

Newsletter

Autumn 2002

Lyon Insurance Services Ltd
2 Church Terrace
Holyhead, Anglesey
LL65 2HP
Tel 01407 760914
Fax 01407 763857

NEWS

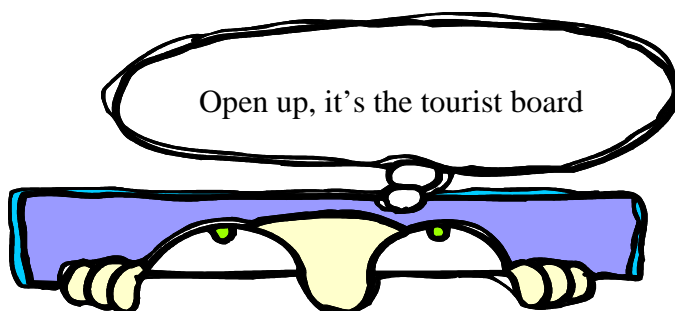
Our last newsletter revealed The Welsh Tourist Board plans for compulsory registration of all holiday accommodation. We asked for your views, and 67% of Welsh policyholders balloted were against compulsory registration.

Most of the 37% in favour are already Tourist Board members and generally believe the proposal would increase standards. However, some expressed concern over future costs, and possible difficulties in policing the scheme.

Mrs. Sylvette Williams of Caernarfon thinks "The Inspection should be done according to set standards, the personal tastes of the inspector should not come into the judgement of the classification, as has happened in the past. We want standards of cleanliness & hygiene, not comments on our choice of furniture. A guesthouse is our home and we want to stamp it with our own personality."

Nearly all those against, speak angrily of more needless red tape, of *big brother*, and jobs for the boys. Typically Mrs. Sally Prickett from Aberswyth writes. "The WTB should concentrate on bringing tourists into Wales, not managing and supervising small businesses. Free market forces will achieve the stated objective, without spending OUR money on additional levels of deadheaded bureaucracy. Civil servants should stick to what they are employed for – shuffling paper."

Finally Mrs J. Beadle of Hay-on-Wye asks. "Why should I want to spend £75 for someone to come and poke round my house? – Bolshi? Moi?"



We have forwarded our findings to the Tourist Board.

PUT IT IN WRITING

Thanks to Jane Whitehouse of Camberley, Surrey for these perfectly genuine letters sent, in good faith to various councils and housing associations.

Will you please send a man to look at my water? It is a funny colour and not fit to drink.

My neighbours 18-year old son is continually banging his balls against my fence.

The man downstairs has a huge tool that vibrates the whole house, and I can't take any more.



I wish to complain that my father hurt his ankle very badly when he put his foot in the hole in his back passage.

Will you please send someone to mend my garden path, my wife fell on it yesterday and now she is pregnant.

I'm a single woman living in a downstairs flat and would you please do something about the noise made by the man I have on top of me every night.

Please send a man with the right tool to finish the job and satisfy my wife.

I am writing on behalf of my sink, which is coming away from the wall.

I wish to report that the tiles are missing from the outside toilet roof. I think it was the bad wind the other night that blew them off.

I have had the clerk of works down on the floor six times, but I still have had no satisfaction.

I request permission to remove my drawers in the kitchen. 50% of the walls are damp, 50% have crumbling plaster and the rest are plain filthy.

My bush is completely overgrown round the front, and my back passage has fungus on it.

CLIENTS CORNER

Following our request for news of unusual or famous guests, Ted & May Fussey of Forest Farm Guest House, Huddersfield write.

“Our truly unusual guests have stayed with us time and time again since May 1999. They are a party of Zulu Singers and dancers, who use our bunkhouse accommodation and a room in the guesthouse. We had many musical evenings (with tribal dancing) in our lounge. Other guests were, to say the least, amazed.

During one of these evenings a dancer kicked so high her broke the light fitting. We decided not to claim off the



insurance, imagine the claim form. *Dancing Zulu kicked the light fitting.*

The group made a big impact on local people and even made a radio programme, broadcast in Radio 4 on Christmas Day.



One of the group is now in the Lion King on Broadway”

Had any unusual or famous guests? We would love to hear from you.

Guest House Sitters

For the past few years Sandy Brooks of Maidenhead has gone on holiday leaving an experienced married couple running her Guest House, content that the business is left running in good hands. Unfortunately due to illness the couple cannot help this year.

Sandy is looking for someone to act as “Guest House Sitters” do you know of anyone? Or perhaps you could use the service yourself; we would like to hear from you.

Claims

Colonel Carter of Colchester writes. “Thank you for your cheque in settlement of our recent claim. We are greatly impressed by the sheer speed of your operation and the complete absence of any huffing, puffing or tutting. We are amazed as are our friends.”

We continue to see a steady rise in claims alleging personal injury. “It’s getting just like America” people tell us. If that’s the case, it can only get worse. Successful frivolous cases in the States are now know as “Stellas” after 81-year-old Stella Liebeck, who won \$2.9 million from McDonalds, because the company failed to warn her that the coffee, which she spilled on herself, would be hot. While Kathleen Robertson received \$780,000 for a broken ankle, when she tripped over an out of control toddler in a furniture store – even though the child was hers.

While our *Sleepeasy* policy gives full public liability cover, it is never pleasant being involved in a claim. So why not give your property a health & safety check? Look for potentially dangerous areas, after all prevention is better than cure.



Property for sale? Just send details and we will advertise it for you free of charge.

2 Bedroom Holiday Cottage – North Yorkshire

Character stone cottage (end one of 4) not on “site” Surrounded by countryside/views. York 13 miles. Castle Howard 3 miles. Good operating record, fully equipped, central heating. Could be used residentially 10 months of year. Qualifies for capital gains tax relief. Owner semi retiring
Mr Kelman 01773 833 007 £59,950

3 star guesthouse – Caernarfon, North Wales

Close to town centre & castle. Profitable, all year round business, 9 beds + owners flatlet, lounge bar/dining room. Views over Menai Straits to Anglesey
Mrs Williams 01286 674602 offers over £175,000

AND FINALLY

David Taylor of Richmond reminds us that – patience isn’t a virtue it’s a complete waste of time.