

Winter with Mitchell Glass

February 2009



Welcome!



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Hello and welcome to our first newsletter of 2009.

This year is sure to be an interesting one for us all and here at **Mitchells** we are already to face the challenges that the 13th recession in our 134-year history will bring.

People often mock 'the good old days' but we like to focus on the traditional commitments laid down by Robert Mitchell in 1875 - namely paying strict attention to orders. We know that by paying strict attention to our customers, this year will be another productive one, for both the company and our customers.

Mitchells Team

New Year...and New Job Joy at Mitchell Glass

As 2009 seems set to be filled with doom and gloom it is good to know that, on the local business horizon at least, there is a glimmer of hope. We have just welcomed two new employees into the company to deal with the steadily increasing workload.

Our first new start is **Danielle Halifax**, 18 years old, from Selkirk:



Having left school, Danielle decided she didn't want to leave the Borders but found she was only able to get part time work locally. She was delighted to be offered the position of Admin Assistant at Mitchells, a job which sees her dealing with all aspects of office and customer service work.

And our second new start is **Ron Waddell**, 60 years old, from Galashiels:

Mr Darcy - The Pride of Mitchell Glass

Traditional, good looking with astute attention to detail...it has to be **Darcy**.

No, not the much loved Mr Darcy from the Jane Austin classic, but the **timber double glazed window** from **Mitchell Glass**. It seemed so appropriate to name our **exclusive**, bespoke window, which has been manufactured to our own specific design, after this hero of traditional values. Now our customers who live in homes in conservation areas will be able to upgrade their windows while adhering to current planning criteria.

The window is authentically constructed with solid through-bar astragals and individual panes of specially manufactured double glazing. The window benefits from the combination of a **conventional sliding sash timber window** and the advantages of **double glazing**.



In fact, we would go as far to say it's perfect. What else would you expect from **Darcy**?

For more information call us on **0800 220 415** to arrange an appointment with our sales team.



Ron, who was recently made redundant by Crawford the Builders, was delighted to accept the position of Architectural Technician, as such skilled jobs can be few and far between locally, especially in this economic climate.

Quick Links

[Our website](#)

[Testimonials](#)

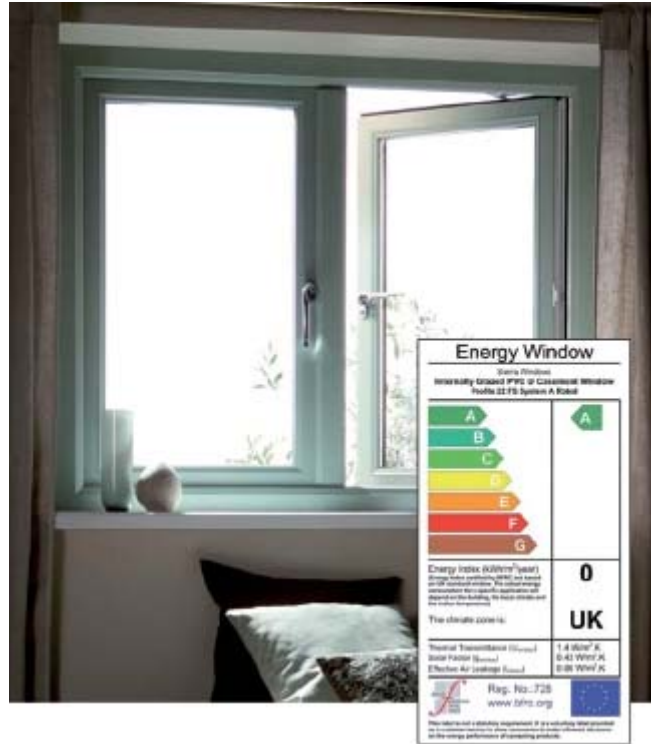
[Windows](#)



The Green, Green Glass of Home

We are **going green** in 2009 as Mitchell Glass is delighted to announce that we have become the **first Scottish Borders company to launch a new advanced A-Rated window.**

Timing is key as we are all becoming more aware of the need to save energy, in terms of both the personal financial impacts and wider environmental issues. Unlike many glazing companies, who choose not to have their windows rated, Mitchell's wants to offer their customers the choice.



Question Time

"Can you replace my steamed up double glazing units?"

For the answer, [visit our website!!](#)

What Our Customers Say...

"Tom, who fitted the windows very efficiently, was considerate in our home. You have some great staff - hold on to them."

**Mrs K Williamson
Edinburgh**

It is a simple process, which sees the window's energy efficiency tested and scored using the Efficiency Rating Scale (which you find on common household items like washing machines).

Obviously all Mitchell's windows currently meet the minimum requirements in accordance with Building Regulations but the A-Rating far surpasses even this. There is considerable pressure from both the Government and other non-Government organisations to improve the energy efficiency further, but it is a slow process. It is estimated that 9.5 million windows are replaced in the UK each year so imagine the savings that could be made if more companies were like Mitchell's and offered a zero heat loss A-Rated window! You really could have **green, green glass at home.**

If you are interested in saving money **and** helping the environment simply **call our freephone number 0800 220 415** for more information.



Hamper delight for one Mitchell's customer!

The year got off to a good start for one happy Mitchell's customer.

Mrs Twemlow was presented with this luxury food hamper from Baxters after entering our **"Shop Local Before Christmas"** competition.

Our Accreditations

(click each one for more info)



INVESTOR IN PEOPLE



Glass and Glazing Federation
Conservatory Association



Registered through:

Glass and Glazing
Federation



The Twemlow family are now comfortable and warm this winter following the installation of their new windows -- and we are sure they are all enjoying the delights of the hamper too.

Please [get in touch](#) for more information about any of the special features in this newsletter, or to request a quote, or a home visit. We look forward to hearing from you soon.

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