

# Stony Heating & Bathroom Supplies Ltd

&

## Olives Bathrooms

Stony Stratford & Towcester

01908 566649 – 01327 354076

## Newsletter May 2010

### “May you live in interesting times”

The word that springs to mind at this precise moment is “uncertainty” will the coalition last, will Vince Cable live up to his pre election billing, how low will the Euro go, will Pete manage to get on the airplane for his holiday to Mexico and the biggest question facing the nation in these uncertain times “who do you pick as your first choice keeper for South Africa”?. We are hardly awash with world quality ball stoppers are we but on the plus side he has two of the best defenders in the Prem in front of him (the Chelsea duo of John Terry and Ashley Cole) Prejudiced Oh Yes!

On the subject of Football what is it in the water at FA Headquarters! And if there is something where can I buy some? If we lose the 2018 World Cup over this episode it would probably constitute the most expensive leg over in history (allegedly!), think about the Billions that will be lost in revenue, it's not like the FA hasn't a track record in this field.

He could have worn a Man Utd shirt they at least had the decency to come second!!!

In all seriousness, no really, honest. They had that Oxbridge educated BBC business reporter, Robert Peston, on the telly the other day and when he was asked how we should react to the present economic situation he recommended taking to your bed and pulling the duvet over your head. I tried it and the effects of bowel disease and an enclosed space weren't good it didn't smell any better than the real world.

With regard to the world of plumbing and heating all this uncertainty is leading to a raft of price increases; please keep an eye on the website for up-dates. Copper took a bit of a dip recently but appears to be once again on an up ward trend.

### Made in England

In light of the forthcoming world football jamboree in South Africa we have turned over our windows to all that's good about football and a reminder of why we love the game so much, **money, sex and violence**. Can't do that so we have stuck a few flags, bunting and balls in the window around the theme of “Made in England”. Products made in England, yes some of it is a bit tenuous but we tried.

I believe that South Africa has one of the highest murder rates in the world, wait till they get a load of the South Americans and their take on what passes for the beautiful game. The fracture clinic is set for a busy couple of weeks.

Personally my monies on Spain beating the French in the final, you just know that having cheated their way to South Africa that the French will end up going all the way.

## Website – Technical - Promotions

Keep an eye on the website for up-dates on changes to legislation.

We will be running some exciting promotions for the world cup.

See the attached flyer to get your free world cup tee shirt.

We have taken two season tickets for the Dons in the cowshed so let me know if there are any particular games your interested in. I will put the fixture list up in the shop when it is published.

## Have you got any chest pain?

“I am only used to working with well people” explained the nurse when it dawned on her that the heart monitor was connected up wrong and was informing her that I was now dead! The doctor tore the print out from the heart “thingamy” leaned over, looked me in the face and asked if I had any chest pain. “No, it’s my bowel that’s knackered” he turned, disappeared never to be seen again.

Having managed to garner three clear days over the bank holiday yours truly ends up getting admitted to Northampton General on the Thursday evening. The attending physician (nice man from Barcelona) tells me he will review my records while he has a fag, he comes back later, and has a poke about, it could be your appendix he says in English with a heavy Spanish accent and a smell of those funny foreign Spanish fags, they took that out ten years ago I replied pointing to the ten inch scar down the middle of my tummy, OK he says turns, leaves and is never to be seen again.

Forget all your soaps on the telly, the real theatre and drama in this world is to be had down your local NHS hospital, they have got it all from desperate tears to absolute hysterics.

Doctors seem to think that when they draw the curtains no one else can hear a word that is said between them and the patient, the woman in the bed opposite to me would have been in her mid forties and for the entire world looked reasonably fit and well. However, hard you try not to listen it just doesn’t work out that way, it transpired that her Leukaemia had returned and the prognosis wasn’t positive. I checked her hands, no ring. A couple of hours later my worst fears proved true, her husband and two young kids turned in to see mum, the children would have been about eight (ish), they looked bewildered and quite frankly scared and my heart went out to them. I am not a religious person but even I offered up a pray for that family. We all know life can be shit sometimes but does it really have to throw it in your face.

