

January to March 2015 Quarterly Newsletter

Wishing you a
Merry Christmas &
happy new year
from the staff at
Ridgeway
Storage Ltd



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Ridgeway Storage Ltd. A company registered in England & Wales. No. 07063498 Registered Office: The Ridgeway, Powick, Worcester. WR2 4SN.

The Festive Season: Ridgeway



Our storage charges.

In September 2014 we were visited by the Valuation Office which is responsible for assessing commercial properties for rates payable to local authorities – in our case, Malvern Hills District Council. Their assessment is based upon area of land used and upon verification that fair rents are being charged to storers.

The result of their visit was a tad unwelcome the substantial rates which we were already paying on caravan and container storage land were doubled with immediate effect i.e. a 100% rise in what we are required to pay to MHDC as from October 1st, 2014.

As you can imagine this has made quite an impact. Right now we are bearing that increased charge and will continue to do so until 31st March, 2015. However, as from April 1st, 2015, we will have to increase our quarterly storage charge to **£120.00 per pitch (i.e. £100.00 + £20.00 VAT)**. Some of you are already paying this amount and so, for you, there will be no change.

I realise that this increase will not be particularly welcome but, as with the addition of VAT two years ago, I can assure you that it is necessary for us to remain a strong business offering you a high level of service and that the increased revenue will, in effect, pass straight through our hands to MHDC.

Many of you pay quarterly by Standing Order (STO). Please make a note to change the amount in time for your April – June quarterly payment.....we will send you a reminder in early March. **A Standing Order has to be changed by you** – it's not like a Direct Debit (which we don't do) which can be varied by the payee. Thank you for storing with us. 2014 has, by and large, been a good caravanning season. May 2015 be an equally successful and memorable one for you too.

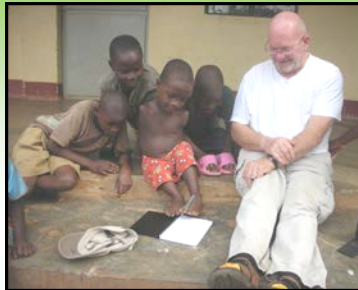
Malcolm

QUOTE OF THE QUARTER...

- The three stages of life:
1) You believe in Santa Claus
2) You don't believe in Santa Claus
3) You are Santa Claus

Another Side Of Ridgeway Storage: Sponsoring Children In Uganda

Some of you will already know that I have had links with Uganda for over 30 years. However you may not be aware that Tinah, my Ugandan wife, and I actively support work amongst disabled and disadvantaged children there through **MT DC – Malcolm & Tinah's Disabled Children's fund**. We collect good quality clothing and children's books/toys here and send a monthly shipment out for distribution amongst 4 children's homes and 2 children's hospital wards in eastern Uganda as well as to several smaller projects.



We also help to pay for orthopaedic surgery on some of these children. We visit regularly and in November 2014 I visited, once again, each project with which we are involved. It involves much work, particularly on Tinah's part, but it is direct and very effective. It is also very humbling and deeply moving. If you have any good quality clothing, or children's books/toys, for which you no longer have a use or you would like to make a contribution to freighting costs (we spend around £6,000 a year on shipping)then do contact myself or Jo in the office to let us know. We would be delighted to keep you in touch. Ridgeway Storage is very privileged to be a regular sponsor to this very personal work.

Site Security: Helping Us To Keep You Safe & Secure

Following a recent experience this is just a brief reminder that we ask you to take your van/motorhome off-site if you are selling it. If you are planning to show your van/motorhome to a potential buyer then:



- Know who you are meetingare they bona fide buyers?**
- Be with them all the time! Don't let them wander off looking at other vans.**
- If you are concerned by the behaviour of your potential buyer let us know!**

Please be aware that any stranger who arrives here asking to look at a van/motorhome because **'it's being advertised on eBay'** will be very firmly turned away. Don't advertise the location of your van/motorhome on eBay.....it's simply an open invitation to the unscrupulous to have a good look around and I want to assure you that we will never compromise our cherished CaSSOA Gold Standard by allowing unaccompanied and unknown arrivals into our compounds.

Office Christmas Opening Times 2014

Whilst our compounds remain open every day, as usual, from 8.00 a.m. – 6.00 p.m. throughout the Christmas period please note that our office will be closed from 1.00 p.m. on



Wednesday, 24th December, until 9.00 a.m. on Friday 2nd January. In an emergency or difficulty during this period please refer to the sign outside the office door

Great News For You! NCC Approved Servicing



We are delighted that Andy Hughes who runs the caravan & motorhome servicing workshop for Lee West (Ridgeway Taurers) has now qualified as an NCC Mobile Approved Engineer. This means that you can now have your van serviced here even when it is still under manufacturer's warranty and that your warranty booklet can be stamped with the manufacturer's approval. Please See Andy for details!

