

NEW AFTERSALES DIVISION AT LTI

When LTI announced the changes to its franchise operations, John Russell, CEO of Manganese Bronze Holdings, said that he was aware there had been some difficulties with aftersales service and that this was set to improve. The next steps in LTI's plan for an improved customer focused UK operation have been announced, with the internal reorganisation necessary to deliver these operational changes.

John Blight has been appointed to the position of Aftersales Director and is tasked with the creation of a new Aftersales Division. John was the former Mann and Overton Group Director and has relinquished this position so he can concentrate on his new role to deliver improvements in the general



John Blight

aftersales care for drivers. To achieve this John will have overall responsibility for the Service Dealer network, along with parts, warranty, training and customer service both in the UK and abroad.

LTI stated that better customer relations, improved product quality and a higher quality of aftersales provision for drivers is their number one task; John is keen to take up the challenge. "I have a strong background in Aftersales and parts and feel we can improve the experience for our customers. I intend to develop better technical training and diagnosis for our Service Dealers so we deliver more right first time repairs for the Driver."

Rob Laidler is set to expand his role as Sales Director and



Rob Laidler

assumes the additional responsibility for the Mann and Overton Group in order to develop the direct sales operation for both New and Used vehicles. These changes have taken immediate effect at the beginning of September 2009 in order to allow John to work with existing members of staff, as well as recruiting further key personnel necessary to develop the Aftersales Division.

Peter Shillcock, Managing Director of LTI, said: "The new organisation we have announced will mean that there will be even more focus on quality and reliability issues that directly affect our customers. We will be expanding the Aftersales team to ensure we deliver the highest quality service to drivers and increase the quality of what is still the world's best taxi."

To find out more about LTI Vehicles visit www.lti.co.uk

ICE RINK FOR OXFORD STREET

Parklife, Oxford Street is currently being used for a Fiat launch, with a giant Fiat 500C five times the size of the original car. The next sight in the space will be a 1,225sqm ice rink. Opening on 29 October, the rink will be there until 10 January 2010. It is the first time an outdoor rink of this size has been seen on Oxford Street and visitors will get the opportunity to skate under the magnificent Oxford Street Christmas lights.

The rink will accommodate up to 400 skaters an hour and have a children's training area and Ice Café. The agency behind the space, Progressive



Events, is also planning a celebration evening for the Christmas lights switch-on on 3 November and is working on ideas for the next traffic-free weekend on 5 and 6 December.

NEW SERVICE INTERVAL FOR TX4

LTI Vehicles has announced the extension of TX4 service intervals to 12,000 miles. The new intervals apply to all TX4 vehicles registered in the UK from 1st September 2009 onwards. Rob Laidler, Sales Director at LTI Vehicles, said: "These increased service intervals mean drivers can save both money and time on the maintenance of their new TX4. This change confirms our determination to ensure the purpose-built TX4 is the most cost effective taxi on the road when it comes to whole life costs."

BALLOT AT HEATHROW

Sarah Strange, Car Rental & Taxi Manager at Heathrow Airport Limited, says: "Currently, Heathrow Airport Licensed Taxis operate as the trade body at Heathrow that liaise with us as the airport operator. They have recently changed company name and in order for us to continue working closely with them, I need to ballot the drivers that work from the taxi feeder park for them to confirm via a balloting process that they are happy for the new formed body to continue its vital relationship with us."

In April 2009 Heathrow Airport Licensed Taxis (HALT) held a ballot asking its members whether they would be happy for the co-operative to change its format so that it is regulated by Companies House. This change means the new society will remain the same for the most part, will still

be not-for-profit and unable to be sold but will be much easier to make decisions. The result of this ballot was extremely positive with over 93% of voting members opting in favour of this change.

Last year HAL held a ballot asking drivers which taxi trade organisation drivers would like to represent them and the result was over 90% in favour of HALT. Sarah continues: "We would now like to confirm that you are happy for HALT in its new format to continue to represent you in terms of working with HAL. The Ballot began on 5th September 2009 and runs until Saturday 26th September 2009. Ballot papers will be available from the taxi feeder park cabin. If you have any questions about this ballot, please contact any of your union representatives or email taxis@baa.com".

POLICE APPEAL

On Saturday 29th August 2009 between 0300-0430 hours a Hackney Cab driver collected a fare from a young lady near Elephant and Castle and took her to an address on the White City Estate. She paid £22 for this journey even though the driver asked for £25. This young lady was white, aged 26 of large build wearing a dark top a slim fit jeans. She had long black hair. She may have looked upset or dishevelled.

If you think this may have been you then we need to speak to you as a matter of urgency. You will be treated merely as a WITNESS as you may be able to provide more specific details of where the fare was picked up.

If you can help can you please contact the Cab Enforcement Unit at Kings Cross Police station on 0207 421 0462. Your information will be treated with the strictest confidence.