

Dear Member,

As we move out of lockdown to more 'normal' times, I hope that you are excited to welcome back your customers who are now able to bring their caravans and motorhomes out of storage and start caravanning again.

The last 5 months have flown by probably down to working hard to launch the CaSSOA insurance product and new website. I'm very pleased to be able to finally announce that these are both now live; members are already earning commission, simply by handing their customers a leaflet about CaSSOA website, and the website is working brilliantly.

RiskSure are now booking appointments for all outstanding surveys from which were delayed due to Covid restrictions. These of course will be prioritised, but I hope to be able to contract those sites due for survey in 2021 very soon.

As always, if you have any questions, feedback or issues, please get in touch: enquiries@cassoa.co.uk

Kind Regards,
Becci Bailey, CaSSOA Manager

CaSSOA Caravan Insurance

CaSSOA, in association with global A rated insurer Amtrust, has created a range of flexible, competitive insurance products exclusively for CaSSOA members and distributed by Ceta Insurance.

All policies purchased by CaSSOA customers will generate a commission which will be paid to the CaSSOA member.

There is significant earning potential available not just from new business generated but also future earnings for each policy that renews thereby growing your income year on year.

Exclusive to CaSSOA site storage customers, flexible, competitive caravan insurance designed around your customers needs.

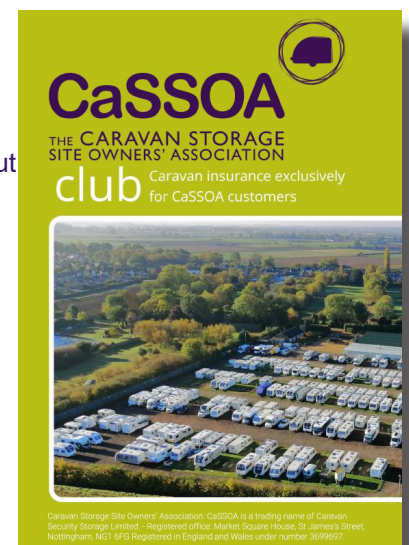
- Range of cover available to fit all budgets
- Monthly payment option available
- Inclusive Legal expenses cover
- Accidental damage included as standard
- Option to include cover in Europe
- No excess for CaSSOA members

Taking part is simple. Ceta will establish an introducer agreement which you'll need to sign and return. Then all you have to do is provide leaflets, or email a PDF to your customers. We'll track any policies purchased so that commission can be paid to you.

Commission is payable to the member of the 25th of each month by BACS. Detailed management information will be provided to enable the member and CaSSOA to track the effectiveness and competitiveness of the service.

Ceta has been providing insurance in the UK for more than 25 years and as well as offering an online digital platform which enables customers to quote, compare click and buy caravan insurance quickly and easily from an exclusive range of CaSSOA branded insurance products tailored to your needs. Ceta will also be able to support CaSSOA members with a dedicated UK based call centre for those who prefer to speak to an advisor directly.

Please contact enquiries@cassoa.co.uk if you wish to take part.



Your local Police are keen to help

Two Police forces have recently been in touch with CaSSOA and are keen to engage with CaSSOA members.

Mick Simpson who is Rural & Business Crime Officer based at the South Worcestershire Problem Solving Harm Hub wanted to explain how you can get in touch with your local force.

Police throughout the UK now share a common method of contact depending on what your requirements are:

- If you are reporting a crime or incident in progress where the attendance of Police is essential then call 999
- If you are reporting a crime or incident that is not in progress or have information to share with Police call 101
- You can also contact Police on line by clicking onto [this link](#)

Each local area will also have DOCO (Design out Crime Officers) who will provide bespoke information in relation to Crime Prevention. They can be contacted [here](#).

Rural Crime officers will also be available in most areas and be contacted via the Police UK link above

Mick also has the following advice for CaSSOA site owners:

- Define your boundaries
- Review your perimeter fencing and ensure it is good order. Palisade style fencing can be breached by removal of one or more fixing rivets which cannot always be detected by a cursory glance
- Consider installing detectors and/or CCTV that can connect to your Smart phone to alert you when your perimeter is breached. (be aware that some animals may also activate these sensors)
- Lighting should be considered but be mindful of merely 'lighting the way' for offenders. Passive Infrared (PIR) switched lighting is effective if someone becomes aware of it activating and can take action. Lighting can also be activated by photo cell switching which will ensure that the lighting is on during the hours of darkness.
- Perimeter beams may be a better approach to use on perimeter fencing as they are not easily activated by animals
- Controlling access to your site is essential. This can be achieved by securing gates and allowing permitted access only by Proximity readers which will record who is entering and at what time
- Encouraging vehicle owners to fit physical security measures to their vehicles i.e. wheel clamps
- Space vehicles in lines where 'Natural Surveillance and/or CCTV cameras can be most effective
- Appropriate signage can be effective to warn potential thieves that security measures are in place. i.e. CCTV, Forensic marking solution being used
- Keep your site tidy and well maintained as a well ordered site with little or no rubbish or signs of neglect is far less likely to attract criminals

CaSSOA Committee

CaSSOA has created a committee to ensure CaSSOA as an organisation continues to develop and adapt to ensure our members and their clients get full value. To do so we need to fully understand the needs / concerns across all the members and a committee will help us to achieve that.

Keith Strivens of Gatewick Farm Storage has stepped up as Committee Chairperson, and can be contacted with any comments or feedback you may have. Contact Number: 01903 812241 / Email Address: info@gatewickfarmstorage.com



New CaSSOA Website

The new CaSSOA website is now live!

The much improved search facility will make it easier for potential customers to find you.

There is also a members forum where you will find news and updates as well as communicate with other members to ask questions and share information.

Please log into the members area to check that your site details are correct. Login is located in the top right of the page. If you have forgotten your password, click on the "lost password" link.

You'll then enter the members' area where you can update your details and access information, downloads and the forum.

This should all be straight forward to use, but if you have any difficulties please get in touch.

Other payment platforms recommended by CaSSOA members include Stripe and Opayo

Tailored Payment Solutions for your Business



Fidelity Payment is one of the largest electronic payment providers worldwide. They have been providing payment solutions since 1996 and currently process £1.5 billion of credit card transactions in the UK, and £25 billion globally. Their UK business employs just over 70 staff based in London and Manchester offices, providing **tailored payment solutions for businesses**.



Having an exclusive partnership with CaSSOA, Fidelity Payment will be working closely with members to find savings, offering the most competitive rates and providing seamless payment solutions.

Would you like to be able to take card payments from your customers? Or make it easier for them to pay for their storage online? Whether you're looking for an integrated PDQ for your EPOS system, the ability to send pay links or take payments on your website, Fidelity Payment can facilitate all your payment needs.

Here are some ways in which Fidelity Payment can support CaSSOA members with their merchant services:

-  **Next Day Funding**
Have access to your funds the very next day to improve your business cash flow.
-  **24/7 Customer Support**
Dedicated account managers and 24/7 support, with an average call pick up time of 10 seconds.
- **Usage of our everything payments platform blink3sixty**
Free monthly access to blink3sixty portal for any pay link, direct debit or virtual terminal usage
- **Complimentary Rate Review**
Comprehensive pricing comparison to see how your rates could be improved on.
- **Fully integrated payment solutions**
Integration with a multitude of Epos systems and Ecommerce platforms to ensure that retailers have the most streamlined and efficient payment integration.



We recommend you get in touch with Grace from Fidelity to discuss your card processing, they typically can save you over 20% on processing fees while offering fantastic services and support.

Email: g.radley@fidelitypayment.co.uk | Phone: 02039102998