

Our Monthly Newsletter

Thank you for taking the time to read this newsletter. We hope you find the content interesting. All back issues can be located at www.brundallpetandgardencentre.co.uk.

Newsletter August 2016

Beauty in the nose of the beholder.

We buy 1000's of plants each year and most appeal to both the eye and the nose.

However, we have one plant in stock at the moment which is slightly more challenging on the nose.

We have a variety of Sea Holly on display outside our newly painted shed. For a week or so we were trying to find out where a rather strange smell was coming from. The scent was something very much in line with what a cat may have left behind. For days we were searching until I discovered it was the Sea Holly giving off a very strange and rather "sweet" smell.

Even more intrigued when watering to discover it being pollinated by a number of very enthusiastic Blue Bottle Flies.

A rather attractive flower for the summer border. However, you may not find the scent to your liking.

A great plant for a talking point in your garden. In the mean time please feel free to find it in our garden centre and give it a sniff for yourself.



The Benefits of Independence... cont.

Last month I spent some time extolling the virtues of independent businesses. In particular the way in which we can differentiate ourselves locally through price and service.

Well I've been thinking a little more about the value of independence to us at Brundall Home Hardware.

As my colleagues will attest I can be a bit of a stickler for certain standards and values. One of my main concerns is that of selling quality products for a fair price. Whilst at the same time providing an appropriate professional response when on the rare occasion a product does not meet customer expectations.

So how do we maintain this type of service?

Quite simply we get to know our suppliers, and the

type of products that are available on the market. We will only stock products from certain suppliers and will not carry products that we do not feel meet a certain quality standard. There are some brands which you will not find at Brundall Home Hardware - and for a good reason.

One of the standards that I apply is to discontinue selling a product if we have a number of products returned by our customers. I will speak with the manufacturers and suppliers and if I am not happy with the explanation we will no longer stock the product.

Quality is also maintained by stocking well known quality brands which will provide value for money.

A good example of this policy is last year a customer brought in a budget brand basin wrench,



purchased elsewhere, which had cracked in use. He complained that the product that I was selling was some £3.00 more expensive than his broken item. However, when you compared the size and weight of the two products there was a clear quality difference between the two.

We will never knowingly sell a product which is not fit for purpose. A benefit of independence where we choose the products found on our shelves.

Yankee Candle—Candle(s) of the Month



25% off the RRP

Our three August scents will be on sale from Monday 1st August. Strawberry Buttercream, Lake Sunset and Red Raspberry.

If you wish to take advantage of this offer please do not delay.

Three scents discounted this month!!!

Contact us on 01603 714341

E-mail:
info@brundallpetandgardencentre.co.uk

Find us on the web
www.brundallpetandgardencentre.co.uk

www.facebook.com/BrundallHomeHardware
Twitter: #brundallhh



Home delivery service available on purchases over £15.00. Deliveries to Brundall, Postwick, Blofield, Blofield Heath, Strumpshaw and Lingwood. Deliveries at a mutually convenient time. **Deliveries will not take place in icy conditions.**

Andrew's Top Tips - Enjoy Community Life

Many of us have chosen to live in a village to enjoy the benefits of community spirit and the joy of village life. Brundall and surrounding villages are no exception with many clubs, groups and social activities taking place each week.

Well there is now news of an exciting new community initiative - The Brundall and Blofield Good Neighbour Scheme.

This is being launched on the 1st August and will be staffed initially by 20 volunteers who will help less able villagers with tasks such as, light jobs in the garden, help with pets, shopping, library visits, lifts to appointments within the village, form filling and lots of other essential tasks.

With assistance from Community Action Norfolk, funding kindly provided by Broadland District Council and The Shelroy Charitable Trust and through associations with the local parish councils, St. Laurence Church Brundall and St. Andrew & St. Peter Church Blofield the Scheme is very much focussed on people in the local communities.

If you would like to use the services of the Brundall and Blofield Good Neighbour Scheme or would like to know more, or perhaps even get involved, please phone 0800 688 9677.



Good Neighbour Scheme

Tilly

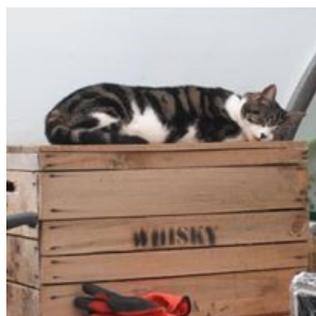
Like many people around Brundall we were saddened to hear that Tilly the "village cat" had died as a result of being knocked over in The Street.

Tilly has graced our store as our most frequent customer over the past couple of years. Her presence sitting on top of the Go-Cat, on our till, scales and computer will be greatly missed.

However, we are thankful for the pleasure that Tilly brought to so many people around Brundall and in particular to customers of our shop. It's strange that sometimes an animal can be such a talking point bringing many different people together in conversation. This was certainly seen on a

daily basis in our store. Indeed, many people just popped in to see Tilly.

We are very grateful to Penny and Andy her owners who were willing for so many of us to get to know Tilly. Although, I suspect that Tilly was very much in charge of this arrangement.



Tomato Food

At this time of year we sell lots of bottles of liquid tomato food.

But did you know that this is also a good all round plant food for your garden, hanging baskets and potted plants?

So next time your tomatoes get a liquid feed make some of your other plants happy as well.



Garden Paint

Thank you to Lucy and Amber who have spent time these past few weeks painting one of our display sheds in Ronseal Garden Paint.



The shed looks fantastic and really shows off the benefits of this product.

Also a rather tatty old garden bench has been given a colourful makeover.

