

## Garden Centre Changes

A chance conversation can lead to some amazing changes.

A few weeks ago Alison and I were stood in the garden centre debating the best way to make our garden canes and tree stakes a little more accessible. They were wedged up in the corner of the garden centre and this area was not particularly attractive. We had an idea that we could perhaps have a move around but were not quite sure what to do.

We have a fantastic supplier of pots and two members of their staff visit us regularly to top up and tidy our stock. We decided to give Mark and Gareth a call and to see if they could give us any advice.

They called in within the hour and had some wonderful ideas on how we could transform part of the garden centre with a fresh display of pots on new display stands. They took a long look at how people accessed part of the garden centre and the way in which it was viewed from different perspectives.



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Working on their suggestions we have now made a number of changes, including new pathways and lighting for night time shopping.

Alison and I are delighted with the improvements as it is now possible to fully access this area. We also hope that the garden centre will look attractive at all times of the year as the range of pots add a strong touch of colour.

We both hope that you enjoy the new look. Your comments and feedback would be very welcome as they do help to shape future developments.

# Environmental Issues

The advertisement features the Home Hardware logo at the top. Below it, the text reads 'BECOME A REFILL HERO' and 'Refill your Ecover bottles HERE!'. A circular graphic contains the text 'YOUR LOCAL ecover REFILL STATION'. Below this, it says 'You can refill Ecover Washing Up Liquids, Laundry Liquids and All-Purpose Cleaners'. At the bottom, four bottles of Ecover products are shown: two bottles of Washing Up Liquid (one green, one blue), one bottle of All Purpose Cleaner (yellow), and one bottle of Non-Bio Laundry (white).

We are now up and running with our Ecover Refill Station which is located in our stock room. The refill station gives our customers the opportunity to refill an empty Ecover bottle at a reduced price. So not only are you making a saving on the purchase price but you are also saving plastic by reusing your existing bottle.

It only takes a few minutes for us to refill your bottle and the price menu can be found by our till and on our facebook page. At the moment Ecover only offer a small selection of their product range for refilling. However, we suspect that this will increase as the popularity of the service increases

across the country. We have also introduced further environmentally friendly solutions in store and we would welcome suggestions from our customers on the type of solutions you would like to see us stocking in the future.

It was also good to see a customer in the shop using a netting reusable bag to purchase her wild bird food. These bags are becoming an increasingly popular way to bag up vegetables in supermarkets as these bags are designed to last. We have also recently introduced these bags into our range of products, so you can use these for your purchases either in the supermarket or here in Brundall Home Hardware.

Some customers have decided to bring in their bird seed storage containers and simply refill these. We just weigh the container before you fill it and we discount the price of your purchase by the weight of your container.





## Gift of Christmas Event

We have been running a Christmas event at the shop for 13 years and during that time we have welcomed many families to an afternoon of fun at this very special time of year. During that time charity donations have aided groups within the village of Brundall and in later years we have been delighted to support the work of the Vidiyal Trust.

One of the main attractions to the event has been the inclusion of real reindeer. Sadly our regular guests have had to retire due to ill-health and we have been unable to locate replacements at an affordable cost.

We have explored alternative attractions which would have required some considerable additional work to create and set up on the day.

Having given consideration to my commitments over the Christmas period, in terms of church, family life and management of the shop, and taking on board the concern for my wellbeing from family, friends and colleagues, we have reluctantly decided not to hold the event this year.

I appreciate that this will be disappointing for many of our regular visitors and I extend my gratitude for all of the support that you have given us.

The good news is that there are numerous local activities for families to come together at your local church to celebrate the wonder of Christmas.

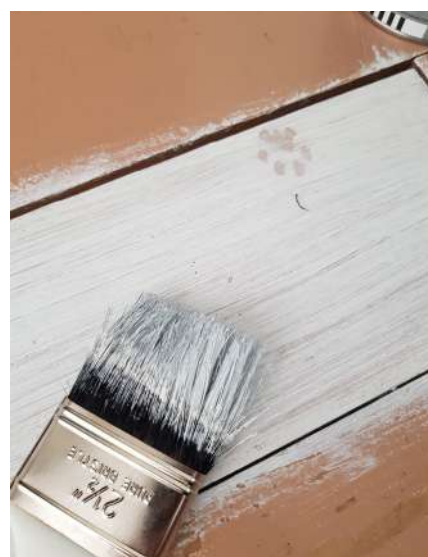
For more information see Yare Valley Churches.

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## Command Hooks

Have you tried the range of products known as Command from 3M. These are simply the most incredible series of picture hanging strips, hooks and general hanging solutions for a variety of jobs around the house.

They are self adhesive and stick to most surfaces. The best bit — no damage when removed. Ideal for picture hanging and for putting up all those Christmas decorations.



Look out for our new Harris decorating stand arriving this month.

## Curate Update

Am I the only one who is perplexed at the way in which time passes by. It is now 4 months since my ordination in Norwich Cathedral and the start of my Curacy at Stalham church. This has been a wonderful time starting to become accustomed to my new role as a minister and enjoying many conversations with visitors to the shop.

In addition to working at Brundall Home Hardware I find myself leading or assisting with worship services on Sundays in the churches surrounding Stalham. As this is still a time of learning I have made the odd mistake, stumbled over words or found myself in the wrong position at the wrong time, but thankfully nothing too dramatic. I have continued to enjoy preaching sermons and have had the delightful experience of conducting a baptism and assisting at weddings. It has also been a privilege to be able to support families at the time of a funeral. A humbling experience.

I still see those who I trained alongside and this is very special as we have the chance to share experiences and support each other. Going forward I will have the opportunity to join the congregation of the Yare Valley Churches for worship.

## Charity Christmas Cards

We have been delighted to help customers with their Christmas card selections for 14 years. During that time we have noticed that increasingly our customers have wished to purchase charity Christmas cards and this year we have extended our offering even further. In store you will find a good selection of Christmas card packs supporting a wide range of well-known charities.

Our full range of cards are now on display and are already proving popular with customers who return year after year to purchase their cards from us. Thank you.



### How to contact us?

Telephone 01603 714341

Email [info@brundallpetandgardencentre.co.uk](mailto:info@brundallpetandgardencentre.co.uk)

[www.brundallpetandgardencentre.co.uk](http://www.brundallpetandgardencentre.co.uk)

[www.facebook.com/brundallhomehardware](https://www.facebook.com/brundallhomehardware)



We are open 8.30am to 5.30pm Monday to Saturday. Closed Sunday and Public Holidays.

**Free local delivery on purchases over £15.**

**Subject to availability of delivery driver and weather conditions.**

Brundall  
**homehardware**