



The Family Funeral Service®

Staff Newsletter

May 2023

Overall Winner 'Best Practice of the Month' 2022

Congratulations to Karen Horton from our Sutton-in-Ashfield funeral home on being voted, by her colleagues, the Overall Winner of Best Practice of the Month 2022.

Karen Horton was nominated by Brendan Pickering (civil celebrant) via Stacey Burman who said:

'Karen has been working with a very vulnerable lady who was cared for by her late husband, with no other surviving family members or friends who were able to give her assistance. Following Jonathan visiting the home address to make funeral arrangements, it became apparent that there were concerns for this client's welfare going forward. Karen has held lengthy calls with the client, with Brendan who is taking the service and with Jonathan, which has culminated in Karen contacting Nottinghamshire County Council Adult Social Care in the Community to get this very vulnerable lady the necessary care and help she needs in her own home moving forward following the death of her husband at the age of just 52. Brendan feels Karen has gone above and beyond, researching this in her own time and making the necessary arrangements'



Nigel was delighted to present Karen on behalf of the company with her award and cheque for £250.00.

Olivia Cotterill Wilson & Isabel Walton

Congratulations to Olivia and Izzy who have both passed the British Institute of Embalming (BIE) examinations.

The three year course consists of classes in Telford followed by five theory papers, one non autopsy and one autopsy practical examination.

The final practical examination was held at Robin Hood House on Saturday 8th April where both Olivia and Izzy successfully passed (with flying colours).

They celebrated at the BIE Annual Conference in Harrogate on Saturday 22nd April.

They need now to apply and be approved for membership.



'Our family serving your family since 1907'



2023 FINALIST

FAMILY BUSINESS
OF THE YEAR



2023 FINALIST

DIRECTOR OF THE YEAR

We're incredibly proud to have been shortlisted for not one, but TWO Midlands Family Business Awards!

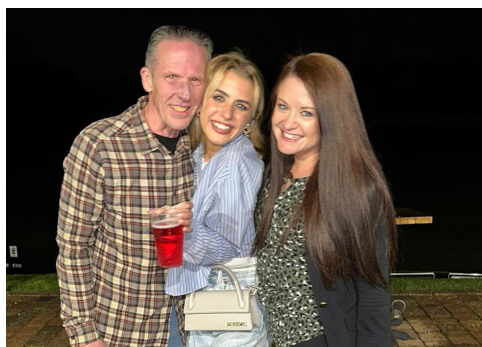
Congratulations to Nigel Lymn Rose, who has been nominated, and shortlisted for, the Director of the Year Award. This award is for an individual within a family business in any sector, that has made significant impact and difference to the company, and that will make a positive impact in on its future.

We have also been shortlisted for Family Business of the Year, which is a huge honour. This is due to the dedication and determination of our teams across all branches. We wouldn't have been able to do it without you.

The next stage is for an interview for both categories and then we wait to hear for the winners to be announced!

Please keep an eye out for how to vote in People's Choice Award, the voting for which opens on Monday 5th June 2023.

Out and about....



Kevin, Skye and Kirby were pleased to attend the first major fundraising event of the year for West Hallam Cricket Club, an ABBA tribute act performing live in The Pav Bar.



A new driver / BEARer is spotted at Clifton.



Spondon hop into Easter by taking part in the Spondon Traders Bunny Hop Trail.



Andy and Clive from Bramcote Crematorium present a cheque to Portland College following the football tournament, which had two of our teams involved.



Ashley (Rowe) does a Mick (Bramman) with the new Stapleford billboard.

On Friday 21st April Ben was pleased to support Forever Stars, the Nottingham based baby loss charity with a golf day at Beeston Fields Golf Club.

Despite being wet throughout the day the team managed to raise just over £5,000.00 with the support of many local businesses and 60 dedicated golfers.



We were pleased to act as a collection point for eggs for the Forever Stars Easter Egg Hunt.

The Centenary Foundation donated 100 eggs, which helped the charity to raise £2,183.27.

