

INFOFIX



NORTHERN IRELAND PROPOSITION GROWING AT A SPECTACULAR RATE WITH TWO NEW ADDITIONS

SPECIAL SIX PAGE FEATURE
PAGES 14 – 19



FIX AUTO HEREFORD OPENS FOR BUSINESS COMPLETING OWNER'S AMBITION TO JOIN FELLOW MULTI-SITE OPERATORS

PAGES 8 & 9

30 UNDER 30: RISING STARS ARE HONOURED BY 3M AT THE ANNUAL BODYSHOP AWARDS

PAGE 10 & 11

FIX AUTO WEST HAMPSTEAD MARKS 75TH ANNIVERSARY

PAGES 12 & 13

CONTENTS

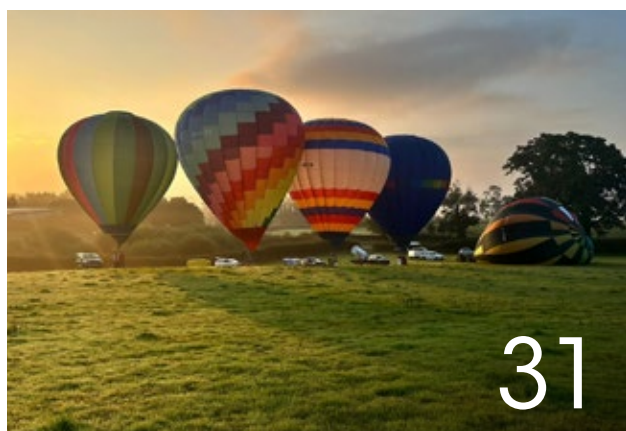
- 5 Fix Auto UK buys first Scottish site and takes over Fix Auto Edinburgh West, marking the retirement of owners Stewart and Carol Roden
- 6 We welcome Fix Auto Leighton Buzzard to the network
- 8 Fix Auto Hereford opens for business
- 10 Inspirational evening as Fix Auto UK celebrates Bodyshop Magazine Awards
- 12 Diamond celebrations for Fix Auto West Hampstead
- 14 Fix Auto Greenisland joins the network
- 16 Northern Ireland's pioneering partner Greer Gardiner gives a thought-provoking review
- 18 Fix Auto Cookstown joins the network with brand new centre of excellence
- 21 Green with envy... Fix Auto UK Franchise Partners honoured with Green Awards
- 23 AirPro Diagnostics delivers impressive feedback from within the network
- 25 Fix Auto Leicester's major investment to further increase efficiency and security



12



11



REGULARS

- 4 The First Word
- 20 Getting Social
- 26 Trustpilot Feedback
- 27 One Year On... Fix Auto Gloucester owner Aron Matthews reflects
- 28 Auto News
- 30 Network News
- 32 Hitching A Ride With... Ashley Mustoe of Fix Auto Caldicot
- 33 Contact Us
- 34 Franchise Partners

- INDUSTRY AWARDS - THE TROPHY CABINET

2024

NBRA GREEN AWARDS

Gold Award – Fix Auto Penzance
 Gold Award – Fix Auto Manchester East
 Silver Award – Fix Auto Mid Devon
 Silver Award – Fix Auto Redhill
 Silver Award – Fix Auto Rochester

BODYSHOP MAGAZINE'S MEDIUM BODYSHOP OF THE YEAR

Fix Auto Swansea West

BODYSHOP MAGAZINE'S BODYSHOP MANAGER OF THE YEAR

Lesley Knisz (Highly Commended)
 Fix Auto Liverpool South

BODYSHOP MAGAZINE 30 UNDER 30

Anna Belova (Fix Auto Weston-super-Mare),
 Sam Barnett and Adrian Matthews (Fix Auto Gloucester),
 Rickesh Chohan (Fix Auto UK)

FIX AUTO BURY ST EDMUNDS

Enterprise Best Custom Repair Partner South East Regional Winners

FIX AUTO LICHFIELD

Enterprise Best Fleet Repair Partner North West Regional Winners

BRITISH BODYSHOP AWARDS

Fix Auto Slough - 2024 Kindertons Approved Repairer of the Year Award

ALENA WOOLACOTT

FIX AUTO MID DEVON & NEWTON ABBOT
 Automotive 30% Club Inspiring Women Award

2023

ADRIAN MATTHEWS, FIX AUTO GLOUCESTER

WorldSkills Gold Medallist - Automotive Body Repair

NBRA GREEN AWARDS

Fix Auto Penzance – Gold Award
 Fix Auto Manchester East, Fix Auto Mid Devon,
 Fix Auto Rochester – Silver Award

BODYSHOP MAGAZINE VEHICLE DAMAGE ASSESSOR OF THE YEAR

Joe Heritage, Fix Auto Uxbridge

BODYSHOP MAGAZINE – 30 UNDER 30:

Nathan Webber – Fix Auto Mid Devon

BRITISH BODYSHOP AWARDS FIX AUTO EDINBURGH WEST

Stellantis Northern Region Bodyshop of the Year Award

BRITISH BODYSHOP AWARDS

Fix Auto Keighley
 Ageas Advocate to Repair Over Replace Award

BRITISH BODYSHOP AWARDS

Fix Auto Mid Devon
 Ageas Advocate to Green Parts Award

ENTERPRISE AWARDS

Fix Auto Dagenham Fleet Repairer of the Year (South East Region)

2022

NBRA GREEN AWARDS

Fix Auto Penzance, Fix Auto Rochester - Silver Award
 Fix Auto Luton - Carbon Footprint Award for an Independent Business

BODYSHOP MAGAZINE MULTI-SITE BODYSHOP OF THE YEAR

Fix Auto Dagenham & Fix Auto Slough

BODYSHOP MAGAZINE – 30 UNDER 30

Ben Murphy, Bianca Dubiel, Luke Peers

FIX AUTO WEST KENSINGTON

The Admiral Insurance Customer Delight Bodyshop of the Year Award

FIX AUTO PENZANCE

Stellantis Southern Region's Bodyshop of the Year

FIX AUTO PARK ROYAL

Volkswagen Group's Long Standing VWG Relationship Award

2021

FIX AUTO MID DEVON

NBRA Greener Bodyshop Silver Award

FIX AUTO BASINGSTOKE

Fastest-Growing Vehicle Repair Network 2021

FIX AUTO CHELMSFORD

Ageas Advocate and Promoter of Green Parts Award

FIX AUTO LOUGHBOROUGH

Best Automotive Services Firm for 2020

LEWIS WILLIAMS, FIX AUTO CHELMSFORD

MET Apprentice of the Year – Bodyshop Magazine

FIX AUTO PENZANCE

NBRA Carbon Footprint Independent Award
 NBRA Greener Bodyshop Silver Award

BODYSHOP MAGAZINE - 30 UNDER 30

Grace Weddell, Holly Chrome, Alex Lewis, Jaimie Wilson, George Savin, Jessica Teale



THE FIRST WORD

Our drive to establish the network in Northern Ireland is certainly reaping rewards. It is hard to believe that despite being firmly established in the UK for nearly two decades, it was only three years ago that we managed to secure our first site in the region when Fix Auto Laganside joined the network. Today, I am extremely proud to say, there are five sites flying our flag, of which two have joined since our last edition of InfoFix in September.

That success cannot be understated. Yes, it is gratifying to increase our strength and, subsequently, being able to offer our insurer partners a complete UK-wide solution has taken our level of services to a whole new level. For me, though, Greer's interview in this edition in which he not only highlights the benefits of signing up to the network but details the advantages that being able to get together and work with fellow like-minded businesses with complete trust brings. It is that ethos Jean Delisle

“...seeing Sam, Rickesh, Anna and Adam collecting their richly deserved 30 Under 30: Rising Stars awards really does confirm that we have a bright future ahead!”

founded Fix Auto with all those years ago and it is astonishing to realise it is still so prevalent today.

Well, we've finally done it... we've bought our first repair centre in Scotland. Taking over Fix Auto Edinburgh West is a privilege. Yes, the move has secured the network's position in the city but, for me, stepping up to help Stewart and Carol, a couple who have served the network so well over the years, fulfil their plans to retire really is a personal joy and we wish them all the very best going forward.

In March 2023 I went on record as saying Kevin Dunlop was an “exciting and ambitious” new breed of Franchise Partner when he joined and brought Fix Auto Tewkesbury to the business. He's an energetic guy who, by his own admission, needed a guiding hand to help improve how his repair centre is managed. On the day he joined, Kevin boldly announced to the team his intentions to open a second site and become a multi-site operator. Despite all the trials and tribulations that go with converting an old, dilapidated, building into a state-of-the-art repair centre, in 20 months he was able to achieve his goal by opening Fix Auto Hereford. You can only be impressed by his achievement.

With regards to achievements, to consider Matt Wright's family-run business recently celebrated its 75th anniversary is nothing short of monumental. Matt, Grant (director Grant Ealey) and the team are huge advocates for Fix Auto UK and have been since joining us in 2011, they really are part of

the backbone of what we strive to achieve and I for one can't thank them enough for being part of the family.