Our Client Records: Have We Got Your Correct Details?

With security in mind it is vitally important that our records are completely up to date. If ever there was a security incident we would need to know instantly that we have the correct van/motorhome details as well as your current vehicle registration(s). You might be surprised to know that, at any given moment, around 20% of the van/motorhome details which we have on file are out of dateeven, sometimes, addresses and telephone numbers as well! **If you change your address, phone number, model of van or motorhome and/or registration number(s) – please let us know!** Either a phone call or a note through the door will do.



What's On Site? Services Available Here

- ❖ Free hosepipe and platform use for caravan washing in main yard (please tidy away after use)
- ❖ **Ridgeway Tourers.** Independent, on site caravan servicing & repairs & caravan sales. **SERVICE BAY & CARAVAN SALES YARD NOW OPEN** (Unit 22 Ridgeway Farm). Single axle service: £135.00 + v.a.t, Twin axle: £155.00 + v.a.t. **Official NCC Mobile Approved Caravan Servicing.** Call Lee West 07843 302180 or www.ridgewaytourers.co.uk
- ❖ **ON SITE PROFESSIONAL EXTERIOR VAN WASHING.** Full exterior wash inc. roof from **£40.00** (quotation on inspection). Vans do not need to be moved. Professional AutoGlym products used. **For a quotation please call Nick: 07967 727886**

How Do I Pay? An Invoice For Next Quarter's Storage Is Included With This Newsletter

Please ignore if you have already paid or pay by Standing Order

- **You can pay by:**
- **Cheque** - Please make your cheque payable to Ridgeway Storage (no post dated cheques please)
- **Credit or Debit Card** - By telephone during office hours. By post - using the invoice tear-off slip to send your card details. By calling in during office hours.
- **Cash** - Cash and cheques can be safely deposited through the letterbox if the office is unattended
- **Internet Transfer** - To Barclays Bank: Sort Code 20-98-61. Account No. 03388506.
- **Standing Order** - It is very simple, we have a form here or if you use Internet banking, our details are listed at the bottom of your invoice. Ask for details
- **IMPORTANT:** If you post your payment to us, or leave it through the letter-box, it is vital that you include the invoice tear-off slip so that we can correctly reconcile it in our records to your name. Similarly, if you pay by internet, please use a reference, i.e. name and/or pitch number

What Else Do You Offer? Container Storage & Unit Rental



1) CONTAINER STORAGE

Container storage for household and commercial use. Competitive rates, access 7 days a week. Weather and vermin proof. Please enquire for availability.

2) BUSINESS UNITS

We have 22 units ranging from 300sq.ft. to 900sq.ft.

What Happens If I am Late With My Payment?

Our payment policy

As you know, one of our terms of storage is that you have 14 days at the beginning of each quarter in which to make your forthcoming quarterly payment. That will continue to be so. However we also want you to be aware that after the 7th day of a new quarter our new gate card/fingerprint system is now programmed to suspend entry until payment is made. We have had to do this to protect ourselves against a tiny minority of stors who don't pay in time and then remove their caravan/motorhome without notice and without paying.

If your payment is not received by the 14th of the relevant month, then our standard process of payment recovery begins. Please refer to our Terms & Conditions of storage on your initial booking form



Occasionally, items are lost, misplaced or found in our storage compounds. We have created our lost property box for this purpose. If you would like to report an object lost, or found, please let us know and it will be broadcast to your fellow stors. Between us all we may be able to recover that precious item!!

What Are Your Opening Times? Storage Site & Office Opening Hours

A reminder to our stors of site and office opening times:

Compound Access Times:

April to September: 8.00 am – 9.00 pm
seven days a week
October - March: 8.00 am – 6.00 pm
seven days a week.

Office Opening Times:

Monday to Friday: 9am – 6.00pm
Saturday: 9am – 1.00pm
Sunday: Closed
Bank Holidays: Closed
Christmas: Refer To Front Page

★ Sellers' Corner: ★ Advertising Space available from just £15.00 per quarter

If you have any caravan/motorhome related items you are looking to sell, why not take advantage of a targeted audience. Prices from £15.00 for 3 lines of text – please enquire at the office for details.



How Safe Is My Caravan? Security At Ridgeway Storage

We take the security of your caravan here extremely seriously but regular checking remains your responsibility and we cannot be held liable for any loss, theft or damage. We recommend you immobilise your caravan in store *particularly* if it is a new &/or larger model. Please *always* keep the compound gates locked in order to protect our CaSSOA status. Please let one of us know *immediately* if you notice anything suspicious whilst on site. Don't let someone else tailgate you into, or out of a compound. Please go through your own entry/exit process and let others go through theirs. REMEMBER you may be allowing access to a thief or allowing a non-paying storer to leave the site!