pass on our thanks to Mick and everyone involved yesterday. Again they looked after us so well and kept us informed throughout. Heather was a perfect choice for the service, which she carried out beautifully and so many people mentioned afterwards what a lovely service it was. Mum would have been proud. Once again thank you so much for everything

Derby

Kevin Hall was excellent. KH/KH
Silver cars & not black. DMT/DMT

Hucknall

Professional service. CM/RK
Friendly, helpful and informal in way to be professional but at ease. CM/TK
Catherine said to me "your dad in my care now" That meant such a lot & gave me comfort. CM/CAB
Friendly & helpful advice. CM/CAB

Ilkeston

Arranged for a civil celebrant – who was excellent. NAA/MS

Long Eaton

Very helpful with my husband's repatriation and death certificate. LDE/LJC

All staff/service was amazing at such a hard time. Can't thank staff enough
Louise was fab. LJC/LJC

Littleover

Friendly & efficient. AB/AB
Funeral director was very good. AB/DMT

Mansfield

The compassion & understanding of our requirements. DC/AA

Courtesy of all staff, temporary flower vase for the grave. DC/RJM
AA/AA
Andy was very professional in all aspects.
The service was extremely professional – yet personal to our family, also, excellent.
DCC/AA
General understanding and compassion.
DC/DC

Mansfield Woodhouse

Caring and professional service that was provided by all staff that we dealt with.
AA/AA
We could not have wished for anything more outstanding. Everything was amazing, Very professional and caring from start to finish. Exceptional Lymn's gave our Dad the farewell he truly deserved and attention to detail was brilliant. AA/AA
Very professional, easy to talk to Elaine Jonathan & Stacey were excellent. They could not have done more, covered everything needed. 10/10 SEJ/JWB

Nottingham

The vintage funeral hearse, he really loved vintage cars etc. MR/TK
Friendly staff. JLR/JLR
Understanding, went through everything with me excellent. MR/TK
How everything was dealt with and the constant communication. MR/
REPATRIATION
Yes we satisfied with all aspects. MR/
NLR
Efficient, respectful. MR/TK
My family said it was a very nice funeral, the staff were very nice to us all the time. MR/TK
They were all very professional. MJC/
NMR
Friendly service always, particularly by Barbara (Nott'm) MR/RJM
All aspects of everything was very caring, lovely staff. JLR/JLR
My mum was repatriated back to Jamaica. The service from Lymn's was excellent.
Good/clear communication & the job was completed in a professional & timely manner. JLR/ REPATRIATION
Yes we were satisfied with all aspects.
MR/NLR

Dear Jackie, Thank you for your support and understanding over the weeks leading up to and on the day of the funeral service and committal. All went well and I would like to thank you for all that you did in managing everything so sensitively. Your professionalism was highly appreciated by the entire family.

Please extend our thanks to your entire team with special thanks to the lady who answered the phone to me on Friday (Barbara); her customer service is to be commended, the gentleman who greeted me at the entrance alongside the two drivers [Hills and Malcolm], I'm sure you know who they are, please say thank you to them for their professionalism, it meant a lot on the day.

Ollerton

The arrangements were made with all family members being present at the deceased family home. CJO/CJO
Colum rocks! Honking the horn at the decease's JCB on the way to the Olde Red Lion. CJO/CJO
The funeral director walking in front of the hearse. CJO/CJO

Radcliffe

The one to one compassionate service.
JK/JK
Staff were very supportive, patient and gave us all the time we needed. JK/JK

Rainworth

What an amazing support David was, such a great person. DCC/DCC
100% rating for all the staff, they listened to what we wanted for my dad because he was a farmer and we wanted some aspects a bit different to celebrate his life.
WEW/DCC

Spondon

Superb, personalised, friendly & sensitive, really excellent. Fiona was superb. FH/LJC
Driver offered to collect the flowers from Crematorium and take them to the house for us. FH/KH
Fiona at the Spondon branch was superb in arranging all aspects of my husband's funeral, she was able to de-stress a most difficult time from the moment you walked through the door. Highly recommended. FH/KH