And finally, how can I pen this without mentioning our recent crop of awards? Firstly, my congratulations and commiserations go to those finalists who were in the running for a Bodyshop Magazine award but, seeing Sam, Rickesh, Anna and Adam collecting their richly deserved 30 Under 30: Rising Stars awards really does confirm we have a bright future ahead. For me, Bodyshop Magazine's 30U30 Award is something we look to every year to promote and celebrate the next generation across the network having had multiple winners every year. Following from their success, we had Matthew Davies and Paul Gravell stepping up on stage to collect their Medium Sized Bodyshop of the Year crown. This really is a phenomenal achievement, particularly when you consider they first started working for themselves during Covid. Just five years ago, they were repairing one car at a time out of makeshift booth they'd cobbled together in a single-car lock-up and here they are, effectively named as the best bodyshop of their size in the country. Of course, we would like to lay claim to helping their success but, in truth, at the root of their success is their ambition and determination to succeed.

Enjoy! >

Ian

FIX AUTO UK ADDS EDINBURGH WEST TO ITS OWNED SITES PORTFOLIO



Fix Auto UK has invested in its network, acquiring the long-established Fix Auto Edinburgh West repair centre from Stewart and Carol Roden.

The acquisition, the first for the network in Scotland, ensures Fix Auto UK's position is maintained in the city and takes the number of repair centres the network owns outright to 11. It also holds majority shares in Fix Auto Goole and Fix Auto Cheltenham.

The sale coincides with Stewart and Carol's decision to step back from the business and retire.

After a programme of investment which includes remodelling the layout of the site, the repair centre will encompass two workshops, two spray booths and total 10,500 sq ft of workshop space.

The site will continue to be managed by Michael Kinnell. The Roden name will continue to be maintained as Stewart and Carol's son, Michael, will continue in his role as Assistant Manager and will work in the 14-strong team that include nine productives and currently has the capacity to repair up to 120 vehicles a month.

Prior to the latest acquisition, the 10 solely owned sites included Fix Auto Daventry, Fix Auto Colwyn Bay, Fix Auto Barnsley, Fix Auto Crawley, Fix Auto Paignton, Fix Auto Liverpool South, Fix Auto Castleford, Fix Auto Newport, Fix Auto Henley-on-Thames and Fix Auto Blackpool which was acquired earlier in the summer.

Ian Pugh, Managing Director for Fix Auto UK, said: "Stewart and Carol have built up an incredibly respected business, it is a privilege to be asked to not only take it over, but continue their legacy as one of Scotland's finest repairers.

"Buying a repair centre in Scotland marks another new and exciting chapter as we develop our portfolio of wholly and part-owned repair centres which is pivotal as we continually strive to not only maintain the network's position in key strategic towns and cities, but build upon it. We have invested significantly in our internal infrastructure to ensure all of our sites maintain and increase their productivities and efficiencies."

Commenting on the sale, Stewart said: "It's time for Carol and me to step back and take things a little easier and I am delighted to say the business we have spent our lives building up to where it is today will be in the safest of hands.

"We have embraced Fix Auto UK since the day we joined the network in 2014. We firmly believe in its ethos. Safeguarding our team who have served us so well over the years has been paramount. It really is a new and exciting chapter for the repair centre." >



Above top: New era... Fix Auto UK's Managing Director Ian Pugh (second right) cements buying Fix Auto Edinburgh West from previous owners Stewart and Carol Roden and in doing so, adding the repair centre to the network's ever-growing portfolio of wholly owned sites. They are accompanied by Stewart and Carol's son, Michael (far left), Bodyshop Manager Michael Kinnell (second left) and Earle Avann (far right), Group Commercial Director Fix Auto UK Owned Sites.

FIX AUTO UK WELCOMES SEASONED REPAIRER TO THE NETWORK AND RAISES ITS FLAG IN LEIGHTON BUZZARD

Safeguarding, futureproofing and taking their business to another level are three of the main reasons why the Holt family have turned to Fix Auto UK and joined the network.



Caption: New chapter... Val Holt, owner of Leighton Coachworks and her General Manager Paul Muckleston are welcomed to the Fix Auto UK network by Business Development Manager Martin Willis and Regional Business Manager Garry Carter.

After nearly four decades as a thriving business, the Bedfordshire-based repair centre has now transitioned into Fix Auto Leighton Buzzard and in doing so, further strengthens the organisation's proposition in the region.

Formed by the late Jeremy "Jess" Holt and his wife Val during the 1980's, the 6,500 sq ft repair centre, which has a rich history in serving insurance companies, is now overseen by Val and General Manager Paul Muckleston. The duo manages a team of 12 and a super-efficient workflow that ensures a repair capacity of 125 vehicles a month.

Commenting on their decision to join the network, Paul said: "The business has stood alone serving the insurance sector for many years but we've made a move to join the Fix Auto UK in order to safeguard our future.

"The team has an enviable reputation for repairing cars to the highest specification, as efficiently as possible and our circumstances have allowed us to, once again, level up

the business. With this change we'll be fulfilling our true potential with access to the unique and valuable business practice of sharing best practice, that comes with joining the Fix Auto UK network."

Val added: "Our success so far stands as a great legacy for what my husband Jess started all those years ago. However, I know we can't stand still so uniting with fellow repairers as part of the 'Fix Family' will allow us to continue to operate at the highest level for many more years to come. Joining the network is really an exciting new chapter for us."

Ian Pugh, Managing Director for Fix Auto UK, commented: "Having strength in depth is fundamental not only to the network, but our continual growth. We have a business that has been operating as a single entity for nearly 40 years, that speaks volumes for the level of service Val, Paul and their team are able to provide." >



FIX AUTO HEREFORD OPENS FOR BUSINESS



Here's to site number two... Fix Auto Tewkesbury owner Kevin Dunlop (left) in front of his second site, Fix Auto Hereford, which he's developed in the heart of the historic city. Also pictured is Nick Hedges, Regional Business Development Manager for Fix Auto UK who has overseen Kevin's progression since he first joined the network in March 2023.



Fix Auto Hereford is finally open for business – completing the inspirational ambition of owner Kevin Dunlop who joined the network in early 2023.

Six months after receiving the keys to what was a former dilapidated warehouse, has been transformed into a 5,500 sq ft state-of-the-art repair centre close to the city of Hereford.

The new bodyshop is a significant move for Kevin who joined the network as the owner of Fix Auto Tewkesbury last March when he immediately outlined his ambition to join the ranks of the multi-site operator, an objective that he has successfully managed to fulfil two years ahead of his own personal development schedule.

Commenting on the achievement, Kevin said: “I am so delighted to be here standing in my new repair centre. Looking back, when I set out on this journey, I naïvely thought it would be plain sailing but, as we tore back layers of the old building, we uncovered various issues and faced several challenges that we have had to overcome that slowed things down.

“That said, I really couldn’t be happier with the way things have turned out. The new site has been cleverly laid out to ensure total efficiency, we’ve managed to make use of every square metre to ensure we’re able to repair vehicles as quickly and efficiently as possible.”

One of the challenges Kevin and his team faced was an uneven floor, but the problem that arose has ironically worked in his favour.

He explained: “I originally wanted my new booth in a corner so it was out of the way and wouldn’t hinder any workflow but the floor was simply too uneven. I was faced with the rather expensive option of re-laying the concrete floor until we decided to simply move it in front of a roller-door. That may sound bizarre, but it fortunately ensures a complete and direct workflow whereby vehicles are driven into the workshop from my secure compound, are stripped and worked on before heading straight into the booth and then driven back round to where we start the process without getting in the way of any repairs. It’s perfect.”

Kevin added: “I’ve learnt an awful lot along the way and there are many things I would do differently and while every project like mine is different, there will undoubtedly be crossover elements which I would gladly share with anyone in the network.”

Ian Pugh, Managing Director for Fix Auto UK, commented: “What Kevin and his team have achieved is nothing short of inspirational. He boldly declared when he joined us of his intentions to rapidly expand his business and, 18 months on, he’s the proud owner of his second site that he literally has developed with his bare hands. It really is a great addition to the network, geographically it couldn’t be in a better position as we continually strive to provide a comprehensive service for our insurer partners.