Having been moved they put an elderly but disorientated Scotsman in the bed bay opposite mine. They left the bed sides up to stop him getting out the bed. I’ll give him his due it didn’t stop him trying though. After thrashing about for an hour he realised that he could slide down the end of the bed. This he duly did, I rang for the nurse on the assumption this was going to end in tears if not the fracture clinic. He got out the bed went to the bedside locker, opened the doors, proceeded to drop his jimmies and pee in the bedside locker, shook his winky, pulled up his jimmies and proceeded to get back into bed.

The nurse came to my side I explained she might want to get the cleaner, “have you wet the bed Mr Forster” she enquired, “err no but he’s just peed in his locker” I explained. She opened his locker and I nearly wet myself laughing.

You shouldn’t laugh at someone else’s misfortune but on this occasion I made an exception....

I can only speak from personal experience but god bless the NHS and all those who sail upon her. I for one am bloody grateful to them especially all those at Northampton General and my Gastroenterologist who wants to keep sticking his finger where the sun doesn’t shine.....

A big thank you goes out to Olive, Jill, Pete, Mark & Tracie for giving up valuable bank holiday time to come visit me. Hopefully it won't be a regular occurrence.

## Bag a Bargain!

The success of the end feed fittings "Bag a Bargain" has been extended to include John Guest Speedfit Fittings. We have increased our stock of bagged Speedfit fittings and have added some new storage bins for them. You should find them price competitive especially against internet suppliers and I have enclosed an order form with this newsletter. **Please feedback to us on this as it helps us be competitive.**

These are held in stock at both our Stony Shop and Towcester shop.

## It's all about cash flow.

Unfortunately the extended winter and depth of cold has seen many building sites come to a grinding halt. This has meant many suppliers have had a massive hole blown in their cash flow due to poor sales and major customers dragging their heels in paying their bills. Because of this suppliers have started shouting much earlier for their money and reducing credit limits in an attempt to shore up their finances. We have found since Christmas that our suppliers (especially the bigger ones) are shouting quicker and louder for their money. So if it appears we are asking for you to pay your account on time then please be assured that someone else is shouting far louder in my ear. Remember we are able to accept, cash, cheques, cards and BACS. If you need extra time due to cash flow issues then please give us a ring and we can usually accommodate most sensible requests.

Also suppliers are getting much stricter on returns, we ask that all deliveries are inspected within 48hrs of delivery this gives us time then to register any problems and organise replacements. Many suppliers are refusing to accept returns after this time period. It is also far easier if we are able to return goods in their original packing.

Suppliers are also strictly enforcing handling charges for returned goods that have been correctly ordered. They will usually charge at least 25% handling and refuse to take back any goods that have been opened especially anything related to gas.

PLEASE CHECK ALL DELIVERIES WITHIN 48HRS AND REPORT ANY SHORTAGES OR DAMAGE.

## Help us to help you.

As a small business we have a real commitment to service, unfortunately, things do occasionally go pear shaped, sometimes it's our fault but in most instances it is down to our suppliers letting us down. We really need you to feedback to us on when we do things well and when we fall down. From this feedback we can make changes that benefit both of us.

If we prepare a quote for you PLEASE feedback and let us know how competitive we are and if you need a quote please let us have it as soon as possible this gives us more time to search for competitive options.

## Olives Bathrooms

Selling to the public is a real art form and something Olive has in spades. She has the patience of a saint and the experience of meeting most customers needs and expectations. Unfortunately I wasn't born with quite as much patience as Olive and quite frankly a door handle is a door handle too me and as too spending two hours discussing the merits of different designs, PLEASE!!!

Point your customer in the way of Olives Bathrooms and let us help you give your customer that bathroom that meets both your expectations.

The refurbishment of the extended showroom is nearly finished. The new counter has been installed and we hope to start installing the new displays in the next couple of weeks. We have had some polo shirts prepared with the new Olives Bathrooms logo. Please let us have your size and we will dispatch one at the earliest opportunity.

We have also introduced a small dedicated website and this can be found at [www.olives\\_bathrooms.com](http://www.olives_bathrooms.com) and we can be e mailed at [olives-bathrooms@yahoo.co.uk](mailto:olives-bathrooms@yahoo.co.uk).



**Don't hesitate  
about that next**

*[www.olives\\_bathrooms.com](http://www.olives_bathrooms.com)*

**to speak to Olive  
quality bathroom.**