



  
**HANDY ANDY**  
CAR WASH

# Welcome to Handy Andy Car Wash

Big enough to cope.....

..... Small enough to care

Handy Andy Car Wash provides a hand car washing and valeting service throughout the UK. We have 16 car wash sites operating from Falkirk to Reading.

We are wanting to expand our Portfolio and are looking for new opportunities. We are interested in working with yourself.

Over the years, the addition of our facility has proved to be an asset to our client garden centres. Please look through this brochure and you will understand why we would be a great asset to your company.

Thank you for your time,

A stylized, handwritten signature in black ink that reads "Terry". The script is fluid and cursive, with a large, prominent 'T' and a long, sweeping tail on the 'y'.

Terry Fullwood  
Managing Director  
HACW Ltd Franchise Lettings

## **Tell me about Handy Andy Car Wash**

We are a family-owned hand car wash and valeting business with 16 car washes currently operating. These are located within Garden Centre car parks and a couple of Retail Parks as well.

We started our car wash business back in 2006, where we opened our first car wash within Dobbies Ponteland Garden Centre (near Newcastle Airport). Within 12 months Dobbies CEO at the time James Barnes and Director Johnny Trotter, offered us a second site at their Birtley Garden Centre (south of Newcastle). We accepted and opened the site. Within 2 years James contacted ourselves and asked us to open further car washes within their garden centres. At this stage, the company evolved from being a car washing company to becoming a car wash franchising company.

Over the last 18 years our Portfolio has grown. We have opened a number of sites with Independent Garden Centres as well as Car washes within the Klondkye Group, The Yorkshire Garden Centre Group and Northumberland Estates Retail Parks.

We are now looking to expand our Portfolio into other established and successful independent garden centres and retail parks. We are currently in the planning stages with 3 new sites due to open in 2025/26.

When we started back in 2006, it was just my husband, Terry, that was running the car wash. There are now 3 members of the family in the team and we also have a Maintenance Manager. Terry still oversees the running of the company. Myself, Delia, looks after the new site developments and the general day to day admin. James, our son-in-law, looks after the site visits, developing the site operators and the health and safety side of the business. Our maintenance manager looks after the repairs, maintenance and retrospective updates to the car wash sites.

## Pictures of our first car wash in 2006 to present Day

As you will see from the pictures over the next few pages, as the years have gone on the car washes have developed from metal portacabins, to plush fully cladded cabins with kitchens and bespoke canopies.







**Our Cabins are professionally built for needs of the car wash**





# Henry Street, Reading

Opened June 2019



## Pennells, Lincoln

Opened October 2019





# Blue Diamond, Mere Park

Opened September 2020



# Tong, Bradford

Opened May 2021





# Klondyke, Polmont

Opened 24th September 2021



## Gates, Oakham

Opened 6th March 2022





# Roys of Dereham

Opened 20th May 2022



# Strikes at Stokesley

Opened 1<sup>st</sup> October 2022





# Northumberland Estates

## Tyneview Retail Park – Prudhoe

Opened February 2023



# Northumberland Estates

## Northumberland Retail Park – Shiremoor, Newcastle

Opened 1<sup>st</sup> November 2023



# Car Wash & Valeting Service

Telephone 07871472028

## Exterior

Hand Wash  
Wheels Cleaned  
Dry  
Door Panels Cleaned  
Windows Outside  
Tyre Shine  
Hand Finished

Small Cars	£8
Medium Cars	£9
Large Cars	£10

## Mini

Hand Wash  
Wheels Cleaned  
Wax & Dry  
Door Panels Cleaned  
Tyre Shine  
Windows Inside & Out  
Dashboard Wiped  
Vacuum Inside Car  
Air Freshener

Small Cars	£25
Medium Cars	£30
Large Cars	£35

## Super Valet

Hand Wash  
Wheels Cleaned  
Wax & Dry  
Door Panels Cleaned  
Tyre Shine  
Windows Inside & Out  
Dashboard Cleaned & Polish  
Softly Work Spray Polish  
All Plastics Wipe & Shine  
Air Freshener

