

# The Broadstairs Bulletin



Issue 5

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## Broadstairs Dickens Fellowship: Back at The Pavilion and This Time it's Personal!

On 6th October, the membership of the Broadstairs Branch of the Dickens Fellowship were delighted to resume their regular meetings at The Pavilion.

On this occasion Professor Carolyn Oulton from Canterbury Christ Church University gave a talk entitled: 'I couldn't bear to spend eight months with those people' - Gladys Waterer and the Dickens Connection".

Professor Oulton's talk centered on the lady who had the idea of a Broadstairs Dickens Festival. In 1937 Gladys Waterer lived at what is now Dickens House Museum and she had the idea to commemorate the centenary of Dickens' first visit to the town with her own production of "David Copperfield", and had townspeople going about Broadstairs in Dickensian dress to advertise the event.

The title of Professor Oulton's talk refers to the time needed for her to produce a play and the people were those characters in Oliver Twist; the only one of Dickens' books which she couldn't bring herself to make into a script. So the Broadstairs Dickens Festival as we know it was born and today it is widely received as a great contributor, along with the Dickens Fellowship, in keeping Dickens's name alive in Broadstairs.

Professor Oulton's talk also revealed Gladys Waterer the author. It isn't widely known that she wrote two books and indeed her early life is not well documented. Professor Oulton would be glad to hear from anyone in Broadstairs who has photographs of Gladys or details of her life, which would help with her research.



Professor Carolyn Oulton with Vice President of the Broadstairs Fellowship, Peter Shaw, and Louise Woodcock, Fellowship Member and Member of the Dickens Festival Committee taken at the Pavilion



Professor Oulton at the Gladys Waterer bench on Nuckell's Gardens.

If you have any memorabilia regarding Gladys Waterer or wish to find out more about the Dickens Fellowship, please contact [chris.ewer@btinternet.com](mailto:chris.ewer@btinternet.com).

A commemorative bench for Gladys Waterer was commissioned on her death and is now sited in Nuckell's Gardens on the seafront. It is a mark of the affection felt towards her by not only the Festival Committee but members of the Dickens Fellowship also.

Charles Dickens was Broadstairs' most famous holidaymaker, and the Fellowship, with its meetings and public performances of his works, maintains his importance in our town.

We very much hope that 2022 will see the return of the Broadstairs Dickens Festival keeping Gladys Waterer's memory alive.

Chris Ewer  
Hon Sec  
Broadstairs Dickens Fellowship

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# Holiday Activities and Food Programme For Kids This Christmas

After a successful summer of fun, healthy activities for children and young people, preparations are already underway for an even more exciting offer during the Christmas holidays.

In the school summer holidays, delivered as part of the Kent County Council-led Reconnect: Kent Children and Young People programme, more than 4,000 four to 16-year-olds enjoyed healthy, nutritious meals and a range of sports and other pursuits. The provision was funded by the national Holiday Activities and Food (HAF) programme, which allows local authorities to deliver these sessions to families whose children are eligible for benefits-related Free School Meals – for free – during the Easter, summer, and Christmas holidays.

Some locations in Kent offered horse riding, yoga, water sports, or other physical activities while others gave youngsters the opportunity to put on dance or drama performances. Participants tucked into tasty treats including homemade pizza and smoothies, roast dinners, and curries; some were introduced to fresh vegetables while others picked fruit and used it to make jam.

The application process for the Christmas holidays is now open – the closing date is Wednesday, November 17, 2021 – and KCC is confident the opportunities will be just as exciting and beneficial. The summer HAF programme in Kent benefited from £1,978,306.

Sue Chandler, Cabinet Member for Integrated Children's Services, said: "Most children and young people look forward to the school holidays as they know they will spend their time relaxing and socialising with relatives and friends. However, for some families, the school holidays represent worrying times due to the additional food and childcare costs. I would encourage all eligible families to look at the holiday clubs available in their area and choose one their child will enjoy."

As well as socialising, exercising, and enjoying the activities on offer, the children and young people who attend HAF sessions, and their families, are given the opportunity to learn about healthy food and nutrition. Programmes can offer cooking demonstrations, family cooking sessions and tips on how to create healthy meals, and on almost all occasions the children, young people, and sometimes their family members, all eat lunch together.

A significant number of the programmes had additional places available for children and young people who didn't qualify under HAF criteria but whose families were able to pay for them to attend.



