



Mercedes-Benz

S & B Commercials | Orwell Truck & Van
Mercedes-Benz Commercial Vehicle Dealer

FAO Planning Committee

Witham Proposal ref 18/02251/FUL

Dear Sirs/Madam

S&B Commercials and Orwell Truck & Van have been long established businesses in the Essex community for over three decades, representing the Mercedes Benz truck and van franchise. Originally single owner groups they built their reputation through working closely with single owner drivers, small and medium enterprises before expanding their businessness nationally with larger fleet operators. As part of the Motus group those principles remain the same. As we look to grow our opportunity both in the local community and beyond ,it is vital we have the infrastructure to provide class leading representation for our customers and brand partner.

During the recent pandemic all our aftersales sites have been open providing support to essential businesses and to key workers. Mercedes Benz represent 86% of the total home shopping fleet as well as a large representation across the ambulance service. We also maintain large parcel fleet businesses as well as the Police and Fire services.

Currently we are operating two business in the Colchester and Stansted area. These sites are now beyond their maximum capacity and have presented us with huge inefficiency challenges as well as on site vehicle damage, mainly a result of parking restrictions and available parking bays.

Due to the capacity challenges we face, this has reduced the efficiency of our technicians by some 30%, this has resulted in delays on vehicles being repaired in a timely manner and customers being without their vehicles when they rely on them for their income. Although we are working tirelessly to provide the level of service our customers expect from S&B and Orwell, as well as of the Mercedes Benz product, this is becoming increasingly difficult to maintain.

Operating from a modern purposed facility will provide S&B and Orwell with a class leading solution, eliminating the current challenges we face. This will reduce the lead times for our customers, ensuring we can service and maintain their vehicles, when convenient for them. A purpose made facility also gives us the opportunity to work different shift patterns, these patterns will need to be resourced and will result in the need to recruit new technicians and advisors to the business. Alongside that, S&B and Orwell have always supported the apprenticeship program and more local school leavers will have the opportunity to build a career in the automotive industry. With ample parking bays we will improve our technician efficiencies and therefore deliver our vehicles on time to our customers, first time.

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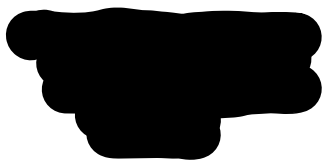


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Similar to our business in Welham Green, which is situated closer to residential housing, we will look to support the local businesses and residents in our community. We have a history of using, where possible, locally sourced products and services to maintain all our facilities.

It is our belief this facility will provide an enhanced experience for the local residents, our existing customers and present and future employees. With the ability to improve all areas of the business, this should provide more satisfied customers, more opportunities and a bright future for all.



Lee Seward
Managing Director
S&B Commercials and Orwell Truck & Van

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