



Pete, Marilyn Brown, David, Wendy, Nigel and Matthew

Rainworth Open Day

The official re opening of Hutchinson House took place on Saturday 3rd August 2019, with a rededication of the chapel of rest by local Licensed Lay Minister Marilyn Brown.

The event was well attended by members of the public and members of the Mansfield and Hucknall team.

Nigel commented that it was the second opening of a funeral home on the site that he had attended, having originally opened the building in 1980 for his friend Barrie Gibson (third generation J. W. Hutchinson) in his capacity of President of the Nottingham, Derby and District local Funeral Directors association.

[More photographs on page 2](#)

Company Accountant set for change of role

from **Shaun Caine**



Having enjoyed a career in accountancy for over 20 years, and having served A. W. Lymn as Company Accountant for the past 14 years, I recently decided that I was ready for a new challenge and a significant reduction in working hours. I explained this to the Directors and, after recovering from the shock,

they kindly offered me the option of casual work as a driver/bearer, which I happily accepted. The company has commenced its search for my replacement and I envisage the recruitment and handover process continuing through to the new year. I then plan to start as a casual worker around the end of March. Although I am not saying goodbye to A.W.Lymn, I would like to take this opportunity to thank everyone for the assistance I have received over the years. I would also like to thank all of the Directors for their understanding and support with this change. I am looking forward to working with everyone in my new role once the handover is complete. Thanks, Shaun.



In this issue



Xylophone Man
Full story on back page



What is Joe doing?
Answer on page 5



The team at Gedling Crematorium Open Day



Letter received at Rainworth

*Wendy & David,
I want to thank you both for allowing me the privilege of Praying re the Dedication of the Chapel of Rest and building it was such an honour. All of us from Church said how welcome you made us feel, may we always go forward working together. My flowers are beautiful and have 'pride of place' in my lounge. Every Blessing to you both.*

Love Marilyn

Poppy Window Competition

Following the success of last years Poppy Window Competition, we are looking to run it again this year.

The window will be judged on how it looks on Friday 8th November and the winner will receive acclaim in the staff newsletter and on our social media platforms!

If this is not enough the company will donate £100 to your local RBL charity.

Congratulations

to **Stacey and Daniel**



Stacey and Daniel headed to Gretna Green to get married on the 26th July. Stacey says the day was everything we hoped for.

Congratulations

to **Ellie and Leigh**



Ellie and Leigh also got married on the 26th July - but a little closer to home at Swancar Farm Country House. Ellie says they had a perfect day!

Congratulations

to **Luke and Lucy**



Arthur Edward Rogers was welcomed into the world on Sunday 11th August. He weighed a healthy 7lb 13oz and is an absolutely perfect sleep thief.

Staff update

from **Jackie Lynn Rose**

We have a number of new staff joining us at the end of August/beginning of September and we have decided to run a five week foundation programme to cover funeral arranging the Lymn's way and to familiarise with systems and forms. The exercise will be orchestrated by Nigel and Jackie with input from Pete and Matthew. Training will commence on Monday 2nd September and will consist of "classroom" sessions in the Training Room and visits to other departments, cemeteries, crematoria etc.

By mid -October the new staff will be placed at their designated offices by which time it is anticipated they will have gained confidence and grounding to deal appropriately with bereaved families.

Included in the exercise will be Courtney, our new four year trainee Isabel and three new Funeral Arrangers namely Karen destined for Derwent House in Derby, Diane for Harrod House in Carlton and Lindsay for Radcliffe on Trent .

Welcome to

to **Fenton Edmonds**



After 3 years of work experience with Tracey at Stapleford, Fenton has started work at RHH. He is working in the yard, but would like to train to become a Funeral Director. He likes to work hard and socialise with his family and friends.

Tom Beard

from **Ben Percival**



I am pleased that Tom has accepted a full time job as a Stone Mason.

Traveller Flowers

from **Matthew Lynn Rose**



Joe (pictured on the front page), Malcolm and Neil all worked hard to get these flowers displayed at a recent funeral!