A few also offered free or subsidised places to those not in receipt of Free School Meals but who were considered by KCC to be vulnerable or in need.

Shellina Prendergast, Cabinet Member for Education and Skills, said: "Not only are the HAF holiday clubs enjoyable and a chance to socialise with classmates, make new friends, and try something different, they are also hugely beneficial to children and young people's health and physical and mental well-being.

"They will be encouraged to eat more healthily and be more active during the school holidays as well increasing their knowledge of health and nutrition, so these habits are more likely to continue during term-time. The engaging and enriching activities on offer aim to help the participants become more resilient, support them to achieve even more in school, and enhance their overall well-being."

A total of 84 programmes were delivered in Kent over the summer by a range of partners including schools, sports-based organisations, holiday playschemes, charities, district and borough councils, football clubs, community organisations, and The Education People – a Local Authority Trading Company of KCC. Providers have already started signing up for the December HAF programme and details will be released closer to the time.

For more information about the application process and the Kent HAF programme visit [www.theeducationpeople.org/holiday-activities-and-food-programme-kent/](http://www.theeducationpeople.org/holiday-activities-and-food-programme-kent/) or email [kenthaf@theeducationpeople.org](mailto:kenthaf@theeducationpeople.org)

The Reconnect programme, launched by KCC in March and running until August 2022, is an ambitious community-based programme of activities, designed to help children and young people reconnect with their pre-COVID-19 lives.



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As the world reopens, thoughts are turning to travel again... For each one of us the 'right time' to return to travel will be different, but thankfully, we are slowly and safely seeing restrictions ease. Travellers have been able to visit friends and family abroad, make important work trips, or just get some well-deserved R&R this summer.

Simplification of travel requirements means that there are travel opportunities again for those that are ready - Helped further by reduced testing costs and booking flexibility offered by many suppliers. Summer 2021 saw the rise of the staycation. It has been wonderful planning Scottish self-drive itineraries, getting families together to stay by our beautiful coastline, and of course facilitating clients taking 'Seacations' on many of the fabulous cruise ships that came to our shores this summer! P&O, Princess and Disney Cruise Lines, were amongst those who offered popular 'cruises to nowhere', enabling guests to experience their ships, enjoying great food and entertainment close to home. We also saw a gentle return to European travel under testing and vaccine guidelines. We have seen brides and grooms finally tie the knot in Cyprus, families making memories in Spain and people taking well needed time out to process the last 18 months on the Greek Islands.

With the arrival of Autumn, people are thinking about alternatives to our darker evenings! I am booking cosy UK cottages with wood burners and hot tubs and seeing growing demand for escapes to the Maldives or Caribbean to get some sun. Festive trips are also popular, be it trips to Christmas Markets in the UK or Europe or an alternative to Christmas at home. People are also planning trips as Christmas gifts for their loved ones, so that they can spend precious time together in 2022.



Here are some top tips for when you are ready to start travelling again:

- Plan ahead! Booking early allows you to take advantage of lower airfares and have more choice.
- Know which destinations are on your list! Then you can plan around the best time to visit in terms of the weather or the things you want to do.
- Think in terms of experiences! Maybe your motivation is around a particular experience you want to have, linked with a passion, wildlife, food or history maybe?

Then have a quality conversation about the best options for you

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Simon Weatherley in Deal and Hedley Basford in Canterbury are the founders and owners of Simon Hedley Art. Simon is a keen amateur photographer and collector of art. Hedley is a retired management consultant, active professional photographer and holder of the Licentiate Distinction (LRPS) from The Royal Photographic Society of Great Britain.

Simon approached Hedley one day with the idea of producing and selling photographs of various familiar locations in Deal but with a special quality that makes them striking and different. Hedley was sceptical at first but, after spending a day together in Deal and producing an initial portfolio of 12 images, he quickly changed his mind. Each image is produced by taking multiple exposures at different settings, merging them together and then applying layers of varying types of adjustment to achieve the finished result.