Sutton

Karen at the Sutton in Ashfield branch was a genuine friendly, lovely lady – special thanks to her. KLH/AA
The courtesy. AA/AA
Nothing was any trouble. SB/AA

West Bridgford

The staff were so empathetic and respectful. AMB/SJD
The fact that with very little from me – it just happened – everything just excellent.
AMB/SJD
Sensitivity. AMB/SJD

Family wishes respected throughout all the arrangements. AMB/TLS

Wollaton

Initial meeting was made and we were immediately put at ease. Very personable staff. They made us feel known. APM/JRC
Very helpful prior to the funeral and attentive and thoughtful before, during & after the service. APM/JRC
Caring & considerate. APM/RJM
Everything perfect. APM/JRC

The Craftsmen in Stone

To all the staff at A W Lymn, Thank you for the amazing care, love and support you gave to me and my family at the death of my husband. Thanks a million for the fantastic service.

To Mary, Thank you for being so patient and understanding.

To Ben and Mary and all the team at The Craftsmen in Stone. Thank you for your guidance and kindness during the planning and fixing of my late husbands memorial stone in Bunny churchyard. With gratitude and best wishes.

In particular may I offer my sincere thanks to Mary for her care and attention to my requirements in such a professional and friendly manner.

Hi Mary, My dad was delighted with the stone. I wanted to say thank you to you and your team for all your help.

Carriage Masters

Dear Matt [W], I just wanted to pass on my thanks to A. W. Lymn for providing the cars, and particularly to your drivers on the day, (Saturday, 8th June). The service provided was exceptional and the guys were professional, courteous, and really helpful. It was a pleasure to work with them.

Lymn Luxury Vehicle Hire

Hello Matthew [LR], Just wanted to thank you for providing such a wonderful car for my daughters' wedding last Saturday. Also thanks to Stuart for being an excellent driver and host, it was a lovely journey out to Kedleston Hall on the day! Also to Mark for being so helpful in planning the route for us. My daughter was extremely impressed, and your assistance made the day that extra bit special for her.

Could Do Better

None

Best Practice of the Month

Congratulations to Joe Parton-Buckeridge, Dean Spencer and Jim Stead who have won this months Best Practice award.

They were nominated by Ben Percival



‘During recent staff shortages the masons along with Joe have really pulled together. I appreciated Spud coming in from his annual leave. Along with Joe who was seconded from his normal driving duties and Jim the team all worked really hard - thank you’.

Also nominated this month...

Louise Revill has been nominated by **Sarah Derbyshire** ‘On a recent funeral with me she had the younger grandchildren in her car. When we got to the drop off address, she took the time to let the young lad sit in the front of the car and take

photos of him. They were over the moon, and extremely thankful for making it easier for them. Along with their grown up father (son of the deceased).’

Richard Hunt has been nominated by **Matthew Lynn Rose** ‘for volunteering to work Bank Holiday Monday and deliver a casket to Wales to allow a family to view more quickly, having worked the Saturday on a Trade Hire to Guildford’.

Dominic Lister and Gary Seymour have been nominated by **Emma Percival** ‘both attended two days of the Nottingham Motor Show, it rained all day on the first day, but neither of them complained and just got on with it. I really appreciate them giving up their whole weekend’



Pete Jeffery has been nominated by **Emma Percival** ‘Pete always helps with any marketing projects I have, the latest being new VIP barrier ropes for the Nottingham Motor Show, despite it being different from his usual day job, he just took it in his stride burning holes in rope and testing the barrier posts to make sure they would take the weight of the ropes. Thank you Pete’



Ian Richardson and Neil Brown have been nominated by **Neville Carridice** ‘for the service they provided on a trade hire in Canterbury (see Carriage Master comments).’

Fiona Hall, Frank Don and Wayne Lambord have been nominated by **Julia Carty** ‘for sealing & loading the hearse as I was going to be late arriving at the office making sure that the funeral ran on time’.

21st June 2011