“While we are all celebrating Fix Auto Hereford opening for business, we cannot ignore just what Kevin and his team are achieving with his Tewkesbury site. He has fully embraced our services and our help and guidance we provide to that business, too, is growing from strength to strength.” >


 A photograph of four people (three men and one woman) standing on a red carpet at an awards ceremony. They are all dressed in formal attire (suits and a dress). Each person is holding a blue, faceted award trophy. The trophies have '30' and names on them. The background is dark with purple and blue stage lighting and a large 'A' logo on a screen.

bodyshop
MAGAZINE

AWARDS 2024

"INSPIRATIONAL" EVENING AS THE NETWORK'S NEXT GENERATION STEALS THE LIMELIGHT

FIX AUTO UK'S BODYSHOP MAGAZINE AWARDS 2024

ROLL OF HONOUR:

Medium Bodyshop of the Year

Fix Auto Swansea West
Fix Auto Slough – Finalist

Large Bodyshop of the Year

Fix Auto Leicester – Finalist

Bodyshop Group of the Year

Fix Auto UK Owned Sites – Finalist

Bodyshop Manager of the Year

Lesley Knisz – Highly Commended

30 Under 30: Rising Stars Recipients

Sam Barnett and Adrian Matthews, Assistant Manager and Panel Technician respectively Fix Auto Gloucester

Anna Belova, Operations Assistant, Fix Auto Weston-super-Mare

Rickesh Chohan, Commercial Analyst Fix Auto UK

The prestigious 2024 Bodyshop Magazine Awards were once again a celebratory occasion for Fix Auto UK with winners and finalists across the spectrum reflecting the continual growth and strengthening of the network.



Less than 18 months after joining the network, Fix Auto Swansea West owners Matthew Davies and Paul Gravell capped off their meteoric rise within the industry and were crowned Bodyshop Magazine's Medium Bodyshop of the Year.

In front of a packed audience attended by the vehicle repair sector's leading lights, the duo stepped up on stage at the Metropole Hotel, Birmingham, to receive their honour. What makes their journey truly inspiring is that they were first 'forced' into a business partnership during the height of the pandemic after teaming up to repair a single vehicle at a time out of a makeshift garage. Today, the award winners are now a multi-site operator having opened Fix Auto Pontypridd during the summer and are repairing more than 40 vehicles a month with scope for more.

Commenting on Matthew and Paul's success, Simon Wait, Bodyshop Magazine Editor, said: "What those guys have achieved, and indeed continually achieve, in such a short space of time is nothing short of inspirational. It is evident just how much they care not just about their business, their ability to repair vehicles to the highest calibre but also about this industry of ours. They truly are worthy winners."

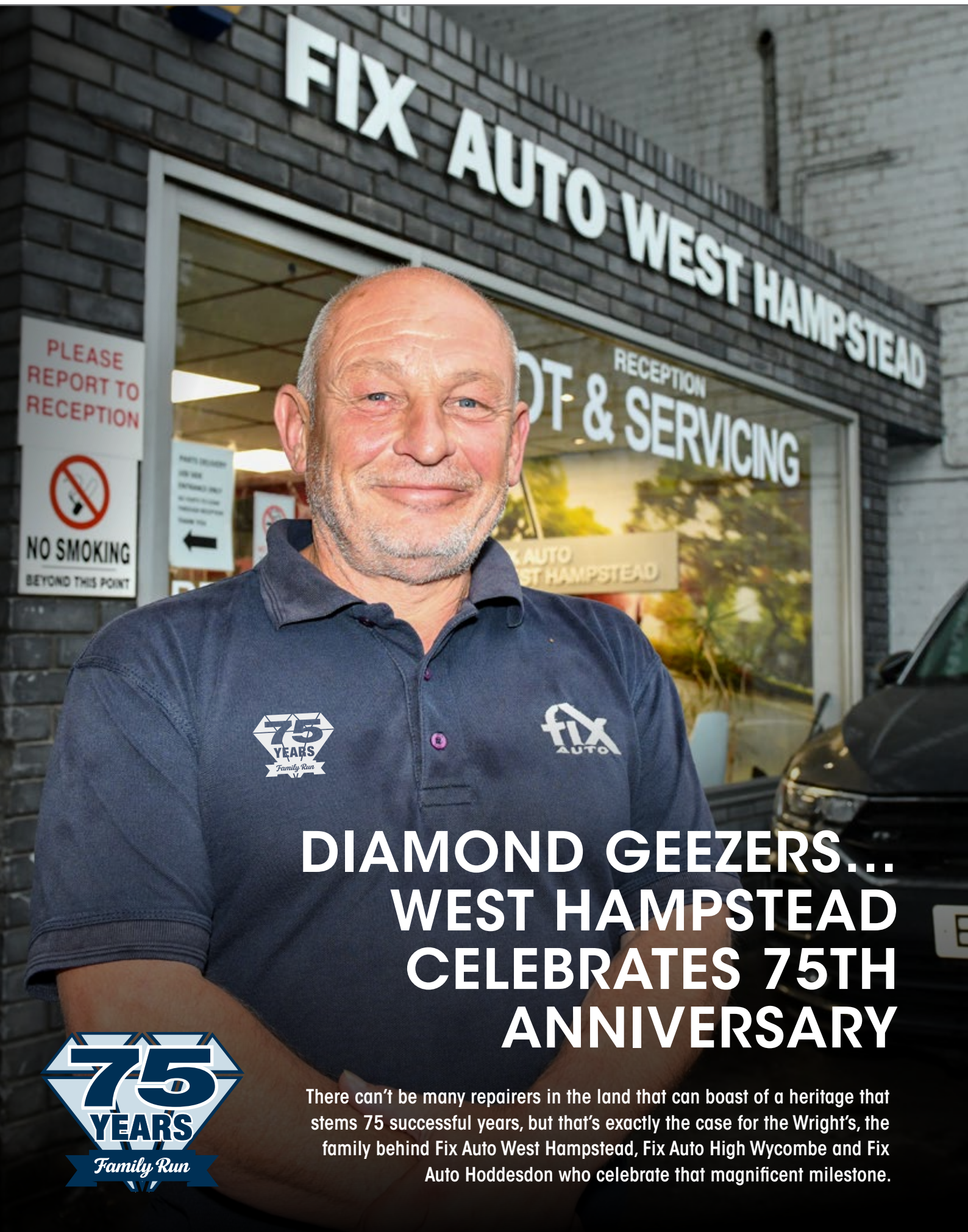
Huge congratulations are needed for Fix Auto Liverpool

South's Lesley Knisz who was Highly Commended for the second successive year for the coveted Bodyshop Manager of the Year award.

Fix Auto UK also had a strong presence in the highly regarded 30 Under 30: Rising Stars awards with four flagbearers having their achievements within the industry recognised. Anna Belova, Operations Assistant at Fix Auto Weston-super-Mare, Sam Barnett and Adrian Matthews, Assistant Manager and Panel Technician respectively at Fix Auto Gloucester along with Rickesh Chohan, Commercial Analyst at Fix Auto UK, all received their awards for their roles.

Ian Pugh, Managing Director for Fix Auto UK, said: "What an incredible journey Matthew and Paul have been on since those dark days in Covid when they started out! Their ambition is only matched by their ability to deliver. What they have built up in such a short timeline really is a credit to them and the team around them. My congratulations go out to all our finalists and, of course, to our 30U30 recipients."

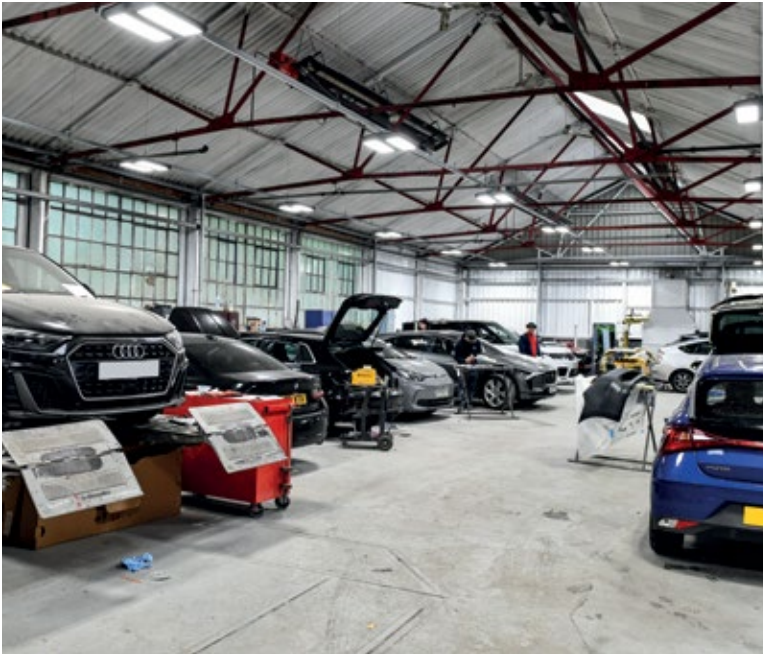
The strength of Fix Auto UK's network was again validated as Fix Auto Slough and Fix Auto Leicester were finalists in the Medium and Large Bodyshop categories respectively and, for the first time ever, Fix Auto UK's Owned Sites was also named as a finalist in the Bodyshop Group of the Year category. >



DIAMOND GEEZERS... WEST HAMPSTEAD CELEBRATES 75TH ANNIVERSARY

There can't be many repairers in the land that can boast of a heritage that stems 75 successful years, but that's exactly the case for the Wright's, the family behind Fix Auto West Hampstead, Fix Auto High Wycombe and Fix Auto Hoddesdon who celebrate that magnificent milestone.