Small Cars	£30
Medium Cars	£35
Large Cars	£40

## Full Valet

Hand Wash  
Wheels Cleaned  
Wax & Dry  
Door Panels Cleaned  
Tyre Shine  
Windows Inside & Out  
Polish Dashboard  
Detail Vacuum Of Full Car  
Air Freshener  
Seats Washed  
Carpets & Mats Washed  
Engine Bay Washed

Small Cars	£60
Medium Cars	£65
Large Cars	£70

## Additional Services Available Include

Express Spray Polish  
Hand Polish  
Carnauba Wax Protection  
Tar and Glue Removal  
Headlining Shampooed  
Carpets Shampooed  
Shampoo Boot  
Engine Bay Cleaned

Please ask a member of staff for a price

## Please Check

Your Vehicle  
Before You Leave

**Vans - Please Ask For Prices - Thank You For Your Custom**

Please note: Heavily soiled vehicles (exterior or interior) will be subject to a surcharge





# Our Business Model provides the following:

## 1. Marketing and Advertising



We target local magazines / newspapers in advance letting them know that a car wash is coming. We then get them to do a piece with the franchisees introducing themselves.



Handy Andy Car Wash (previously at Dobbies Garden Centre) are now based at :  
Henry Street Garden Centre, Arborfield

**OPEN 7 DAYS A WEEK**

# HANDY ANDY

## CAR WASH

### GUESS WHO'S NOW BACK!

We are excited to announce that the brand new car wash & valeting facility at Henry Street Garden Centre IS NOW OPEN!

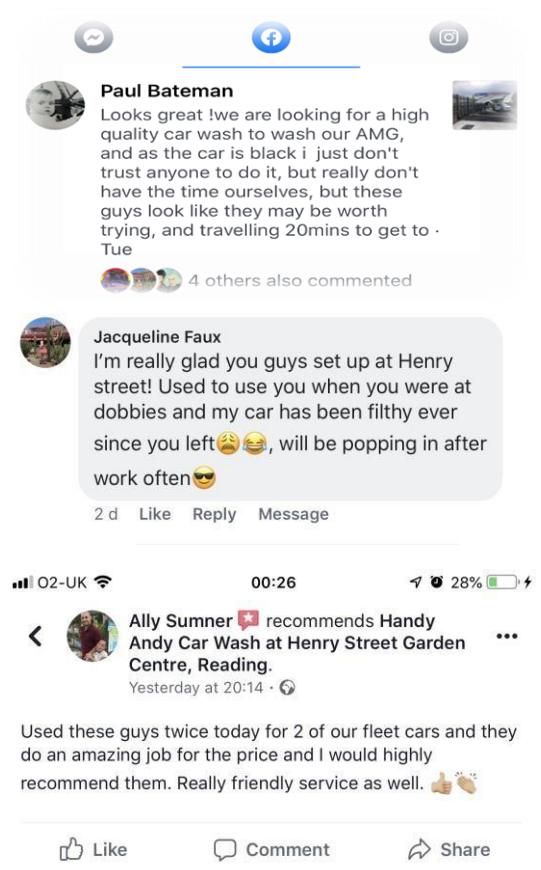
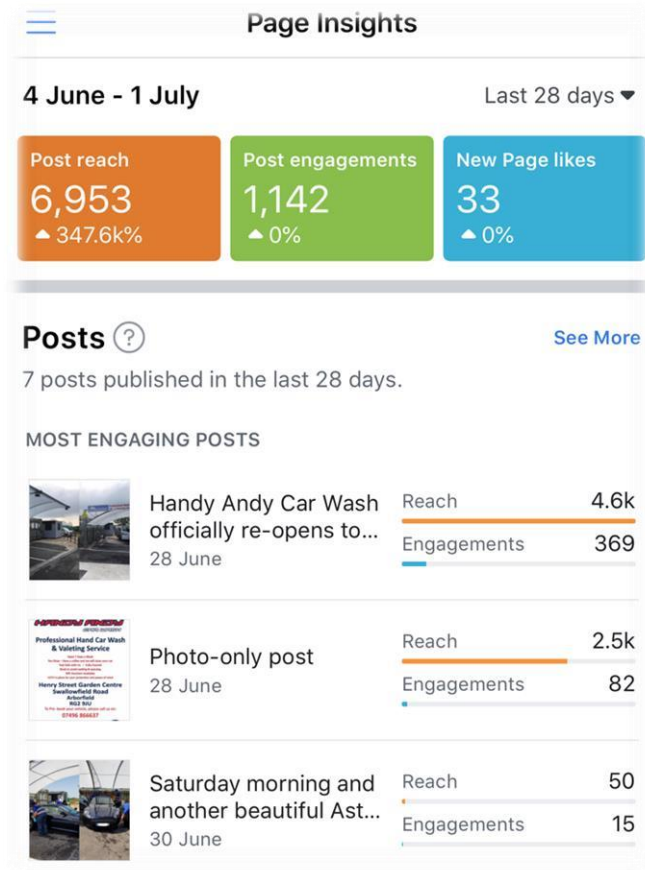
Pop down for a quick wash, vac and polish or a more detailed clean!