Nigel and Lucinda are pictured with some of the eggs collected.

Millennium and Promethean Caskets



These are now back in stock at RHH! The last Promethean we sold was in 2020 and due to COVID the supplier produced these for the American Market only.



Unfortunately until recently production hadn't been increased to serve those outside America resulting in the huge delay on delivery.

If you have never seen one, it is worth having a look in the Coffin Showroom next time you are at RHH.

Questionnaire Data

Every questionnaire asks the client to mark the service they received out of 10. Below are the average scores by funeral home for April.

Arnold	10.00	Hucknall	10.00	Radcliffe-on-Trent	9.75
Aspley	10.00	Ilkeston	9.83	Rainworth	10.00
Beeston	10.00	Littleover	9.50	Ruddington	9.33
Bingham	9.50	Long Eaton	10.00	Shirebrook	10.00
Bulwell	8.43	Mansfield	10.00	Spondon	9.50
Carlton	9.67	Mansfield Woodhouse	10.00	Stapleford	10.00
Clifton	9.83	Nottingham	9.90	Sutton-in-Ashfield	9.67
Cotmanhay	10.00	Ollerton	10.00	West Bridgford	9.67
Derby	10.00	Osmaston	9.50	Wollaton	9.00

COMPANY AVERAGE 9.70

Cotmanhay Chapel



A memorial service was held in the Chapel at the Cotmanhay for the first time.

Chairs with covers were borrowed from the canopy trailer and the family were really happy with the set up.

Hand Casts



Jackie was impressed with Olivia and Izzy's first attempt at making plaster cast of the hand.

This special request was for a young man who was due to be repatriated.

The Return of St Mary's Car Colston Church Bells

To celebrate and commemorate the Platinum Jubilee, St Mary's has undertaken an ambitious project to restore the Church bells, refurbish the Bell Tower Room and create a welcoming space at the west end of the Nave for church, village and community events.

The bells are of considerable historic significance, and it is remarkable to think the sound of them ringing would have called the village faithful to worship for generations. In particular, the tenor bell dates from circa 1480, just before or during the reign of Richard III (1483 -1485).

The A.W. Lymn Centenary Foundation was approached to support the restoration and the five Trustees all agreed to a donation of £1,000.00 towards the project.

Four bells were removed in November 2022 by Taylor's of Loughborough to be fully restored and tuned with new steel headstocks. The largest bell weighed almost half a ton and was originally cast in 1480 by Nottingham Bell founder Richard Mellor.

The bells were re-hung along with two new treble bells on 22nd March 2023, an event which Nigel attended.



3 APR 2023

Unit 6 & 7, The Glover Centre
23-25 Bury Mead Road
Hitchin, Hertfordshire SG5 1RP
Tel No: 01462 530710

Email: enquiries@happydayscharity.org
Website: www.happydayscharity.org
Charity Reg No: 1010943

Dear Mrs Lymn Rose

Further to your kind donation of £575.00 which we received in October 2022. I am writing to let you know how the money has been applied.

14th April 2023

15 children from Nottingham aged 7-11 who have severe learning difficulties and some have social, emotional and mental health needs are going with 5 adults to Bushcraft at Sherwood Pines.

I shall send you some feedback in due course.

This experience will help with their sensory awareness and improve their social and communication skills, not to forget the fun and excitement and educational value. This opportunity will enable them to take part in an activity more often enjoyed by the wider community, thereby promoting social inclusion.

An update from Caroline Morgan

Hi everyone,

I firstly want to say thank you for the space you gave me last year and for the messages I've had from you now we know more. What went from a pain in my back to a suspected blood clot, to "I'm so sorry Mrs Morgan you have cancer and it's in several places" came as quite a shock to myself and my family.

We found out I had three broken vertebrae and the pieces were resting on my spinal cord, my neck was unstable and emergency surgery was essential.