There's no getting away from it, Fix Auto West Hampstead is quite literally an 'under the arches' business but its similarities with that so called 'dubious' stigma associated with that tag ends there.

There's no way any business that has operated for several months let alone several decades could fall under that suspect cloud – such is the respect heaped on Managing Director Matthew Wright and his team, the business is one of the most prolific repairers in the capital and it is from the company's foundations laid under those arches that is credited behind its continual growth into one of the network's high-performing multi-site operations we celebrate today.

The Wright family has been repairing vehicles in one guise or another as A B Dyne motors Ltd since 1949 and, with the exception of a handful of those early years, the business has been based out of those six imposing cathedral-esq brick arches that carry several main train tracks including the Jubilee Line. Impressively, those arches hide rabbit warren-like units and two workshops that span 12,500 sq ft. and yard space of 3,500sq ft.

The underpinnings for the business were laid by Matt's grandfather, George, initially to serve the 'cabbies' in the area. Today, the North West London operation sits comfortably in Matt's safe hands. Our ambitious owner needs little introduction to the network thanks to his genial and highly respected reputation after taking on the responsibility from his father, Philip, and his uncle, Freddie.

The success behind the business undoubtedly lies with the family's ability to evolve. The Wrights once held an envied reputation for owning and managing one of the largest fleets of black cabs in North West London and even operated a vehicle dismantling service for many years before settling on humbly repairing vehicles.

But it is under Matt's robust leadership that the business has truly thrived. Having joined the Fix Auto network in March 2011, it has matured into the multi-site operation lauded today with established sites expanding to Fix Auto High Wycombe and Fix Auto Hoddesdon, the latter being a magnificent, state-of-the-art 17,500 sq ft repair centre which was officially opened in October 2018. Collectively, the three sites are capable of repairing more than 300 vehicles a month with of scope for more.

Reflecting on the business, Matt said: "It really is incredible to think our company has been going for 75 years. The ethos for

what we are continually striving for today was founded by my grandfather and that was to provide the best service possible using the best skills we have. That was adopted by my father and my uncle when they ran the business and is the philosophy that I run the company with today.

"Yes, times have changed, vehicles have got more sophisticated and methods of repairing are light years away from where they were, but we still stick to the code of repairing all vehicles to the highest standards, as quickly as possible to ensure our customers are happy and content."

It is at this point Matt pays tribute to Grant Ealey, a key figure behind the company's successes and the group accountant Eric Chiew, along with their staff in developing and running Fix Auto High Wycombe and Fix Auto Hoddesdon. Matt also wanted to acknowledge Andy Fowle, who with his team at Fix Auto Hoddesdon, has been an integral part of making this newest site thrive.

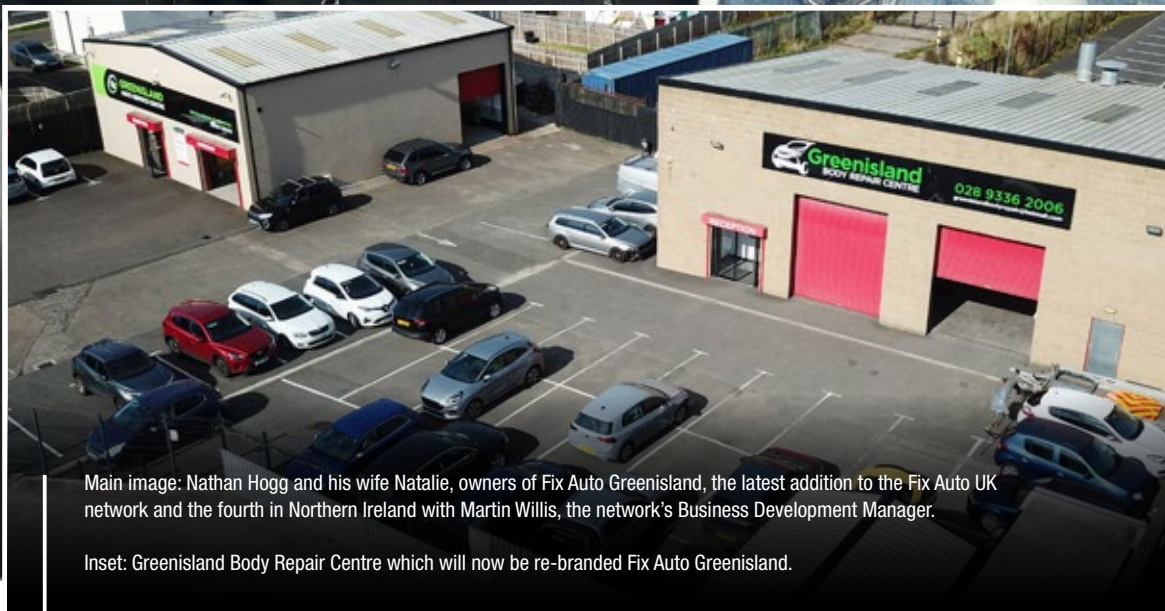
It is that evolution word that was a deciding factor behind Matt's decision to join Fix Auto UK 13 years ago, though changing the name above the door from A B Dyne motors Ltd to enter the Fix Auto UK family was, by his own admission, a difficult decision to make.

"Looking back, I knew the business needed to be part of something bigger to continue to thrive," said Matt, "joining Fix Auto UK was, in many ways, a huge decision because of the re-branding, but in other ways, a complete no brainer because I recognised we had to be part of a larger organisation to continue to succeed. I had every confidence in Ian (MD Ian Pugh) who, at that time, had only been in the role for several months"

"Looking back, it was the best decision I could have made. Being part of the network, especially being part of the region we sit within, is a great position to be in. Yes, we are still an independent business, but we work together and feed off each other for the greater good of our businesses. We are an extremely close community of repairers which is really reassuring particularly during recent times and, dare I say it, the current climate."

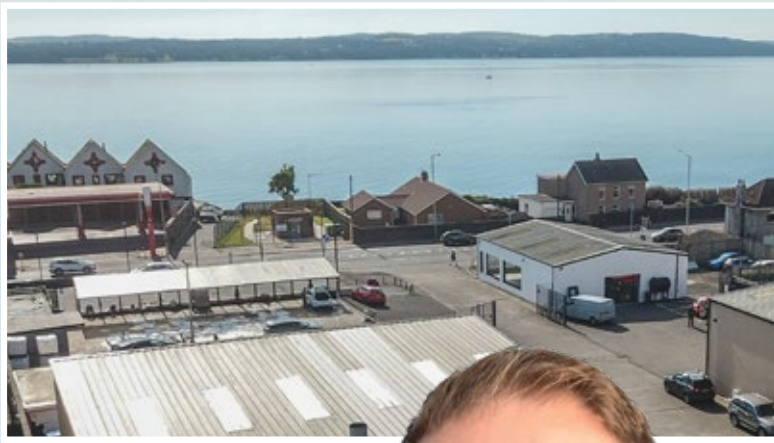
So, 75 years chalked up, it begs the question of what is next for the business? Another site? Ever the optimist, Matt, looks with a wry smile that gives nothing away, but whatever the future holds, the one thing that is certain is Fix Auto West Hampstead is as safe and secure as those six majestic arches. Watch this space... >

FIX AUTO UK'S NORTHERN IRELAND OFFERING CONTINUES TO GROW WITH GREENISLAND ADDITION



Main image: Nathan Hogg and his wife Natalie, owners of Fix Auto Greenisland, the latest addition to the Fix Auto UK network and the fourth in Northern Ireland with Martin Willis, the network's Business Development Manager.

Inset: Greenisland Body Repair Centre which will now be re-branded Fix Auto Greenisland.



Owned and managed by Nathan Hogg and his wife, Natalie, Fix Auto Greenisland as the business will now be known, is perfectly positioned on the banks of the Belfast Lough to serve motorists in northern Belfast, Carrickfergus and beyond.

The new site complements the network’s existing repairers Fix Auto Laganside and Fix Auto Saintfield in being able to repair vehicles from Belfast and its surrounding areas. Fix Auto Ballemoney is based in the north, serving the Coleraine and Londonderry/Derry regions.

Importantly the 4,000 sq ft bodyshop which hosts six productives including, when needed, Nathan who is a skilled spray painter, takes Fix Auto UK’s capacity to repair 260 vehicles a month in the region with scope for more.

Nathan and his team sailed through their first audit with a 100 per cent score in their bid to gain BSI accreditation.

Having first worked in the business for nearly two years, Nathan bought it from his previous employer in 2018 and has since created an envious reputation – Greenisland Body Repair Centre as it previously operated as has an impeccable five-star rating across all major social platforms.

It is Nathan’s second major move of the

summer for he recently acquired a neighbouring mechanical workshop, a decision that completes his offering to customers and shores up valuable vehicle parking space.

Speaking about his reasons behind joining the network, Nathan said: “Like so many repairers before me, I am ambitious and want to grow and develop my business but I also recognise you can only achieve so much on your own. I am confident that with the help, guidance and support Fix Auto UK is renowned for, we will do just that.

