

HAMMERSMITH & FULHAM LOCALS



AUTUMN 2021

KEEP IT LOCAL!

Pride of place in this issue of Hammersmith and Fulham Locals goes to the team at W6 Garden Centre. Having been invited to exhibit at the RHS Chelsea Flower Show for the first time, W6's autumn-inspired stand (pages 4-6) won a Gold Medal and was judged overall winner in the Houseplant Studio category.

Even better, all the beautiful plants and stylish garden accessories and décor that were used to create the successful Chelsea Flower Show display are now available at W6's own spectacular Green Room.

And a special word for Ritesh of Aristone Opticians on North End Road. During the lockdowns he helped his elderly customers with food deliveries and basic iPad lessons. The latter proved so popular that he's now teaching a group of ladies how to use FaceTime – that's proper community care!

Neil

Neil McKelvie, Editor
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ADDING EXTRA VALUE...



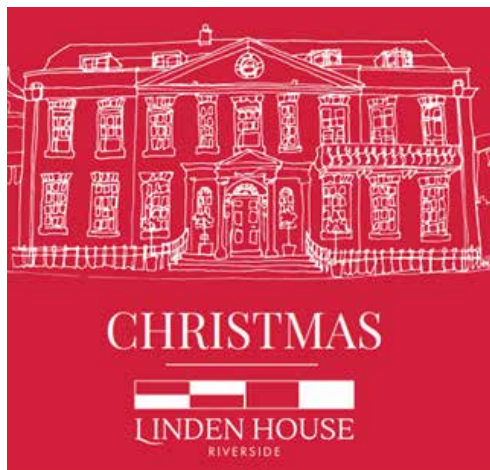
Do you need to upgrade a website, refine a Social Media strategy or shoot a video? Nicholas Smith provides professional business support that will target new markets.

Nicholas Smith

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CHRISTMAS CHEER!

Are you looking for a stylish location for this year's Christmas party? If so, Linden House, an elegant Georgian riverfront building between The Old Ship and The Dove, is the perfect solution. 'We love to see people using our facilities, whether for weddings, christenings, business meetings or parties,' says the Manager, Kea Kouvatzis.

'Our experienced Events Team will ensure every detail is looked after and with three private rooms – the Ballroom, the Captain's Room and the Commodore's Room – we're able to create a tailor-made private or company event. The rooms are different sizes (maximum capacity is 120) and clients are welcome to use any or all of them for dining, dancing and mingling.'

With an in-house chef and catering team, Linden House offers a variety of festive options (candlelit dining, multi-course feasts, canapés and drinks parties) and can also arrange any entertainment, from casino tables and carol singers to live bands and DJs. 'This building makes a wonderful setting for a Christmas occasion,' smiles Kea. 'We'll add a touch of sparkle to your celebrations; you tell us what you want, and we will achieve it.'

Linden House

Upper Mall, W6 9TA / 020 8748 1841
events@lindenhouse.london
www.lindenhouse.london

Advertorial | #lindenhouseriverside

Photograph: #AnnabelMoellerPhotography



Dr Hala Mahfoud

LOOK GOOD AND FEEL FABULOUS

'I love coming to Dr Hala's clinic. I always walk out like a new person.' – Mandy Bissell

Having worked as an NHS Consultant for many years, Dr Hala Mahfoud opened her family-run clinic in 2017 with the vision of bridging the gap between aesthetics, beauty and medicine. Since opening, she has also pioneered a range of exciting therapies in the UK and launched her own Dr Hala Skincare Collection.

'We take the time to get to know each patient – often they become friends,' she says. That personal touch is complemented by consistent substantial investment in the latest medical technology: one of Dr Hala's first acquisitions – and it is always in demand – was a Femi-Lift laser.

'By stimulating collagen, the Femi-Lift provides a non-surgical relief from stress urinary incontinence,

alleviates vaginal dryness and pain during sex and enhances sensation,' she explains. 'We also have three laser machines: two Harmony XL Pro and Fractional CO2 which lift and refresh skin – they are ideal for hyper-pigmentation and mole and tattoo removal – and the Soprano ICE Platinum for pain-free hair removal for all skin types and colours.'