Simon began selling the images at the Deal Town Saturday Market in July. Simon tells the Bulletin: *"The response has been amazing. We have already sold over 120 prints of various sizes, all of them mounted and either presented in a sealed acid-free cellophane bag or framed. Recently, in response to demand we are now offering quality canvas prints. Our images have featured on the front cover of two magazines with two more commissioned. We have been asked to have a photograph on display in the Royal Photographic Society 2021 online exhibition.*

*Our art is unique. We want people to look at familiar objects and scenes in a completely different way that opens both the eyes and the imagination, showing that we don't always see things in the most beautiful way.*

*In response to the instant appeal of our style of photography we are extending our range of images to other towns and locations in Kent, including Broadstairs and further afield. We have created our website [www.simonhedleyart.co.uk](http://www.simonhedleyart.co.uk) and already have received enquiries from a London art gallery and another in the USA that is keen to promote and sell our images"*

Simon Hedley Art can be viewed and purchased at Quex Barn from November 19th until the New Year and each Saturday at Deal Town Market, 8am - 2pm.



Old Kent Market, Margate



Chinese Lantern Shop in Pingyao, China



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# Amazing Fundraising Success for Boobies Raffle

In May 2020 Judi Bolton, realizing that the Ramsgate Ladies Darts League would be unable to raise money for the East Kent Unit for Breast Screening (EKUBS) by playing darts, as they have done for more than 10 years, decided to start her own fundraiser.

She came up with the idea of running on-line raffles on Facebook and when her friend, Nicola Sykes was furloughed, she volunteered to help her with assistance from her sister Emma. The Boobies Raffle was started and in just over a year, they have raised the incredible amount of £50,000 for EKUBS and are continuing to fund raise. These ladies spend hours organizing this and EKUBS is amazed and overwhelmed by the amount of support they have received at this time, when normal fundraising activities have been unable to take place.

To celebrate reaching the £50,000 milestone, a celebratory quiz was held on Saturday 12 September at the East Kent Arms in Ramsgate at which another £400 was raised for the cause and the well deserving winning team was the 'Boobies team'.



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**OPEN**



**Sarah Gibbon and Vivienne Rose are the trading partnership called Shoreline. After both moving to Westbrook Bay, following successful careers at Goldsmiths, University of London for over 30 years, they decided to follow their dreams and set up a creative business together.**

They wanted to work with and for local artists, makers and creatives in their new community in Thanet and across Kent. After the creation of a business model that they felt was fair to the artists and would deliver a unique shopping experience they set about looking for premises. Having already established a well-received makers' market (Margate Made) in the previous year, and once the word was out that they were looking, they were approached to lead The Eclectic Art Gallery in Margate's historic Old Town.

Established in 2016 by an artists' collective, The Eclectic Art Gallery has contributed to the development of Margate as a must-see venue for locals, visitors and tourists interested in art and creativity. From 1st September 2019, Sarah and Vivienne have helped the resident group of artists to expand the range of art on sale, to run commercially successful exhibitions and other activities. The gallery's mission is to affordably showcase the talents of Kent-based artists, with regularly changing displays to appeal to everyone. In an intimate space on the ground floor of in the picturesque Crown Chambers building close to the Turner Contemporary Gallery, Eclectic's group exhibit and sell their contemporary original oil, acrylic and watercolour paintings, ceramics, mixed media, jewellery, digital and traditional photography, and textiles. They also sell prints and cards. The gallery is open Wednesdays to Sundays, 11am to 5pm and is a short stroll from the rail station, along the sea front, with car-parking and bus routes nearby.

Still looking for that extra space to offer more local makers and artisans as well as fine artists the opportunity of a supportive and reasonably priced way to exhibit and sell their work, they continued looking across Thanet and viewed a number of commercial properties until finally settling on Westgate-on-Sea. They fell in love with 29 Station Road as soon as they saw the front window, the canopied row of independent shops, and the bright and airy interior which offered the potential for the type of venture they had in mind. There was no precedent in Westgate for this type of independent retail gallery and they felt that this could be an untapped opportunity, on one of Thanet's most thriving high streets. Westgate Galleria opened in November 2019 after receiving an exciting and enthusiastic response from lots of local artists, makers and creatives who wanted to be part of this new venture.

Nearly two years on, and having weathered the special challenges of 2020/21, the Galleria is a popular gallery and gift shop that stocks a wide range of unique and beautifully made original art and artisan-made accessories, products for the home, the collector and for gifting, alongside greetings cards and prints. All work is designed and handmade by independent artists and small creative business owners, offering Shoreline's customers the unique shopping experience that Sarah and Vivienne are proud to invite our readers to enjoy. Parking nearby is free and Westgate's rail station and bus stops are just a few minutes' walk away.