Surgery was complete and rods, plates and screws now hold me together, unfortunately the damage to my cord was already done. I woke with no feeling from chest down, this resulted in the doctors telling me I would only regain 50% movement back on my left at the very best and 80% on the right, I have fought to move and do simple tasks again. I have no temperature or feeling in my legs still, but have taught myself with lots of physio how to walk again. I've managed this whilst receiving treatment for my cancer. I have tumours on my spine, and ribs, in both my lungs, my liver and brain.

I received gamma beam radiation to my brain for the two tumours and they have responded well scans show they were 18mm and 8mm and now they are 10mm and 5mm. I take daily chemo, along with two injections every four weeks, this is to control the other tumours and strengthen my bones. The scans show this is working for the time being with the biggest tumour in my liver going from 33mm to 10mm.

Whilst everything is being controlled, I have good and bad days but I believe a positive attitude helps, and studies have proven this. Everyday I push myself to move, walk or sit no matter if I'm tired or in pain. Having goals helps me focus and gives me drive. At the moment my main focus is giving my mind and body the energy and time it needs to help it deal with everything. This brings me to my current goal.

I AM DOING THE 2023 NEWSTEAD 5K RUN!

Now for someone who some days struggles to put one foot in front of the other this is a big ask of my body but I'm training hard with the help of my trainer at the gym, Maxine. I will be walking the 5K although I'm doing everything I can to attempt a little jog for the last few yards.

I'm doing this run in the hope I can raise awareness and funds:

- Awareness of the term 'LIVING WITH CANCER'. Like me there are lots of people living with cancer and fighting everyday with their body, telling cancer they are the boss and are in charge, and they will not letting cancer take over.*
- Funds for Macmillan who over the last 11 months have helped me so much. They have always been there when I need to talk, shout, cry or ask questions. They have helped me get the right equipment at home, given me financial advice and supported my family whilst they try to understand what's happening.*

I have a GoFundMe me page and whilst I know everyone is watching every penny at the moment, if you have anything spare and want to give me a kick to do this 5k please have a look and donate. People like me need the help Macmillan give and I don't know how myself and my family would have coped without them.

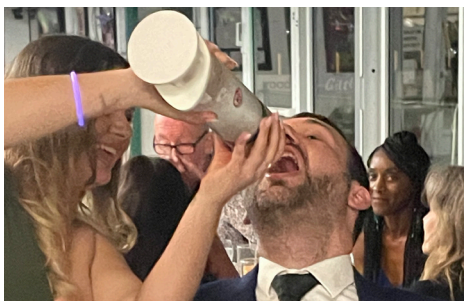
XXXX

https://www.gofundme.com/f/gwfgd3-to-help-people-living-with-cancer?utm_medium=email&utm_source=product&utm_campaign=p_email%2B2300-co-team-welcome



Staff Party

A huge thank you to everyone who attended this year's staff party. It was a great night and the feedback has been very positive. If anyone has suggestions for next year's venue or feel that we should re-visit The Rugby Club please let BJP know. All feedback is greatly received, positive and negative!



The Roll of Honour for new Service Badges 20 Years of Service

Russell Kemp
13 April 2002

Brian York
2nd August 2002

Louise Bramman
24th March 2003

15 Years of Service

Keira Morrison
26th March 2012

5 Years of Service

David Clarke
30th March 2017

Mary Haynes
3rd July 2017

Megan Rosier
4th September 2017

Nicola Anderson
25th September 2017

Olivia Cotterill Wilson
23rd November 2017



Paul and Ellie Ferrie



Congratulations to Paul and Ellie, who got married on Saturday 25th March 2023 at the Melbourne Hotel. They then enjoyed a three week honeymoon in Australia.

An extra week of annual leave

As those who have attended the staff party for the past three years may know we hold a raffle.

The TOP raffle prize is an extra week of annual leave. This was first won in 2021 by Samantha Seymour, on behalf of Gary. Last year by Anne Cooke and this year by Andrew Brown (pictured here with Jahnet from Aspley).