“We are progressing well. Our reputation is exceptional and I am proud of that, but I do recognise if we are to fulfil our true potential then I do need that help and guidance that comes with experience.”

Ian Pugh, Managing Director for Fix Auto UK, said: “Three years ago Fix Auto UK had no presence in Northern Ireland and here we are welcoming Nathan, Natalie and their team as our fourth site. Their appointment not only further cements our ever-growing position in the region, but it again proves there’s an appetite for repairers to join a group of bodyshops with the sole aim of working together which is the ethos of Fix Auto.” >

THE FIX AUTO ETHOS CONTINUES TO FLOURISH



AND THE SAINTS KEEP MARCHING ON...

Bouyed by the confidence gained by joining the network less than two years ago, Fix Auto Saintfield's owner Mo Connor has bought a former 10-acre farm in order to fulfil his true potential and further develop his proposition.

While he and his team have accelerated their ability to repair vehicles as quickly as possible since joining the network, they have long struggled with the restraints brought on them by the layout of the series of buildings they have called home for the past eight years. >



Taking a leap of faith during the autumn of 2021 and signing up to Fix Auto UK and, in doing so, becoming the network's first Franchise Partner in Northern Ireland, Fix Auto Laganside's Greer Gardiner fondly reflects on the three-and-a-half-year journey he and his team have undertaken to get to where they are today.

And while he freely admits to benefitting from the infrastructure and guidance that comes with being part of the network and all designed to improve efficiency and profitability, it is having the ability to simply pick up the phone and speak to his fellow franchisees with complete trust that puts a warm smile across his face.

"Yes, I wanted cars to repair and yes I guess, on reflection, I needed business support," said Greer, "but what I have long wanted is to be able to get into a room with other repairers to simply share ideas, notions and to be able to trust them.

"I don't know about other areas of the UK, but the industry over here in Northern Ireland has long been broken. Several years ago, a number of us managed to get into a room with a thought of working together and, let's just say, things got heated. Everyone was out for themselves. It just wasn't right. Today, I am thankful to say, I can do just that, not just with those around me over here, but my Regional Business Manager (Carl Norton) and fellow franchisees the other side of the Irish Sea."

Greer's sentiments were endorsed by Mo Smith of Fix Auto Saintfield, the second site to raise the network's flag in the region which now, thanks to Fix Auto Ballymoney joining and the latest additions of Fix Auto Greenisland and Fix Auto Cookstown, ebbs the network's tally ever closer to the six sites Managing Director Ian Pugh initially set out to create in Northern Ireland.

And there's no doubt Fix Auto UK has been good to the repairer. A quick look around Laganside's six-acre site is all that's needed to show for their endeavours with noticeable investments, most recently the latest ADAS system bought from network partner Repairify he felt was so important he cleared out what was

the family's used car showroom to house it. Today, he's poised to order a new spraybooth that will take the number on site to three.

Faced with the obligatory "was joining Fix Auto UK a good decision" question, in a heartbeat he answers with an emphatic "yes".

"I'm not going to lie," said Greer, "it was a slow start and there was a time during those early months that I did wonder whether joining was the right move. That said, I was never promised any quick fix (to the industry here). But, as things have got traction, it really has taken hold of the business and, well, transformed us."

If ever proof were needed then a quick look at the books show a pre-2021 turnover of around £600,000 has recently topped £2.3 million.

While Greer's initial concerns have long disappeared, he admits to being nervous with the additions of those fellow franchisees and, when reflecting his previous experience with his fellow countrymen, it's easy to see why. However, with Mo (Fix Auto Saintfield) Matty (Fix Auto Ballymoney) and now Nathan and Paul at Fix Auto Auto Greenisland and Fix Auto Cookstown respectively, he has the utmost respect and, above all, trust.

"There is a much bigger picture," he concluded, "and I now get it. In those early days and being the first Fix Auto UK site in Northern Ireland, I was overprotective. But if we are to be taken seriously by those insurers already partnered with Fix Auto UK, we need to show our true capabilities. We need to show our strength in depth which ultimately means we need to grow which I am delighted to say we are doing at an impressive rate."

Despite being established in mainland UK since 2005, Fix Auto UK had never repaired a vehicle in Northern Ireland prior to Fix Auto Laganside joining. Today, the network is collectively repairing 260 vehicles a month with plenty of room for more.

A certain Jean Delisle founded the Fix Auto ethos in 1989 as simply a "group of bodyshops working together for the greater good..." Here in the UK that philosophy continues to gain momentum. >



FIX AUTO UK'S NORTHERN IRELAND PROPOSITION ELEVATED TO NEW HEIGHTS WITH APPOINTMENT OF BRAND-NEW FLAGSHIP BODYSHOP



Welcome to the fold... Fix Auto UK's Operations Director Mark Hutchins (right) welcomes John Lennon, his wife, Linda, and son, Paul, to the network after they agreed to rebrand their brand new, state-of-the-art repair centre as Fix Auto Cookstown.



Fix Auto UK's momentum in Northern Ireland is clearly gathering pace, and if ever this needed to be confirmed then it's come with the most recent appointment of Fix Auto Cookstown.

For what we now have sitting proudly within the network must be Northern Ireland's finest 10,000 sq ft repair centre - a stunning, complete new build which is brimming with new equipment and was finished during the summer following what has been a multi-million pound investment. Developed by owners John and Linda Lennon and driven by their son Paul, the family have completed a long-held ambition to develop their brand-new purpose-built site that also includes new offices with the sole aim of taking the business founded by John in 1972 to new heights.

Strategically, geographically, the new appointment could not be better positioned as it firmly bridges the void the network had between Belfast in the east and Derry/Londonderry in the north.

Furthermore, with the ink on their Fix Auto UK contract barely dry, the business immediately had cause to celebrate having gained a 100 per cent pass in gaining their BSI 10125 certification.

Designed to ensure a seamless work-throughput guaranteeing efficient repairs, the new site holds three spraybooths, one of which has been ingeniously created within what has been designated as a high-ceiling strip and fit area that also includes a fine filtration system that enables the largest lorries and farm machinery to be repaired.

Commenting on joining the network, Paul said: "I can only repeat

what my fellow repairers over here who've already joined Fix Auto UK have said, the days of operating as a lone independent are long gone and we need every element of help and support if we are to continue to thrive. We have invested heavily in developing this new site and we are exceptionally pleased and proud of what we've achieved, but, going forward, we realise we need to be part of a group of ambitious like-minded bodyshops but we still want to maintain our independence."

Linda added: "My husband started the business in 1972 and we have an exceptional reputation but we are ambitious. The new building signalled a new era for us, joining Fix Auto UK is a whole new chapter too and will, we are sure, help further elevate us."

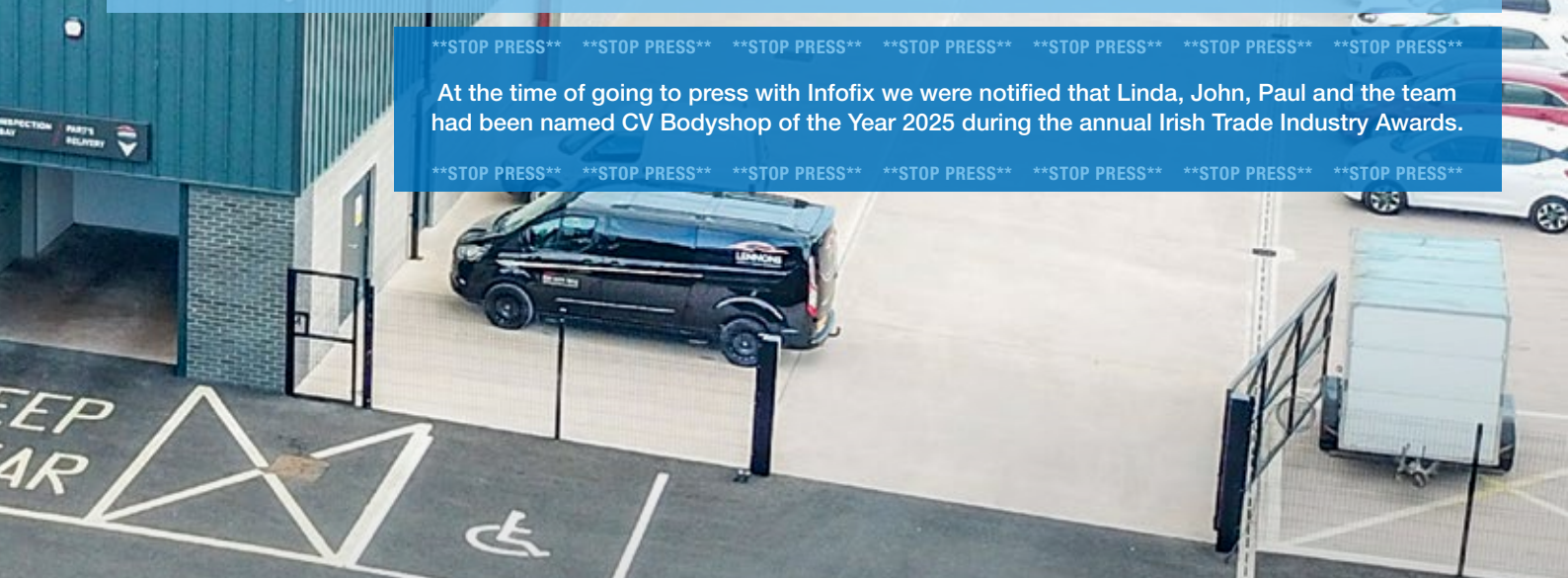
Speaking during a recent tour of the region which also coincided with Fix Auto Cookstown signing their contract, Fix Auto UK's Operations Director Mark Hutchins, said: "We are absolutely thrilled to have John, Linda, Paul and the team on board. Our growth and stature in Northern Ireland continues to grow at an impressive pace, Fix Auto Laganside, Saintfield and Ballemoney have firmly established our proposition over the last three years, with Fix Auto Cookstown now on board, and let's not forget the recent appointment of Fix Auto Greenisland, our proposition to serve motorists right across the region has never been stronger.