Great Service - Great Rates!

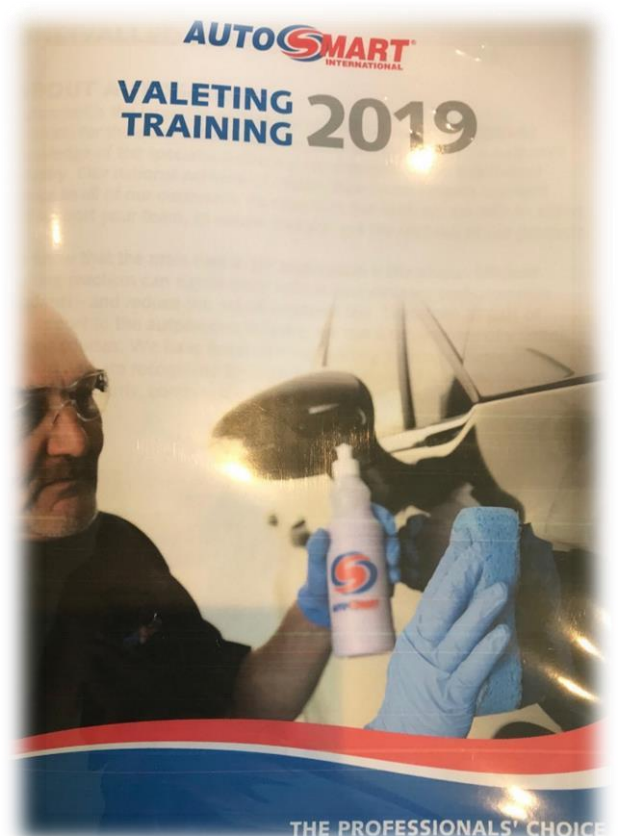


**FREE HOT DRINK WITH EVERY GOLD VALET! FROM £20**

We also use Facebook and social media to advertise the car wash.



2. All Staff trained and certified by our Chemical supplier "AutoSmart"





3. Staff professionally dressed with logo bearing uniforms



4. Full 24hr HD cctv coverage with remote access





## 5. Prompt Customer Service and Conflict Resolution

**From:** ROBIN CARSON <[robin.carson@btinternet.com](mailto:robin.carson@btinternet.com)>

**Date:** 29 August 2018 at 20:20:56 BST

**To:** "[Graeme.Jenkins@dobbies.com](mailto:Graeme.Jenkins@dobbies.com)" <[Graeme.Jenkins@dobbies.com](mailto:Graeme.Jenkins@dobbies.com)>, "[Laura.Jamieson@dobbies.com](mailto:Laura.Jamieson@dobbies.com)" <[Laura.Jamieson@dobbies.com](mailto:Laura.Jamieson@dobbies.com)>

**Subject:** Very Impressed with service

**Reply-To:** ROBIN CARSON <[robin.carson@btinternet.com](mailto:robin.carson@btinternet.com)>

Graeme and Laura

I wanted to make you aware of exceptional service that I received from Terry Fulwood of HACW Ltd.