The draw will be open to all those attending the staff party (apart from Directors and thier partners), and if a non employee wins, their partner can claim the prize (we plan to do the same again next year)!

Ernie at Arnold



The team at Arnold were pleased to welcome Ernie, the split screen VW Camper, who is now part of the team at Mortons Funeral Directors in Birmingham.

For more information please visit <https://mortonsfunerals.co.uk>



The Family Funeral Service®

Client comments collected during March 2023

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 EH/RK was arranged by Emma and conducted by Russ.

Any comments in italics are from letters received.

Online reviews are also available at
www.funeralguide.co.uk/funeral-directors
and
www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 111

Good – 8

Satisfactory – 1

City Flowers

Excellent – 53

Good – 12

Satisfactory – 0

Arnold

When the staff bowed their heads to the coffin, we shed a tear. ESH/RK

Helpful, friendly advice. We could ask anything we wanted. RK/RK

To A.W. Lymn, thank you very much for services received at the funeral of my wife. It was much appreciated by family and friends and will be treasured memory of her life. With our very best wishes.

Aspley

The caring and sensitive nature of Jahnet arranging the funeral and Russell and his team for their professionalism at a hard time. JJW/RK

Everything!! JJW/LJB

Beeston

Really kind and professional. DMC/DMC

At all times they were very professional; gave you time to think, displayed empathy. GB/DMC

The kindness of all staff at all times. GB/DMC

All went to plan. GB/MS

Very relaxed atmosphere. GB/PCR

Bingham

The calming support that was given. DTL/DTL

Dominic organised everything to perfection. All the staff were professional throughout. Kept informed every step of the way. Felt confident that Dominic would ensure everything was covered for both days (service & burial the following day). Went as smooth as clockwork. *absolutely 100%* DTL/DTL

Edward looked after us really well – well informed – due to traffic problems.

DTL/EPM

Speech. DTL/DTL

Good Morning Dominic, We would all like to thank you for the impeccable service that you and your company provide for our mothers internment. Your professional attitude and attention to every detail throughout the process made it very easy for us on a sombre occasion. The service you and your team provided on the day was exceptional. We all appreciate the way the whole service was carried out,

made for a very special day for all of us. Thank you once again.

Thank you for everything yesterday, you all did a brilliant job.

Bulwell

Attention to detail. EPM/EPM

Smooth transaction of everything, friendly staff. TK/TLS

All staff allowed us time gave us support and were very respectful. TK/TK

The care and attention to make sure every detail was exactly the way I wanted it to be. Charis is an asset to your funeral service as are all the staff assigned to the funeral. They were reassuring and kind at a time when assistance is most needed. CB/MS

All Staff were very polite and were a credit to their profession. TK/EPM

All aspects from the initial telephone call to the return of our chosen venue for the wake. CB/EPM

Carlton

Very genuine and kind approach afforded by Mark Ridout. NMR/NLR

Very professional and polite. NMR/NMR

Very helpful and understanding. JAR/NMR

I liked that a gentleman walked in front of the hearse out of respect. JAR/NMR

I liked the service very much. JAR/NMR

Clifton

Loved the flowers and order of service Everything from Lymns was perfect. JMW/JMW

The whole experience was absolutely amazing everything we asked or was delivered better than anticipated thank you so much. JMW/JMW

Joanna was exceptionally kind & helpful. Richard Celebrant was equally considerate. Both extremely professional. JMW/JMW

Regular contact and assurance from Joanna. JMW/JMW

Format of order of service Joanna was very efficient in explaining the funeral arrangements but also did so in a relaxed and caring way. JMW/AMB

Hi Joanna, I just wanted to drop you a personal email to thank you so much

for the lovely funeral – had she been there in person, she would have loved it. The attention to detail was second to none and we really appreciate your ideas of having her name on the bus and the pride ties – the ceremony was lovely. John [Else] did a fantastic job as well. It has been a really hard time for the family and the funeral has brought a certain amount of closure although there are still some things that need to be finalised to bring full closure, including the final death certificate. Once again, thank you so much for everything you did for her and for the family – it is really appreciated.