The clinic is one of few to offer MesoSculpt C71, an injectable fat reduction procedure that works effectively on double chins. 'It reduces localised fat deposits and inhibits fat formation, so it delivers results and maintains them,' explains Dr Hala. 'Recently, we've also introduced the Dr Hala Ozone Lift. Based on a combination of Ozone therapy methods, it is a new treatment designed to give an immediate total-body boost.'



Charming and friendly, Dr Hala meets all new patients and she is supported by a handpicked team of therapists. 'We're proud of achieving the best outcome every time and, with the scope of our facilities, we can devise a bespoke approach that fits individual needs.'

Treatments include:

- * PRX Peel: scar management and wrinkle reduction
- * FibroBlast: lift sagging skin and smooth lines
- * Wart, mole, tag and tattoo removal
- * Botox, fillers and herbal and chemical peels
- * HydraFacials and Intraceuticals Oxygen Facials
- * Cellulite and stretch mark reduction
- * Vitamin IV intravenous infusions
- * Body contouring

Dr Hala Medical Aesthetics

Unit 3-4 Broxholme House,
New Kings Road, Fulham,
SW6 4AA
020 7371 8939
info@halahealthandbeauty.co.uk
www.halahealthandbeauty.co.uk

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Louise and Paul



Photographs: #annabelmoellerphotography

AND THE GOLD MEDAL GOES TO...

Having been invited to exhibit at the RHS Chelsea Flower Show for the first time, W6 Garden Centre won a Gold Medal and was judged overall winner in the Houseplant Studio category

Twenty-two years ago, Beryl Henderson, a successful Image Consultant by profession and passionate gardener by inclination, had a vision for a new kind of urban garden centre. She wanted to create a business that was life-enhancing, somewhere selling high quality plants, pots and containers and with friendly, knowledgeable staff.

Unlike most people seeking greener pastures, Beryl dared to realise her dreams. Taking over a derelict button factory on the Islington/Hackney border and recruiting Paul Holt and Louise Alhadeff, she founded N1 Garden Centre and subsequently, in 2011, W6 Garden Centre on the edge of Ravenscourt Park.

'I remember that Beryl and I once discussed being invited to exhibit at the RHS Chelsea

Flower Show, it was always an ambition,' recalls Louise. 'That was 20 years ago – and this year we've done it.' And not just taken part! Conceived from scratch by Paul, who is the Creative Director, and put together by the Garden Centre team, W6's display won a coveted Gold Medal and was judged the overall winner in the Houseplant Studio category.

Inspired by his love of Autumn colours, Paul's design for the Chelsea stand used a glorious array of plants – for example, *Aglaonema* 'Orange Star' and 'Red Star', *Pilea peperomioides* 'Sugar', *Nertera granadensis* (bead plant) and *Philodendron* 'Painted Lady' – alongside stylish accessories and nature-influenced décor (all are available at W6's Green Room, a floor-to-ceiling oasis dedicated to indoor plants).

'Houseplants have always been key for us, they lift the spirits and they're so important in an urban environment,' explains Louise, who is the Manager at W6. 'We sell a wide cross-section and our resident experts are always on hand to give advice about how to look after them.'

W6's Urban Gardens teams work throughout Hammersmith and Fulham in customers' own homes, offering them exactly the same horticultural expertise that they would receive at the Garden Centre. 'They are trustworthy and professional, reflect our values and are integral to what we do,' says Louise.

'We're based at the Garden Centre and our main focus is to create an outdoor space that meets the clients' requirements,' adds Diogo Ferreira, who manages the Urban Gardens service. 'We like to work with them to find the most suitable plants for every location, we only put in a specimen if we're sure that it has the right conditions (W6 has a two-year guarantee on hardy plants) and we can offer ongoing maintenance to help the garden mature and thrive.'

'During Autumn, most of our work is devoted to maintaining and pruning gardens, adding plants for winter interest and ensuring that everything will be ready to spring into life next year. It's also the perfect time to devise a new planting plan and put in bulbs and evergreen shrubs. We use the same outstanding stock that you'll find at W6 and we always give a free quotation.'

'True to Beryl's original philosophy, our aim is to deliver outstanding service,' smiles Louise. 'We're passionate about what we do and we want customers to have the best experience, whether that's working with Diogo's teams, buying plants or enjoying a cake and coffee at our award-winning café. That's what business should be about.'