I visited the Car Valet facility at your Melville store a short time ago. No problem with the quality of the valet but when I tried to open my automatic boot release facility the following day it did not respond and I could not access the boot.

I immediately thought that the only logical explanation was that a member of the cleaning team had inadvertently pulled the boot shut manually and damaged/broken the boot release mechanism. The cost of these repairs can sometimes be astronomical so I phoned Dobbies to explain what I suspected had happened. The lady who fielded the call was extremely helpful and rather than try and make light of the matter she was concerned and genuinely trying to help.

She explained that Terry would contact me as he has responsibility for the Valeting operation. He phoned back very quickly and adopted a very fair minded and approachable attitude. I explained that naturally I could not prove anything and to some extent I was working on probability. He said that he would examine the CCTV and revert.

At this stage I have to be honest and say that any time other companies refer to CCTV or Recorded calls the inevitable "cant find the tape" is usually the result. Terry phoned and said that he had reviewed the tape and he confirmed that the member of staff had pulled down the boot without engaging the mechanical release. He accepted responsibility for the cost of any repair. I took car to BMW and they were able to readjust the setting at no cost so ultimately "problem solved".

Despite me being able to rectify the problem at no cost the result could have been different and it would have been very easy for Terry to defend the situation as I had no tangible proof.

Excellent service - very impressed.

Regards

Robin Carson

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## 6. Regular site visits by our dedicated Operations Manager

## 7. Fully written and maintained Risk Assessment, Health and Safety Policy and COSHH

## 8. Planning applications

## **What our Service can bring to your Garden Centre**

- An additional service to your existing customers
- Increased footfall
- Increased dwell time  
(history shows that 95% of our customers leave their vehicles and shop instore)
- Loyalty card discount for your garden centre customers  
(if you have a scheme)
- Impulse purchases
- Rental Income



## My Car Park is too small

Our business model requires the use of 8 car parking spaces within your car park. Some companies feel that the car wash site takes up valuable car parking spaces and they can't afford to lose 8 spaces!

In actual fact, we only take up 1 car parking space. This is where we locate our cabin. The other 7 car parking spaces are filled with customer cars being cleaned. Customers, as mentioned before, will be in your shop waiting for their car to be ready, spending money!!

According to the Garden Centre Store Managers, and in their opinion, car wash customers spend on an average of £15.00 + each during a visit to the garden centre. This means our car washes are generating an extra £3.75 million plus a year excluding the rental we pay. That averages out at £230,000 per store!

*This is calculated as follows:*

*Within our 16 Car Washes, we conservatively wash 375,000 vehicles each year. This equates to 65 cars per day over 7 days on average). Working on most vehicles having 1.5 people per car, that equates to 560,000 people.*

*As mentioned previously nearly all our customers leave their cars with us. Based on 90% of 560,000 people, this means 500,000 people per year are visiting the car wash and going into the garden centre.*

*Let's assume 50% of the cars we wash belong to customers that already shop with yourself. This leaves 250,000 customers who would not of visited the garden centre if the car wash had not been there. This equates to an additional 15,600 customers per garden centre each year.*

These figures are not arbitrary!!

**We don't know what other concessions bring to your table other than rental income, but for sure our service certainly increases footfall and particularly dwell time. Most importantly our customers are regular and tend to visit every 2 weeks.**

## In Conclusion

Thank you for taking the time to read through our brochure.

I hope I have been able to enlighten you and convinced you to take the next step.

I look forward to speaking to you in the near future and setting up a meeting to discuss the opportunity further.

Thank you,

*Delia*

Delia Fullwood  
Business Development Manager  
HACW Ltd Franchise Lettings

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Email: [delia@hacw.co.uk](mailto:delia@hacw.co.uk)