"You really cannot help but to be impressed by the new centre the Lennons have developed, it truly is a prestigious site that elevates our position to yet another level." >

STOP PRESS **STOP PRESS** **STOP PRESS** **STOP PRESS** **STOP PRESS** **STOP PRESS** **STOP PRESS**

At the time of going to press with Infix we were notified that Linda, John, Paul and the team had been named CV Bodyshop of the Year 2025 during the annual Irish Trade Industry Awards.

STOP PRESS **STOP PRESS** **STOP PRESS** **STOP PRESS** **STOP PRESS** **STOP PRESS** **STOP PRESS**





OUR FIX FAMILY GROWS TO 1,000 ON INSTAGRAM!



We are incredibly excited to announce that we've reached 1,000 followers on Instagram! This represents a huge milestone in our aim to continue #drivingforward the Fix Auto UK brand, and we'd like to thank everyone that has supported us in our journey so far.

Continuing to develop our brand on Instagram along with other key social media networks brings us ever closer to the consumer space we wish to capture, and helps build a community that fosters lasting brand awareness in both B2C and B2B spaces.

Every Like, Comment, and Share helps us in the pursuit of this aim, but how can we continue the good work?

SPONSOR A LOCAL TEAM, SPORTING EVENT OR SOCIAL/COMMUNITY-LED ENDEAVOUR?

Email Morgan Sherwin at msherwin@fixauto.co.uk with pictures (the more Fix Auto UK branding the better) for inclusion on Fix Auto UK's social media. Your site will be tagged to draw engagement to your own pages!

PLANNING A TEAM DAY, MENTAL HEALTH INSPIRED EVENT OR OTHER WORK-BASED ACTIVITY?

Please notify the Fix Auto UK marketing team of your event and we will give you all the advice, guidance and support possible in order to maximise the publicity. Please also send your pictures to msherwin@fixauto.co.uk, and consider using the relevant hashtags #fixautouk and #drivingforward in your content.



FIX AUTO UK'S HIGH FIVE AT 2024 NBRA GREENER BODYSHOP AWARDS



Green with envy... (from left), Martin Willis, of Fix Auto UK, collected the Silver Award on behalf of Fix Auto Rochester, Erika Woolacott, of Fix Auto Mid Devon, who collected a Silver Award for her repair centre also received the Gold Award on behalf of Fix Auto Penzance. James Gore, of Fix Auto Manchester East, with his Gold Award stands alongside Andy Melnick, of Fix Auto Redhill, with his Silver Award.



Fix Auto UK celebrated another evening of success during the seventh annual NBRA Green Awards held at the CBS Arena in Coventry.

For the second successive year, five repairers from the network were recognised for their continued environmental efforts. Fix Auto Penzance repeated their 2023 success and received the prestigious Gold Award for their ongoing efforts for running a greener bodyshop.

Having received a Greener Bodyshop Shop Silver Award in 2023, Fix Auto Manchester East went one better this time around and was presented with a coveted Gold Award.


Fix Auto Redhill, Fix Auto Mid Devon and Fix Auto Rochester were also recognised for their ever-improving green credentials and each received the organisation's Silver Award.

A delighted James Gore, Managing Director at Fix Auto Manchester East, said: "We have long been working towards transforming our entire operation into a more sustainable and as ecologically friendly business as possible. Twelve months ago, we achieved our PAS 2060 certification and since then we have continued to build upon our platform. We are extremely proud of our achievements along the way, though we believe there's still plenty to do. Being recognised once again by the industry is really humbling and I truly thank the NBRA."

Andy Melnick, Managing Director of Fix Auto Redhill, added: "It is so pleasing to receive recognition for the work we do. As a company we have totally embraced the whole 'greener' concept. It's yet another great night for our business and the Fix Auto network." >

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WORKING WITH THE BEST

AirPro Diagnostics is proud to deliver services to the UK market, made possible through the invaluable support of the Fix Auto UK leadership which was led from the top when Managing Director Ian Pugh recognised the ability of the American company's products, specifically Auggie and enthused just how they'd help the UK repairer market.

Recognising the importance of the organisation's network, AirPro initiated its 'Early Adopter' project in October 2023 where they offered Franchise Partners the ability to trial its ground-breaking ADAS diagnostic and calibration system, a project which has gifted the company the perfect platform to showcase how their entire services seamlessly support the complexities of this rapidly advancing technology.

Commenting on the product, Paul Shelton, Bodyshop Manager at Fix Auto Chelmsford, said: "Our journey with AirPro has been a huge success. Ongoing support has been constant whenever needed and always helpful every time. The system really lives up to its billing, I would recommend body shops to take on board Airpro for anything diagnostics."

Paul Smith, owner of Fix Auto Loughborough, added: "AirPro is a total remote professional ADAS solution that provides up-to-date services that we have found other tech companies find hard to match. Auggie is an outstanding piece of equipment. AirPro provides more solutions to "manufacturer gateways" that many other brands are unable to execute."

Scott Dunnell, Group Operations Manager, Fix Auto Dagenham and Hainault, concluded: "AirPro Diagnostics has truly transformed the way we operate our body shop, we've seen a significant reduction in our cycle time."

In the world of restoring damaged vehicles, repairs go beyond what meets the eye. It's a world where proper diagnostics uncover crucial details, from detecting calibration needs, even in the absence of error codes.

During a site visit to Fix Auto Chelmsford, Ian (pictured above) spotted Auggie being used by technician Lewis Williams and seized his opportunity to see for himself just how effective Auggie is. Ian said: "I first came across Auggie through a good contact of mine, Fred Lantorno who is the Vice President of AirPro, and realised instantly just how transformative it could be. Having a totally portable unit capable of re-calibrating ADAS wherever a vehicle is parked is, in my mind, a game changer. Witnessing Lewis using it in a live real-life scenario and hearing from him first hand just how it helps the site seamlessly and quickly complete the repair process totally reassured me that I was right in helping to bring it over here."

Maria Charlton, Managing Director AirPro Diagnostics, added: "At AirPro we are passionately dedicated to delivering high level diagnostic and calibration services, ensuring that your team is not only equipped to meet today's demands but also future proofed for tomorrow." >



CAR-O-LINER®

CAR-O-LINER'S TRU-POINT ADAS SYSTEM RECEIVES GLOWING APPROVAL

Car-O-Liner is ecstatic to reveal that its Tru-Point Advanced Driver Assistance System (ADAS) calibration tool has received a "royal seal of approval" from one of the world's leading car manufacturers.

The system, which has been described as a true "game changer" for repairers in need of calibrating sophisticated driver safety systems and which was recognised with the Innovation Award during this year's Automechanika show, has been approved by Hyundai.

The move ensures Tru-Point is the recognised ADAS system for use on all Hyundai, Kia and Genesis vehicles.

Stuart Alexander, Car-O-Liner's Managing Director, said: "We are honoured that the Hyundai Motor Company has approved our innovative Tru-Point ADAS calibration tool for use on its vehicles.

"Since it was introduced, Tru-Point has been a true game changer for bodyshops who perform ADAS repairs and servicing. Our customers rave about its performance and how easy it is to use. We know dealers and service centres who specialise in servicing Hyundai, Kia and Genesis vehicles will see the advantages of investing in our technology for their businesses."

Tru-Point performs a check of the ADAS-related wheel alignment values and closely monitors each step of the setup procedure,

ensuring that OEM safety specifications have been met before an ADAS calibration is performed.

Advanced camera technology ensures that everything is placed correctly so the system automatically compensates for the location of the vehicle. A comprehensive, easy-to-read report provides documentation that the technician has executed all steps required for an accurate calibration.

As part of the company's recent promotional drive, Car-O-Liner hosted an 'ADAS Awareness Day' for members of the National Body Repair Association (NBRA) during which Aftermarket Manager Ben Alexander gave a live demonstration to scores of repairers, vehicle manufacturers and insurance engineers.

Stuart added: "We were absolutely delighted to see so many people from across the industry attend our special event.