W6 Garden Centre and Café

17 Ravenscourt Avenue,
Ravenscourt Park, W6 0SL
020 8563 7112
info@w6gc.co.uk
www.w6gardencentre.co.uk



W6 WINS AT CHELSEA

The glorious colours of Autumn inspired the Gold Medal stand

Designed by Creative Director Paul Holt and put together by Louise Alhadeff and her team, W6 Garden Centre's first ever display at the RHS Chelsea Flower Show was judged the overall winner in the Houseplant Studio category. All the plants and accessories are available at W6's Green Room.



W6 Garden Centre and Café

17 Ravenscourt Avenue, W6 0SL | 020 8563 7112 | info@w6gc.co.uk | www.w6gardencentre.co.uk



Justyna and Richard

THE SMILE SPECIALISTS

The Dental Beautique team provides excellent family care in a spa-like environment

It's nearly three years since Justyna Kamecka, the owner and Clinical Director, opened the Dental Beautique practice on Fulham Road. 'In that time, I'm so proud of what we have achieved as a team,' she says.

'We're passionate about our work and we create a friendly, relaxing atmosphere in which every patient feels welcomed and looked after. The other week, a lady mentioned that we'd been recommended by someone she chatted to by chance while walking her dog in the park. That makes us very happy!'

Whether it's a routine filling or extraction or oral surgery, Dental Beautique delivers the best family care in every dental discipline. Justyna is always seeking to develop and expand the range of treatments available and, most recently, she has been joined by Dr Richard Goulart, a highly experienced orthodontist.

'Dr Richard is here three days a week and, since he started, our orthodontics service has grown in popularity. He treats both adults and children and chooses different teeth

straightening methods - it could be traditional "train track" braces or Invisalign - according to each patient's needs. Most importantly, he has a lovely gentle manner; I know that people actually look forward to seeing him.

'We also have a strong demand for professional oral health treatments. As a dental hygienist myself, I ensure that teeth are cleaned to standards that are second to none, and another member of our team, Dr Alberto LiGreci, uses specialised Perioblast laser microscopy to resolve cases of gum disease. It's a proven process that removes inflammation and promotes healthy gum and bone tissue regeneration.'

Initial consultations for braces and Invisalign are complimentary as is teeth whitening for patients who receive a teeth-straightening treatment from Dr Richard. 'We never forget that there's a human being with the teeth,' says Justyna. 'If you would like to find out how we can keep your teeth healthy and smile confident, do get in touch.'

Treatments include: * Invisalign
* Cosmetic Dentistry * Orthodontics
* Teeth whitening * Periodontics
* Endodontics * Dental Hygiene

Dental Beautique

849 Fulham Road, SW6 5HJ / 020 3985 7577
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Domizia (Domi) Conti



PROVIDING PERSONAL CARE AT HOME

'Home Instead cared for my mother. They constantly went above and beyond to make her feel safe and happy. The quality of care was astounding.' – Jake A (son of a client)

'Our CAREgivers have coped amazingly over the last 18 months,' reflects Domizia (Domi) Conti, the Care Manager of Home Instead Hammersmith and Chiswick. 'Inevitably, we've asked so much of them, sometimes they have worked long hours seven days a week, and they've been wonderful!'

Home Instead is dedicated to helping the elderly live happily and independently at home in later life (in 2016 it won the Queen's Award for Enterprise). 'As daily tasks become physically challenging and social contact lessens causing loneliness, many older people feel obliged to move,' says Domi. 'That's where we come in: we offer practical, relationship-led care that enables them to stay where they love and enjoy fulfilling lives.'

When Covid-19 struck Home Instead faced a huge challenge, as the virus threatened the people who relied on its CAREgivers most. The team responded promptly and pro-actively (it has been nominated for the Entrepreneurs Circle award for Best Customer Service during the pandemic). 'We went to great lengths – and continue to do so – to keep everyone safe,' explains Domi. 'We immediately secured even the most scarce PPE equipment, we provided weekly training webinars on essential protocols, our staff were tested every week and we helped our clients to get their vaccinations.'

'That was particularly important because so many were shielding and nervous about leaving home. Our CAREgivers also filled all the daily gaps – shopping, cleaning, cooking and giving

personal care: often it was a case of being there and reassuring families that their relatives weren't completely isolated.'