Dear Joanne, a quick note to thank you and yourself for the excellent way you handle my late father's funeral. These times are never easy pass in a blur of emotion. I would like to say that I was particularly grateful for Mr Eustace's speech. He has a rare intuitive gift of understanding the essence of a person and did a magnificent job of giving my father his due. Although we were a small group (Covid and other plans, preventing attendance) a number of those present have commented that it was a lovely service.

To Joanna and everyone at A.W. Lymn Clifton, we just wanted to say thank you for everything you did, taking care of our mum and organising everything for the funeral. We all felt very careful and looked after.

Derby

Well looked after from start to finish. NDR/NDR
Professionalism. KIT/NDR
The attention to detail. KH/KH

Hucknall

Very professional but very friendly at the same time. DD/JRC
They were available at any time to answer questions in the run up to the funeral. Very welcoming when I visited their premises. JRC/JRC/Tony Knowles went above and beyond to make everything go perfect (especially with the Buddie (the dog).TK/TK

Hello All, Just wanted to say a massive thank you for helping make Mum's funeral so special. She would have

loved it.

Jessica – You were our first port of call and for someone so young you are so professional and easy to talk to, going through our options and making the process so much easier than it first appears.

Paul – So sorry you ended up with the service sheets (and my finicky amendments...) The end result was perfect though.

Mark – On the day you guided us through it effortlessly and with great respect.

Colum – What can I say? Thank you for making the funeral script so poignant and bringing to life my eulogy. Great singing too (if that was you. It was definitely over that way and certainly wasn't my sons!)

My aunt in Canada watched it live (at 3am Canadian time!) and these are her words "I have just finished watching the live stream of your Mum's service and it was so special to do so. It was a truly lovely tribute to your Mum....all the words and music were so beautiful. I hope it gave you all a peaceful comfort. It seemed almost magical to see you all sitting there."

Thank you all, you are a credit to Lymns.

Ilkeston

Friendly family company. Nothing was too much trouble. MNI/MS
The kind people: - Michelle, Mick and Tracey, fantastic! MNI/MS
Personal & friendly service, which made the whole experience good, a big thank you to Michelle. MNI/TK
Everything. Mick & Michelle did excellent, Tracey did a fantastic Eulogy. MNI/MS

To Michelle for making a very sad a difficult situation, easier for looking after my beautiful Mummy.

Littleover

Liked all everything they did was amazing. DBB/NDR
The funeral director at time of funeral was courteous & reassuring, lovely with my mum. DBB/NDR
Dan Barnes was very patient and kind. DBB/KH

Hi Dan, I really wanted to say a huge

thank for all your help with my mums funeral, I am so grateful that you understood how pressured I was when mum died and we moved house and I hadn't got a clue what to do first! I really appreciate the fact that you did everything at a pace I could manage, and were extremely supportive every step of the way. Thank you also for your recommendation of Chris Knight he was great.

Long Eaton

Laura was a credit to your company very professional but also friendly and approachable. Thank you! LJB/LJB
Everything. LKM/LJB

Hi Laura, Just wanted to say thank you so much from all of the family, the service that Lymns have given us through this most difficult time was nothing short of impeccable. You are all consummate professionals and a credit to your profession. Thank you again.