"While the day was all about showcasing Tru-Point and to emphasise and inspire confidence in our knowledge and technical ability to support repairers through all the advancements and challenges that may arise, the event also provided an ideal opportunity to showcase our entire product range, our team and our new, fully equipped, training facility."



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People love us



TRUSTPILOT, THROUGH THE LENS OF THE CONSUMER...

When customers visit a business's Trustpilot profile they are looking for authenticity, transparency, and responsiveness. Below are a few insights detailing exactly what consumers look for on the platform, which when considered and practised help greatly with engagement on Trustpilot:

BALANCED FEEDBACK

While positive reviews are encouraging, customers also want to see how businesses handle negative feedback. A balance of reviews shows that the business is legitimate, and seeing constructive criticism gives potential customers a clearer picture of what to expect.

ENGAGEMENT AND RESPONSIVENESS

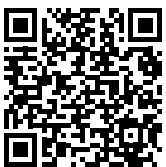
Customers appreciate when businesses respond to reviews, particularly negative ones. A thoughtful, polite reply that addresses concerns and offers solutions shows the business cares about its customers and is proactive in resolving issues. This demonstrates a commitment to customer service and improvement.

RESOLUTION OF COMPLAINTS

For negative reviews, customers want to see businesses making an effort to rectify problems. A clear, respectful resolution process gives potential customers confidence that if they have a bad experience, it will be handled professionally.

CONSISTENCY

Regular and consistent reviews, as opposed to sudden bursts, show that the business has a steady flow of customers and is continuously serving them well. By using Trustpilot effectively, businesses can build trust, improve customer loyalty and attract new clients.



SEE OUR REVIEWS FOR YOURSELF BY SCANNING THE QR CODE






“I SHOULD HAVE JOINED YEARS AGO...”

There can't be many new Franchise Partners who've helped to pen mightily impressive headlines so shortly after joining the network than Fix Auto Gloucester.

But that's indeed what happened when owner Aron Matthews & Co signed up and became the 11th new business to jump on board in October 2023. To be more specific, it was his son, Adrian, a second-year apprentice, who set the industry alight when he won the WorldSkills Automotive Body Repair title and, in doing so, became the first ever winner from the Fix Auto UK family.

And while the event will be long remembered, Aron freely admits it is just one – albeit a major one – chapter in what he believes has been a frenetic first year within the network, a period in which he simply sums up by saying “I should have joined years ago!”

Said Aron: “I've been friends with Martin (Business Development Manager Martin Willis) for years and for an awful long time he has urged me to join but, for whatever reason, it just didn't feel right for me. If I'm honest, I thought I really could take my business forward on my own.

“And while we have grown and developed, it has been at a slower pace than I'd have liked. Being part of the Fix Auto UK family, and that is exactly what it is, a family of supportive shops, has been a revelation and transformed my business.”

And when asked the obligatory “has joining the network been good for you?” question, he instantly and enthusiastically responded with an emphatic “yes”.

Aron was speaking shortly before the annual Bodyshop Magazine Awards during which, as you'll read on pages 10 and 11, Adrian and his Assistant Manager Sam Barnett were

honoured with 30 Under 30: Rising Stars Awards, an achievement which Aron says sums up his last 12 months.

“Having Adrian and Sam recognised by the 30U30 scheme is a hugely proud moment for me and the business, but had it not been for Fix Auto UK I would not have even known about the programme let alone submit their entry.”

Aron has thrown himself into being a Fix Auto UK Franchise Partner, attending every regional meeting, fully embraced his Regional Business Manager Nick Hedges and even signed up to the network's unique Mental Health First Aider course but it is the new-found confidence in himself, his business and the network in which he now believes will help to write the next chapter for his repair centre, namely relocating to larger, more efficient, premises.

He concluded: “Our current site has served the business so well, but I feel it could well hold us back as we look to do exactly what I joined the network for, and that was to grow and develop the business. I'm now actively looking for a suitable new site and while I have set my sights on a 10,000 sq ft building, for me it's not really the size that matters, it's the layout. We must be as efficient as possible which means I am being specific with my needs.” >

»» AUTO NEWS IN BRIEF



DB12 - GOLDFINGER EDITION

If ever there was an excuse to simply use a stunning picture then this is it - Aston Martin's incredible DB12 Goldfinger Edition, which has been crafted by the ultra-luxury marque's bespoke personalisation service, Q by Aston Martin, to celebrate 60 years of the company's iconic association with the James Bond film franchise.

What has become one of the most notable partnerships in cinematic history began with the release of Goldfinger in 1964, when the Aston Martin DB5 made its silver screen

debut. The DB5 went on to become one of the world's most recognisable cars and a crucial step in the brand's illustrious 'DB' bloodline. Now, the latest evolution in that lineage is getting the 007 treatment.

To mark this historic milestone, just 60 DB12 Goldfinger Editions will be released worldwide, paying tribute to a relationship that has spanned over half of Aston Martin's illustrious 111-year history.

BUZZ WORD FOR DOG CHARITY

Volkswagen Commercial Vehicles has chosen Medical Detection Dogs as its chosen charity of the year – and jump-started the new-found relationship by providing an all-electric ID. Buzz Cargo.

The van will be used to support the charity's important work, helping trainers to safely transport the dogs to and from training as well as home visits, public access training and veterinary appointments.

As Medical Detection Dogs' first all-electric vehicle, the ID. Buzz Cargo's impressive payload has been converted with two specially fitted crates to ensure the dogs remain safely secured at all times, while providing ample room for the charity's training equipment.

Based in Milton Keynes, Medical Detection Dogs is at the forefront of research into dogs' ability to detect the odour of human diseases. This includes the training of Bio-Detection Dogs, capable of detecting tiny traces of the odour created by different diseases, such as cancers, Parkinson's and bacterial infections.

The charity also trains Medical Alert Assistance Dogs to identify minute changes in the smell of their client which signal that a medical crisis is about to happen, and alert them so they can take the necessary action and avoid injury and hospitalisation.



RENAULT RETURNS WITH AN ICON

The new Renault 4 E-Tech EV was officially unveiled during the 2024 Paris Motor Show. Just as the original Renault 4 was born in response to the challenges of its time, the new Renault 4 E-Tech 100 per cent electric is a retro-futuristic reinvention that reflects the manufacturers' commitment to accelerating the energy transition.

There are many nods to the original Renault 4 including the bonnet lines that continue to the bottom of the grille, the shape of the rear quarter window, the three lines sculpted into the doors that recall the plastic protectors of the original and the distinctive forms in the roof, now adorned with roof bars.

Meanwhile, also evoking the original, an electric canvas roof plain brings the spirit of the outdoors into the cabin. It opens at the touch of a button or by voice control. When closed, its lining delivers excellent acoustic and sealing qualities with no trade-off in weight or loss of headroom.

Powered by 52 kWh battery that, because of its simplified architecture, means it weighs less than 300kg. It powers a 110 kW (150 hp) electric motor that accelerates from 0-62mph in less than 8.5 seconds, with a range of up to 250 miles. Equipped with a 100 kW DC charger, it can be recharged from 15 to 80 per cent in just 30 minutes, or an 11 kW AC 10-100 per cent charge in 4 hours 30 minutes. A 40-kWh battery is also available, coupled to an 80 kW DC charger and a 90 kW (120 hp) electric motor to offer a range of up to 186 miles.

Renault 4 E-Tech 100 per cent electric features the new One Pedal function. By optimising regenerative braking, the vehicle decelerates smoothly when the driver releases the accelerator pedal, coming to a stop without the driver having to apply the brake.



HYUNDAI IONIQ CROWNED HOT HATCH OF THE YEAR

Hyundai's revolutionary IONIQ 5 N has been crowned Hot Hatch of the Year by The Sunday Times during the recent 2024 News UK Motor Awards.

The award highlights the car's dominance in the performance electric vehicle sector, where it continues to turn heads for its remarkable balance of raw power and advanced technology.

This recognition from The Sunday Times follows a series of significant award wins for the model including being named Best EV Hot Hatch at the TopGear.com Electric Awards, where it was commended for offering a uniquely engaging driving experience, and World Performance Car at the World Car Awards.

Ashley Andrew, President of Hyundai & Genesis UK, said: "We are incredibly proud that the Hyundai IONIQ 5 N has been recognised as The Sunday Times Hot Hatch of the Year. This accolade reaffirms Hyundai's leadership in electric vehicle innovation and performance. The IONIQ 5 N exemplifies our commitment to delivering thrilling driving experiences, while also demonstrating that electric performance cars can challenge and surpass some of the industry's most expensive rivals."

Will Dron, editor of Driving.co.uk, said: "There have been fast EVs, and fast electric hatchbacks, but the Hyundai IONIQ 5 N is the first that I believe deserves to win our hot hatch of the year title. It's blistering quick, yes, but a true hot hatch must be more than that. It has to be a car that can be used every day. The IONIQ 5 N is a car that can do all that, and yet on a track it's an absolute blooming riot. This is the only car any driving enthusiast will ever need."