Having studied nursing in her native Rome, Domi joined Home Instead in 2013 as a CAREgiver and now manages a 60-strong team. 'Some have care experience, some do not,' she says. 'They are all hand-picked for their empathetic character – they are lovely – and, of course, they are rigorously vetted and trained and constantly supported.'

In the first instance, family or friends usually contact Home Instead. Domi or her deputy will then visit the potential client to discuss their needs and devise an individual care plan. 'We never forget that everyone is different; we're flexible, we're there to be a trustworthy, familiar face and assist in any way we can.'

'If all goes well, we match the new client with one of our CAREgivers. We place huge emphasis on finding common points of contact based on background, personality and interests – after all, we want them to enjoy spending time together.'

Home Instead delivers an extensive range of bespoke services – Home Help, Companionship,

Personal Care, Dementia Care and 24/7 Live-in Care – in Hammersmith and Chiswick. The most popular, Home Help, covers chores such as cleaning, cooking and laundry, and with Companionship it might just be a case of the CAREgiver popping in for a chat and a cup of tea or perhaps helping the client to be more active and revive a hobby.

CAREgivers who are responsible for Dementia Care receive intensive specialist training, for Live-in Care the hours are arranged to suit specific circumstances and Home Instead can also install smart technology that monitors people and connects them to their families.

'Everyone here is passionate about high quality care,' smiles Domi. 'Our standards are exactly what we would expect for our loved ones. We want families to know that their relatives are safe because we are there for them.'

Home Instead – Home Care & Live-in Care
186 Sutton Court Road, W4 3HR
020 8746 1213 / hello@hc.homeinstead.co.uk
domi@hc.homeinstead.co.uk
www.homeinstead.co.uk/hammersmith-and-chiswick



Gordana Micic



Dr Audrey Tang



Matt Hedges

Photograph: #doris_heinrich_photography

COMEDY NIGHTS AND WELLBEING WORKSHOPS

Gordana Micic and her team are raising laughs and post-lockdown spirits at the Grove

‘The hard work and passion is paying off and we’re going from strength to strength,’ smiles Gordana Micic, the driving force behind the Groovie Grove Comedy Club. ‘All of us – myself, Zeljko, the landlord of the Grove Bar and Restaurant and my fellow hosts and performers – are delighted. We would really like to thank the community for coming out, socialising and supporting us.’

Under Gordana’s charismatic stewardship the Grove now puts on top quality shows – stand-up and sketch comedy, musical and character comedy, cabaret, drag and improv – every night of the week. ‘We create a fun, friendly and inclusive environment that reflects the diversity of W6,’ she says. ‘That means

promoting talent from every background and walk of life: in particular, I’m so proud that our “Ladies hosting” nights are proving popular.’

Most excitingly, this Autumn Gordana is introducing a new venture at the Grove. ‘We will be running workshops incorporating comedy and drama that focus on personal and professional development and mental wellbeing. The first two sessions will be on 20 November (afternoon and evening) with myself and Dr Audrey Tang, a chartered psychologist, drama teacher and theatre director; one will focus on “stress busting” and the other on boosting presentation skills and building confidence.’

‘We are our best representative, so even if you can’t think

of anything worse, giving a presentation, lecture or expert comment may be an essential part of your job description,’ explains Audrey. ‘And if you’re going to do it, you may as well feel good about it! I will provide practical tips on how to speak with impact, including the use of props, visual aids and exercises.’

‘It’s wonderful to be part of a venture in the heart of W6,’ adds Gordana. ‘We’ve received some fantastic feedback since we launched in May. It’s been such a rough time over the last 18 months and, with the new events and comedy nights, we want to give everyone a boost and make them laugh.’

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Groovie Grove Comedy Club
Grove Bar & Restaurant
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info@grooviegrovecomedy.com
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MAKING WORKING FROM HOME POSSIBLE

Designing bespoke spaces that are perfectly suited to the demands of both personal and professional life

According to the latest figures published by the Office for National Statistics, 37% of people worked from home in 2020. There’s no doubt that, as a consequence of the pandemic, it has become a popular lifestyle choice – who wouldn’t prefer a purpose-built garden office or custom-designed loft to a packed tube?

That’s been the experience of Matt Hedges and Warren Hagues, co-directors of CP Architects. ‘We’ve had many more enquiries about creating tailor-made domestic work areas,’ confirms Matt. ‘We pinpoint how the space will be used and then come up with ideas that minimise distraction and are conducive to being productive.’