Mansfield

Everything – an update phone call was very nice. DCC/DCC
David was professional, informative, and showed a compassionate nature at all times (also, celebrant Katie Page was lovely). DCC/DCC

Mansfield Woodhouse

Extremely professional. WEW/AA
Very approachable and easy to talk to, helpful in my choice of funeral. JWB/DIRECTCREMATION
Personal touch. Very obliging to carry out our wishes. JWB/JWB
They made everything so easy all the staff were courteous & professional nothing was too much trouble. JWB/JWB
All service was excellent. SB/JWB
Friendly and respectful in every aspect nothing was too much trouble. SB/JWB
Stacey Burman was very pleasant and professional. SB/DIRECTCREMATION

Nottingham

The personal service given by Philip Wilson was way and beyond my expectations and helpful immensely. PCW/PCW
Good from start to finish. KDB/JLR
Excellent from start to finish. PCW/

PCW

Everything Paul Richardson was very caring & attentive. PCR/PCR

All staff were excellent and helped us so much during a very difficult time. MR/RK

Kind, thoughtful, professional. MR/EPM

Staff were very pleasant and premises is comforting and cosy. MR/PCR

He was very welcoming made time to explain things & helped a lot with things I didn't understand. KBD/DIRECTCREMATION

The visits to the home address by the funeral director and celebrant. RK/RK

To Phil and the team, thank you for all your help and support. We really appreciate everything you have done for us. Everything was lovely. Thank you.

Dear Philip, Just a line to thank you for your part in the arrangements for my brother yesterday. There were many comments on how well and smoothly everything went, and your kindness and "lightness of touch" were much appreciated by the family.

Ollerton

I was impressed with every aspect of the service provided. Sarah was very friendly, empathic and helpful throughout the whole planning. SJD/SB

Osmaston

Staff were very understanding of families requests and remained professional throughout. MC/MC
Very kind.MC/MC

Radcliffe on Trent

Mix of friendliness and professionalism. EH/JK

They were so lovely & polite made me feel at home really. EH/JK/

Everything was excellent & celebrant excellent too. EH/JK

Rainworth

The respect shown to the deceased person. Becky was particularly wonderful and ensured mum looked beautiful resting in her coffin. The whole service was immaculate. RSH/AA

Ruddington

Kept us informed of progress as we had to change date of funeral. TLS/TLS

Very respectful at all times. TLS/TLS
Morris Minor which carried mum's coffin. Staff made us feel like part of a family. TLS/TLS

Shirebrook

Special Thanks to Jackie & Jonathan for their thoughtfulness, kindness & Genuine consideration, they made a very sad day run smoothly without any unwanted stress. Much appreciated. JP/AA

Very professional helpful nothing was ever a problem. JP/AA

The Celebrant [Katie Page] was brilliant. JP/AA

Very professional and friendly. JP/AA

Spondon

Thank you for your professional, respectful & caring manner in the selection & management of Dad's funeral – nothing was too much trouble! Excellent service. FH/FH

Stapleford

Tracey was very sensitive and very professional. TSR/LJB

Tracey Sweeting-Rowe was extremely helpful & patient. TSR/JRC

Kind & helpful, nothing to much trouble. TSR/MS

All good. TSR/MS

Sutton

Everyone was compassionate, courteous & professional. KLH/AA

My husband's ashes and photos and service sheets were safely delivered back to me at home – Thank you. AA/JWB

Karen Horton was amazing and I'm sure she went above and beyond her role. KLH/CC

Hi Karen, David and all the team, thank you for arranging my dad's funeral. All done perfectly from initial meeting to the funeral. Nothing was too much trouble and request for expertly handled and arranged. I wouldn't hesitate to use you again when the time comes. I said experience has made a happy one. Thank you.

West Bridgford

The celebrant Gaynor Doherty was excellent. SNN/AMB

Andrew Brown was very supportive & dealt promptly & efficiently with our (unusual?) specific requests. AMB/AMB

Approachable and personal kept updated. AMB/AMB

Friendliness. SNN/AMB

The celebrant Colum O'Shea was particularly good. SNN/AMB

At burial site, did good job but left good space for family privacy. SNN/AMB

Respect, understanding, attention to detail, went over & above, noting was too much trouble even picked up remaining Orders of service so I could send them to people unable to attend. AMB/AMB

Very satisfactory. AMB/AMB

It was a very personal service usually dealing with Santanna Nightingale. SNN/TLS