Both galleries host guest exhibitions which change every month. These attract both established artists and those who are new to exhibiting. It is a strength of the business that Sarah and Vivienne take the time and effort to support those who are new to exhibiting and selling, working collaboratively with them to take the stress and worry out of learning how to put on a show early in their artistic careers.

Both gallery spaces are flourishing and are attracting new artists and makers to join their groups every day. Many of Shoreline's artists, makers and creatives were very productive over the lockdowns and there are always interesting new products on display and for sale. Sarah and Vivienne are currently planning for the time they can return to running the Margate Made events, re-opening bookings for the workshop, course and meeting spaces they have created at Westgate Galleria; and also running some further larger scale exhibitions across Thanet that will showcase the work of the artists, makers and creatives they work with. They are currently helping to set up the town's new Business Forum, and are actively involved in the Shop Locally initiative and the local Fiver Fest project.

Talking to Sarah and Vivienne they expressed how much they have enjoyed becoming part of Westgate's community, and the huge satisfaction it gives them to be able to proactively support and encourage the creative population of this wonderful part of Thanet. They are currently working with over 70 artists, makers and creatives from across Kent, including many living in or near Westgate and would welcome anyone who is interested in joining their galleries to contact them for information on their very attractive space rental packages.

More details can be found on their website: [www.shorelinepartners.co.uk](http://www.shorelinepartners.co.uk) or you can pop in to see them at Westgate Galleria on 29 Station Road, or email them on: [shorelinepartners1@gmail.com](mailto:shorelinepartners1@gmail.com)

## Call for local Artists, Makers and Creatives

Are you looking for a local and supportive venue to exhibit and sell your work?

Are you making contemporary art and high quality artisanal craft products? We would love to show you our large, bright and airy, gallery and gift shop on Westgate-on-Sea's busy high street. We offer competitive monthly rentals, with low commission fees, and professional administrative, promotional and curating support. Spaces start at £25 a month. We have some Sale or Return (SoR) opportunities available. You can also book our Guest Wall for a month or a fortnight to exhibit your work.

To make an appointment to find out more about joining our group of makers please email [shorelinepartners1@gmail.com](mailto:shorelinepartners1@gmail.com)

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**No...not the 1970s public information campaign exhorting us to hide under a table in case of nuclear attack. This is far more useful.**

It's my public information campaign about protecting tender perennials and taking cuttings to over winter so your plants survive and even multiply. First the protection: to protect tender perennials such as Salvias and Pelargoniums, lift them and bring them into a greenhouse. If you have a heater, set it to the frost setting (around 5C). You can use bubble wrap to insulate the greenhouse for additional heat conservation. If you do this the heater will only need to kick in on extremely cold days and nights.

For tender bulbs and tubers such as dahlias, wait until the foliage has been blackened by the frost, then lift them and place in a box of sand in a dry, dark, frost-free location.

Plants like Agapanthus, which are generally happy to be left in the ground with a little protection, are best left undisturbed. Cover the top with a generous quantity of well-rotted compost or bark mulch. This can be removed from around the crown of the plant in spring and will help retain moisture throughout the spring growing season.

November is the start of the bare root planting season. Plant roses, hedging and trees, and it's

also a good time to move any of these plants which you think are in the wrong area of the garden. They are more likely to survive this treatment if moved at this time of year.

**So, what else can we do in November?**

Ideally your spring bulbs should already be planted but if you haven't done it yet, just put some in this month. November is actually the perfect month to plant tulip bulbs are because the less time they are in the ground the less likelihood of them developing a virus called tulip fire blight.

Plant garlic cloves if you have an area with free draining soil.

Dig over the vegetable plot, leaving clods to break down over winter

Rake the fallen leaves regularly from lawn areas because if you leave them they deprive the lawn of light.

Bring in garden tools for the winter. Clean, sharpen, and oil them first.

Keep removing weeds. It is easier to see them once garden plants have died back. November is a great time to get rid of persistent perennial weeds.

Happy gardening!



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## An interview with senior audiologist, Anabela Pinho, Hearbase at Spencer Private Hospital, Margate

### What is an audiologist?

An audiologist is a clinical health care professional responsible for helping those who have problems with their hearing and balance disorders. It's a highly qualified role, and each day an audiologist could be assessing and fitting hearing aids, providing ear protection, tinnitus support and advising on balance and wax removal.