1 YWP Wedding

from **Matthew Kavanagh**





The Family Funeral Service

Client comments collected during June 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.funeralguide.co.uk/funeral-directors> and

<https://www.facebook.com/pg/awlymn/reviews/>

Drivers

Excellent – 96

Good – 6

Satisfactory – 0

City Flowers

Excellent – 48

Good – 10

Satisfactory - 0

Arnold

The celebrant was excellent. EC/RK
The cars, and also they went out of their way to go past the house where she lived when we first met. EC/RK
You took care of everything including the appointment for spreading the ashes. EC/NMR
Sensitivity and respect. RK/RK
All of them, you were all amazing and helped the whole family feel at ease given the circumstances. RK/RK
The Celebrant. EC/RK
The celebrant Victoria Corden was outstanding. RK/RK
Very understanding, compassionate and gently guiding us along. EC/RK
The whole thing. RK/RK

Beeston

Very understanding & assisted exceptionally to make a bad day good! TAR/DMC
Donna was so kind and caring and Andy id a wonderful service. DMC/DMC
Personal care by everyone. TAR/DMC
Everything – was done – 100%TAR/JRC

Bingham

Very professional and organised. DTL/DTL
Excellent communication at all times. DTL/DTL
The whole experience from arranging two years in advance & prepaying to the actual day was excellent. DTL/MLR
Very friendly efficient & respectful at all times. DTL/DTL

Dear Dominic, Thank you very much for conducting mum's funeral, it all went very smoothly and was managed so professionally that we had nothing to worry about.

Carlton

The choice of caskets available despite only a direct cremation being booked & that I could collect my husband's ashes from the local branch. LAB/Direct
Attention to detail and friendliness. JF/RK
Outstanding, professional service being dealt with in a kindly manner, made to feel comfortable everything explained fully, follow up procedures. NMR/NMR

Clifton

The celebrant conducted the service

exactly as requested- fantastic service from Tim. JMW/JLR
Joanna Widdowson was "nothing short of Perfect" an absolutely lovely lady!!! JMW/TLS
Professional caring attitude of Joanna at Clifton office. JMW/JLR

Cotmanhay

Personal service, one to one. MNI/MS
I was involved fully with everything. I felt very well looked after, very compassionate towards us all. MS/MS

Ilkeston

All of it – very professional and caring, nothing too much trouble. MNI/MS
All of it. NAA/MS
From beginning to end, their extreme kindness & professionalism. 1st class in every aspect. LDE/MS

Littleover

Dan was very professional whilst giving a caring service. Kevin – funeral director was excellent. DB/KH

Long Eaton

Very friendly & personable staff. They knew mum personally and therefore it was a truly personal service. LDE/LJC
Louise & Lesley at L.E. are two very amazing and caring ladies. I cannot speak highly enough of them both. LJC/LJC
Patience & cooperation with preparing the printed order(s) of service. RJM/RJM
Personal care, availability to Lesley as our director. LDE/LJC

Mansfield

Very well run, everything explained in an understanding and sensitive manner. DC/JWB
David was calm, reassuring, nothing was too much trouble. DC/DC
The staff were excellent especially Stacey. SB/SB

Mansfield Woodhouse

The excellent printed service sheet. SEJ/JWB
Professional manner welcoming. Jonathan made the experience better for us. JWB/JWB
Initial meeting with them was friendly and we were put at ease. The service was taken by Adam Humphries who was excellent. SEJ/JWB
Leaving an urn and flowers at the

graveside. SB/SB

The professional and compassionate way we were treated was excellent. SB/SB

Stacey manages complete professionalism and friendliness perfectly, I knew I was in the best hands. SB/SB

Always made me feel very comfortable, more so when dealing with a loved one. SB/JWB

All of it could not fault anything your staff were so helpful and polite. SEJ/SB

Nottingham

Friendly staff – excellent celebrant – they all could not have done any more for us. MJC/TK

The interaction with staff when discussing arrangements and the feeling that the individual's thoughts were valued. MR/TK

Printed service sheets very high quality. MR/NMR

Professionalism of all of the staff. TK/TK

Jackie & Megan took great care of us. MR/MLR

From beginning to end we found the service to be professional and considerate. DC/TK

From first to last the service we received was in every respect impeccable. NLR/NLR

I can't think of one thing that I could pick out. The whole funeral was just as she wanted. MJC/TK

Considerate, understanding, excellent all round funeral director that I felt I had no worries about the funeral. MJC/JLR

Osmaston

Mark is a great person whom is sincere and comforting. MC/MC

Radcliffe on Trent

We were very happy with the overall service, no complaints. JK/JK

The pall bearers checked the route to the graveside before the service to ensure no unplanned obstructions. JK/JK

Hi Jane, we just wanted to say a great big thank you for the kindness you showed to us at such a sad time of our life. You are truly a lovely lovely lady and showed compassion alongside your professionalism, a skill I would think

that is not necessarily learnt but given to you as a blessing. After talking with family and friends they had nothing but praise for the whole funeral. They were very impressed by Keith and the way he conducted the service with such care and professionalism and they were very impressed by Lymn's and what we'd been saying about you. Take care Jane maybe we will meet again but don't take this the wrong way Jane, I probably hope not too. Take care and thank you

Rainworth

Myself and my sister and my Dad's two sisters were given a rose each from my Dad's floral arrangement which we all thought was a lovely kind thing to do. WEW/JWB

