



Celebrating all things local from businesses, tradespeople, news, and events.

Newsletter

Issue 3. January 2021

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COVID-19 Response

HydroSmart can continue to operate during the pandemic as a socially distanced service. We work at a safe distance away from our customers, mostly at height and with no customer contact. For those who **do** wish to have any works undertaken, we will be very happy to accept all payments via transfer although card payments have successfully been made through the division of a glass window.

We continue to wash or sanitize hands frequently and wear PPE on site at all times when required in the form of a face mask, disposable gloves and disposable shoe covers.

A message from the Company Director

Dear Customers,

In previous newsletters we have included a spotlight section, shining a spotlight on a local business. In this month's newsletter the decision was made to replace it with 'Pause for Thought' which links to some of the thoughts we share as a nation as we go through yet another lockdown.

My intention is that as you read, you will be able to build strength needed to help pass this difficult period in our lives.

We must remember to be kind to each other and to help where we can.

Until next time, Stay safe

Julian Mellor

Refer a friend and get £10 off your next window clean.

To view full terms and conditions, visit invitari.co.uk

Throughout the year there are local groups and events popping up, many of them more commonly being accessed online due to social distancing measures. If you are starting a group/event or know of one you think your neighbours would be interested in, then let us know here at HydroSmart so that we can spread the news. Anything from a new sewing club to and political rally could be featured in next months newsletter.

We try to keep the local events up to date but if there is something you think we have missed then do get in touch. Send an email to julian@invitari.co.uk with 'newsletter' in the subject box.

AVAILABLE WINDOW CLEANING APPOINTMENTS

**WOULD YOU LIKE
YOUR WINDOWS OR
GUTTERS CLEANED
THIS MONTH?**

EMAIL

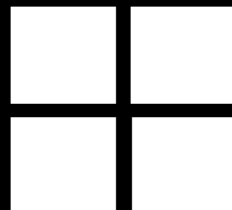
julian@invitari.co.uk

**OR TEXT WINDOWS TO
07500 903965**

For a regular window cleaning service, there are several options on offer which are available to view on the company's website invitari.co.uk.

When we book our customers in, for example, an 8 weekly clean which then changes to every 4 months this can lead to two factors.

1. Extra admin hours making changes to multiple customers bookings which can have a knock-on affect to the accuracy of time slots that have been booked.
2. By extending the time period between cleans this will lead to a higher price after every clean due to the addition dirt that needs to be removed due to air pollution, weather conditions and other local factors depending on surroundings.



Spread the Word

Many of the new customers that call us each day have been referred by satisfied customers. It is always lovely to hear our customers are happy to recommend our services and hope that this continues for many years to come. During these tricky times through a pandemic we would really appreciate your feedback through platforms such as Trustpilot. As the company is managed by humans we hope that should there ever be a problem with our service, you will allow us the opportunity to rectify a situation before you make a review. Click on the link below to be redirected to our Trustpilot page.



<https://uk.trustpilot.com/review/invitari.co.uk>

Local Trade Directory

If you would like to recommend a local trader or small business, then you can email invitari@outlook.co.uk with 'Newsletter' in the subject box.

Free advertising with HydroSmart

Don't forget, HydroSmart has opened a page on our website for our customers to post adverts to sell or hire. What better way to advertise your items for free with no commission than with HydroSmart. If you would like to place a free advert with HydroSmart, please send your entry with a maximum of two hundred characters a picture and contact number to julian@invitari.co.uk with 'Advert' in the subject box.

Run for Mental Health

HydroSmarts Company Director, Julian Mellor, has published a number of articles over the year on the struggles of mental health. In this month's newsletter we have replaced our usual Spotlight section with an article written by Julian about his own struggles. This year will prove to be both exciting and rewarding as Julian will be launching a charity to help local organisations battle an illness that has affected so many people, particularly during the pandemic. As part of his launch, Julian is putting together a team of runners to take part in an Ultra Race called Race to the Stones.

This year Julian also hopes to publish his book Scum Like Me. An autobiography detailing struggle and triumph over adversity. For details on how to get an early order discount on a copy of the book email Julian at julian@invitari.co.uk

Local Trade List

Plough Homecraft

346 - 348 Lordship Lane,

London,

SE22 8LZ

Phone: 020 8693 1404

www.ploughhomecraftdulwich.co.uk

Pause for Thought.

As we enter our first week of the New Year we do with a glimmer of hope, I think it is fair to say that 2020 was a challenge, the great Martin Luther King Jr once said “The ultimate measure of a person is not where they stand in moments of comfort and convenience, but where they stand at times of challenge and controversy” *sic*.

I speak from experience when I say things must be at their very worst before they can get better.

I am reminded with great vividness my battle with mental illness. Those days were without any doubt some of the toughest times I have ever encountered. Panic attacks, blackouts, almost a year of not being able to leave my bed, endless nights of binge drinking to try and stop the pain, suddenly just bursting into tears in the middle of Regents Street. You could say I had become a lost soul.

I had lost everything in one of my spectacular business deals, the result of which left my family and I homeless for the better part of three years, we lived rough for almost a year and then finally ended up with family, this is when my illness manifested itself. As I became depressed and sunk deeper into the abyss my condition worsened. I yoayed in and out of Kings College Hospital, the pressure of my condition had started taking its toll on my fragile body. My weight had rocketed to almost fourteen stones and my blood pressure was life threateningly high from a life of excessive living and long hours of drink dependence. I was on my way to rock bottom. I was suffering the effects of PTSD.

I had been unfortunate enough to watch a person die, I held him as he took his last breath. I cannot tell you how it feels because I have been numb ever since. I've been in and out of counselling and my recovery has been a battle between me and the demons that lie dormant in my head. There have been Everest highs and bucket bottom lows.

As I sat next to my friend the realization that I was in-fact lucky to be alive, I admitted that I needed to change. A magic wand was not waved, and my problems did not go away, I just knew that I needed to make a change, my journey had started.

It has taken almost three long hard years to bring balance into my life, I started running to clear my head. I'd missed the Number 3 bus from Paxton Green and chased it only to collapse in a heap as the driver pootled away from each stop.

Today I am a keen ultra-runner with several long distance runs under my belt and a finish in the World's toughest foot race “The Marathon des Sables” it has been a tough road but the challenges I have faced have been worth every bit of my emotion. I have found resolve and peace from the darkest moments and I've learnt to forgive and made my peace with those that have hurt me.

My darkest and most difficult moments have become my saving graces learning to accept that which I cannot change and changing that which I cannot accept. 2020 was without a shadow of a doubt a challenge for everyone but we must rise to those challenges and push forward knowing that this will pass, we don't know when, but it will. Until then we must work together to help each other, be kind to others and do unto them as you would do to yourself. Work hard and have faith no matter what you believe in. Faith is the greatest strength we have and with faith we know there is an end. Stay positive despite the negative and remember that there is always someone worse off. We all share the same 24 hours and what we chose to do with it makes us the people we become.

Stay safe.

Julian Mellor