### How long have you been at Hearbase?

I have been at Hearbase for nearly 3 years now and I enjoy my work, especially meeting and helping so many people all over Thanet, old and young, from all walks of life. I am based at the Hearbase clinic at the wonderful Spencer Private Hospital, Ramsgate Road, Margate, CT9 4TG.

### What are the first signs of a hearing problem?

Some of the early signs are when you struggle to keep up with conversation in noisy places, when your family tell you the TV is too loud,



or when you have difficulty hearing people clearly. If you experience ringing or buzzing in your ears, or head, or a feeling of blockage, these can also be early signs of hearing loss.



### Why should I have my hearing tested?

Not being able to hear, seriously impacts your quality of life, not to mention talking with friends, family and others. I recommend if you show any of these early signs, you should get it checked. If you are concerned about someone close to you who struggles to hear, speak to them about getting a free hearing test and why not join them to offer support if they need a little bit of encouragement?

### Why should I go to Hearbase Spencer Private Hospital Margate?

Well, to start, our hearing tests are completely free. This isn't unique to us, you can get your hearing tested elsewhere, but as we are expert audiologists, if we find anything of concern after your free hearing test, we will point you in the direction of specialist services quickly. We are a really friendly bunch of people and



our focus is to listen and help you to manage your hearing.

### How should I look after my hearing?

If you notice any change to your hearing, large or small, then always get it checked. This is important however old or young you are. If you work in a noisy place or have a history of hearing loss in your family, have a hearing test, it only takes 30 minutes. Call us on **0800 077 3061** or email [admin@hearbase.com](mailto:admin@hearbase.com) and book your free hearing test at Hearbase at Spencer Private Hospital Margate today!



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Health practitioners call us "Perfect Primary Care" and we earned our Safe Care badge for our COVID -19 response. 5-star customer reviews come in all the time and all our reviews mention 'family' somewhere!

Providing award winning customer service, outstanding elderly care and employment opportunities that suit skilled people who don't want to work full time, are some of the factors contributing to our success. Coming this far in the family business award feels like an achievement in itself, and with our fingers firmly crossed for the win, we wish all the shortlisted businesses in the KEiBA awards every success.



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**Pierremont Hall has nearly completed its first year of being open - I think we can all agree that 2020 doesn't count - and what a year it has been.**

Following a refurbishment, Pierremont Hall opened in February 2020 for public and private events. The venue provides plenty of space, whether you are looking for somewhere for a family celebration or a luxury wedding, or something a little more formal like a meeting or conference, this is the perfect place for any occasion. With impressive chandeliers and long Palladian window features, the interior and exterior of the Hall will have you and all your guests in awe.

Pierremont Hall has the option of two different ceremony rooms, perfect for intimate groups or large affairs, as well as outdoor space for those summer gatherings. With their own events team at hand, they are there to support you, to ensure that you have a magical day that is completely bespoke to you and your tastes, taking the weight off your shoulders so you can focus on having a relaxing day. They've seen ten couples joined in matrimony and thirteen wedding receptions, as well as a load more celebrations of new and past lives. They introduced their first Markers Market and are excited to act as hosts again this Christmas on 11th December, 11am till 3pm.

Pierremont Hall have had some great fun with 'Summer Theatre in The Park' this summer, with the Sarah Thorne Theatre and their amazing family production of the 'Pirates & The Mermaid', where they were also joined by the RNLI (Royal National Lifeboat Institution) with fun activities and safety information for families. Also, as part of their 'Summer Theatre in The Park' event, Pierremont Hall were joined by Gordon Clarkson Productions and Teaspoon Productions in hosting a chilling 'Wine and Dine to Solve the Crime' murder mystery weekend. This ticketed event was extremely popular, with tickets selling out within weeks of allowing the event.

Pierremont Hall and Broadstairs and St Peter's Town Council are hoping to bring 'Summer Theatre in The Park' back next summer with more fun pack family fun.

Also offered were outdoor summer homeworkers groups. There was a real urgency for the community to engage with others to tackle loneliness in a safe and secure way.



Pierremont Hall did what they could to support them this summer by providing a safe place for hotdesking, as well as finally starting viewings face to face. Focusing on the town's wellbeing going forward, there are wellbeing groups available here at Pierremont Hall throughout winter, including Yoga, Tai Chi, Pilates, meditation sessions.