‘Our designs are never one-size fits all. We provide flexible, individual solutions that tick all the boxes and, of course, meet the budget.’

‘Also, some sense of physical separation is so important psychologically, whether that’s climbing the stairs, using a room divider or walking down the garden. A while ago, we designed a basement studio for a client and every morning he would leave by the front entrance and use the outside stairs to get to work.’

CP Architects was founded in 1992, Matt joined in 1999 and Warren in 2004 and both are specialists in Hammersmith and Fulham’s housing stock. They are well-versed in

negotiating the complexities of the local planning processes and familiar with the issues that regularly arise and how best to solve them.

Over the last 18 months Matt and Warren have taken the chance to rebrand the practice, and that has included re-imagining their own premises. The result (works are due to be finished by Winter) will be a light design studio-cum-office for them and a spacious new hot-desking area.

‘We’re looking forward to sharing our space with other local businesses and community ventures,’ says Matt. ‘If you are interested, do get in touch.’

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CP Architects
159 Askew Road, W12 9AU
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www.cparchitects.com



John and Phil

#AnnabelMoellerPhotography



Petros Singers

PLANNING AN AUTUMN PROPERTY MOVE?

John Horton and Phil Coombes of Horton and Garton take stock of the latest market developments

'We have just carried out 100 viewings across our properties for the third consecutive week, that's unprecedented,' says John Horton. 'While the market took a breather in July and August, prompted by the end of the Stamp Duty reduction and people going on holiday, September saw sales registrations and viewings back at a high level.'

'Significantly, most buyers are upsizers or downsizers who want to stay in the area and they are looking for value – we're doing more viewings per offer per sale than ever. As usual, the key drivers are proximity to a good school and the park and, after the pandemic, there's also a strong demand for work-from-home and outdoor space.'

This year to date, Horton and Garton has grown its market share in both sales and lettings in W6 and W12. 'We're fortunate to work with the lion's share of the best local properties – we have 50% in Brackenbury Village alone – and, so far in 2021 we have sold more houses than flats, that's a first in almost 15 years of trading,' reflects John.

Sales Manager Phil Coombes manages a six-strong team, all of whom know the area well. 'We're transparent, even if that means telling clients what they need to know, but don't necessarily want to hear,' he explains. 'We also sell successfully off market through our huge database; a key benefit of registering with an independent agent

like us is not missing out on those opportunities.'

If sales were quiet in July and August, the reverse was true in lettings. 'We completed 60 lets in those two months at the asking price or above, and in some cases they went to sealed bids,' says John. 'Landlords are leaving the sector and selling, hence there's a shortage of rentals available.'

'We sell and let the most properties, achieve the best percentage of asking price and make the process as smooth as possible,' adds Phil. 'Whether you are buying or selling, we look forward to working with you.'

Horton and Garton
172 King Street, W6 0QU
Sales: 020 8819 0510
Lettings: 020 8819 0511
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hortonandgarton.co.uk

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THANK YOU FOR THE MUSIC

Horton and Garton has a long-standing commitment to playing an active role in local cultural life

Since opening Horton and Garton in 2008, John Horton has proudly supported many charities, causes and community organisations. 'As a local resident and the founder of an independent business, I've always believed that we should invest in the area in which we work,' he explains. 'That's why we always like to lend a hand when we can.'

Among the beneficiaries of this community-minded philosophy are two well-known West London musical groups, Petros Singers and the Addison Group of Singers. The former is an auditioned chamber choir that performs a wide repertoire from the baroque to the classical, and the latter comprises four choirs

(Jazz Ensemble, Jazz, Oratorio and Chamber) for all ages and abilities.

'Horton and Garton are wonderful supporters and we're so grateful for all that they do,' says Laura Mackay, Chair of Petros Singers. 'As well as sponsoring concerts, the company has agreed to provide a generous bursary for a talented young singer: we have just awarded that to Sophia Reznik, who is a student at West London Free School.'

With musical life re-starting post-pandemic, Petros Singers have two concerts arranged for the coming months. The choir will be performing *Faure's Requiem* at St Peter's Church, Mount Park Road in Ealing on 13 November


(7:30 pm) and *Glad Christmas Comes* on 11 December (7.30pm) at St Peter's Church, Black Lion Lane, Hammersmith.