Meanwhile, other significant winners include The MINI Cooper which was named as The Sun's Car of the Year, VW's Golf was awarded the Legend of the Year accolade, Renault's Scenic picked up the Family Car of the Year award and Ford's Transit Custom was named Van of the Year.



FIX AUTO STEVENAGE SCORES A NATIONAL WINNER IN BID TO RAISE ITS LOCAL PRESENCE

Fix Auto Stevenage has scored a winning goal in its bid to further enhance its reputation locally – by sponsoring Stevenage FC.

And the move could prove to be a winner, not just for the Hertfordshire business, but for fellow Franchise Partners throughout the Fix Auto UK network – and thanks to a little bit of Hollywood glamour!

At the beginning of the 2024/25 season, Stevenage FC directors were informed by Sky TV that it was increasing its coverage for the League One season with a guaranteed promise that 20 games would either be screened live on Sky's main football channel or streamed via its online platforms.

Upon learning that Fix Auto Stevenage's prominent pitch-side boards would be seen by more than 5,000 fans during home games and thousands of football fans across the country via Sky TV, Fix Auto Stevenage's Managing Director Hannah Crick seized the opportunity to jump on the sporting bandwagon and support the local team.

This move is perfectly timed to coincide with the hugely popular emergence of Wrexham FC and its famed owners, the actors Ryan Reynolds and Rob McElhenney, and the more recent arrival on the scene of American football hero Tom Brady who has invested in Birmingham City FC who compete in the same division, both of which have been attributed with dramatically increasing interest in the league..

"We have an unrivalled reputation for repairing high-end vehicles thanks to our official approval status for Aston Martin, Jaguar Land Rover and McLaren cars," said Hannah, "but, like so many repairers, we are much much more. We believe we provide a community service for all motorists and what better way to get this message across than to sponsor Stevenage FC who have an ever-growing following throughout the community."

Hannah added: "I'm no football fan but even I've have heard of the impact and publicity surrounding the division because of the Hollywood effect, it's a perfect time to get on board."

David Hoskins, Head of Commercial for Stevenage FC, added: "We are absolutely delighted to have Fix Auto Stevenage on our team sheet. Stevenage FC is a truly traditional football club for the community and Hannah and her team provide a truly community service. As sponsors go, it's a perfect match. As a club, we couldn't be in a better place because of the level of coverage Sky is promising to provide us, and this is being reflected in the ever-increasing gate numbers." >



ONE GOOD TURN...

Staying true to the old "one good turn" adage, the team at Fix Auto Penzance were treated to some of the finest ice creams Penzance and Cornwall has to offer.

Director Joel Cameron offered his team's expertise to bring an aging ice cream van back to its former glory upon hearing from his partners' parents that the classic Ford they often use for special occasions needed a little TLC.

Armed with his polisher and a tad of determined elbow-grease, valet Jordan Gilbert took ownership of the project and, well, what was a rather sad-looking aging van now gleams. And the reward could not have been better for Mr B's machine was parked outside reception and the entire team was treated to a feast to celebrate. >



Following on from Stevenage's football theme, Kate Hutchins got the shock of her life when she popped into Fix Auto Newbury to collect her car... during her time at school Kate represented not only the school, but a local football team with her favoured position being a goalkeeper, so imagine her surprise coming face-to-face with legendary England number one, old Safe Hands himself, David Seaman!

Kate's dad, Fix Auto UK's Operations Director Mark Hutchins, explained: "Kate needed to collect her car from Fix Auto Newbury, as Frazer Phipps (who co-owns the business) and his team had carried out some routine maintenance for us. Knowing then what I now know, I would have joined her as it would have been great to have had the opportunity to meet David myself!

"During my conversation with Frazer he just happened to mention they'd been working on David's van and that he may be calling in to collect it. I dropped this out to Kate and joked that she might bump into one of her heroes. That was all I needed to say and she instinctively grabbed one of her England shirts and dashed over to the 'shop. True to form, David walked in while she was waiting in the reception so you can imagine her delight when he said "hello" and calmly sat next to her."

Mark added: "He was an absolute gent and couldn't have been nicer to Kate or the rest of the lads at Fix Auto Newbury. He spent time chatting to everyone and even signed some autographs. Kate's hope of meeting David along with having her England shirt to hand paid off as David was more than happy to sign it."

Frazer added: "David was absolutely terrific. We were asked to work on a van his wife had bought him for his fishing (it's well-known David is an avid angler). He's clearly a busy guy but really couldn't have spent more time with the guys." >

GOOD OLD SAFE HANDS



SKY'S THE LIMIT FOR ADVENTUROUS MATT

While many may dream of a life of adventure, Fix Auto Wrexham's Bodyshop Manager Matthew Marubbi turned his long-held fantasy of flying into reality.

For Matthew has recently become a fully-fledged hot air balloon pilot and can, weather permitting, be regularly spotted flying over Oswestry and its surrounding countryside.

And he has his wife, Rosie, to thank for his incredible achievement.

Matthew, who joined Fix Auto Wrexham as a VDA in 2017 before taking on the Manager's mantle 18 months ago, explained: "Rosie has known for a long time that I have always wanted to fly in some capacity, but I've really never managed it. She has long said I should have a go in a hot air balloon and it wasn't until she bought me a ticket as an experience that I gave it a go.

"I was hooked the moment I rose into the air and I remember turning round to the pilot and asking just how I could get into the sport and he simply replied by joining him. That was just over a year ago and I became part of his ground crew and flew whenever I could."

Instantly hooked, our repairer has since bought his own balloon, chalked up more than enough hours in the air to be in a position to take his pilot's licence and sailed through the exam process.

He added: "Flying a balloon is incredibly addictive, I quickly logged the minimum 16 hours needed to qualify as a pilot and breezed through the series of exercises though I was a little nervous making my first solo flight." >

HITCHING A RIDE WITH...

ASHLEY MUSTOE FIX AUTO CALDICOT CO-OWNER

What car do you drive?

A Ford Ranger (it's nicknamed the Burger Cheese Wagon due to its terrible colour according to my friends).

Why did you choose it?

No exciting reason other than I needed a car and it was available.

What's in the glove box?

Golf balls (I lose a lot but not as many as Paul Glover from Stellantis!)

Time for a journey break. What's your favourite pitstop and what do you order when you're there?

I like a drive thru Starbucks and an oat shaken Espresso.

Where would you never break your journey again?

Not sure.

What winds you up about other drivers?

When drivers stick to the speed limit in the fast lane and refuse to move over!

Did you pass your test first time?

Shockingly, no.

What was your first car?

Ford Fiesta.

Give us three words to describe your driving.

Close. Your. Eyes!

What qualities do you value most in a person?

Honesty and integrity are the best qualities to have.

Who are your biggest inspirations?

Probably my daughter. I love the way she goes about things, and I love seeing the determination in her face when she's set her heart on something and she just goes for it!

What is your motto in life?

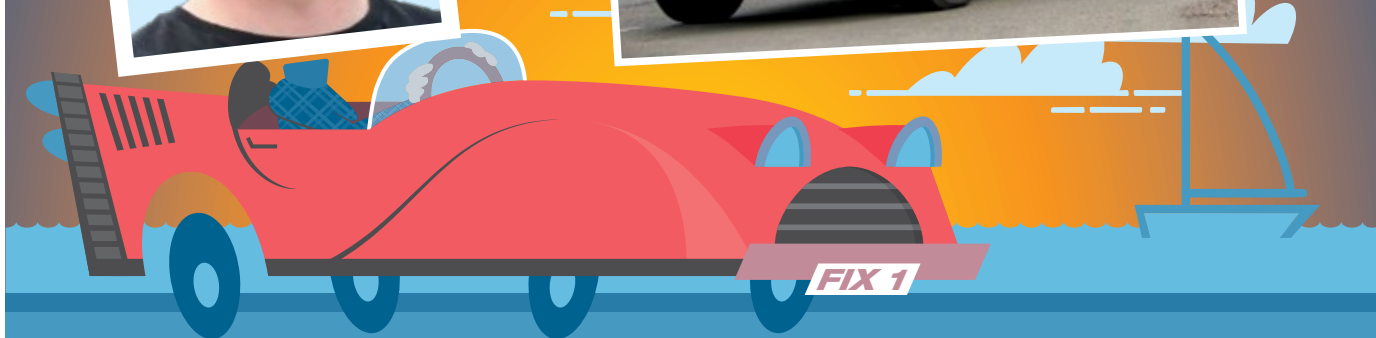
Never a bad time for a good joke.

What was the last thing that really made you laugh?

Probably our apprentice Jake. He comes up with something daily that never fails to make us laugh whether he means it or not I'm not sure.

Dream car, dream passenger, dream journey?

Oooh, let's go Ricky Gervais, in an old-school MINI and it has to be Route 66. >



CONTACT US

If you are interested in making contact with Fix Auto UK, then there are several options, depending on your specific needs...



// FIX AUTO UK HEAD OFFICE TEAM

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