They haven't finished yet, with a Christmas event in line with The Broadstairs & St. Peter's Chamber of Commerce – A Christmas Light Show. The Hall is hosting a children's party this Christmas on the 27th November at 11am, 1:30pm and 3:30pm. Children will be able to decorate biscuits, do some arts and crafts, dance with our Christmas Elf and meet our special guest... who could it be! Tickets are £7.00 per child. Maximum one adult per child.

Look out for future events and more information on their private event offers on their website at [pierremonthall.co.uk](http://pierremonthall.co.uk) or call them on 01843 263609.



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**Julie Taylor explains more about the therapies available from The Happy Healer Broadstairs.**

## Homeopathy

I had my first experience with homeopathy when conventional medicine was unable to help with my gynaecological issues. When I felt there was nothing to help, I was amazed to find a non-invasive healing modality and a practitioner who really listened to what was going on. As a result, many years later, I trained and qualified as a professional homeopath.

The name is taken from the Greek: 'Homios' = Similar and 'Pathia' = Suffering. Disease is treated using substances that would, in a healthy person, exhibit the same symptoms – sounds crazy, but it really works!

It is holistic in nature, which means the whole person is considered as well as the specific problem. Substances used as remedies are minute doses of natural substances taken from plants, minerals, crystals and many other natural sources.

We all have the ability to overcome dis-ease. When something happens to cause us stress, we produce symptoms – the expression of disease. Remedies stimulate the natural healing energy to restore balance and allow the body to heal itself without any harmful effects. When prescribed appropriately, remedies are safe, non-toxic, non-addictive with no side effects.

The healing begins during the consultation, it is a space for you to discuss your symptoms in the context of your daily life. Your schedules, routines, sleep habits, nutrition, skin-care and exercise all have an impact on how you're feeling. Treatment is tailored to you as an individual.

Homeopathy is one of the most widely used forms of medicine in the world today. It can be used by everyone, from babies and children to adults, including women during pregnancy.

## Reiki

Originating in Japan, Reiki healing is an alternative healing therapy helping to reduce stress. It is an energetic nourishment promoting relaxation, detoxification and a good overall balance within mind, body and soul. Reiki can improve health and gradually clear up old illnesses. It can help to focus your mind enabling



you to find solutions. It will centre you if you feel scattered, energise you when you feel drained and calm you when you feel afraid.

Usually carried out whilst lying on a treatment couch, with or without contact, you can choose what is best and most comfortable for you.

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## Homeopathy

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## What a month it has been for Caremark Thanet

Through the Business Watch programme, Caremark Thanet were delighted to receive the news from Academy FM that they had been voted by their customers for Business of the week, and then Business of the month.

Business Watch was set up by Academy FM to promote local businesses throughout Thanet. Academy FM have been encouraging their listeners to nominate their favourite local businesses. The winners receive a month's free advertising package on Academy FM and their own radio commercial.

Jemma Nimmo, Director of Business Development and Marketing for Caremark Thanet, Dover and Canterbury was overwhelmed by the news and stated, 'We are absolutely delighted to receive the news from Chris (West) at Academy FM for winning Business of the week and then Business of the Month. Thank you to our customers for taking the time to nominate and support us during this challenging time.'

### The good news didn't stop there

Jemma entered Caremark Thanet for the category of Valuing Disability Business of the Year award for the Kent Excellence in Business Awards (KEIBA). As stated on their website KEIBA is an annual awards scheme staged and produced by KM Media Group and Kent County Council to recognise and reward excellence in Kent's businesses. Jemma commented 'We were so pleased to have been shortlisted for this award let alone be nominated for the finals. We are very proud of what the team have achieved and our carers for all their hard work and dedication. It is nice we have been recognised for this by the judges.'

If you are looking for work or a change of career and want to join the Caremark Thanet team, please do contact Jemma Nimmo at **01843 235910** at [jemma.nimmo@caremark.co.uk](mailto:jemma.nimmo@caremark.co.uk). Experience is not necessary as all training is provided. We can offer work to walkers as well as drivers.

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Garry Costain, Managing Director, Jemma Nimmo Director of Business Development and Marketing and Kerry Hill Registered Manager and Director of Safeguarding and Compliance



Mark Bailey Care and Support Worker, Jemma Nimmo, Director of Business Development and Marketing and Zoe Marshall, Office Manager and Well Being Lead

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- Creme de cassis

**METHOD**

Preheat the oven to 180C/gas mark 4. Pour the wine into a saucepan with the sugar, spices and lemon zest and bring to the boil, stirring dissolve the sugar.