'The Christmas concert is always very popular,' adds Laura. 'And by then we hope we'll be able to have an interval, with John himself helping to serve drinks as enthusiastically as he did at the Pimms bar for our summer concert!'



www.petrosingers.org
www.addisonsingers.com
horton and garton

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Christopher Barrow

MAXIMUM PROTECTION

Metropolitan Safe Deposits delivers affordability, convenience and world-class security

Over the last decade UK banks have largely abandoned the safe custody sector; for example, HSBC and Barclays no longer offer safe deposit boxes and NatWest and Lloyds only provide a severely limited service. Curiously, this diminishing presence has happened at a time when demand for secure storage for high-value items is stronger than ever.

‘The costs involved, the advent of internet banking and more rigorous regulations have all contributed to the banks’ withdrawal,’ reflects Christopher Barrow, Chief Executive of Metropolitan Safe Deposits. ‘Also, there was always the risk of significant adverse publicity: headlines were inevitably made when heirlooms went astray, creating reputational damage disproportionate to the value of the service.’

Founded almost 40 years ago, Metropolitan Safe Deposits is a proven independent alternative. The company’s West London vaults, which opened in 2019, contain 12 sizes of safe deposit box. ‘Initially, most people choose one of our three smallest,’ explains Christopher. ‘They are ideal for storing keepsakes, jewellery and watches

and cost £95, £150 and £250 p.a including £10,000 insurance (the largest box is £1819 p.a.).’

The Chiswick High Road premises combine multi-layered alarm and surveillance systems with tried and tested physical protection. ‘The basement vaults themselves were designed and built by the industry’s leading manufacturer and our building has 24/7 CCTV of the perimeter and interior, seismic and stress detectors and bullet-resistant airlock doors,’ says Christopher.

‘We have three integrated alarm systems and client access is controlled by computer-verified ID and biometric fingerprint procedures. Each safe deposit box is individually alarmed and we are alerted if more than a given number are open at any one time.

‘Convenience is also fundamental to our business. Customers must be confident that their box is accessible, and that’s why we invested substantially to remain open through the lockdowns. To my knowledge, this type of vault has never been breached. We offer the peace of mind that comes with knowing that your treasured possessions are in safe keeping.’

Metropolitan Safe Deposits

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CHISWICK KNIGHTSBRIDGE ST JOHN'S WOOD



Clay Miller

Photograph: #AnnabelMoellerPhotography

VINYL TAKES THE FLOOR

'The Carpetstore transformed our house. Friendly, professional and quite simply a fantastic experience with brilliant results!' – Rick and Rachel Parfitt

'Before the pandemic we had already noticed that many of our customers, both private and commercial, were starting to prefer luxury vinyl tiles over wood and concrete flooring,' recalls Clay Miller, who has co-owned The Carpetstore with his brother Joe for 25 years.

'Recently, however, that trend has been even stronger. After the severe flooding in West London a few months ago I think we had 150 enquiries about replacing flooring. I'm not exaggerating. So many carpets and laminates had been totally ruined, particularly in basements, and people wanted our advice about an alternative that would look good and protect them in the future.

'Luxury Vinyl Tiles (LVTs) are the perfect stylish solution, and that's why we're now stocking the Distinctive Flooring range manufactured by Victoria. The tiles, which look like wood or stone, are sealed so no water can get through them, they are extremely durable, easy to clean, warm underfoot and, best of all, they come in a fantastic array of striking designs.'

Since the lockdown period ended carpet companies have begun launching brand new products onto the market and one recent arrival at The Carpetstore is a herringbone pattern made by Brockway. 'Unusually, it also comes in matching soft loop pile and twist pile,' explains Clay. 'That means you can fit

the same design on the stairs and in the bedroom. The results are superb.'

All the ranges can be viewed at the Goldhawk Road showroom, where extra display space has just been created, and customers are welcome to take away swatches. 'If you would like to have carpets or flooring fitted in time for Christmas, now is the time to start looking at all the options,' adds Clay.

The Carpetstore team use their own expert fitters on every project – they will also lay hardboard, ply and latex sub-floors and trim doors – and whether you want an Axminster or a shagpile, man-made fibres or vinyl tiles, you will be spoilt for choice.