Ruddington

All was seamlessly outstanding from first contact to last. GLC/NMR
Teresa Spencer & Chris Dakin (the minister) are totally outstanding and professional in every aspect. TLS/TLS
Patience and advice when requested. GLC/TLS

Kind and considerate. CLC/TLS
Overall standard of service was excellent. GLC/TLS

Shirebrook

Jackie Potter was a great help. JP/AA
Jackie Potter took as much time as necessary to explain the process, gave helpful advice and always friendly and available. JP/AA

Spondon

Fiona at the Spondon branch was outstanding and a credit to A. W. Lymn. FH/JRC

Stapleford

Their courteous and good manners. TSR/TK/
Very personal kindly help. TSR/RJM

Sutton

The celebrant, the car, the respect given by the drivers & staff on way to Crematorium. SB/SB
The quality from start to finish. KLH/SB

Karen was exceptional from start to finish. She really went above and beyond for the family. KLH/JWB

West Bridgford

Both Andrew Brown and Sarah were

excellent, this is the third family funeral I have arranged with the WB office & they never let me down. AMB/SJD
Accommodation to the fact the family lived a long way away, good communication via internet & telephone. Excellent service. AMB/JRC

I felt that throughout the process I was treated as an 'individual' and not as just another customer. SJD/JLR
Very helpful in explaining the process. AMB/SJD

From beginning to conclusion we were always treated with respect and understanding – made comfortable and relaxed, confident with the service and support provided. AMB/SJD

Wollaton

All staff very friendly, respectful, supportive & knowledgeable. APM/TK
Caring and kind attitude, time taken. RJM/RJM
Very kind & patience, everything went smoothly. APM/LJC

City Flowers

Thank you for the flowers at the recent funeral of my son - excellent.

The Craftmen in Stone

Hi Sharon, Thank you for your personal attention with this, I appreciate it very much. I rec'd your copy photo in the post yesterday and popped up to the cemetery today. The stone is so much better.

Mary and Sharon, Thanks for all your help.

Hi Sharon, I went to see the stone yesterday and it looks really nice, thank you for all your efforts.

Dear Mr Percival, Thank you very much I am very grateful for the brilliant service we have had from you all not so much of that about now once again thanks very much.

Could Do Better

Celebrant used incorrect surname twice during service.

There was a coffin drape (provided) this was not used.

Minister communication.

Best Practice of the Month

Congratulations to Gary Phipps who has won this months Best Practice award. He was nominated by Pete Jeffery.



‘Can I nominate Gary for all his hard work he put in on his first vault’.

Also nominated this month...

Ben Percival has been nominated by **Jackie Lymn Rose** ‘BJP gets my nomination for xylophone man plaque cleaning. Great initiative’ (see story below right)

David Clarke and Wendy Walker have been nominated by **Emma Percival** ‘for all the last minute cleaning (whilst still smiling) as well as the distribution of all the invites for the Rainworth Open Day. It really was down to their hard work that it was so successful’.

Lesley Ball has been nominated by **Emma Percival** ‘even though Lesley knew her retirement date was looming, she carried on helping at open days rather than resting on her laurels – thank you Lesley’.

When our service does not end with the funeral

from **Mark Collishaw**

Mrs Kathleen Willis, a client of A. W. Lymn had been looking for her baby sister for many years. Her mother gave birth to a baby girl in September 1965 and named her Bettina Summers. Sadly at only a few hours old Bettina died. Mrs Willis’s parents were informed of the death, but were given very few facts or other information and over the years very little was said about her. At the time of her mother passing away Mrs Willis began a search for her sister, and when AW Lymn arranged her father’s funeral in 2017 she asked if we could help with any information. Whilst sorting her father’s possessions Mrs Willis found a receipt from A.W. Lymn for burial costs and so recently she rang again. This time, by requesting that the manual records be checked at Wilford Hill we were able to confirm that Bettina had been buried, and is in a grave at Bulwell cemetery. On Wednesday 31st July we went to Bulwell with Mrs Willis and her husband to show her where the grave is. The photos show Mrs Willis at Bettina’s grave and a floral tribute she placed on it.

Mrs Willis is very grateful for the effort put into helping her have peace of mind after 65 years of wondering, and for helping her and her sister to ‘complete the circle’ of their family. They now have a place to visit, to remember the sister they never met, but never forgot.



Xylophone Man

from **Ben Percival**

As anyone who grew up in Nottingham in the 1990’s will know, the ‘Xylophone Man’ who sat on Lister Gate bought a smile to the faces of many. I was therefore saddened to hear that his memorial was covered in chewing gum and dirt.

I had a walk down and was able to clean it. The response on social media and in the paper has been phenomenal.

The before and after photographs are shown to the right.

