



Vehicle Hire and Management

Welcome to the May edition of our customer newsletter. In this issue we talk about our new welfare cleaning service, we also take a look at what documentation is required for going abroad and what products we can supply for all your festival needs this summer. Remember, you can always subscribe to our newsletter online and you can follow us on Twitter @SHBhire, like our Facebook page and visit our LinkedIn profile for more news and updates.

All new professional cleaning service offered to customers with their welfare vehicle hire package

SHB now offers a national welfare cleaning service run by a team of professionals as part of our commitment to increasing our overall customer satisfaction. Offering this service makes us one of the few hire companies in the country to present our customers with a bespoke cleaning service jointly with their welfare package. With this additional service we will be further investing in our fleet expanding our welfare units in particular with and without toilet facilities. Covering the whole of the UK, the service will be offered to all customers however rural their location. From the depths of the Welsh Valleys to the Scottish Highlands we guarantee that we can reach each and every customer so that everyone benefits from having their facilities washed by a team of professionals for a small extra charge on top of their rental price. Keeping your units clean and hygienic is vital which is why our specialist cleaners can help keep your facilities looking spotless. The service will be provided on weekly runs. However, emergency cleaning is also available given enough notice. From one day cleaning to four weeks' service, sliding timescales can be arranged tailored to suit your needs so you feel confident you are provided with a first class service at all times. All we require is that access be made available and someone is present to make sure the units can be unlocked. For more information please contact us directly on 01794 511 458 and choose Option one or speak to your Account Manager.



New to Fleet...



April/May has seen the further expansion of our fleet with the purchase of a number of mess vans (with and without toilets), cars, LCVs and the new Discovery Sport.

New Bodyshops...

To enhance our customer's experience with SHB we are actively improving our facilities nationwide. Our Newcastle bodyshop has recently been fitted with a new spray booth and paint mixing room.



Donington Season...

As Donington Park's Facility and Events Vehicle Partner we would like to remind our customers that we are revving up for a new season. Please speak to your Account Manager for more information and how you can get tickets to attend.



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Meet the Team...

Andy Viney - Group Service Manager

Starting out in the motor industry as an apprentice at the tender age of 16, Andy quickly worked up to become a qualified mechanic at the age of 20 before becoming a master technician and qualified vehicle electrician at the age of 22. Andy then joined the hire industry where he has spent the last 25 years, firstly as a mobile fitter before moving into management at the age of 32 initially as a workshop foreman and then depot manager roles before moving into regional management. Andy joined SHB in 2010 as operations manager at our Romsey workshop before being promoted to regional manager in June 2012. In January, Andy furthered his career with SHB by taking over the role of group service manager.



14 operational sites for national coverage across the UK

Tel: 01794 511 458 Enquiries: enquiries@shb.co.uk / www.shb.co.uk www.golfbuggyhire.co.uk



We have recently ordered 400 extra Defenders



One of Britain's beloved vehicles, the Land Rover Defender, will cease production this coming December. As well as investing in a further 400 of the soon-to-be discontinued model, we have also purchased a number of the new Discovery Sport and a range of other vehicles to help bolster our fleet so we can continue to offer leading support for our customers.

With an inevitable gap left in the market by the 4x4 Defender's demise, we understand that demand for other suitable 4x4 vehicles will be extremely high, so remember to get your orders in early.

The new Discovery Sport, with its all-new interactive features, state-of-the-art technologies, five plus two flexible seating configuration and all round sleeker look, will certainly be able to offer our customers an additional choice from the 4x4 vehicle market.

We have also invested in various makes and models of cars to increase numbers so we can continuously offer a diverse and versatile fleet tailored to help fulfil each of our customer's bespoke requests.



With festival season just around the corner make sure to visit golfbuggyhire.co.uk for all the latest ATVs and UTVs suitable for a wide selection of events and festivals

There's no need to get carried away, our professional Chauffeur service is suitable for a wide range of events and festivals, film sets, VIP events etc.

What you will need for driving outside the UK this summer

SHB offer a European package for a one off charge of £120 +VAT which includes the VE103 form and 5* European Breakdown Cover. Don't forget, you will need to check that your insurance policy fully covers you and your vehicle for travel outside of the UK. For more information please visit our FAQs page on our website, www.shb.co.uk. You can also find motoring information and advice on the RAC website including what you need prior to travelling and what happens when you get there. You can also set up your own personalised route planner complete with driving instructions.



Hire Controller awarded Rental Operator Skills Certification

In March, Hire Controller, Martin Skipp, from the Thetford depot, became the first SHB employee to achieve the BVRLA City and Guilds Rental Operator Skills Certification. Martin passed the exam with flying colours attaining 100% in each of the five modules.

Each exam is split into five modules including; general vehicle rental operations, insurance practice, tariff interpretation, overseas hires and light commercial vehicles. Each assessment tests the candidate's knowledge of different areas of vehicle rental operations and best practice.



Paul Whatmore and Martin Skipp

