



John Nicholls (Trading) Ltd
Head Office, Overthorpe Road, Banbury, Oxon, OX16 4TB
Tel: 01295 262294
Email: info@johnnicholls.co.uk

J&Bs
Head Office, 284 Wimborne Road, Bournemouth, BH3 7AT
Tel: 01202 528299
Email: info@jandbs.co.uk



Plumbing & Heating Suppliers



5th October 2020

Dear loyal customer,

I hope you and your family are safe and well.

In view of the extraordinary times we find ourselves in, I thought it timely that I update and thank you for bearing with us during what has been one of the most challenging times in Nicholls 55-year history.

Firstly, and most of all, I am grateful for the loyalty and patience that you, our customers have shown. In the early days of the initial lockdown, right up until the present, your continued support has meant we have been able to keep our company on track through this period of uncertainty.

I would like to take a moment to thank every member of the Nicholls team, who have worked tirelessly throughout the last six months. We reinvented many areas of our business literally overnight enabling us to deliver the expert advice and service for which we are known. I am proud of how our colleagues adapted and stepped up ensuring we could work safely and continue to support our customers and communities in which we work.

Working tirelessly to support many essential services throughout March and April enabled us to see some of the amazing work undertaken by the care workers and NHS staff who really stood out as heroes during this pandemic, from everyone at Nicholls, thank you.

Moving through the first months of 'Lockdown' I'm sure at times our service may have slipped, which may have caused frustration. If you have any issues which have still not been resolved, please do not hesitate to make contact. I'm delighted to say that our service is now returning to our usual high standards. We continue to work hard in the background with our supply chain to keep our stock levels as high as possible and navigate our way around product and supply issues. If you were one of our customers who was inconvenienced, please accept my sincere apologies.

As a business we know how important face to face contact is with customers, I am pleased to say all our trade branches and showrooms are now open for you to visit. We had initially asked for appointment only visits in our Kitchen and Bathroom showrooms; we are now in position to accommodate walk-ins whenever we can. All our Branches and Showrooms are 'Covid Secure' as we follow government guidelines, I kindly ask when visiting, you adhere to government guidelines; most importantly wash your hands, maintain social distancing and wear a face covering.

As we move into the Autumn and Winter, I'm sure we may see further local or national restrictions, causing more difficulties for all. I want to assure you that we will face the challenges head on, adapting how we work whilst taking onboard all we have learnt in the last six months. Thus, allowing us to continue to serve our customers and local communities.

Finally, I would like to express my gratitude to our wonderful customers and colleagues for keeping the business moving throughout the last six months. We know as a business we have been more fortunate than so many others during this pandemic, something we do not take for granted.

With very best wishes,

Andrew Nicholls
Executive Chairman
John Nicholls Group