Reverence shown. AMB/AMB

Wollaton

Comprehensive explanations, generally supportive. KNC/KNC

Very professional service. KNC/KNC
Kirby is very kind and nice at the funeral and with all aspects of the service. KNC/KNC

The friendliness of putting us at ease & really helpful, distributing flowers. LJB/NDR

What lovely people to work with at the most sad time. Julia – Wollaton – superstar. JRC/JRC

Care, respect and professionalism. KNC/KNC

Civil Celebrants

Richard was very professional and very understanding of the grief I was going through. We communicated regarding the process and Richard gave me reassurances all the way through the process and made me feel at ease. He represented my mum amazingly in the speech and I couldn't have wished for a better celebrant. Richard went above and beyond and I couldn't wish for more.

Richard was very patient and caring throughout the whole process. His guidance and understanding was much appreciated. I would definitely

recommend him as a Celebrant.

Richard Marshall was gentle, calm and a good person to talk to when I was feeling distressed. He was helpful and sensitive. He arrived on time and I highly recommend him.

Richard was very professional friendly and was very open to our needs at all times he kept in regular contact via email after his initial visit. He was happy to accommodate everything we asked for.

The Craftsmen in Stone

Good morning Sarah, Thank you for your letter regarding the placement of the memorial stone at Wilford Hill. We were up there on Sunday to view the headstone. It is exactly as we had imagined it would be. Thank you for your hard work to bring this to a lovely conclusion. Thank you so much for your help, support and kindness at what has been a surreal time for us. All good wishes.

Thank you too for your help and advice and communications throughout the order process, and for the completion before what would have been our 65th wedding anniversary. That was very much appreciated. You could not have done anything more. The cleaned and refurbished stonework looks good and the new plaque addition makes it a worthy memorial. Once again,, many thanks.

Hi Mary, Hope you are well. Just to confirm this is fab. Mum and brother have been up to the grave and they are highly delighted.

I would to thank you for your professionalism, respect and compassion you have demonstrated towards our family during this cruel and difficult time. From our contact and first appointment with you Mary, you listened to us and gave us, and my brother, person centred service. Please pass my thanks to the team who erected Martin's memorial. It was clear that, they treated him with respect and dignity, even replacing his wreaths back on his grave when they had finished the work. It was

really touching and if he was able to, Martin would also join us to share his appreciation. So from all of us, thank you. In the thick of things, I do not think that I said thank you to your colleagues who took care of him, before and on the day of his funeral. The team was outstanding, patient, sensitive and professional! Thank you. That includes you Megan. I can honestly say that from start to finish, Lymn is amazing.

Dear Sarah, just a very small thank you. Your support and professional help over the last few months has been amazing.

LLVH

I am writing to express my gratitude for the exceptional service provided by Lymn's Luxury Vehicle Hire for our wedding on Saturday 23rd March. The Rolls Royce wedding car that we hired was simply magnificent, and our chauffeur was truly exceptional.

From the moment we first made contact with your company, we were impressed with the professionalism and attention to detail. You were incredibly helpful and accommodating, and ensured that all of our needs and preferences were taken into consideration. The process of booking the car was seamless, and we were kept informed every step of the way.

On the day of our wedding, the Rolls-Royce car arrived promptly and looked absolutely stunning. Our chauffeur was incredibly courteous and attentive throughout the entire journey, ensuring that we arrived at the venue on time and in style. He even went above and beyond, taking us for a short ride around Bridgford as we were a bit early for ceremony!

Once again, thank you so much for your excellent service, and please do pass on our thanks and compliments to our chauffeur. We will certainly be recommending the company to all of our friends and family.

Could Do Better

Did not know when the obituaries were going into the paper.

His name was wrong on all letters.

It takes a team

From Colum

I returned home from Dublin last night after a very successful funeral and repatriation.

Having been out of the arranging and conducting side for six months, this has perhaps not been the easiest funeral service to look after considering the various implications. However, none of this could have been achieved without the incredible support and guidance from my colleagues and friends. I hope you don't mind me taking a moment to write this short note of appreciation.