The Carpetstore

156 Goldhawk Road, W12 8HJ
020 8749 9340
carpetstoresb@aol.com
www.thecarpetstore.info



John Collins (third from left)

FAMILY VALUES

John Collins is very proud that his family's service, MOT and tyre garage has been serving the W6 community for over four decades, with most customers introduced by word-of-mouth recommendation. 'We've even found that when one of our "regulars" moves away, they leave our business card for the new people!'

It's fair to say that Collins Motors is a Hammersmith institution. Operating from the same Trussley Road premises since 1980, three generations of the family work with each other. 'I started the business with my father Sean,' recalls John. 'He's still involved, my brother Brian runs our Park Royal garage, my son James works with me and Brian's son Jack is with him.'

The experienced team of in-house and dealership trained mechanics can handle the servicing of every make and model from Minis to Rolls Royces. 'Equally importantly, I believe in old-fashioned service,' explains John. 'For example, when we replace a part we explain exactly what has happened and why – and in plain English! Also, if more work is needed than anticipated, we call the owner. They always make the final decision, then there are no surprise charges.'

Collins Motors

232 Trussley Road, W6 7PS
020 8741 9766/7
hammersmith@collinsmotors.co.uk
www.collinsmotors.co.uk

Advertorial | @collins_motors



Lan

A TASTE OF VIETNAM

Huy and Lan opened Hoang Lan (Wild Orchid) six years ago with the aim of serving authentic Vietnamese cuisine with a smile. Since then, the restaurant has attracted a loyal local following. Hoang Lan is a combination of their names: Huy's surname means Wild in Vietnamese and Lan means Orchid. 'That's why we always like to have orchids decorating our tables,' he smiles.

The couple are passionate about introducing their native dishes. 'They are light and healthy,' explains Huy, who is the chef. 'We use fresh ingredients, plenty of herbs such as basil, coriander and mint, and I can adjust the spice levels.' For those unfamiliar with Vietnamese food, Huy recommends the spring rolls – 'they're nicer than the Chinese version!' – the Pho soup and any of the 'sizzling' mains. And for something traditional, the sea bass with mango, tomato or garlic sauce: 'We only fry the skin a little bit, it's delicious.'

Hoang Lan is licensed (the Vietnamese beers are excellent), open for lunch and has a popular takeaway service. And with Christmas coming, the restaurant's private room is the perfect venue for a festive get-together.

Hoang Lan

129 Askew Rd, W12 9AU
020 3663 4217
info@hoanglan.uk
www.hoanglan.uk

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Ritesh

Photograph: Annabel Moeller

FULHAM'S FRIENDLY FAMILY OPTICIAN

Whether for new glasses or fitting contact lens, prompt repairs or eye screening, Aristone is the local independent specialist

Ritesh, the owner, and his friendly team at Aristone opticians are proud of the business's heritage. 'It's been a constant in Fulham life for over five decades,' he says. 'I became the owner 12 years ago and it's been so enjoyable to get to know and look after generations of so many local families.'

As if to prove the point, Ritesh then had to break off from our chat to serve and catch up with a young lady. 'I've known her since she was small,' he explains afterwards. 'She was dropping off glasses for her sister who is a nurse in the UAE and still asks me to make new ones. In fact, we often send glasses to former Fulham residents who now live abroad - for example,

we have regular customers in New York and Texas.'

In recent years Ritesh has expanded Aristone's stock to include a wide choice of frames at all prices, including stylish designer ranges from Tom Ford, Lindberg, Ray-Ban and Dolce & Gabbana as well as a huge variety of prescription lenses.

If, by chance, a prescription is not available, new glasses can be made on-site. 'Few independent opticians or chains have a workshop,' says Ritesh. 'We can do repairs in our upstairs lab and we've also invested in state-of-the-art machinery which allows us to cut, grind and polish a lens to 0.1 degree accuracy in a minute.'

'Our philosophy is to provide a fast, reliable service. Of course, whether it's an eye test, glaucoma screening or fitting contact lens, there are processes to follow. But we never know if an issue will arise or how someone will respond. That's why we tailor what we do to the individual.'

That personal approach was evident during the lockdowns when Ritesh delivered food to elderly customers and gave iPad lessons to help them keep in touch with their families. 'That's continued,' he smiles. 'I'm teaching some ladies how to use FaceTime. It's fun for me and so rewarding to help others in the community.'