Meanwhile, peel the pears. Leave the stalk intact but cut out the core at the base. Use a non-metallic ovenproof dish just wide enough to hold the pears in a single layer and lay them in there. Don't use a large dish because when you pour the spiced wine over the top - the fruit should just be submerged. Cover the dish and bake for about an hour, checking after 45 minutes. When the fruit is tender, but still holds its shape, lift it out of the liquid and set aside.

Then pour the liquid back into the saucepan and bring to the boil. Reduce by about half until it becomes thick and syrupy, then taste and pour in the creme de cassis to taste. Pour the sauce back on to the pears and serve warm or cool, with ice cream, cream, or custard.



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## Business Profile: TMS Estate Agents - Putting People Before Profit

**Max & Vicki Andrews are the brother & sister team who own and run TMS Estate Agents. With this solid foundation of family ties comes the unbreakable link of shared values. Several key members of the team also share friendships with the pair stretching back over 25 years.**

Although closely related, Vicki & Max share completely different backgrounds. Vicki left corporate estate agency to be able to choose her clients and her team. Max changed his career as a professional musician to invest his energies to be in business with his sister. They shared a vision of being able to grow a team as dedicated as they are to customer service, transparency and honesty.

Putting people before profit has seen their team grow from 4 to 14 with services covering sales, lettings, property management and maintenance. Vicki & Max both agree: *"Our team is everything. As it says on our website, the definition of team is to act together to achieve something."*

The best part of the job is when a client leaves a review on Google or Facebook which helps to describe what it is that makes TMS different like this 5 star review from Lorraine Clarke:

*When I was left with the job of selling my parents bungalow and not living in Kent myself I went with reviews and chose TMS Estate Agents..... It turned out to be the best thing I did... Property was marketed well and they handled all viewings resulting in Bungalow being sold on the first day for full asking price... My thanks go to John, Kirsty and Luke who were very helpful and made the task of selling property so much easier... They are very professional whilst also giving a personal service very rare in lots of Estate Agents these days... Thank you.*

For several years TMS Estate Agents have been proudly supporting Thanet Age UK as the care and treatment of the vulnerable and elderly is something very close to their hearts. Max & Vicki have lost both their parents now. Their Italian mother, someone with the biggest heart and smile to match, died in 2008 after a long fight with Vascular Dementia.

On receipt of their first donation, their Chief Officer wrote to TMS to say: *"Age UK Thanet Limited provides vital services to older people in our community enabling independence and social interaction. With regular support from local companies such as TMS Estate Agents it enables us to continue our much-valued work."*

Caring for all their clients and making sure they are not taken advantage of is something the whole team is very passionate about. As Vicki says:



Max and Vicki Andrews, Directors, TMS Estate Agents

*"My team will never put you under pressure to make a decision to sell and we will make sure you get all the support you need. You are free to start the process and change your mind without a sense of obligation or hidden fees. Our free advice will be tailored to suit your needs as we want you to feel 100% comfortable so you do not have to worry."*

Owning or renting a property is a luxury for many and the team at TMS Estate Agents never forget the people who cannot even get on the housing ladder. The directors and staff also support Porchlight, including their "BeYou" project, which connects young LGBT people in Kent and Medway. Max has also volunteered in his own time to work with Margate Food Bank and Thanet Winter Shelter.

TMS Estate Agents are patient and passionate about service. Patient? Yes – because the last thing you want is a pushy estate agent working to their own agenda – you can call them today with a question and maybe not call again for another five years. As Max says: *"That's why so many clients have become good friends because we're here for a chat, we're happy to give advice – we're just happy to help and what goes around, comes around. We've never been more successful."*

They moved away from the High Street as the office was just too small and there was nowhere free for clients to park. Now at the Kent Innovation Centre, and with free visitor parking, they are almost equidistant from all parts of Thanet. If you want to speak privately & confidentially a meeting room can be booked for you, or as ever, they can visit you at home.

There is no doubt that TMS Estate Agents are a dedicated, highly skilled team who will give you a personal, tailor-made service. Tell them what you want to achieve, and they'll do their very best to make it happen.

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