Stacey, for your tremendous support and efficiency in preparing the documents for repatriation.

Brian, the coffin was faultless

Olivia and Izzy, the deceased looked incredible and there has been nothing but praise from the family on both sides of the English Channel for how she has been presented in coffin. It was fed back to me how welcoming Olivia was to the mourners when welcoming them to Church Monday evening.

David G, for all your help in the logistics of this funeral service and repatriation.

Nev, the way you spoke to the family bearers with kindness and respect was remarked upon after the Mass.

Fiona, the flowers were incredible, thank you for the quick turnaround amidst a busy time.

Philip, for your help at Nottingham office to prepare the funeral for leaving.

Richard and Mark, for officiating the two funeral services yesterday in order to allow me to take Mary home.

None of the above would have happened if it were just me alone, on behalf of the family I cannot thank you enough for making a difficult time much easier.

The 'Best Practice of the Month Award' nominations are:

Edward Martin has nominated **Neville Carridice and Gary Seymour**.

'Please can I nominate Nev and Gazza, after an early start on a travellers funeral in Shropshire, they stayed behind at the cemetery to fill in the grave and make it look presentable.'

Georgia Bell has nominated **David Clarke**.

'I would like to nominate David. He kindly offered to cover my out of hours (OOH) duty whilst I was off sick resulting in him doing four OOH shifts in a row! He's a real team player.'

Laura Maguire has nominated **Ian Richardson**.

'I'd like to nominate Ian for best practice this month. He helped me rather arduously place a large American casket in the Long Eaton small chapel – it was quite a challenge but he worked hard to make sure we did it!'

Dan Barnes has nominated **John Redhead**.

'Please can I nominate John for the employee of the month, following the letter received about him (in LLVH comments). It really is a lovely message for a new member of the team.'

Richard Marshall has nominated **Donna Conroy and Georgia Bell**.

'I'd like to nominate both Donna and Georgia. A little boy was knocked down on the crossing outside the Beeston office. There was absolute bedlam with cars, pedestrians, the driver, ambulance, police and the little boy's family. Donna and Georgia were wonderful with everyone, offering comfort, chairs, tea, water and whatever help they could. They were both calm and quick thinking. A credit to Lymns.'

Joe Buckeridge-Parton has nominated **Jack Raynor**.

'Whilst out fixing with Dan and Jack, we all heard the most horrific screaming in the woodland area of Gotham. We went to investigate and saw two dog walkers, one of whose dog had broken free of its muzzle and had its jaw locked onto the other dog, hence the high pitched screaming. Both owners were in a panic and unable to free the dogs and asked for help. Without hesitation Jack jumped the barrier and with knowledge of how to deal with such situations, he managed to break them apart potentially saving a dog's life. The owner was extremely thankful and took the other owner's details whilst Jack took the dog to one side to look after.'

The winners is....

****Jack****



Killing Shadows

It is great to hear from Michael Elliott, who was a popular Celebrant in the Mansfield area before moving to Portknockie, a coastal village on the Moray Firth within Moray, Scotland.

His third book in 'The Wrong Man' series is currently being printed and here is a brief synopsis...

Phoebe Pearson is now head of the Pearson crime family. A position she'd never envisaged holding. Frequently told she'll always be living in the shadow of men, and that she's operating in a man's world, Phoebe feels she has things to prove.

One man, in particular, has a long-standing history with the family. A main London face, who wants revenge. With a woman now at the helm, he sees his chance. With her family in serious danger, and the Pearson name on the verge of destruction, Phoebe must show how ruthless she can be. She must show the criminal underworld she will never be in the shadow of any man.

Blood will be shed, casualties will be suffered, but the order of things must remain intact. Phoebe learns a lot along the way. The biggest lesson being how to survive. How to survive from the shadows.

For more information please visit:

<https://www.facebook.com/M-J-Elliott-Author-108712867937844>

or www.mjelliottauthor.co.uk