Aristone Opticians
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INSPIRATIONAL TILE STYLE

Exciting new indoor and outdoor collections for all tastes and budgets

With over 30 years' industry experience, few people are better able to respond to the latest trends in tiling than Peter Hughes, co-owner of the Hugo Ceramics showroom on Chiswick High Road.

'Currently, 2cm deep outdoor tiles are flying out of the door - that's a new size for the trade,' he says. 'We've invested substantially in stock (60 x 60cm, 60 x 90cm, 60 x 120 cm and a wood-effect 30 x 120cm) to guard against supply issues. The tiles are frost resistant, strong enough to hold a car and glazed, so they look fantastic in any garden space.'

That demand has helped Peter to reach an ambitious fundraising target. 'Our aim was to plant 1000 sq metres of woodland in partnership

with The National Trust,' he explains. 'We planted one tree for every tonne of tiles (wholesale and retail) that we sold from July to September. We actually surpassed that figure, and we're going to do it again next year.'

Peter has long-standing links with manufacturers such as Roca and Yurtbay, and that enables him to offer high quality tile ranges in every effect, size and material (polished, stone, cement, concrete, marble, wood, porcelain). And should there be a gap in the portfolio, he has an extra string to his bow in the shape of his own Hugo Ceramics brand.

Whatever the nature and scope of the tiling project, whether it is interior or

exterior, decorative or practical, Showroom Manager Manuela Profetto will be happy to advise, explain more about the products and help you come to the best decision.



Manuela Profetto

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Dave Halpin (right)

A SPECIAL AUTUMN OFFER

If you are an NHS worker, are over-65 or in genuine need, Gasworks London will fix any boiler problem and the first hour of labour is free

Since the first lockdown, Dave Halpin, the charismatic owner of Gasworks London, has been offering NHS workers and those over-65 who live in poverty or who are vulnerable an hour's free labour – 60% of all problems are resolved in that time – on any boiler repairs (customers must live in a W2-W14 postcode*).

Dave founded his West London-based gas and central heating business in 2006 and, since then, the company's striking black vans have become a familiar sight whizzing around the streets of Hammersmith.

'We're passionate about giving something back to the community,' explains Dave. 'So, as we're nearing that time of year when people switch on their heating systems – and often find that it isn't working properly – we wanted to help NHS workers and those in need. In particular, our offer of an hour's free labour on a boiler issue will be sufficient to deal with the dreaded frozen condensate pipe situations that are a common problem in winter.'

Dave and his team of highly experienced engineers have the expertise to repair boilers of all makes and ages and, should yours not prove economic to mend, give advice about and install

a new high-efficiency model. They also provide 24-hour emergency cover throughout the area.

'We take great pride in the reputation that we've built for excellent customer care,' says Dave. 'With us, people can be certain that they are dealing with a truly local company that offers a consistent high quality service based on trust and transparent pricing – that's why 80% of our business comes from word-of-mouth recommendation.'

'The best thing about my job is making everyone happy.' And if Gasworks London has fixed a problem for you, you'll know exactly what Dave means!

Services provided by Gasworks London include: * Boiler repair and installation * Boiler servicing * Landlord gas safety checks * Central heating * Boiler exchange * Power Flushing * Unvented Megaflor Cylinders

* Full terms and conditions are available on the website

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Anna Demska

COMING CLEAN

Owned by Mike Moran, Top Hat is a family business with a true West London heritage. The first branch was opened by his parents in Hounslow in 1967 and Mike took over the operation in 1984. 'It's been a very tough 18 months, but I'd really like to thank Anna, the Manager, my staff and all our customers for their support – it has meant a lot,' he says.

Whether it is dry-cleaning, specialist 'wet-cleaning', professional alterations or repairs, the Ravenscourt Park team has the practical experience and expertise to handle every issue. 'We can look at anything, be sure what the material is, know exactly how to treat it and deliver a high quality result,' explains Mike.

'I've always believed in combining old skills with the latest technology. So, we use a state-of-the-art microscope to confirm whether a stain is on top of fibres or deeply ingrained but, equally, we can identify a material by simply burning a few fibres and looking at the nature and colour of the flame. That level of knowledge really pays dividends!'

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— Phil Coombes, Sales Manager

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